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COVID-19 - Resources for families and visitors
Long Term Care, Retirement Homes and other
Congregate settings

Objectives

- To provide an overview of COVID-19 information a better understanding of Infection Prevention and Control (IPAC) principles
- To highlight trustworthy resources that will inform the family members/visitors
- To assist with navigating websites and accessing up to date resources
- To offer guidance and practical tips for safe visits
- To offer suggestions on how to support/assist staff in challenging situations (meals, activities, wandering residents)

Basic Infection Prevention and Control (IPAC) Measures to Prevent Transmission and Outbreak

- Screening and case identification
 - Family members, visitors and staff
 - Residents
 - Testing
- Personal Protective Equipment (PPE) and hand hygiene
 - Training and education

Screening and Case Identification - Active

Active screening will continue in some form or another for family members, visitors, residents and staff:

Examples of what you may see:

- Twice daily temperature checks (for residents, staff and possibly visitors)
- Questions on what symptoms you may be experiencing
- Symptoms to watch for:
 - fatigue, headache, muscle aches, sore throat, runny nose, sneezing, stuffy nose, hoarse voice, difficulty swallowing, new loss of smell or taste, nausea/vomiting, diarrhea, abdominal pain

- http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_screening_guidan

What if the Resident, family member or visitor has symptoms?

- Resident with symptoms will have other precautionary measures taken to prevent the spread of infection from their respiratory droplets or contact with contaminated items used by the resident. We call this Droplet and Contact Precautions.
- Family member/visitor should not visit if they have symptoms and should refer to the COVID-19 Self Assessment tool and/or their healthcare provider for further direction. <https://covid-19.ontario.ca/self-assessment/>

New Admissions

From community

- Screen resident
- Self-isolated for 14 days
- Test within 14 days of admission

From health care facility

- Screen resident
- Self-isolated for 14 days
- Test prior to transfer

Resident remains on Droplet and Contact Precautions for 14 days even if test is negative

The resident is placed in a room with no more than one other resident. That is, there shall be no further placement of residents in three or four bed ward rooms

Personal Protective Equipment and Hand Hygiene



Hand Hygiene

- Perform hand hygiene upon entering and exiting the building and according to the 4 moments of hand hygiene
 1. Before any contact with the resident or their environment
 2. Before providing care (e.g., oral/dental care)
 3. After exposure to bodily fluids (saliva, urine, faeces, blood etc.)
 4. After any contact with the resident or their environment
- Use alcohol based hand rub (ABHR) or soap and water
- Training videos available on PHO website:
- [Hand washing](#)
- [Hand rubbing using ABHR](#)

Universal Masking while visiting/caring for a residents



- The purpose is to prevent possible spread of infection from a visitor to a resident or to staff
- Visitors are responsible for bringing their own face covering for outside visits. The home is responsible for supplying surgical/procedure masks to indoor visitors and to outdoor visitors who do not have a face covering.
- Do not touch the front of your mask while you are wearing it
- When a mask becomes damp or humid, replace it with a new mask
- Physical distancing is still needed to protect the visitor from exposure to others

What if the Resident has symptoms?

Resident will be placed on Droplet and Contact Precautions.

This means:

- Staff will be required to wear gown, gloves, medical mask/eye protection
- Resident will be placed in:
 - Single room where possible
 - If sharing a room with a roommate- a screen or curtain to provide 2 meter distance
- Resident will be tested (nasal swab)
- Essential visitors should receive instructions on how to put on and remove personal protective equipment (PPE)

Personal Protective Equipment (PPE)- Training Resources

- Public Health Ontario YouTube has instructional videos that provide step-by-step demonstrations for hand hygiene practices and how to properly put on and take off personal protective equipment. They can be accessed here: <https://www.youtube.com/channel/UCVHo7YRHEGDvc9JtqYA16UQ>
- Recommended playlists to search for include:
 - Hand Hygiene – IPAC
 - PPE – Facial Protection – IPAC
 - Full Personal Protective Equipment (PPE)

Meals & Activities

- Group dining will be disrupted depending on the number of COVID-19 cases in the home to help prevent transmission of the virus.
 - Examples may be a change in times for meals and fewer people per table (physical distancing)
- Activities and recreational programs may also be disrupted to help prevent transmission of COVID-19 within the LTCH. Considerations in running these activities will include factors such as the number of cases in the home, limiting group size, ability to physical distance and suitable spaces.

Taking residents outside of rooms

Click the titles to reveal the two options

When Resident on Droplet and Contact Precautions

- Resident to put on procedure/surgical mask, if tolerated
- Resident to perform hand hygiene
- Resident to be supervised by staff
- Staff to use Droplet and Contact Precautions when assisting resident
- Scheduled time/location for ambulating
- Enhanced cleaning/disinfection of high-touch surfaces
- Resident to maintain safe physical distancing
- Furniture to be reconfigured or reduced to promote safe physical distancing

When Resident NOT on Droplet and Contact Precautions

- Resident to perform hand hygiene
- Resident to maintain safe physical distancing
- Staff to use a procedure/surgical mask as source control (universal masking)
- Scheduled time/location for ambulating
- Furniture to be reconfigured or reduced to promote safe physical distancing

<Prev

Next >

Managing and supporting wandering residents within an outbreak area

- Multi-disciplinary teams (including family and resident) to help create care plan for the individual residents. Plan to include redirection strategies on how to remain inside their room or promote safe physical distancing when outside of their room
- If resident is on Droplet and Contact Precautions, assist the resident in putting on a medical mask, if tolerated
- Assist the resident with hand hygiene often and when leaving their room
- Ensuring resident stays within designated outbreak area

What to know when visiting residents in long term care homes

All visitors should be familiar with the visitation requirements and follow all the steps outlined in the attached document

http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_guidance_ltc_resuming_visits.pdf

Key points:

- Do not visit if you are feeling unwell
- Non-essential visitors will not be allowed **if the home is in an outbreak**
- Maintain on-going communication with the home for updates

What to know when visiting residents in LTC homes continued

- Pass an active screening questionnaire administered by the home's staff
- A negative test result for COVID-19 may be required (within 14 days of the visit)
- Face covering for outdoor visit, a surgical/procedure mask for indoor
- Homes will have discretion in scheduling and must take into account the directives in place at the time and whether the visitor is an essential caregiver (e.g. supports with feeding)
- Homes may regulate the number of visitors to the home at any one time (maximum 2 visitors per resident)

What to know when visiting residents in RHs

All visitors should be familiar with the visitation requirements and follow all the steps outlined in the attached document

http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_guidance_reopening_retirement_homes.pdf

Key points:

- Do not visit if you are feeling unwell
- Non-essential visitors will not be allowed **if the home is in an outbreak**
- Maintain on-going communication with the home for updates and info
- Pass an active screening questionnaire administered by home staff

What to know when visiting residents in RHs continued

Key points continue:

- Visitors do not need to attest (verbally or written) to a negative COVID-19 test to visit a resident in a designated indoor or outdoor area
- Face covering for outdoor visit, a medical mask for indoor
- Visitors are responsible for bringing their own face coverings/masks
- The visitor must only visit the designated indoor or outdoor area
- Virtual tours of the retirement home is preferred option
- All residents and visitors should be familiar and follow the absence protocols outlined in the document

PHO COVID-19 Resources

PHO has developed a number of resources to help staff and administrators
This information can be found:

[COVID-19 Long-Term Care Resources Webpage](#)

[Congregate Settings IPAC Toolkit](#)

[IPAC Resources for congregate living](#)

Resources available on the Ministry of Health website specific for LTC and RH sector

Document title	Date
<u>Guidance for Long-Term Care Homes</u>	April 15, 2020
<u>Screening Tool for Long-Term Care Homes and Retirement Homes</u>	May 6, 2020
<u>Outbreak Guidance for Long-Term Care Homes (LTCH)</u>	April 15, 2020
<u>Guidance for mask use in long- term care homes and retirement homes</u>	April 15, 2020
<u>Reopening Retirement Homes</u>	July 22, 2020
<u>COVID-19 Test Requisition</u>	June 12, 2020
<u>COVID-19 Surveillance Testing – Guidance Regarding Retirement Homes Staff and Resident Testing</u>	June 12, 2020
<u>Resuming Visits in Long-Term Care Homes</u>	July 15, 2020

http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/directives/LTCH_HPPA.pdf