

TO: ALL EMPLOYEES, PEOPLE SUPPORTED & FAMILIES
FROM: COMMUNITY LIVING CAMPBELLFORD/BRIGHTON
RE: COVID-19
DATE: Update #10 – December 16, 2020

As you are aware, COVID-19 is a new strain of coronavirus that can cause serious respiratory illness. This virus poses 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 increased with a second wave of the virus and the number of confirmed cases continues to rise. With that in mind, many restrictions will have to remain in place, and with the holidays upon us, we are putting additional safety measures in place. Our priority is protecting the people we support and employees from infection.

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.

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, Director of Quality Enhancement/Community Development @ dlee@communitylivingcampbellford.com or 705.653.6423.

Commencing July 22/20 the Ministry of Children, Community and Social Services released a directive for resuming *indoor* visits (in addition to the outdoor visits) The visitor protocols have been revised to reflect all requirements.

Commencing August 28th, the Ministry of Children, Community and Social Services released a

directive for Re-Opening of Congregate Living Settings: Short-Stay Absences and Outings and Essential Overnight Absences. A protocol has been developed that reflect all the requirements. ***Please note that there are specific expectations around visits to and from Congregate settings for the period of December 18 – January 15/20.***

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 now a requirement that all employees (and visitors) to wear a mask and eye protection at all times during their shift with the exception of eating breaks. Eye protection should not be worn while driving as it may impede vision. When addition risk is present employees may be asked to wear a disposable or reusable gown.

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 should 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, 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.

Employees considering essential travel outside of Canada should be aware that such travel is at an 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 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.

7. Close Contact

It is vital 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/Co-Living Settings)

The Ministry of Health Guidelines related to this are as follow:

- Allow one person in the kitchen at a time, disinfect after each use.

- Laundry to be done separately.
- Suspend communal dining unless physical distancing is possible.
- Support people to take turns using common spaces in the home.
- Reconfigure common spaces so seating ensures physical distancing.
- Do not share food containers, salt/pepper, electronics, sensory items, towels, linens, etc.
- Encourage people to be in their rooms or areas away 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 can pick up essential supplies while practicing physical distancing and donning a medical mask.
- Do not engage in or support any large group activities.

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

***For more specific information please see Absences, Outings and Essential Overnight Absences – Congregate Settings**

For congregate living residents who wish to go outside of the home for a short stay absence or outing (e.g.: outing with friends or family, school attendance as applicable, shopping, errands, appointments, etc.), the following requirements must be met:

- 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 performs proper hand hygiene upon exit and entry of congregate living site as well as maintains hand hygiene (e.g.: uses hand sanitizer regularly including upon entry/exit of buildings/spaces) while in the community and uses hand hygiene after touching objects or surfaces that could be touched by others or after touching others.
- The person wears a face covering/mask (cloth mask is acceptable) 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.
- As much as possible, crowded indoor places, and interactions with multiple people should be avoided. Masks should only be removed indoors to eat or drink, and then immediately put back on afterwards.

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

An essential overnight absence (e.g.: to a family member's home that is considered necessary to maintain the health, wellness and safety, or rights of the person.)

A resident returning from an essential overnight absence must follow the enhanced precautions below for 14-days post essential overnight visit:

- Upon return, pass an active screening questionnaire that screens for signs and symptoms of and potential exposures to COVID-19.
- Only receive outdoor visitors during the 14 days.
- Monitor for symptoms.
- Avoid using common areas; however, if a common area cannot be avoided, the person must use a face covering/mask.
- Limit contact with other people residing in the home.
- Only participate in group activities if physical distancing is maintained (a distance of 6 feet or 2 metres) and wear a face covering/mask.
- Practice proper hand hygiene by washing their hands often (using soap and water or use alcohol-based hand sanitizer).
- Adhere to respiratory etiquette; and,
- Continue to follow appropriate physical distancing guidelines (maintaining a distance of 6 feet or 2 metres).

People returning to a residence who are following the 14-day of enhanced precautions may leave their congregate living setting for short stay (non-overnight) absences/outings (e.g.: go to school, go on walks and other activities of daily living) following the precautions outlined above. Leaving for a short stay absence/outing will not reset the 14-day time period.

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.

Please note that there are specific expectations around visits to and from Congregate settings for the period of December 18 – January 15/20.

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

As communicated via memo on November 25/20 community activities for people supported in all CLC/B programs have moved to **Essential (medical appointments, needed supplies, food that can't be delivered or picked up curbside)/ Low Risk community supports only**. This means that non-essential services will be offered virtually, wherever possible; phone calls, meal drop offs, porch, or physically distanced visits with proper PPE, will be permitted. Wherever possible, please encourage online deliveries or curbside pickups of groceries and supplies to reduce unnecessary risk. In addition, we will be suspending all in person visits to Long Term Care or other congregate care settings; these must be virtual only.

The person supported, and the Direct Support Professional should be wearing masks/face coverings, **including during transit**. Drives are permitted as well as drive throughs and take out restaurants

using extreme caution. If more than one person supported and/or employee(s) are going out they must be able to practice physical distancing in and out of the vehicle. The use of public restrooms should be used with caution. Direct Support Professionals should be equipped with disinfectant wipes and PPE. In this case all touch surfaces MUST be sanitized before and after use. Until further notice no medium or high risk activities are permitted unless outlined above (this includes bars, night clubs, conferences, casinos, amusement parks, gyms, crowded restaurant patios, indoor restaurants, bars, movie theatres, gyms/fitness facilities, indoor parties, high contact sports, crowded public transportation, music concerts, arenas and stadiums).

12. Visitor Screening and Family Contact

As outlined in the last communication, indoor and outdoor visits with family members are permitted if essential in accordance with the Ministry of Children, Community & Social Services (MCCSS) document(s) *Resuming Outdoor and Resuming Indoor Visits in Congregate Living Settings* under the following circumstances.

- The setting must not be in outbreak.
- Infection Prevention and Control protocols, information (and training if required) is communicated to visitors.
- Visitors must be escorted to the dedicated indoor or outdoor visiting area that allows for a minimum of 2 metres (6 feet) physical distance. Outdoor visits are preferred, weather permitting.
- Direct Support Professionals will assist people supported to and from the visiting area. Visitors are not permitted to stay in common areas of the home such as kitchen, living room, vestibules. Indoor visits will take place in people's bedrooms away from others.
- 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.
- A maximum of 2 visitors at a time will be permitted.
- In order to ensure equal access to visiting time, each person can have 2 visits per week scheduled that last up to an hour each. This can be increased upon request and at the discretion of the Supervisor, who will ensure all people living in the home have equal opportunity.
- All visits must be prescheduled so that physical distancing and sanitization can be ensured.
- Visitors must use a face covering and eye protection at all times during the visit. If possible, visitors should provide their own face covering. If one is not available to them CLC/B will provide it.
- Visitors must adhere to all protocols for prescreening. 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.
- Gifts are permitted, only if they can be easily cleaned and disinfected (e.g. hard surfaces, original packaging).

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

Telephone and video interactions are encouraged so people can maintain contact with their all family and friends.

Families will be kept informed of the procedures we have 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.

Note -if visitor is coming from a COVID hot spot (Red or Grey Zone) special permission and parameters must be in place. In this case, please contact the 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. If 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 Sr. 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.

Note -if visitor is coming from a COVID hot spot (Red or Grey Zone) special permission and parameters must be in place. In this case, please contact the Supervisor

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. Due to the second wave these programs/properties remain closed to the public. Respite services in Cobourg and Campbellford continue to be suspended until further notice. 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.

It is important to note if CLC/B 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

As part of CLCB's Pandemic Plan, employees should be prepared for any planned or last-minute schedule/location changes that may be required in order 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.

13. Avoiding Cross Contamination:

Until further notice we will strive to continue with separations in multi-unit buildings. 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.**

All meetings will continue to be held virtually. No large group gatherings (unless authorized by Management) are permitted, and breaks should be staggered.

14. 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.
- VIII. Employees who have **NOT** practiced physical/social distancing in accordance with the provincial guidelines in their time away from work.

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.

15. COVID-19 Vaccine Availability and Rollout

As of December 9, 2020, Health Canada has authorized the first COVID-19 vaccine for use in Canada. Over 20 million doses of the Pfizer-BioNTech mRNA vaccine have been ordered, with 249,000 doses expected in Canada before the end of December. The Premier has convened a COVID Vaccine Distribution Task Force to ensure the fair and equitable distribution of COVID-19 vaccine across the province. As COVID-19 vaccine supply is limited in the early phases, the following populations should be prioritized for vaccinations according to the authorized immunization schedule.

- Residents, employees and staff, and essential caregivers of congregate living settings that provide care for seniors
- Health care workers (including all those who work in health care settings and those in direct contact with patients)
- Adults in First Nations, Métis, and Inuit populations where infection can have disproportionate consequences, including those living in remote or isolated areas
- Adult recipients of chronic home health care.

For further detailed information on the vaccine and the evidence behind the vaccine approval process it can be accessed through the Government of Canada's website.

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. To date, CLC/B has not had any confirmed or suspected cases of COVID-19. 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.****