

# RESPONSE GUIDE COVID-19

## Residents and Staff at Community Living Toronto who are Symptomatic and/or Test Positive for COVID-19

This is the most recent version of this guide as of Jan 27th 2022.

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

COVID-19 Symptoms include: Fever (37.8 degrees celcius) and/or chills, Cough (new or worsening and not related to other known causes or conditions), Shortness of Breath, Decrease or loss of smell or taste. Two or more of the following: extreme fatigue, lethargy, or malaise, muscle aches/joint pain, nausea, vomiting and/or diarrhea, sore throat, runny nose, nasal congestion, headache, abdominal pain, conjunctivitis (pink eye), decreased or lack of appetite. **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

Anyone who has symptoms consistent with COVID-19 and/or tests positive on a PCR, Rapid Molecular, or Rapid Antigen Test.

### Probable Case of COVID-19

A probable case, based on MOHLTC Interim Guidance and in relation to the Omicron surge individuals with symptoms of COVID-19, can be presumed to be infected to initiate timely self-isolation and prevent further transmission.

### High Risk Close Contact

You are considered having close contact if you were less than two metres away from a person identified as a probable/confirmed case of COVID-19, for at least 15 minutes, or multiple shorter lengths of time, without personal protective equipment in the 48hrs before symptoms began or a positive test result, whichever came first. Refer to [What To Do If You're Exposed to Covid-19 \(S\)](#). For additional information about close contact and what to do if you've been exposed to COVID-19, follow guidance from Toronto Public Health and/or OHS/ COVID-19 Team.



## Key Contacts

### Toronto Public Health

**Monday to Friday 8:30 a.m. – 4:30 p.m.**  
(closed on statutory holidays)  
**Shelter and Congregate Care :** (416) 338-1521  
**TTY:** (416) 392-0658  
**Email:** [TPHshelters@toronto.ca](mailto:TPHshelters@toronto.ca)  
**Reporting community suspected or confirmed cases:** (416) 392-7411

### Emergency After Hours

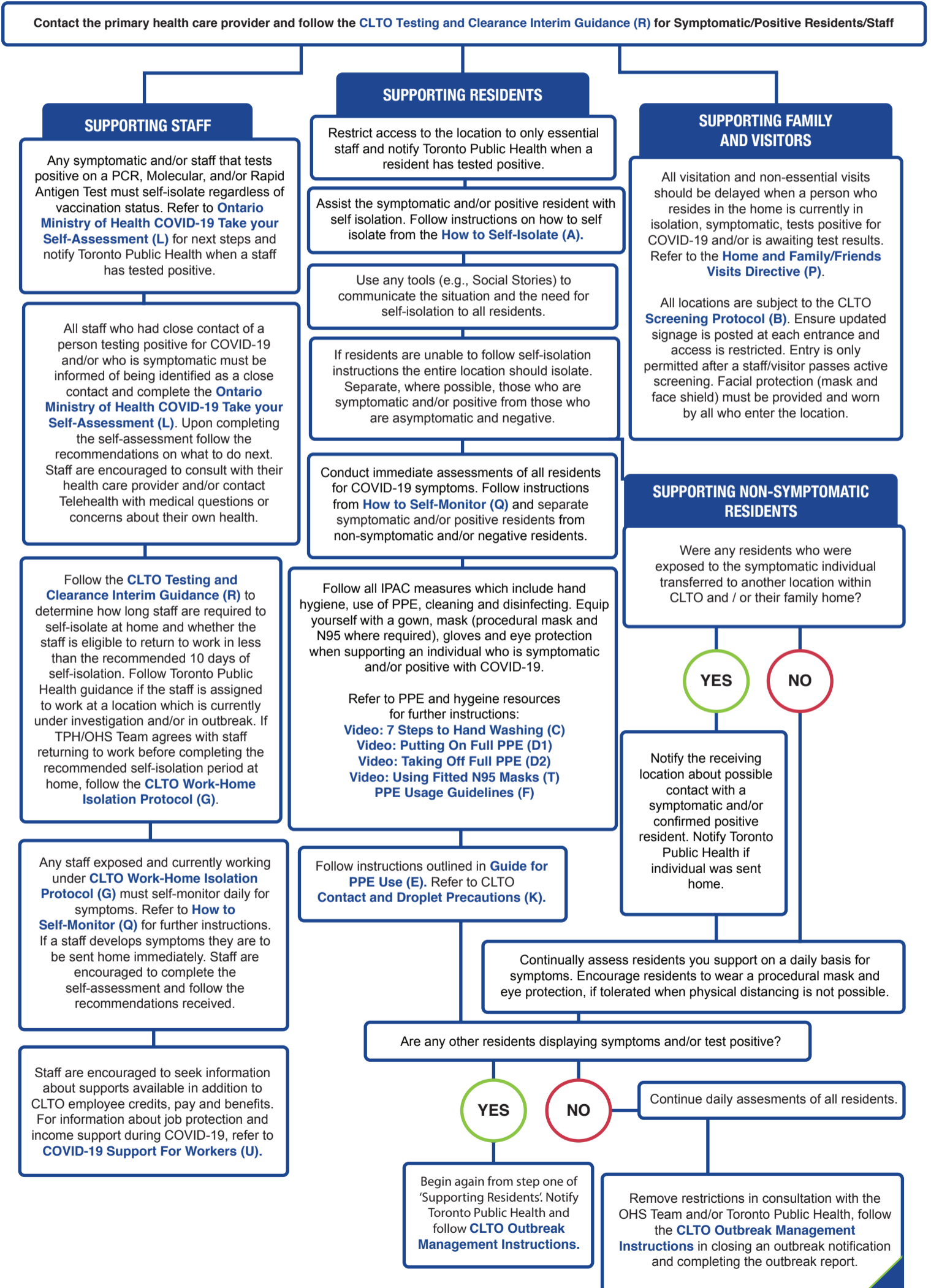
To report a public health emergency after hours and on statutory holidays. Ask for the on-call Public Health Manager:  
**Telephone:** 311 (416-392-2489)  
If you require medical advice for any resident call **Telehealth Ontario** at **1-866-797-0000**



# 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 and/or tests positive for COVID-19.**





# Testing and Reporting Protocol

## When you have identified that a resident or staff member is symptomatic or tests positive for COVID-19 :

1. Notify the \*supervisor when a resident or staff member is symptomatic and/or positive for COVID-19.
2. For staff, advise the staff member that they are unable to work while symptomatic. Encourage staff member to complete a Rapid Antigen Test and/or obtain confirmation of diagnosis with a PCR test. Staff should notify testing centre that they are an essential worker providing service in a 'High-Risk Congregate Living Setting' as outlined by Public Health. 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 the health team (647-729-3657 or email [healthteam@cltoronto.ca](mailto:healthteam@cltoronto.ca)). Be prepared to describe the resident's symptoms and to document details of the call.
4. If the staff receives a positive result (Rapid Antigen Test, PCR, Molecular) notify Toronto Public Health. For a resident, contact the Toronto Public Health Shelters Intake Line (416-338-1521 or email [TPHshelters@toronto.ca](mailto:TPHshelters@toronto.ca)) to report the situation and confirm the need for testing. Specify if the resident lives in a Congregate Living Setting or lives in a location with shared living accommodation. For high-support individuals and to expedite in-home testing contact the Health Team (647-729-3657). Refer to **CLTO Testing and Clearance Interim Guidance (R)**. 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.
5. The supervisor will also complete a **Notice of Occurrence Form (4)** identifying details of the situation including actions taken. Refer to **Notice of Occurrence Manual (5)**. 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 symptomatic and/or positive COVID-19 case and follow the **Family Visits External Outings Directive (W)**.
7. For a resident, if directed, arrange for the resident to be taken to an Assessment Centre for a PCR test. If you have to take a 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. Refer to the **Directive for Transporting Individuals in Service (X)**. 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 and/or positive individual or staff in the past (48 hrs) prior to symptom onset and/or testing positive using the SWAS App or 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. Review contact tracing for the previous 14 days looking for anyone connected to the location/person that was symptomatic and/or tested positive. This includes all visitors, staff and individuals who accessed the location.

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

1. If a resident or staff tests negative and they are symptomatic they can discontinue self isolation once symptoms have resolved for 24 hrs (48 hrs for gastrointestinal symptoms).
2. Update the **Serious Occurrence Report (2)**.
3. Follow the **CLTO Testing and Clearance Interim Guidance (R)** for requirements on self-isolation, testing and clearance. If staff are needed to work during their isolation period follow the **CLTO Work-Home Isolation Protocol (G)** in consultation with OHS.
4. Update the **Notice of Occurrence Form (4)** with details on actions taken including staff on Work-Home Isolation.

\*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 Program Director.



# Outbreak Management Instructions

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**Definition of a Suspected Outbreak:** in a CLS is defined as one lab-confirmed COVID-19 case in a client.

**Definition of a Confirmed Outbreak:** in a CLS is defined as two or more lab-confirmed COVID-19 cases in clients and/or staff (or other visitors) in a CLS with an epidemiological link, within a 14-day period, where at least one case could have reasonably acquired their infection in the CLS. Examples of reasonably having acquired infection in a CLS include: No obvious source of infection outside of the CLS setting; OR Known exposure in the CLS setting.

## if you have identified a suspected outbreak or a confirmed outbreak...

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 the situation. Refer to the **Outbreak Management Protocol Visual Chart (O)**.
2. The \*supervisor will communicate the situation to everyone living and working 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 / Supervisor 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 COVID-19 Line List and the Outbreak Management team meeting template to document updates.
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 **Notice of Occurrence Form (4)** and **Serious Occurrence Report (2)**.
7. Refer to **CLTO Testing and Clearance Interim Guidance (R)** 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 Program Director and/or Manager in consultation with Toronto Public Health will advise when isolation and precautions can be removed. Update **Notice of Occurrence Form (4)** COVID Outbreak Status 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 Program 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>

## **Notice of Occurrence Manual (5)**

<https://cltorontoca.sharepoint.com/:b/s/Classic-Intranet/ESQ2TXi08KtluLWLTaEgfMRsBWTQqKxSrC5B8mf2D3Rslaw?e=UjzAFf>

## **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/2022/01/Protocol-for-Passive-and-Active-Screening\\_Jan6-.pdf](https://cltoronto.ca/wp-content/uploads/2022/01/Protocol-for-Passive-and-Active-Screening_Jan6-.pdf)

## **Video: 7 Steps to Hand Washing (C)**

<https://youtu.be/6JrEeR5OXiE>

## **Putting On Full PPE (D1)**

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

## **Taking Off Full PPE (D2)**

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

## **Guide for PPE Use (E)**

<https://cltoronto.ca/wp-content/uploads/2022/01/Guide-for-PPE-Use.pdf>

## **PPE Usage Guidelines (F)**

<https://cltoronto.ca/wp-content/uploads/2020/11/PPE-Usage-Guidelines.pdf>

## **CLTO Work-Home Isolation Protocol (G)**

<https://cltoronto.ca/wp-content/uploads/2022/01/Work-Home-Isolation-Protocol-January-20-2022.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](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](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 (L)**

<https://covid-19.ontario.ca/self-assessment/>

## **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/2022/01/OMP-Visual-Chart-v.6-1-1.pdf>

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

[https://cltoronto.ca/wp-content/uploads/2022/01/Family-Visits-and-External-Outings-Directive\\_October-25.pdf](https://cltoronto.ca/wp-content/uploads/2022/01/Family-Visits-and-External-Outings-Directive_October-25.pdf)

## **How to Self-Monitor (Q)**

<https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-self-monitor.pdf?la=en>

## **CLTO Testing and Clearance Interim Guidance (R)**

[https://cltoronto.ca/wp-content/uploads/2022/01/CLTO-Testing-and-Clearance-Interim-Guidance-January-14\\_-2022.pdf](https://cltoronto.ca/wp-content/uploads/2022/01/CLTO-Testing-and-Clearance-Interim-Guidance-January-14_-2022.pdf)

## **What To Do If You're Exposed to Covid-19 (S)**

<https://covid-19.ontario.ca/exposed?>

## **Video: Using Fitted N95 Masks (T)**

[https://safehaven-my.sharepoint.com/personal/rfeatherston\\_safehaven\\_to/\\_layouts/15/onedrive.aspx?id=%2Fpersonal%2Ffeatherston%5Fsafehaven%5Fto%2FDocuments%2FAttachments%2FN95%20Respirator%20Education%20Video%2Emp4&parent=%2Fpersonal%2Ffeatherston%5Fsafehaven%5Fto%2FDocuments%2FAttachments&ct=1642009997802&or=Teams%2DHL](https://safehaven-my.sharepoint.com/personal/rfeatherston_safehaven_to/_layouts/15/onedrive.aspx?id=%2Fpersonal%2Ffeatherston%5Fsafehaven%5Fto%2FDocuments%2FAttachments%2FN95%20Respirator%20Education%20Video%2Emp4&parent=%2Fpersonal%2Ffeatherston%5Fsafehaven%5Fto%2FDocuments%2FAttachments&ct=1642009997802&or=Teams%2DHL)

## **COVID-19 Support For Workers (U)**

<https://www.ontario.ca/page/covid-19-support-workers>

## **Family Visits External Outings Directive (W)**

[https://cltoronto.ca/wp-content/uploads/2022/01/Family-Visits-and-External-Outings-Directive\\_October-25.pdf](https://cltoronto.ca/wp-content/uploads/2022/01/Family-Visits-and-External-Outings-Directive_October-25.pdf)

## **Directive for Transporting Individuals in Service (X)**

[https://cltoronto.ca/wp-content/uploads/2021/01/Transporting-Individuals-in-Service-Directive\\_20210122-1.pdf](https://cltoronto.ca/wp-content/uploads/2021/01/Transporting-Individuals-in-Service-Directive_20210122-1.pdf)

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