COMMUNITY LIVING
Toronto

RESPONSE GUIDE COVID-19

Symptomatic Residents and Staff at Community Living Toronto

This is the most recent version of this guide as of May 21st 2021.

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 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 the 'Identifying and Managing Symptoms' resources under **TOOLS & TRAINING** on **CLTO's COVID-19 Staff Resource Page.**

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)**.

High Risk Exposure

When a person has close contact with a symptomatic individual or confirmed case of COVID-19 and is unable to maintain a distance of greater than 2 metres. Close contact is a face-to-face conversation for 15 minutes, in the same room for 2 hrs or having provided direct care without wearing facial protection. Public health will assess and determine the degree of exposure in confirmed cases.

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
Reporting suspected or confirmed cases: (416) 392 7411

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.

Contact the primary health care provider and follow the Testing and Reporting Protocol for Symptomatic Residents / Staff

SUPPORTING STAFF

Any symptomatic staff is not permitted to work and must self-isolate at home. Refer to **Ontario Ministry of Health COVID-19 Take your Self-assessment and Check Your Lab Results (L)** for next steps.

All staff **must** be informed that a resident and/or staff member is displaying symptoms.

Were any staff directly exposed to the symptomatic individual or notified of exposure by the COVID Alert mobile app?

YES

Refer to Public Health guidance on how to self-isolate while at work. **Self-Isolate While Working (G)** and follow instructions on the COVID Alert mobile app.

NO

Ask staff to self-monitor daily for symptoms.Refer to the **How to Self-Monitor (Q)** for further instructions.

SUPPORTING RESIDENTS

Restrict access to the residence to only essential staff.

Assist the symptomatic resident with self isolation. Follow instructions on how to self isolate from the **How to Self-Isolate (A).**

Use any tools (e.g., Social Stories) to communicate the situation and the need for self-isolation to all residents.

Conduct immediate assessments of all residents for COVID-19 symptoms. Follow instructions from **How to Self-Monitor (Q)** and separate symptomatic residents from non-symptomatic residents.

Do not touch your mouth, face, eyes or nose. Perform hand hygiene by washing hands thoroughly for 20 seconds. **Video: 7 Steps to Hand Washing (C)**

Follow...
1) Video: Putting On Full PPE (D)
2) Video: Taking Off Full PPE (D)
to equip yourself with a gown, mask, gloves and eye protection. Refer to **PPE Usage Guidelines (F).**

Follow instructions outlined in **Guide for PPE Use (E).** Refer to **CLTO Contact and Droplet Precautions (K).**

Has the symptomatic resident or staff member tested positive for COVID-19?

YES

Follow the **CLTO Guide for COVID-19 Staff and Resident Testing and Clearance (H).**

Follow the **Testing and Reporting Protocol**.

NO

Are any other residents displaying symptoms?

YES

Begin again from step one of 'Supporting Residents'. Notify Toronto Public Health and follow **Outbreak Instructions.**

NO

Continue daily assesments of all residents.

Remove restrictions in consultation with CLTO COVID-19 Team and/or Toronto Public Health. Refer to **CLTO Guide for COVID-19 Staff and Resident Testing and Clearance (H)**.

SUPPORTING FAMILY AND VISITORS

Screening sign should be placed on entrance door restricting admittance. Family and friends are permitted. Refer to the **'Home and Family / Friends Visits Directive (P)'**

'Screening Protocol (B)' remains in place. A procedural mask is required and will be provided.

SUPPORTING NON-SYMPTOMATIC RESIDENTS

Were any residents who were exposed to the symptomatic individual transferred to another location within CLTO and / or their family home?

YES

Notify the receiving location about possible contact with a symptomatic resident. Notify Toronto Public Health if individual was sent home.

NO

Continually assess residents you support on a daily basis for symptoms. Encourage residents to practice physical distancing and hand hygeine as much as possible.

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 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

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

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

How to Self-Isolate (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/2020/12/Protocol-for-Passive-and-Active-Screening_12232020-002.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*
Guide for PPE Use (E)
https://www.publichealthontario.ca/-/media/documents/c/2013/clinical-office-risk-algorithm-ppe.pdf?la=en
PPE Usage Guidelines (F)
https://cltoronto.ca/wp-content/uploads/2020/11/PPE-Usage-Guidelines.pdf
Self-Isolate While Working (G)
https://www.publichealthontario.ca/-/media/documents/ncov/ipac/ipac-covid-19-work-self-isolation.pdf?la=en
CLTO Guide for COVID-19 Staff and Resident Testing and Clearance (H)
https://cltoronto.ca/wp-content/uploads/2021/02/CLTO-Guide-for-COVID-19-Staff-and-Resident-Testing-and-Clearance-H-1.pdf
MCCSS Serious Occurrence Reporting Guide (I)
https://cltoronto.ca/wp-content/uploads/2021/05/MCCSS-COVID-19-SOR-Category-subcategory-Selections_EN-cltoronto.ca_.pdf
Ministry of Health Testing Guidance Update (J)
http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_testing_clearing_cases_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
MOH Case Definition (N)
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/2021/02/OMP-Visual-Chart-v.6.pdf
Home and Family / Friends Visits Directive (P)
https://cltoronto.ca/wp-content/uploads/2020/11/REVISED-Family-Visits-Directive-22-Oct.-2020A61.pdf
How to Self-Monitor (Q)
https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-self-monitor.pdf?la=en

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