

RESPONSE GUIDE COVID-19

Symptomatic Residents and Staff at Community Living Toronto

This is the most recent version of this guide as of May 26th 2020.

Visit https://cltoronto.ca/covid-19-staff-resources/ for more information and resources.

If you ever require assistance or more information, the CLTO COVID-19 Centralized Response Team is here to help. Call **(647) 729-3657** for immediate support for in the moment decisions. Email **covidteam@cltoronto.ca** with questions or comments (feedback) related to procedure, process, guidance documents, education/training needs etc.



Key Terms

Symptomatic Individual

Someone who has one or more of the following: fever of 38°C or over, new cough, difficulty breathing, shortness of breath, muscle aches, fatigue, headache, sore throat, runny nose, nasal congestion, difficulty swallowing, new olfactory or taste disorder(s), nausea/vomiting, diarrhea, abdominal pain or pneumonia. Atypical presentations of COVID-19 should be considered in people living with a developmental disability: unexplained fatigue, delirium, falls, acute functional decline or worsening of chronic conditions. Refer to MOH COVID-19 Reference Document (M) for Symptoms.

Confirmed Case

Someone with a lab confirmation that they have the COVID-19 infection.



Key Contacts

Probable Case

- 1. A person (who has not had a laboratory test) who has symptoms compatible with COVID-19 **AND** has either: a) traveled to an affected area (including inside Canada) in the 14 days prior to symptom onset; **OR** b) has had close contact with a confirmed case of COVID-19; **OR** c) Lived in or worked in a facility known to be experiencing an outbreak of COVID-19.
- 2. Alternatively, a person with symptoms compatible with COVID-19 **AND** In whom laboratory diagnosis of COVID-19 is inconclusive. Refer to **MOH Case Definition (N)**.

Direct Exposure

When a person comes in close contact with a symptomatic individual, probable case or confirmed case of COVID-19. Close contact is face-to-face conversation for 15 minutes, in the same room for 2 hrs or provided personal care.

Toronto Public Health

Monday to Friday 8:30 a.m. – 4:30 p.m. (closed on statutory holidays)

Telephone: (416) 338-7600 **TTY:** (416) 392-0658

Email: PublicHealth@toronto.ca

Emergency After Hours

To report a public health emergency after hours and on statutory holidays. Ask for the on-call Public Health Manager:

Telephone: 311 (416-392-2489)

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Supporting Residents and Staff Flow Chart

Call 911 if at any time an individual exhibits any one of the following symptoms: Difficulty breathing, severe dehydration (unable to keep fluids down), altered mental state.

Then call COVID-19 Centralized Response Team: 647-729-3657

A resident or staff member has become symptomatic. Contact the primary health care provider and follow the Testing and Reporting Protocol for Symptomatic Residents / Staff **SUPPORTING RESIDENTS SUPPORTING FAMILY SUPPORTING STAFF** Restrict access to the residence to **AND VISITORS** Any symptomatic staff is not only essential staff. permitted to work and must No family or visitors are permitted. self-isolate at home. Refer to Ontario 'Active Screening Protocol (B)' Assist the symptomatic resident with self **Ministry of Health COVID-19 Take** in place. Screening signs should isolation. Follow instructions on isolation your Self-assessment and Check be placed on entrance door. from the Self-Monitoring Guide (A). Your Lab Results (L) for next steps. No admittance. All staff must be informed that a Use any tools (e.g., Social Stories) to resident and/or staff member is communicate the situation and the need displaying symptoms. for self-isolation to all residents. Were any staff directly exposed Conduct immediate assessments of **SUPPORTING** to the symptomatic individual? all residents for COVID-19 **NON-SYMPTOMATIC RESIDENTS** symptoms. Follow instructions from Were any residents who had direct the Self-Monitoring Guide (A) on separating symptomatic residents contact with the symptomatic individual YES NO from non-symptomatic residents. transferred to another location within CLTO and / or their family home? Do not touch your mouth, face, eyes or nose. Perform hand hygiene by washing Refer to Public Ask staff to hands thoroughly for 20 seconds. YES NO Health guidance self-monitor daily Video: 7 Steps to Hand Washing (C) on how to for symptoms. self-isolate while Refer to the at work. **Self-Monitoring** Follow... **Self-Isolation** 1) Video: Putting On Full PPE (D) Guide (A) for Notify the receiving 2) Video: Taking Off Full PPE (D) Guide (G). further instructions. location about to equip yourself with a gown, mask, possible contact gloves and eye protection. Refer to with a symptomatic PPE Usage Guidelines (F). resident. Notify Toronto Public Follow instructions for contact/droplet precautions outlined in **Updated** Health if individual IPAC Measures (E). Refer to CLTO Contact and Droplet Precautions (K). was sent home. Has the symptomatic resident or staff member tested positive Continually assess residents you support for COVID-19? on a daily basis for symptoms. Encourage residents to practice physical distancing as much as possible. **YES** NO Are any other residents displaying symptoms? Follow public health Guidance on Testing and Clearance (H). Residents must remain in isolation for at least 14 Continue daily YES NO days and until 2 negative test results have been assesments of all confirmed at least 24 hours apart to be cleared residents. (or at the discretion of the CLTO COVID-19 Centralized Response Team or Public Health). Begin again from step Remove restrictions in consultation one of 'Supporting Follow the Testing and Reporting Protocol. with COVID-19 Team and/or Toronto Residents'. Notify Toronto

Public Health and follow

Outbreak Instructions.

Public Health. Refer to Guidance on

Testing and Clearance (H).



Testing and Reporting Protocol

When you have identified that a resident or staff member is symptomatic or a probable / confirmed case for COVID-19:

- 1. Notify the *supervisor when a resident or staff member is symptomatic or a probable case.
- 2. For staff, advise the staff member that they are unable to work while symptomatic. Encourage staff member to be tested. Staff should notify testing centre that they are an essential worker providing service in an group home setting. Refer to Ontario Ministry of Health COVID-19 Take your Self-assessment and Check Your Lab Results (L) for next steps.
- **3.** For a resident, contact their primary healthcare provider and report the situation. Be prepared to describe the resident's symptoms and to document details of the call.
- 4. For a resident, contact Telehealth 1-866-797-0000 or Toronto Public Health 311 or (416) 338-7600 to report the situation and request testing. Specify that the resident lives in a group home setting. For high-support individuals inquire about in-home testing. Refer to pg 4, item 4 in Ministry of Health Testing Guidance Update (J). Be prepared to describe the resident's symptoms and to document the call. Report back to the *supervisor immediately on the outcomes of the call. The supervisor will notify the COVID-19 Centralized Response Team (647) 729-3657 and determine if further action is required (such as expediting testing).
- 5. The supervisor will also complete a **Notice of Occurrence Form (4)** identifying details of the situation including actions taken. The COVID-19 Centralized Response Team will be automatically notified by email of new cases and subsequent updates through this form.
- 6. Ensure all families of the residents have been made aware of the probable case and have completed the Consent Form (1). This form gives consent for testing results to be shared with CLTO. Where a case facilitator is involved, inform them of the probable case.
- 7. For a resident, if directed, arrange for the resident to be taken to an Assessment Centre to have testing completed. If you are advised to send the resident to a COVID-19 Assessment Centre, arrange transportation and have the resident wear a facemask or cover their nose and mouth with a scarf, sit alone in the backseat and open the car windows if possible. All staff must follow **PPE Usage Guidelines (F)**.
- 8. Complete Serious Occurrence Report (2). For details on when and what to report follow the MCCSS Serious Occurrence Reporting Guide (I).
- 9. The *supervisor will identify and create a list of all staff and healthcare providers who may have come in contact with the symptomatic individual in the past 2 days prior to symptom onset using the Visitor Log.
- 10. The *supervisor should contact the staffing agency involved (if any) and centralized scheduling to ensure that all staff that have been flagged are not working in any other homes.

Once testing results have been confirmed (Positive or Negative):

- 1. Immediately contact your *supervisor and inform them of the results.
- 2. The *Program Manager will contact the CLTO COVID-19 Centralized Response Team (647) 729-3657 and Toronto Public Health to confirm the next steps for positive test results only.
- 3. Update the Serious Occurrence Report (2).
- **4.** Ensure all families of residents are made aware of the testing results. Where a case facilitator is involved, inform them of the testing results.
- 5. Once COVID-19 symptoms resolve for staff, refer to **Guidance on Testing and Clearance (H)** for information on when it is safe to return to work.
- Once COVID-19 symptoms resolve for resident, contact Toronto Public Health for direction on next steps.
 The Regional Director in consultation with Toronto Public Health will advise when isolation and precautions can be removed.
- 7. Update the **Notice of Occurrence Form (4)** with details on actions taken.
 - *Managers will work collaboratively with supervisors and their teams to complete the above steps.
 - *If something is urgent and supervisor cannot be reached, staff will contact the manager. If manager cannot be reached staff should contact the Regional Director.



If you have identified that more than one resident is symptomatic and linked by location, time and exposure, please take the following steps:

- 1. Notify the *supervisor who will contact the CLTO COVID-19 Centralized Response Team (647) 729-3657 and Toronto Public Health 311 or (416) 338-7600 to report that more than one resident / staff is symptomatic and they are linked by location, time and exposure.
- 2. The *supervisor will communicate the situation to everyone living in the home.
- 3. If an outbreak is declared by Toronto Public Health, the *Program Manager will complete the Toronto Public Health documents with the case investigator for the agency and the investigator for COVID-19 positive individuals in service.
- **4.** Toronto Public Health may provide additional instructions to follow regarding preventative measures. Staff must follow all recommendations and requirements provided by Toronto Public Health.
- The *supervisor will provide daily updated information (such as new cases of illness among the staff/residents, hospitalizations, and complications) using the Toronto Public Health Outbreak Line List.
- 6. The *supervisor will immediately report hospitalizations and complications to the CLTO COVID-19 Team (647) 729-3657 and complete the **Outbreak Transfer Notification (3)** and update the **Serious Occurrence Report (2)**.
- 7. Follow the Testing and Clearance Guidance for when to remove restrictions in consultation with the CLTO Outbreak Management Team and Toronto Public Health.
- 8. Toronto Public Health will declare when the outbreak is over.
- The Regional Director in consultation with Toronto Public Health will advise when isolation and precautions can be removed. Update Notice of Occurrence Form (4) detailing situation and actions taken.
 - *Managers will work collaboratively with supervisors and their teams to complete the above steps.
 - *If something is urgent and supervisor cannot be reached, staff will contact the manager. If manager cannot be reached staff should contact the Regional Director.



Please find here the external resources mentioned throughout this guide.

If you have any questions we can be reached by phone at (647) 729-3657 or emailed at covidteam@cltoronto.ca

Consent Form (1)

https://cltoronto.ca/wp-content/uploads/2020/04/Consent-to-Release-Information-1.pdf

Serious Occurrence Report (2)

Log in to access: https://www.iaccess.gov.on.ca/SORRL/public/login.xhtml

Outbreak Transfer Notification (3)

https://www.toronto.ca/wp-content/uploads/2019/09/95d1-tph-transfer-notification-form-2019.pdf

Notice of Occurrence Form (4)

https://cltorontoca.sharepoint.com/sites/CommunityLivingToronto/Lists/NoticeOfOccurrence/AllItems.aspx

Self-Monitoring Guide (A)

https://cltoronto.ca/wp-content/uploads/2020/03/know-difference-self-monitoring-isolation-covid-19-eng.pdf Active Screening Protocol (B)

https://cltoronto.ca/wp-content/uploads/2020/04/FOR-DIST-Screening-Protocol-20-Apr-2020-1.pdf

Video: 7 Steps to Hand Washing (C)

https://youtu.be/6JrEeR5OXiE

Putting On Full PPE (D)

Putting on: https://www.publichealthontario.ca/en/videos/ipac-fullppe-on

Taking Off Full PPE (D)

Taking off: https://www.publichealthontario.ca/en/videos/ipac-fullppe-off

Updated IPAC Measures (E)

https://www.publichealthontario.ca/-/media/documents/ncov/updated-ipac-measures-covid-19.pdf?la=en

PPE Usage Guidelines (F)

https://cltoronto.ca/wp-content/uploads/2020/04/FOR-DIST-April-14-2020-PPE-Usage-Guidelines-2-1.pdf Self-Isolation Guide (G)

https://cltoronto.ca/wp-content/uploads/2020/03/Essential-staff-self-isolation-while-working-003-1.pdf
Guidance on Testing and Clearance (H)

http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_testing_clearing_cases_guidance.pdf

MCCSS Serious Occurrence Reporting Guide (I)

https://cltoronto.ca/wp-content/uploads/2020/04/MCCSS-COVID-19-SOR-Category-Subcategory-Selections_EN.pdf Ministry of Health Testing Guidance Update (J)

https://www.toronto.ca/wp-content/uploads/2020/04/97ec-tph-moh-covid-19-testing-update-2020-04-15-Shared.pdf CLTO Contact and Droplet Precautions (K)

https://cltoronto.ca/wp-content/uploads/2020/04/FOR-DIST-Droplet-and-Contact-Precautions-21-Apr-2020-1.pdf
Ontario Ministry of Health COVID-19 Take your Self-assessment and Check Your Lab Results (L)
https://covid-19.ontario.ca/

MOH COVID-19 Reference Document (M)

http://health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_reference_doc_symptoms.pdf MOH Case Definition (N)

http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_case_definition.pdf