

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 December 22nd 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 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 a close contact of COVID-19 if any of the following apply:

- You live with, or are a close contact of, someone who has tested positive on a PCR, Rapid Molecular, or Rapid Antigen test
- You live with, or are a close contact of, someone who has been told by Toronto Public Health that they are a "probable case" of COVID-19
- You live with, or are a close contact of, someone who is not eligible for testing but likely has COVID-19 based on their symptoms

Refer to **COVID-19: What to Do if You Are a Close Contact (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

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)

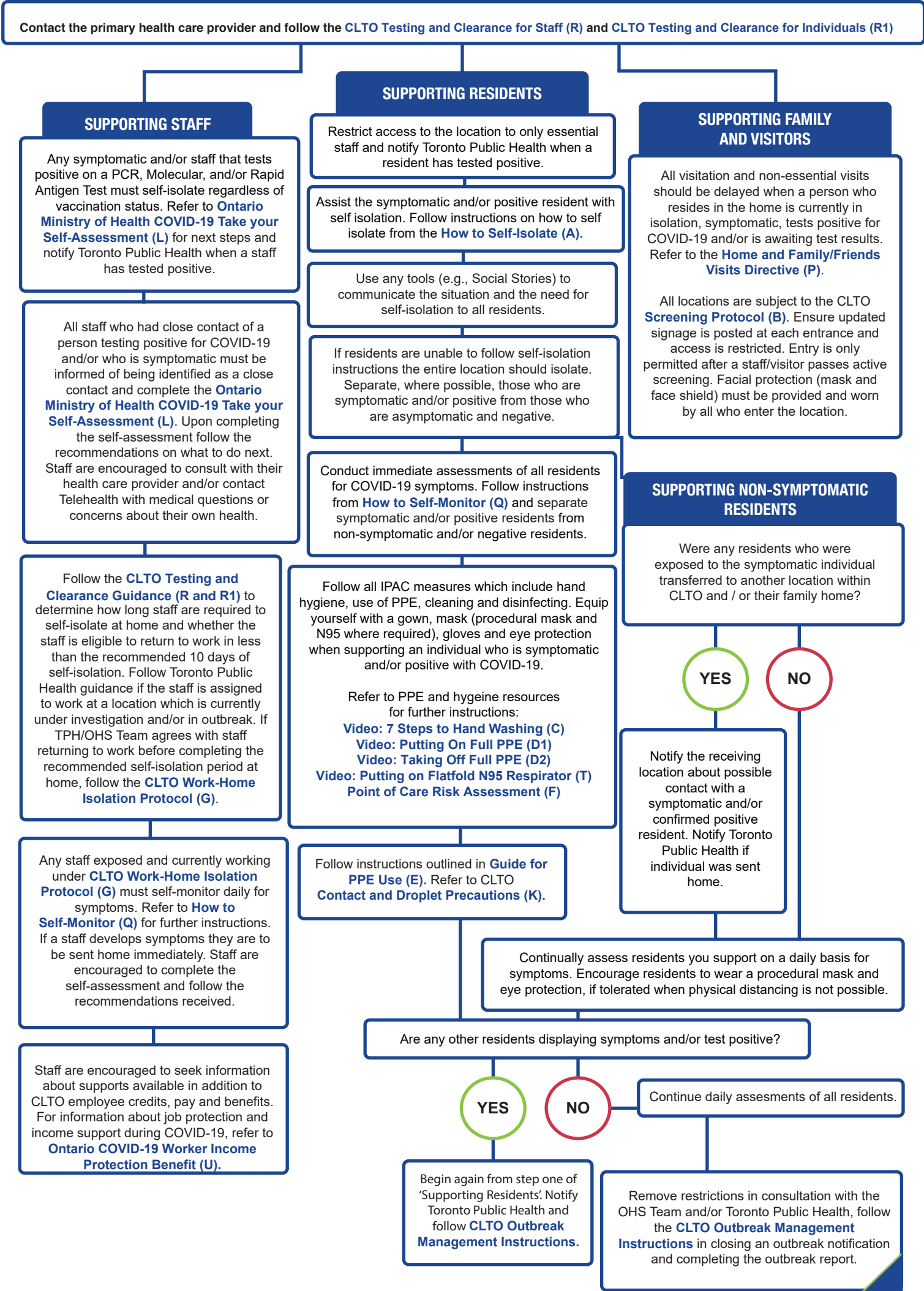
If you require medical advice for any resident call **Telehealth Ontario** at **1-866-797-0000**



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 at 647-729-3657 or email (healthteam@cltoronto.ca) or report an exposure at **COVID-19 Guidance: Employers, Businesses & Organizations**. You can also **preview the COVID-19 Workplace Reporting Tool document**. 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 at 416-338-1521 or email (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 Guidance (R and R1)**. 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 **Point of Care Risk Assessment (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 (R and R1)** 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

Definition of a Suspected Outbreak: is defined as one positive test in a resident/staff, where source of acquisition is thought to be from within the home (including a potential epidemiological link to a staff or visitor case) or cannot be determined.

Definition of a Confirmed Outbreak: is defined as two or more residents with a common epidemiological link (e.g., same unit, floor, etc.), each with a positive molecular or rapid antigen test, within a 10-day period.

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 (R and R1)** 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

Consent Form (1)

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

Serious Occurrence Report (2)

<https://www.sorrl.mcss.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://cltoronto.ca/wp-content/uploads/2022/05/Notice-of-Occurance-April-21-2022.pdf>

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/2022/12/Protocol-for-COVID-19-Screening-of-Employees-and-Visitors_June21.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>

Point of Care Risk Assessment (F)

<https://www.publichealthontario.ca/-/media/documents/r/2012/rpac-risk-assessment.pdf?la=en>

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

Ministry of Health Testing Guidance Update (J)

https://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/COVID-19_provincial_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 (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

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

Home and Family / Friends Visits Directive (P)

<https://cltoronto.ca/wp-content/uploads/2022/05/Visits-and-External-Outings-Directive.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 for Staff (R)

<https://cltoronto.ca/wp-content/uploads/2022/12/COVID-19-Testing-and-Clearance-for-Staff-Sept-2022.pdf>

CLTO Testing and Clearance for individuals (R1)

<https://cltoronto.ca/wp-content/uploads/2022/05/Testing-Guidance-For-Individuals-In-Service-11-April-2022.pdf>

COVID-19: What to Do if You Are a Close Contact (S)

<https://www.toronto.ca/home/covid-19/covid-19-what-you-should-do/covid-19-what-to-do-if-you-are-a-close-contact/>

Video: Putting on Flatfold N95 Respirator (T)

<https://www.youtube.com/watch?v=h9GxO--sNW0>

Ontario COVID-19 Worker Income Protection Benefit (U)

<https://www.ontario.ca/page/covid-19-worker-income-protection-benefit>

Family Visits External Outings Directive (W)

<https://cltoronto.ca/wp-content/uploads/2022/12/Visits-and-External-Outings-Directive.pdf>

Directive for Transporting Individuals in Service (X)

<https://cltoronto.ca/wp-content/uploads/2022/12/06-40-01-Transporting-Individuals-Supported.pdf>