

Our Protocols for Program Operations

Last Updated: May 23, 2023

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

<p>Screening Updated: April 24, 2023</p>	<p>Stations will be set up at the main entrance to the location. Hand sanitizer and medical masks will be located at the station. Employees will conduct a Passive Screening (signage) prior to entering. Visitors must also conduct the Passive Screening (signage) prior to entry.</p>
	<p>All employees will conduct a Passive Screening (signage) upon arrival to the program. They will only enter the location if they have passed the screening, sanitized their hands, and put on a medical mask. If they do not pass the screening, they will not enter and management will immediately be contacted.</p> <p>According to the definition, you are a close contact if you have been exposed to someone that has tested positive for COVID-19 while they were infectious (i.e. 48 hours prior to symptoms starting or the date of positive COVID-19 test collection, whichever came first). Someone who has tested positive for COVID-19 is also known as a “case”.</p> <p>Close contact means:</p> <ul style="list-style-type: none"> • You had direct contact with infectious body fluids of the case (e.g., coughed on or sneezed on), or • You had other close, prolonged, and/or unprotected contact (e.g., contact with a case within 2 metres for more than a few minutes of time particularly if case and/or contact was not masked). <p>Any staff who has had close contact with a person who has tested positive, or lives with a person who has tested positive can enter the workplace if they are asymptomatic. If staff start to develop symptoms, they must notify Management immediately.</p>
	<p>All supported people living in a 24-hour support home will be monitored by staff for any signs or symptoms of COVID-19 once daily.</p>
	<p>Aside from emergency first responders, all visitors prior to entering will conduct a Passive Screening (signage).-They will only enter the location if they have passed the Passive Screening (signage) They must also sanitize their hands and put on a medical mask (<i>most essential medical visitors will come with their own mask provided by their employer</i>). If they do not pass the Passive Screening (signage) they will not enter and management will immediately be contacted.</p>

<p>PPE <i>Updated April 18, 2023</i></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 Bi-weekly. All staff must wear CLDN issued PPE.</p>
	<p>All direct support staff will wear a medical mask provided by CLDN for the duration of their shift, with the exception of when they are eating, drinking, are alone in an office, personal vehicle, or outside. Staff will change the mask every four hours or when damaged, damp, or contaminated.</p>
	<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></p>
	<p>All staff who are working with someone who is suspected or confirmed to have COVID or are working in a location that is suspected or deemed to be in outbreak regardless of vaccination status, will wear a face shield, which is provided by CLDN when providing direct support within 6 feet of the person who has is suspected or confirmed to have COVID. Face shields will be disinfected by each employee prior to donning or re-donning, every four hours when medical mask is changed, at the end of their shift as well as anytime it becomes damp, dirty, or contaminated. CLDN has provided each staff with their own face shield, which can be labelled to easily identify who the face shield belongs to. Each program location also has some extra face shields for staff who pick up a shift at the location. Employees should avoid touching their face shield while it is being worn, if it is touched to adjust employees will immediately perform proper hand hygiene.</p>
	<p>All staff will wear a N95 respirator provided by CLDN in addition to other PPE when supporting any person who is known or suspected to have COVID 19 (within 2 meters/ 6 feet) and with any aerosol generating procedure (ex. CPAP, APAP). All CLDN employees have been fit tested to determine the appropriately sized respirator and must only wear that size of respirator. <i>The CPAP, APAP PPE Protocol can be found in the program information binder at each location.</i></p>
<p>Education & Signage <i>Updated April 24, 2023</i></p>	<p>All employees will complete the training provided on Surge learning for donning, and doffing PPE as well as proper hand hygiene.</p>
	<p>Signs will be posted throughout the location reminding people to maintain physical distance.</p>
	<p>Signs will be posted to remind people of proper hand hygiene.</p>
	<p>Signs will be posted in common areas (Living rooms, kitchens, office spaces) indicating how many people can be in this space at one time.</p>
<p>Physical Distancing <i>Updated June 9, 2022</i></p>	<p>All employees will maintain at least 2 meters (6 feet) between themselves and their co-workers. *see transportation protocol for exceptions*</p>
	<p>All employees will provide education to the people they are supporting concerning physical distancing.</p>
	<p>All people supported will maintain at least 2 meters (6 feet) apart to the best of their ability and with staff's encouragement.</p>

	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.
	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 February 14, 2022	All guidelines for Community Supports will be followed. <i>(See guidelines for Community Supports document)</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
	Floor plans have been reviewed and furniture re-arranged to promote physical distancing .
Respite Updated June 9, 2022	All guidelines for Respite Services will be followed. <i>(See guidelines for Respite Services document)</i>
Disinfecting / Cleaning /*Laundry Updated February 13, 2023	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 once daily. 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 people’s laundry including bedding and towels will be washed separately from other housemate’s laundry. Staff will assist people to do their laundry using hot water/hot water cycle and soap. Once the wash cycle is completed, staff will assist the person to put their laundry into the dryer and ensure it is completely dried.
	All high touch areas in agency vehicles will be wiped down 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.

<p>Meetings /Activities /Training March 10, 2022</p>	<p>All in person meetings can resume with masks being worn when physical distancing cannot be achieved. When it makes sense meetings/trainings can be held virtually.</p> <p>Fit Testing will still happen for all employees who are about to expire. Appointments will be staggered and will be for one employee at a time, as opposed to group settings, with sanitizing and disinfecting happening between appointments.</p>
<p>Groceries / Take Out / Supplies Updated June 9, 2022</p>	<p>Staff and supported persons may visit a local grocery store to complete the program grocery shopping.</p> <p>Shopping will occur when the staffing complement allows staff to leave the program. People supported in the program location can go along to assist with grocery shopping if they choose to and are able to tolerate wearing a mask.</p> <p>Staff and people supported will perform hand hygiene after handling groceries.</p> <p>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 with shopping.</p> <p>All medications will be delivered to the home.</p> <p>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.</p> <p>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.</p> <p>Propane tanks for household barbeques 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.</p>
<p>People's Personal Banking March 10, 2022</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).</p> <p>If a supported person is using CLDN banking, spending money requests will be transferred to a people's card (some location have designated cards). Locations that have these cards are: Conc. 13, Lorne, Reach, Victoria, Ewen, Maple, Low Blvd and SIL. The withdrawal receipts are to be scanned and emailed to the Finance Dept. (Jen) for CLDN banking entry. For all other locations we will be using cards located in the main office.</p> <p>G8/G8A requests (if approved by manager) will be fulfilled using an office debit card or purchased online. We will no longer be utilizing grocery cards for those purchases.</p> <p>Practice proper hand hygiene before entering the bank and again after leaving the bank.</p> <p>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.</p>

Policies / Protocols/ Transportation <i>Updated March 10, 2022</i>	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 and suppliers will be asked what measures they have implemented to manage COVID-19 related risks.
	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>
	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. As Provincial restrictions continue to decrease and facilities start to return to operate at limited or full capacity staff are reminded to review and ensure they are following CLDN policies and procedures that have been in place since prior to the pandemic i.e. Policy B-6-6 along with all current protocols that have been put in place due to the COVID 19 pandemic.
Family Visits <i>Updated April 23, 2023</i>	<p>Family visits can occur inside and outside on CLDN property including group homes. See Guidelines for Family Visits. Visitors must pass the Covid-19 Passive Screening (signage) posted on the entrance door.</p> <p>Staff should support people to maintain contact with family through phone calls or Zoom meetings. See your program’s Visits binder for all the details, guidelines and expectations for visits. <i>(It is the black binder that has the name of the home and the word “Visits” on the spine).</i> Families are permitted to take their family members for visits in alignment with CLDN Guidelines for visits.</p>
Medical <i>July 13/20</i>	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.
Outdoor Recreation <i>Updated April 18, 2023</i>	<p>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.</p> <p>Activities taking place outside of the home must be in alignment with Public Health, and Provincial guidance as well as all of CLDN’s safety protocols.</p> <p>Staff are required to obtain prior approval for any transportation that could be considered unnecessary, even if it is within Durham Region. Travelling to Whitby or Ajax to purchase something that is available in the Port Perry - Uxbridge area needs prior approval. Going to a park in Oshawa for a picnic needs prior approval because there are parks in Port Perry and Uxbridge. Likewise, “going driving,” even with a supported person who enjoys this activity, requires prior approval.</p> <p>Requests for recreational activities outside the local community should not be requested via the CLDN emergency on-call system.</p> <p>If you arrive at your destination and it is too busy to safely maintain safe physical distance (2 meters / 6 feet) you should not stay.</p> <p>Outdoor walks in the community. When staff are outdoors with people, the staff can remove their mask. They are encouraged to keep their mask with them at all times, so it can be put back on when going inside.</p>
Indoor Activities <i>Updated June 9, 2022</i>	People we support can engage in a variety of activities within their community. <u>Please note that any activity occurring outside of the local community requires prior managerial approval.</u>

Concerts, sporting events, movies, bowling, shopping, casino, camping, malls etc. are some options for people.

Eating out is approved as long as the following parameters can be met:

- 6 feet of distance from others must be maintained when removing your mask to eat – this may include having to sit at different tables while eating.
- Sanitization of table prior to use
- Pre-planning to attend when the establishment is not busy

If you arrive at your destination and it is too busy to safely maintain safe physical distance (2 meters / 6 feet) you should not stay.

The only activity that cannot occur safely is indoor swimming **for those who require full staff support in the water**. The only rationale for this is that the staff would be within 6 feet without a mask and this is not allowable as per public health and MCCSS. Outdoor swimming is permitted even for those who require full support in the water.