

# RESPONSE GUIDE COVID-19

## Symptomatic Residents and Staff at Community Living Toronto

This is the most recent version of this guide as of July 31st 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](mailto: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 37.8°C or greater, 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.

### 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 has unprotected 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 without wearing full PPE.



## Key Contacts

### Toronto Public Health

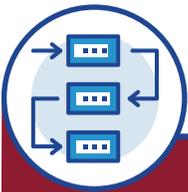
**Monday to Friday 8:30 a.m. – 4:30 p.m.**  
(closed on statutory holidays)  
**Telephone:** (416) 338-7600  
**TTY:** (416) 392-0658  
**Email:** [PublicHealth@toronto.ca](mailto:PublicHealth@toronto.ca)

### 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)

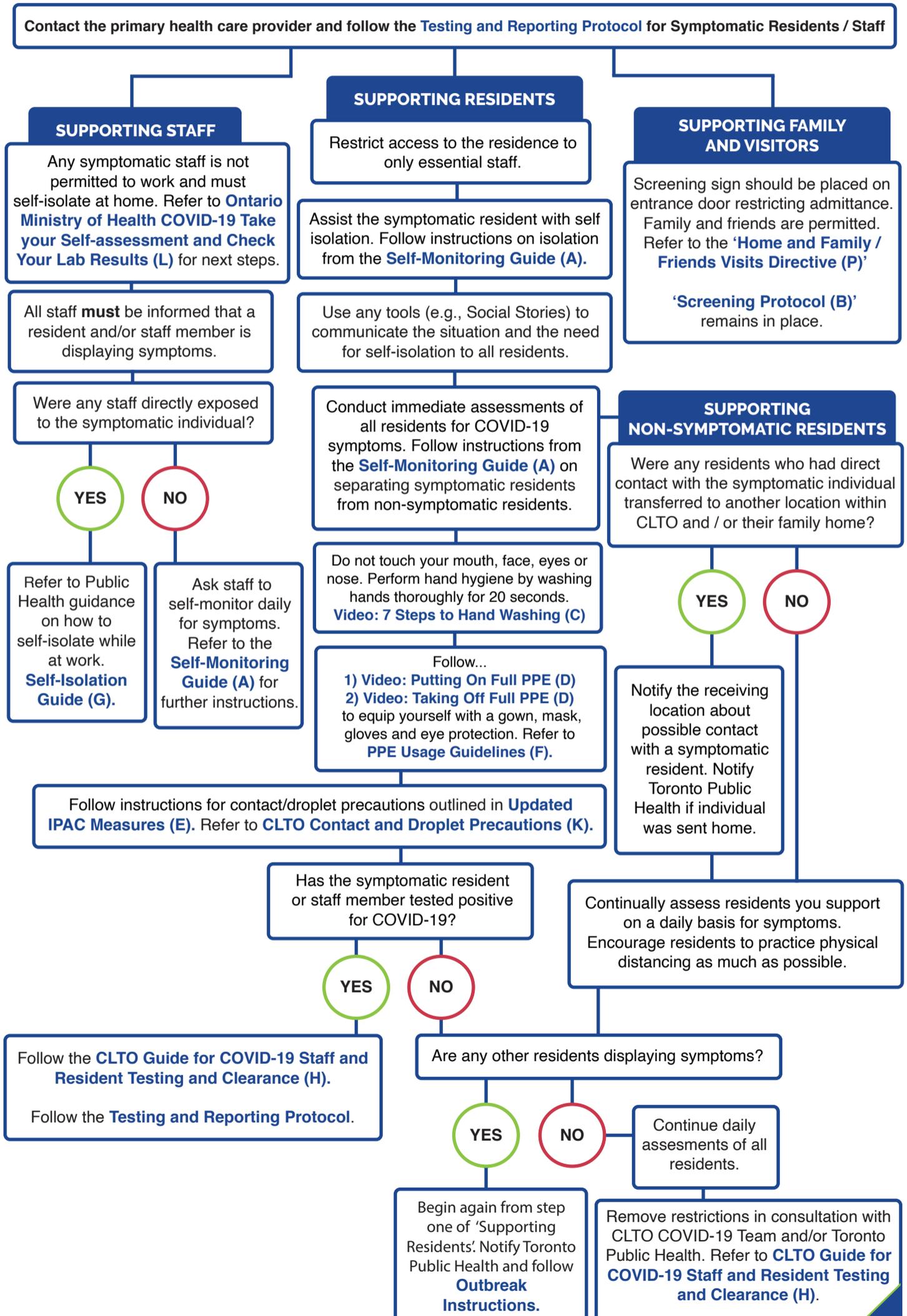
If you require medical advice for any resident call **Telehealth Ontario** at **1-866-797-0000**



# 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 is symptomatic.**





# 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 a 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 confirm the need for testing. Specify if the resident lives in a group home setting. For high-support individuals and to expedite in-home testing contact the CLTO COVID-19 Centralized Response Team (647) 729-3657. 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. Refer to **CLTO Guide for COVID-19 Staff and Resident Testing and Clearance (H)** for next steps.
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 persons (staff and essential visitors) 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 **CLTO Guide for COVID-19 Staff and Resident Testing and Clearance (H)** for information on when it is safe to return to work.
6. 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.



# Outbreak Instructions

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**If you have identified that more than one resident or staff 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. Refer to the **Outbreak Management Protocol Visual Chart (O)**.
2. The \*supervisor will communicate the situation to everyone living in the home. All upcoming planned essential visits will be deferred until the outbreak is declared over.
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.
5. 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 **CLTO Guide for COVID-19 Staff and Resident Testing and Clearance (H)** 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.
9. 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.



# Resources

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](mailto: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>

## **Screening Protocol (B)**

<https://cltoronto.ca/wp-content/uploads/2020/07/July-27-2020-Screening-Protocol.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>

## **CLTO Guide for COVID-19 Staff and Resident Testing and Clearance (H)**

<https://cltoronto.ca/wp-content/uploads/2020/06/Guidance-for-COVID-19-Testing-and-Clearance.pdf>

## **MCCSS Serious Occurrence Reporting Guide (I)**

[https://cltoronto.ca/wp-content/uploads/2020/04/MCCSS-COVID-19-SOR-Category-Subcategory-Selections\\_EN.pdf](https://cltoronto.ca/wp-content/uploads/2020/04/MCCSS-COVID-19-SOR-Category-Subcategory-Selections_EN.pdf)

## **Ministry of Health Testing Guidance Update (J)**

[http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019\\_covid\\_testing\\_guidance.pdf](http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_covid_testing_guidance.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](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](http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_case_definition.pdf)

## **Outbreak Management Protocol Visual Chart (O)**

<https://cltoronto.ca/wp-content/uploads/2020/07/OMP-Visual-Chart-FINAL-with-links-1.pdf>

## **Home and Family / Friends Visits Directive (P)**

<https://cltoronto.ca/wp-content/uploads/2020/07/FOR-DIST-Family-Visits-Directive-30-July-2020.pdf>

**DISCLAIMER:** The information in this document is for educational and informative purposes only, does not constitute legal or professional advice, and is not guaranteed to be accurate, complete or up-to-date. Community Living Toronto makes no representations or recommendations as to the accuracy of the information and you should not rely on this document without seeking professional advice. Use of and reliance on any information in this document is at your own risk.