

TO: ALL EMPLOYEES, PEOPLE SUPPORTED & FAMILIES
FROM: COMMUNITY LIVING CAMPBELLFORD/BRIGHTON
RE: COVID-19
DATE: Update #13– July 18, 2021

As you are aware, COVID-19 is a new strain of coronavirus that can cause serious respiratory illness. This virus, and the new variants pose a particular threat for some people we support, many of whom are older adults and/or have weakened immune systems or respiratory problems.

The risk in Ontario has decreased significantly since the last update, with a very low number of active cases and the availability of vaccines to Ontarians. There is still a potential risk that people can become infected with COVID 19, particularly with the new variants. Given the reduced risks, the Ministry of Children, Community and Social Services (MCCSS) has directed that restrictions be lessened. Please note that the Emergency Order remains in place. CLCB's priority is protecting the people we support, families and employees from infection. This will continue until risks are lower and Ontario's vaccination plan concludes. CLC/B is almost fully vaccinated and getting ready to get back to normal. MCCSS and Ministry of Health continue to provide guidance and directives that CLCB implements fully to ensure the safety and security of people supported, families and dedicated employees.

As you already know, in addition to the Emergency/Disaster and Pandemic Plan, CLC/B has developed a comprehensive COVID-19 Information Manual for all employees. The manual includes numerous sections that give detailed instructions on what should be done in present and future circumstances relating to; screening, people supported showing symptoms, COVID -19 assessments & testing, questions for medical professionals, PPE use protocols, isolation area protocols, illness monitoring documentation, cleaning and disinfecting, visitors and more. New protocols are being added as Public Health directives and recommendations change in our region.

Community Living Campbellford/Brighton participated in an Infection, Prevention and Control (IPAC) review and consultation on July 3, 2020. This was completed with Lisa Kaldeway who is a Health Promotor with the Haliburton, Kawartha, Pine Ridge District Health Unit. A thorough checklist was completed with each of the residential locations. The checklist included our process & practice for employees, essential visitors, screening monitoring, residential spaces, COVID-19 testing, the use of Personal Protective Equipment, infection prevention & control, activities & meals, and communications. Upon completion, CLC/B was confirmed to be following all recommendations for congregate living settings put out by the Ministry of Health and informed that the Health Unit had no additional recommendations at this time. For this reason, unless there is added risk at any given time our measures will remain the same. CLCB participated in a second Infection, Prevention and Control (IPAC) review on June 7th, 2021, and have submitted the report to the Haliburton, Kawartha, Pine Ridge District Health Unit and MCCSS, for review.

If people receiving services and/or families would like an electronic or hard copy of the Pandemic Plan and/or the COVID-19 Manual please contact Dawn Lee, Executive Director @ dlee@communitylivingcampbellford.com or 705.653.6423.

1. Enhanced Environmental Hygiene

Employees are expected to institute enhanced environmental cleaning protocols for high touch areas, including doorknobs and handles, handrails, seatbelts, vehicle doors and driving controls, kitchen counters and eating surfaces, bathroom surfaces, remotes, tablets, phones, etc. Items that cannot be properly disinfected should not be shared.

2. Respiratory Etiquette and Hand Hygiene

All employees are expected to use respiratory etiquette - this means coughing or sneezing into disposable tissues (or an elbow if tissues are not readily available). All employees are expected to wash their hands regularly with soap and water for at least 20 seconds and use an alcohol-based hand sanitizer provided in the workplace. Employees are also expected to educate and support good respiratory etiquette and hand hygiene amongst the people we support.

3. Personal Protective Equipment

It is a requirement that all employees, and indoor visitors, regardless of immunization status wear a surgical/procedure mask at all times during their shift/visit with the exception of eating breaks or when they are alone in an office or outside. Eye protection should be worn, regardless of immunization status, by all staff when providing direct support indoors or in an enclosed space, Eye protection should not be worn while driving as it may impede vision. When additional risk is present, employees may be asked to wear a disposable or reusable gown. People receiving services should be encouraged to wear a surgical/procedure mask whenever they are in close contact with someone (including at home while being supported).

4. Sick Employees

Employees who have unexplained symptoms of acute respiratory illness, or other symptoms listed on the Public Health COVID-19 screening document **MUST** stay home and not come to work. In this case, employees **MUST** notify their Supervisor immediately for guidance. Depending on the circumstances, employees may be asked to receive a COVID-19 test and/or self-isolate for a period of time before reporting to work.

5. Shift Screening Process

All employees arriving to or returning to a Group Home or Co-Living setting **MUST** be screened each time **BEFORE** entering/re-entering in accordance with the COVID-19 Document (1A) in the COVID-19 Manual and the Employee Screening Protocol in the Red duo tangs at each home/location.

6. Travel – Employees/People Supported and/or Families

Employees

If you have travelled outside of Canada or are planning to travel outside of Canada in the coming weeks, you must report this to the appropriate Supervisor, or the Director of Human Resources. Leslie Steeves, Director of HR lsteeves@communitylivingcampbellford.com or 705.653.6384.

Employees considering travel outside of Canada should be aware that such travel is at the employee's own risk and may result in a request to submit to a COVID-19 test (at the employee's expense) and/or unpaid periods of self-isolation.

self-isolate (e.g., stay home, do not attend childcare, school, or work, avoid public spaces, contact with others, do not take public transit) for a total of 14 days after their last day of travel.

CLC/B will not be allowing employees to return to work after travel outside of Canada for a period of 14 days.

People Supported/Families

If you have travelled outside of Canada or are planning to travel outside of Canada in the coming weeks, please report this to the appropriate Supervisor, or the Director of Human Resources. Leslie Steeves, Director of HR lsteeves@communitylivingcampbellford.com or 705.653.6384.

People (family members, friends, people supported) considering travel, who are in close contact with employees or service recipients should be aware that CLC/B may be in a position to suspend services/visits for a period of 14 days after the last day of travel or until a negative COVID-19 test result is received.

CLC/B will not be providing support to people whose live-in family or friends have travelled outside of Canada until after the recommended 14-day self-isolation period or until a negative COVID-19 test is received.

Please be advised that in home, face to face support will only be offered after a risk assessment has been completed and will not happen during “lockdown periods” and “stay at home” orders unless otherwise approved.

7. Close Contact

It is advised that CLC/B employees and people receiving services do **NOT** have close contact with anyone who:

- has travelled outside of Canada in the last 14 days.
- has had close contact with someone who has travelled outside of Canada in the last 14 days.
- has had close contact with someone who has acute respiratory symptoms and/or a suspected or confirmed case of COVID-19.
- has spent time in an area that is proven to be a COVID-19 geographic hotspot, or has had an outbreak, including work in nursing homes, retirement homes, group homes, etc.

If this is the case please notify Leslie Steeves, Director of Human Resources **immediately.** lsteeves@communitylivingcampbellford.com or 705.653.6384.

8. Day to Day Operations (Group Homes/Congregate Settings)

- **Encourage** only one person in the kitchen at a time, disinfect after each use.
- Laundry to be done separately.
- **Consider** staggered dining times unless physical distancing is possible.
- Support people to take turns using common spaces in the home, to ensure physical distancing.
- Reconfigure common spaces so seating encourages physical distancing.
- Do not share food containers, salt/pepper, electronics, sensory items, towels, linens, etc.
- Encourage people to be distanced from others living in the home as much as possible.
- Wherever possible, arrange for delivery of all needed supplies (ensuring disinfecting of all packages and hand washing after handling). If this is not possible, **Direct Support Professionals and people receiving services can pick up supplies while practicing physical distancing and donning a surgical/procedure medical mask. While out of the home Provincial guidelines (*Roadmap to Reopen*) must be followed.**
- While engaged in activities in or out of the home Provincial guidelines (*Roadmap to Reopen*) must be followed.

9. Supporting People Out (who live in a congregate setting)

- **Congregate living residents are now permitted to leave the congregate living setting for same day absences in the community in alignment with Provincial guidelines (re activities and social gatherings as outlined in the *Roadmap to Reopen*).**
- The person must pass an active screening for signs and symptoms of and potential exposures to COVID-19 every time they re-enter the congregate living site, which is in addition to also being required to be screened twice daily. If a person does not pass screening, isolation policies will be followed.
- The person must perform proper hand hygiene upon exit and entry of congregate living site as well as maintain hand hygiene (e.g.: use hand sanitizer regularly including upon entry/exit of buildings/spaces) while in the community and use hand hygiene after touching objects or surfaces that could be touched by others or after touching others.
- The person should wear a surgical/medical mask during periods of transportation, when entering indoor spaces, or when they are within 6 feet / 2 metres of others in outdoor spaces. In addition, the resident should be encouraged to adhere to physical distancing practices as much as possible as well as adhere to any current local public health unit advice related to local conditions and requirements. **People supported can go out for essential purposes and nonessential purposes (i.e., medical appointments and procedures, banking, recreational and group activities, visits with friends and family, while maintaining physical distancing measures.**

10. Overnight Absences (for people who live in a congregate setting)

Essential and nonessential overnight absences are now permitted in alignment with Provincial guidelines (*Roadmap to reopen*). The following precautions remain in effect.

- Upon return, the person must pass an active screening questionnaire that screens for signs and symptoms of and potential exposures to COVID-19.
- Monitor for symptoms.
- Avoid using common areas; however, if a common area cannot be avoided, the person should be encouraged to wear a face covering/mask.
- Limit close contact with other people.
- Only participate in group activities if physical distancing is maintained (a distance of 6 feet or 2 metres).
- Practice proper hand hygiene by washing their hands often (using soap and water or use alcohol-based hand sanitizer).
- Adhere to respiratory etiquette.

Public restrooms should be used with caution. Direct Support Professionals should be equipped with disinfectant wipes and PPE in the event that public restroom use is unavoidable. In this case all touch surfaces MUST be sanitized before and after use.

11. Visitor Screening and Family Contact

Family visits are permitted to occur both indoors and outdoors for people supported. As well, those considered to be non-essential are now able to visit. The setting must not be in an outbreak.

- Infection Prevention and Control protocols, information (and training if required) is communicated to visitors.
- Visitors must be escorted to the dedicated visiting area.
- Direct Support Professionals will assist people supported to and from the visiting area.
- The Direct Support Professional should maintain contact with the person supported for the duration of the visit to ensure the visitors are following visitation policies and procedures at all times.
- Visitors must share their contact information for Public Health contact tracing if required. CLC/B will keep the contact information for a period of one month and then it will be shredded.

- Visits no longer need to be prescheduled, however CLC/B requests that visitors call ahead to ensure capacity limits are not exceeded.
- Visitors must always wear a surgical/procedure face mask and eye protection during an **indoor** visit. CLC/B will provide these. Visitors and People Supported can engage in brief physical contact (i.e., hug) during the visits, this includes non-essential visitors.
- Visitors may choose **not** to mask and/or physical distance if all parties are fully immunized during an **outdoor** visit. Outdoor visitors may choose **not** to mask while maintaining physical distance regardless of immunization status. Eye protection is **not** required for outdoor visits.
- Visitors must adhere to all protocols for pre-screening. If the visitor does not pass the pre-screening the visit will be rescheduled for another time.
- Visitors must adhere to all hand hygiene and respiratory etiquette.

MCCSS requires any non-adherence to these rules be the basis for discontinuation of visits.

Wherever high risk is determined, telephone and video interactions are preferred and encouraged.

Families will be kept informed of the procedures CLC/B has implemented, visitation requirements and programming changes as they occur. Employees who receive questions from family members or visitors about these procedures may direct inquiries to your Supervisor.

Essential Service Providers

In the event that someone who provides an essential service is required, they will be screened prior to entering the premises. When an essential service provider is approved to visit (e.g.: Nurse, Medical Practitioner) the same screening process for employees attending shifts will be utilized. The service provider will be asked to call the home/location from their vehicle before entering. The most senior employee on shift will complete the screening electronically using the screening tool on the Health Ontario Website. The employee will document the results and follow the directions in COVID-19 Document 1A – Employee Screening.

12. Supporting People Out (who **DO NOT** live in a congregate setting)

People receiving services can be supported out for **essential and non essential activities** in accordance with the Provincial guidelines (Roadmap to Reopen)

13. Programming/Schedule Changes

As of Monday March 16/20, the Campbellford Resource Centre, the Drop-in Centre on Doxsee Ave. in Campbellford and the Brighton location on Young St. were all closed. These programs/properties remain closed to the public, but are open by appointment for people to receive services. Respite services in Cobourg and Campbellford continue to be suspended until further notice, however CLC/B is developing a plan for reopening. Porch visits, phone calls and virtual visits can continue to happen for those who live independently or with family and are not yet scheduled for community type support. Meals also continue to be prepared and delivered to those in need of them. If you (or your family member) are in need of support, please contact us.

Risk assessments are currently underway for congregate settings and those receiving other types of services. Community Participation Services continue to expand and will do so in accordance with provincial guidelines and MCCSS and MOH guidance. If you receive services and have not yet been contacted please expect a call inquiring about your current immunization status.

It is important to note if CLCB begins to experience capacity barriers due to infections and/or isolations of employees and/or people receiving services it may be necessary to make changes with little notice. Also, as you know CLC/B is contracted in some programs to provide 24/7 on site support and supervision. As a result of our current staffing shortage, non-essential services may have to be cancelled and so that Direct Support Professionals can be redeployed as needed.

As part of CLCB's Pandemic Plan, employees should be prepared for any planned or last-minute schedule/location changes that may be required to protect the health and well-being of Direct Support Professionals and people receiving services.

As potential risks are identified, and isolation periods occur, the schedule will need to be changed accordingly. All teams will be notified by their Supervisor (or designate) when this occurs.

14. Avoiding Cross Contamination:

We continue to strive to schedule with as little cross contamination risk as possible. All access doors to separate rooms, areas, apartments, etc. should be closed at all times. **Direct Support Professionals and people receiving services must avoid crossing these thresholds unless it is absolutely necessary.**

15. Employee Declarations:

Employees **MUST** report the following circumstances to their Supervisor and/or Human Resources **prior** to attending work:

- I. Employees or anyone in their household are experiencing any of the following symptoms (cough, shortness of breath, sore throat, runny nose, nasal congestion, difficulty swallowing, unexplained fatigue, unexplained headache, joint/muscle aches or loss of taste or smell).

- II. Employees who are feeling feverish, or have had shakes, chills or a fever in the last 24 hours (>37.8 degrees Celsius).
- III. Employees who have travelled outside of Canada in the last 14 days or have plans to travel outside of Canada in the coming weeks.
- IV. Employees who have had close contact with a person with acute respiratory illness.
- V. Employees who have had close contact with a confirmed or probable case of someone with COVID-19 within the past 14 days.
- VI. Employees who work for another employer where any other employee, resident, patient, or person supported has been identified as having or suspected as having COVID-19 or a confirmed case of COVID-19.
- VII. Employees who have spent time in an area that is proven to be a COVID-19 geographic hotspot, or has had an outbreak, including nursing homes, retirement homes, group homes, etc.

We believe that as Developmental Service Professionals, we have a moral and ethical obligation to use extreme caution in our time away from work. As local, regional, and provincial cases continue to climb, we ask that all employees travelling to areas that have COVID-19 cases use extreme caution and practice all physical distancing and Infection Prevention and Control measures.

16. COVID-19 Vaccine Availability and Rollout

To book a vaccination appointment through the provincial booking system (<https://covid-19.ontario.ca/get-covid-19-vaccine>) or calling 1-888-999-6488.

If you require assistance to book your vaccine appointment, please let us know, we can help! If you have a vaccine appointment and transportation is needed, please call us, we will help!

CLCB has a vaccine policy and are happy to share it with anyone interested. If you have concerns regarding ongoing care/support for your family member or yourself, please contact your Supervisor or Dawn Lee, Executive Director 705.653.6423.

Our goal is that as many people associated with CLC/B receive the vaccination to minimize the risk to employees and those receiving our services and their families. Wherever someone cannot or chooses not to receive the vaccine we will be conducting risk assessments, and safeguards will be put in place until COVID-19 is no longer a risk. If you have received your vaccine please send proof of vaccination to CLC/B in order to plan for how and when non essential services will be provided.

Community Living Campbellford/Brighton is carefully monitoring the situation to ensure the health and safety of all members of our community. Community Living Campbellford/Brighton will keep you apprised of developments affecting our services and procedures. We thank you for your cooperation and dedication to the people we support.

Should you have any questions or concerns, please contact your Supervisor.

****Please note that protocols may change at any time with little notice. ****