

Our Protocols for Group Homes;

and our plans for Respite and Day Programs as they move toward a partial re-opening during COVID-19

Effective Date: October 9, 2020

CLDN is complying with the orders and following the guidelines and recommendations issued by federal, provincial and municipal/regional levels of government.

<p>Screening <i>*Updated October 9'20*</i></p>	<p>Screening stations will be set up at the main entrance to the location. Hand sanitizer, procedure masks, each employee's monthly screening sheet (in a portable file), a touchless thermometer, a pen, and essential visitor screening sheets will be located at the screening station.</p> <p>All employees will take their temperature and complete their screening checklist. They will only enter the location once they have passed the screening checklist, sanitized their hands, and put on a mask. If they do not pass the screening, they will not enter and management will immediately be contacted.</p> <p>All staff who are experiencing any COVID 19 symptoms, even mild symptoms will avoid going to work for a minimum of 24 hours.</p> <ul style="list-style-type: none"> • <i>At least 24 hours have passed since last fever without the use of fever-reducing medications and</i> • <i>Symptoms (e.g., cough, shortness of breath) have improved</i> <p>COVID 19 testing should be pursued in accordance with current provincial guidelines.</p> <p>All supported people living in a 24 hour home will be monitored by staff for any signs / symptoms of COVID-19 including temperature checks twice daily.</p> <p>Non-essential visitors will not be permitted inside the home at this time.</p> <p>Staff on shift will screen all essential visitors prior to entering. They will only enter the location once they have passed the screening checklist, sanitized their hands, and put on a mask. <i>(Most essential medical visitors will come with their own mask provided by their employer)</i> If they do not pass the screening, they will not enter and management will immediately be contacted.</p>
<p>PPE</p>	<p>All PPE supplies will be stored in a central location and an up to date inventory will be kept of all available PPE.</p> <p>All required PPE will be sent to each program location weekly</p> <p>All direct support staff will wear a medical mask for the duration of their shift, changing the mask every four hours or when damaged, damp, or contaminated.</p>

	All employees will follow all protocols , and policies outlining what PPE to use depending on the supports required. <i>PPE Protocols can be found on the CLDN website and in the program information binder at each location.</i>
Education & Signage	All employees will complete the training provided on Surge learning for donning , and doffing PPE as well as proper hand hygiene .
	Signs will be posted throughout the location reminding people to maintain physical distance .
	Signs will be posted to remind people of proper hand hygiene .
	Signs will be posted in common areas (Living rooms, kitchens, office spaces) indicating how many people can be in this space at one time.

Physical Distancing	All employees will maintain at least 2 meters (6 feet) between themselves and their co-workers.
	All employees will provide education to the people they are supporting concerning physical distancing.
	All people supported will maintain at least 2 meters (6 feet) apart to the best of their ability and with staff's encouragement.
	When not providing direct personal care support staff will maintain at least 2 meters (6 feet) between themselves and the people they are supporting.
	Extra seating will be removed in all common areas to assist in the maintenance of physical distancing.
	Employees will support people to shelter in place for the most part; however, certain activities are permitted as outlined below.
	Meal times will be staggered for people supported to maintain safe physical distancing .
	Breaks will be staggered for all employees to maintain safe physical distancing .

Worker / Workplace Hygiene	All employees and people supported will perform proper hand hygiene on a regular basis throughout the day including upon arrival, prior to cooking/ meal prep, prior to cleaning, after cleaning is completed, prior to providing personal support, after providing personal support, whenever hands are visibly dirty, and after washroom use.
	All employees will practice proper coughing / sneezing etiquette and educate the people they are supporting on this etiquette.

Day Programs <i>*New as of July 27/20*</i>	Staff working out of the program building (SIL /CHPI) have de-cluttered and removed all communal items that cannot easily be cleaned i.e. papers, magazines, candy bowls in preparation for re-opening.
	Floor plans have been reviewed and furniture re-arranged to promote physical distancing to prepare for re-opening.
	Day Programs open up with a minimal amount of participants at the program location.

	Physical distance must be maintained between all people at all times (including during vehicle travel, one person and one staff).
	Follow CLDN's Transportation Protocol. <i>This protocol can be found on CLDN's website and in each location's Program Information Binder.</i>
	See Guidance Document "CLDN's guidelines for Re-Opening Community Support Services".
Respite <i>*New as of August 10/20*</i>	Respite Programs can open up with a minimal amount of participants at the program location.
	Physical distance must be maintained between all people at all times (including during vehicle travel, one person and one staff).
	Follow CLDN's Transportation Protocol. <i>This protocol can be found on CLDN's website and in each location's Program Information Binder.</i>
	See Guidance Document "CLDN's guidelines for Respite Services in response to COVID-19".

Disinfecting / Cleaning	All employees will complete increased disinfecting as outlined on the D3 Program task list following proper disinfecting methods . All high touch areas will be disinfected at least four times daily. (Using On the Mark once per day and another disinfectant three times per day) All employees will ensure they are using a separate spray bottle for each cleaner. Do not mix cleaners or share bottles as this could cause a chemical reaction. Always follow WHMIS, manufacturer's instructions and SDS sheets.
	All high touch areas in agency vehicles will be wiped down prior to use and once returned to the program location. (Steering wheel, keys, radio controls, control arms, door handles, window operations buttons/ handles etc.)
	Sharing of equipment (keyboards, pens, etc.) should be avoided when possible. If not possible equipment should be disinfected after each use.

Meetings /Activities /Training <i>*Updated October 9'20*</i>	All non-essential meetings, social events, and activities will be cancelled if they would compromise our social distancing protocols. Exceptions including "Family Visits", "Outdoor Recreation", and "Medical appointments" as described below as well as anything that can be done virtually.
	Whenever possible meetings will take place via the telephone or on-line (i.e. Zoom, FaceTime, etc.).
	Fit Testing will still happen for all employees who are about to expire. Appointments will be staggered and will happen one employee at a time as opposed to a group setting with sanitizing / disinfecting happening in between appointments.
	Whenever possible staff training will be moved to an on-line format.
	Staff will support people to get outside to enjoy their yard and by going for walks in their community, always maintaining physical distance from others. People supported will be offered a level 1 medical mask to wear while out for a walk and all staff will wear their medical mask.

<p>Groceries / Take Out/ Supplies <i>*New as of July 27/20*</i> <i>Updated Aug. 13/20</i></p>	Masks have been made mandatory for all indoor public spaces.
	Weekly Sysco orders will cease. Orders will still occasionally be placed if required.
	All locations have been set up with a PC account to complete click and collect orders for groceries/ supplies needed. Click and Collect is still in place and staff can continue to place weekly grocery orders. Programs will utilize the debit card from the program location to pay for click and collect orders at the locations that this is possible to do so. To pay by debit staff must add a comment when placing the order on-line in the comment section, to indicate you will pay using a debit card to pick up the items ordered.
	Staff who are comfortable can visit the grocery store to complete their main grocery shop while ensuring they only go to one store and not more than twice per week; as long as they have the staffing compliments in the home to accommodate a staff leaving the program for an extended length of time as people we support are not to go to the store.
	Groceries entering the home must be disinfected and put away immediately upon entering the location. All bags that groceries arrived in will be disposed of into the garbage. Staff will perform hand hygiene after handling groceries.
	Shopping will occur when the staffing compliment allows for staff to leave the program. Supported people will not enter stores or participate in shopping with staff.
	In consultation with the Team Leader and Program Manager each program should name a designated Grocery Shopper and a back-up Grocery Shopper who are comfortable completing the shopping.
	All medications will be delivered to the home.
Staff may attend a pharmacy to pick up a prescription, replenish an over the counter PRN medication or to have contents in the Compliance Pack adjusted if there has been a medication change.	

	Employees will fill agency vehicles with gas when required. Employees will purchase gas from the station that is the least busy and will only step inside the building to pay for the gas when safe physical distancing can be maintained. Staff will sanitize their hands immediately following any gas purchases. If it makes sense geographically, staff can fill vehicles on the Island at the full service station.
	Propane tanks for household Bar-B-Ques can be filled at the full service station on the island if it makes sense geographically to go there, otherwise will be filled /exchanged at the gas station when filling the agency vehicle.
	If take out food is purchased, all food will be immediately removed from the packaging it is received in and placed on dishes in the home; all packaging will be disposed of. Any areas the packaging has touched will be disinfected and staff will perform hand hygiene . All take out orders must be pre-approved by the Program Manager.

<p>People's Personal Banking <i>**Updated September 15'20**</i></p>	<p>The Team Leader or designate is able to support people to go to the bank to update their bankbook, and or to get spending money (Cash on hand for the program) to a maximum of 1 time per week. Staff will wear a medical mask for the duration of their shift. Practice proper hand hygiene before entering the bank and again after leaving the bank.</p>
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	Employees will not support people to enter the bank if it is crowded; if there is a large crowd in the bank and 6 feet of physical distancing is not possible to maintain, employees will leave and plan to return to the bank at another time.
Policies / Protocols	All employees will follow the policies and procedures as set out by CLDN. All employees will also follow all new protocols that have been implemented as a result of COVID-19.
	Managers and Directors will complete regular audits to ensure employees are maintaining appropriate physical distance and are following all protocols that have been implemented as a result of COVID -19.
	Vendors & suppliers will be asked what measures they have implemented to manage COVID-19 related risks.
Transportation	All employees will follow the CLDN Transportation protocol . <i>This protocol can be found on the CLDN website as well as in the program information binder at each location</i>
New as of June 23/20	
Family Visits	Family visits will be permitted for those who can follow all of the expectations as outlined in Guidelines for Family Visits. These visits will require preplanning. See your programs visits binder for all of the details, guidelines, and expectations for visits. <i>(Black binder that has the name of the home and the word "visits" on the spine of the binder)</i>
* New as of July 13/20*	
Medical	Staff will support people to book and attend routine, in office, medical appointments such as the dentist or optometrist, if the practitioner is offering these. Staff must contact the clinic to determine whether the person will be able to have support staff present for those who require support.
* New as of July 13/20*	
Outdoor Recreation / Drive Thru Experiences	Outdoor activities with or without an admission fee can be attended with managerial approval . All activities will require pre-planning in order to receive managerial approval. Outdoor recreation facilities can be accessed (parks, nature trails) so long as it is open to the public. Physical distance must be maintained between all people at all times. Activities will be approved on an individual basis. If you arrive and it is too busy to safely maintain safe physical distance (2 meters / 6 feet) you should not stay.

Drive-thru experiences can be attended **with managerial approval**.

This does not pertain to Drive Thru Restaurants. See the Take Out in the Grocery / Take out/ Supplies section of this document Before purchasing tickets you must:

Investigate the details of the event while paying close attention to the safety measures that have been implemented at the destination.

The destination must have a washroom available for patrons to access if it is more than 30 minutes from the home/ program.

Shopping in the gift shop or purchasing food is not permitted.

Present your manager with the pertinent information and accompanying documentation to get approval to visit this location.

Activities will be approved on an individual basis.

A conversation will happen with the supported person's family if they are actively involved to ensure the person is making an informed decision about attending prior to final arrangements being made.

Tickets must be purchased in advance; but not until approval has been given.

If using the washroom, follow the rules at the destination and maintain 6 feet physical distancing from all other patrons. Ensure that proper hand hygiene is completed.