

CLDN's Response to COVID -19

Community Living Durham North is committed to protecting the health and safety of the people we support, and that of staff and families. Every effort is made to keep everyone as healthy and safe as possible. A key component of these efforts is that all staff providing direct supports will wear a medical mask for the entire duration of their shift, with the exception of when they are eating, drinking, are alone in an office, personal vehicle, or outside.

Staff in offices will also wear a medical mask if it becomes difficult to physically distance effectively within the office.

All staff will practice proper [hand hygiene](#) on a regular basis throughout their shifts as well as proper coughing / sneezing [etiquette](#). All staff will practice [physical distancing](#) as much as possible within the home and encourage people who live in the home to practice physical distancing as well.

We all need to be prepared and must know what to do in the event that someone we support does test positive for the COVID- 19 / Coronavirus.

Our Response when we suspect someone we support may be exhibiting symptoms of COVID -19

- Staff will monitor the people they support daily for any signs / symptoms of the virus
- If during the screening process or at any other time someone is exhibiting one or more of the symptoms listed below, we will take the following steps:

Signs and symptoms may include:

- Fever
- Chills
- Shortness of breath,
- Cough
- Difficulty Swallowing (*If this is not typical for the person*)
- Decrease or loss of sense of taste or smell
- Extreme Tiredness
- Muscle aches/ joint pain
- Sore throat
- Runny or stuffy / congested nose
- Headache
- Nausea, vomiting and / or diarrhea

1. If a person we support begins to feel unwell they should remain home and [self-isolate](#) immediately, if able to do so, and follow CLDN's protocols
2. Provide details of the problem to the CLDN COVID -19 command post (Covid19CommandPost@cldn.ca). If a verbal consult is necessary, contact your Program Manager (during regular business hours) or On-Call (after business hours and / or on weekends) immediately, to inform them that you are implementing step 1 (see next page) in the process
3. If it is agreed that the symptoms qualify as a suspected case of Covid-19, we will operate temporarily as though the person does have the virus; i.e. staff will implement the measures described in Step 1 (below) and maintain them in place until COVID-19 is ruled out through the screening process or testing
4. If you are advised to book an appointment at an assessment center, you can do this by:
 - **In HKPR If testing is required, please contact a:**

- Primary care provider,
 - Local pharmacy offering testing services OR
 - Local walk-in clinic.
- **In Durham Region If testing is required, please contact a:**
- Your pharmacy or [locating the nearest pharmacy that provides COVID-19 testing](#)
 - Contacting your primary care provider (family doctor or nurse practitioner).
 - Calling 811 or visit ontario.ca/health811 for more information about testing, assessment, and treatment

When someone we support tests positive for Covid-19

Step 1

- Post notice at the front entrance that there is an active case of Covid-19 present
- The team will work with their Manager and/or on-call to have additional PPE equipment delivered to the location immediately
- All employees will follow PPE protocols
- Obviously, the ban on non-essential external people entering the home will be maintained
- All employees working within the home will begin to [self-monitor](#) for symptoms and will continue to do so for 10 days – **see Step 3 Expectations of Employees**
- The Manager will notify staff currently working within the location of the test results
- The Team Leader and/or designate will notify people residing within the home of the situation
- The Team Leader and/or designate will update families of the people we support
- Employees will report any symptoms to Management.
- Employees who do not pass screening will contact Management.
- Employees families, will be directed to practice self-monitoring, self-isolation and physical distancing in their own home life
- The team will follow the directives and treatment plan provided by the medical professionals involved
- The person's activities will be limited to those consistent with the above mentioned directives and treatment plan
- The length of isolation will be as directed should the local Public Health Unit declare an Outbreak.
- An Outbreak may declared if two or more supported persons test positive and there is an epidemic link.

Staff will Implement Control Procedures

Step 2

- We will limit the number of direct support staff having contact with the person infected
- Teams will immediately implement the following measures: additional sanitization in the area that the person is isolating in, and they will begin to utilize full personal protective equipment PPE when directly supporting the person (gloves, gowns, medical masks / properly fit tested N95 respirator, and face shield). Meanwhile, staff not involved in this direct care of the person who is ill will continue to wear a medical masks for the duration of their shift, as per PPE protocol). **See PPE video on Surge Learning and the posters [donning](#) & [doffing for safe usage](#)**
- Staff will attempt to isolate the person infected to the best of their ability in their bedroom, or in another area if more practical and/or safe
- Peoples' ability to self-isolate is a major variable. This will have to be quickly assessed and adjustments, if needed, quickly put in place
- When possible, people who reside in separate units/quarters will remain in their own area and staff will be re-directed to those areas as needed
- Teams will designate a specific bathroom to only be utilized by the infected person, if possible. If this is not possible, staff will ensure that additional sanitization occurs following each time the person uses the bathroom. The infected person will be supplied with their own roll of toilet paper and paper towel that other's won't handle.

Expectations of Employees

Step 3

- All staff are expected to follow Government regulations around [physical distancing](#) and [self-isolation](#) when not working in the location
- Staff will be diligent and [self-monitor](#) for any [symptoms](#) and report any changes to Management.
- Although we continue to take every precaution, employees working in the home may be exposed to the virus in their off hours. It is for this reason, and to protect supported people and your co-workers, that you are wearing masks for the duration of your shift, unless eating, drinking, are alone in an office, personal vehicle, or outside as per our PPE protocol
- Staff will follow the recommendations in **Travelling to and from work** (next) in order to keep themselves and their families healthy

Protocol for Traveling from Work to Home

Step 4

- Dispose of all PPE equipment in the prescribed manner
- Wash hands or utilize hand sanitizer prior to leaving work
- It is a good practice to have a personal sized bottle of hand sanitizer to use once outside of the location
- Once home undress completely
- Wash clothing immediately in hot water
- Disinfect / wash yourself prior to encountering surfaces, items or people within your home. Wash hands, shower or bathe
- In locations that have a suspected or confirmed case employees should refrain from bringing items (coats, bags or briefcases) into and out of the home
- Monitor for any symptoms carefully. Inform the COVID 19 Command Post immediately if you start to have any signs of the virus

Best Practices to keep you safe and healthy

- Clean any surfaces that are touched often, such as counter tops, doorknobs, or tabletops. Use appropriate disinfectant
- Avoid sharing items with other persons in your household such as dishes, utensils, towels, etc.
- Wash your hands, often, for at least 20 seconds with soap and water or use hand sanitizer with at least 70% alcohol
- Get lots of rest and do “self-care” to ensure you remain healthy
- Talk with co-workers about your concerns, anxieties and thoughts. Having someone to talk to is good for our mental health and well-being
- Avail yourself of proactive testing opportunities as they become available

What if I have questions about COVID-19

- Email Covid19CommandPost@cldn.ca
- Durham Connection line (905-666-6241) or
- Haliburton, Kawartha, Pine Ridge District Health Unit (1-866-888-4577 ext. 5020)
- Telehealth Ontario (1-866-797-0000)
- www.publichealthontario.ca