POLICY

To ensure that residents’ scheduled needs are met in a timely manner and to ensure there is sufficient staffing to support a homelike environment and person directed care.

DEFINITIONS

The community will ensure that there are sufficient caregivers and general staff to meet residents’ needs in a timely manner. Staffing will be based upon the residents’ acuity level as determined by the residents’ evaluations as well upon the skill level and longevity of staff.

Quarterly or more frequently if the community identifies a trend in increasing acuity levels the staffing pattern based on resident acuity will be re-evaluated and adjusted as needed to meet residents’ needs. When evaluating the staffing plan the community will consider in addition to resident acuity the community’s physical plant configuration, skill level and longevity of staff and any resident or staff concerns regarding availability of staff.

If the Executive Director becomes aware that the current staffing pattern does not provide services in the manner or timeframe deemed appropriate by the Executive Director, the Executive Director will collaborate with the owner, corporate or regional staff as per company policy.

If at any time the acuity staffing pattern dictates more staff than what the community has scheduled, the Executive Director will make adjustments. In the event of a critical staffing situation, the Executive Director will mobilize all available appropriate resources to ensure that resident needs are met.

PROCEDURES

Staffing levels for this community are determined by multiplying a ratio times the number of residents in the facility on a given day. There are times however that even the best staffing tool does not objectively anticipate the need. The Executive Director or Person in Charge makes rounds at various times on a daily basis. The purpose of these rounds is to ensure resident needs are being met. When there are concerns, the Executive Director is encouraged to investigate, talk with their staff and if necessary make adjustments to their staffing. Multiple factors play into staffing needs such as staff training, education, longevity,
resident needs and behaviors. These are all factors that must be fine tuned from time to time by the Executive Director doing walking rounds.

**Emergency Staffing:**

Staff who have not completed the required orientation to their position training may be mobilized to work in the community in the event of an emergency staffing situation such as:

- Wide spread illness within the resident community resulting in temporary increased staffing needs
- Widespread illness within the staff which results in healthy staff not being available to work.
- Severe weather which prevents sufficient staff from reporting to work.
- Physical plant/utility failures etc. which result in increased need for staff.

In the event of an emergency staffing situation use the “Emergency Staffing Form” and document:

- Date
- Nature of emergency
- How long emergency lasted
- Name and positions of staff who provided emergency staffing coverage.

**FORMS**

Emergency Staffing Form