

INTAKE AND TRANSITIONS POST COVID-19 SUSPENSION DIRECTIVE

This directive reflects the staged plan that Community Living Toronto (CLTO) has developed to continue new admissions/intake during the COVID-19 pandemic, This directive is to be used, in conjunction with standard and existing processes to ensure additional requirements for planning and screening related to COVID-19 are taken into consideration and addressed.

This directive aligns with guidance from the Government of Ontario, government frameworks for reopening, and reflects advice from Public Health officials.

This directive will continue to be reviewed and updated as Ministry Guidelines and/or Emergency Orders are updated and released. It will adhere to the advice from Public Health officials.

Scope

The Housing and Supports team will use this directive to plan for and manage new intakes and internal transitions.

- “New intakes” refers to individuals who are entering a CLTO-operated residential program for the first time
- “Internal transitions” refers to those individuals who are moving between CLTO-operated residential programs

General Principles

This directive is meant to protect the health and safety of people in our residential services, their families, and our staff by limiting potential exposure to COVID-19. The directive and guidelines are in keeping with established CLTO Housing and Supports practices and Ministry guidelines for filling a vacancy within a CLTO residence with a new admission and/or internal transition.

- The Housing and Supports team will manage new intakes and internal transitions.
- In addition to existing Housing and Supports practices and Ministry guidelines for filling a vacancy, all health-related requirements, that are now in place as a result of COVID-19 must be adhered to. This includes pre-screening including risk-assessment and evidence of a negative COVID-19 test for the individual and associated family members/living companions.
- It must be explicitly communicated to families that intake or transitions cannot occur in instances where there is:
 - an individual and/or staff member in self-isolation due to an exposure;
 - an individual on isolation precautions due to the presence of symptoms and is awaiting COVID-19 test results; and/or
 - there is a confirmed or suspected COVID-19 outbreak in the home where the individual is currently living or the site where they are moving to.
- Plans for move-in must take into consideration requirements related to cleaning and sanitizing all items that the individual is bringing into the home, physical distancing and use of PPE for all involved during the move-in day

- Prior to arrival, as part of the plan for move-in, the individual will be assessed using the Screening questions. These will be asked over the phone and prior to entering the home.
- Upon arrival, the individual will be asked the Screening questions by the shift charge staff according to the Screening Protocol. The intake or transition will be rescheduled if the individual does not pass the Screening and/or if the individual is symptomatic.
- Throughout the process staff must ensure appropriate protocols are being adhered to, such as:
 - Provisions for visits from family and essential visitors
 - Communication with the family and individual around visitor policy and process
 - Engagement with individual and existing residents to clearly outline hand hygiene, respiratory etiquette, mask use and physical distancing protocols and to facilitate initial relationship building.

Guidelines

1. Prior to day of Intake or Transition

- As part of Screening, a risk assessment will be completed by program staff for those returning to a CLTO home (or by Supports and Housing staff for intakes and transfers). This is to determine the risk of exposure prior to their move and/or what steps need to be taken if the individual is not able to adhere to self-isolation protocols. Results will be reviewed by CLTO's health team.
- Evidence of a negative COVID-19 test result must be provided from the individual. The negative test results need to be current for a maximum of 7 days prior to admission, transfer or intake.
- The staff support team and/or the individual will be required to thoroughly clean and disinfect everything coming into the home, including linens and personal clothing items.
- The Program Supervisor and Supports and Housing Team will ensure the appropriate protocols are in place and communicated to any external service providers that will need to enter the home following admission (e.g. PSW).
- Using the Plan for Move-in Checklist, the Program Supervisor must develop a plan for the day of the move, in accordance with these guidelines and additional safety requirements related to COVID-19. The plan for the day including all cleaning requirements, screening protocols and restricted access within the residence will be communicated to the family of the individual, people involved with moving, and appropriate CLTO staff prior to the move.
 - Movers may or may not be used – this will be decided on a case by case basis by the individual, family and support team.
 - A maximum of two family members and/or movers can help with the move-in as long as they are prepared to follow the same practice as visitors, e.g. communication and screening in advance of the visit, active screening upon entry, masks must be at all times.

For new admissions

- Per Ministry requirements, the individual's admission medical must be completed 30 days prior to moving in or 72 hours after. A member of the health team will need to review the assessment to ensure that the home is notified of the appropriate training that is required to support the individual's medical needs.

For individuals already residing in the home

- Use of social stories and other forms of preparation with those currently residing in the home to optimize the new admission, intake or transition is also encouraged. Request support from the Behaviour Services Consultant as needed. Review the Behaviour Support Plan (BSP), if applicable.
- Prior to a new admission or transfer, program staff and Supports and Housing will develop and implement a plan that incorporates virtual offerings to assist and familiarize the individuals living in

the home with their new housemate. Examples of this could be FaceTime or Zoom meetings and the possibility of backyard/porch or in-home visits.

2. On the day of the move

Staff, family members and/or movers must follow the process for moving as determined and agreed to during planning. As outlined in the Plan for Move-In Checklist:

- Determine exactly where the items are going inside the home to limit interaction with individuals in the home. Based on this, staff will create a path in the home (i.e., with masking tape) to limit interaction between those helping with the move and individuals in the home.
- Staff should support the individual in unpacking, cleaning and disinfecting their belongings. Gloves, gown and mask should be worn by staff when moving items until they have been cleaned and disinfected.
- Monitor and provide support to the existing residents of the home, allowing for a smooth transition both physically and emotionally.

3. First fourteen (14) days

- As per Public Health Ontario and Ministry directives, the individual will be required to self-isolate for two weeks (14 days) following intake, transfer or re-admission. The individualized transition plan for self-isolation will be clearly communicated to the individual and/or family. This will include any accommodations that have been made in consultation with the CLTO health team for those unable to adhere to isolation based on pre-screening and the risk assessment.
- The individual will be monitored for COVID-19 symptoms for 14 days following intake. If the individual experiences symptoms or tests positive for COVID-19 within 14 days (two weeks) after intake, Toronto Public Health must be notified along with the individual's family or anyone else they were previously residing with. All applicable protocols must be followed.
- If symptom-free, the individual can participate in outdoor and indoor visits per the Family Visits Directive.

Related Documentation

06-07-03 Inventory of Personal Belongings

06-07-03A Inventory of Personal Belongings Form

[Plan for Move-In Checklist for Intake and Transitions post COVID-19 Suspension](#)

[Screening Protocol](#)

[Active Screening Questions](#)

[Essential Visitors Directive](#)

[Family Visits Directive](#)

[Outbreak Management Protocol](#)

[Ministry Guidelines for intake and transitions](#)

[Congregate Living Guidance](#)

[FAQs for COVID-19 Living Settings](#)