

# CSA Group long-term care standard: Impact on LTCH providers and facility workers



## Introduction

- The Canadian Standards Association (CSA Group) is a **leader in standards development, research, education, and advocacy**, whose mission is to enhance the lives of Canadians through the advancement of standards in the public and private sectors.
- CSA Group recently published a standard called **CSA Z8004, Long-term care home operations and infection prevention and control**.
- This standard provides guidance on **safe operating practices, design, and infection prevention and control (IPAC) practices** in long-term care homes (LTCHs) while incorporating a person-centred approach. The standard takes into consideration what is required during both normal, day to day circumstances and catastrophic events.
- As published, the standard is voluntary, however, governments, regulators, and the long-term care industry are encouraged to use it through incorporation in regulation and/or industry best practices.
- This document focuses on the potential impact of the standard on **LTCH providers and facility workers**.



## Impact on LTCH providers and facility workers

- CSA Group held consultations with LTCH operators, managers, and frontline workers to obtain their feedback on topics related to the standard.
- LTCH providers and facility workers suggested ways to overcome barriers to effective care delivery, how to create healthy environments that protect staff and residents' well-being, and the need for the standard to set achievable and measurable objectives.



### Infection prevention and control

LTCH providers and facility workers are committed to strong IPAC measures that protect residents, staff, and families.

The standard requires LTCHs to:

- Adopt IPAC best practice guidelines that are based on emerging scientific evidence.
- Have an **adequate supply of PPE**.
- Have **plans for outbreaks** that consider protocols for detecting and responding to illnesses, maintaining appropriate staff levels, and managing supplies.





## Infrastructure and design

The built environment of LTCHs can impact staff and operator experience, as well as residents' experiences and outcomes. Improvements in the infrastructure and design can help **prevent the spread of infection**, including between staff, as well as **increasing privacy** for residents.

The standard includes several provisions that would improve LTCH building design, systems, and technology. There are also provisions that are not mandatory but are strongly recommended to create a **positive environment** that further decreases the risk of infection and promotes resident privacy.

Some of the provisions include:

- **Recommending that bedrooms in new LTCHs be single occupancy with a private bathroom, and requiring bedrooms in existing LTCHs to accommodate a maximum of two residents.**
- **Recommending LTCHs install air handling units that are able to be cleaned and disinfected.**
- **Recommending LTCHs cluster resident rooms within small households, which create a communal environment that are also easier to quarantine in the event of an outbreak.**



## Person-centred care

Through the consultation sessions, LTCH providers and facility workers said that a person-centred approach to care is important to delivering high-quality care to residents. Person-centred care is a model of care focused on treating people with **dignity and respect** and involving them in all decisions about their health.

The standard requires LTCHs to:

- **Adopt organizational commitments including person-centred care, equity, diversity, and inclusion (EDI), and sexual expression and intimacy of residents. The commitments are reflected in other provisions, such as creating an environment that promotes a sense of community, honouring diverse cultures throughout the year, and respecting residents' right to privacy.**
- **To the extent that this is not already common practice for operators and staff, the standard would require a new approach to resident care.**



## Staff training and responsibilities

Training helps staff **uphold other provisions** in the standard, such as the operational commitments and preparedness for future outbreaks.

The standard may result in staff having **additional responsibilities**, such as being members of committees, or spending more time getting to know residents.

The standard focuses on creating a **positive environment** for staff members with provisions focused on providing mentorship, creating an inclusive environment, and adding whistleblower protections.

The standard requires LTCHs to:

- **Provide staff with additional training on topics including person-centred care, EDI, IPAC, and catastrophic event management.**
- **Obtain regular feedback from staff on training effectiveness.**

### Where can I learn more?

Join the CSA Group Long-term Care Homes Community and get access to additional resources, discussion forums, and more: [Long-term care homes community](#)

Information about what CSA Group heard through consultations can be found in the What We Heard Final Report on the [CSA Group website](#) and [Long-term care homes community](#).



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