

COCHRANE TEMISKAMING RESOURCE CENTRE

MEMORANDUM

To: All Staff
From: Gary Dowe
Subject: Novel Coronavirus (COVID-19)
Date: March 11, 2020



As you may be aware, COVID-19 is a new strain of coronavirus that can cause serious respiratory illness. This disease poses a particular threat for the people we support, many of whom are older and/or have weakened immune systems or respiratory problems.

While the risk in Canada (Ontario) remains low we would like to be proactive in the interest of protecting the people we support and our staff from infection, CTRC is putting in place the following interim protocols to reduce the risk:

1. Enhanced Environmental Hygiene

Staff are expected to institute enhanced environmental cleaning protocols for high touch areas, including door-knobs and handles, seatbelts, vehicle doors and driving controls, kitchen counters and eating surfaces, bathroom surfaces etc.

2. Respiratory Etiquette and Hand Hygiene:

All staff are expected to use respiratory etiquette - this means coughing or sneezing into disposable tissues (or an elbow if tissues are not readily available). All staff are expected to wash their hands regularly with soap and water for at least 20 seconds and/or use an alcohol-based hand sanitizer provided in the workplace. **Washing hands with soap and water is preferred.**

Staff are also expected to support good respiratory etiquette and hand hygiene amongst the people we support.

3. Sick employees

Employees who have symptoms of acute respiratory illness are recommended to stay home and not come to work until they are symptom free for at least 24 hours and provide a medical clearance certificate confirming fitness to return to work. Employees should notify their supervisor/manager and stay home if they are sick. Employees reporting for work and exhibiting symptoms of acute respiratory illness will be asked to return home immediately.

4. Employee Travel

This morning, the first case of COVID-19 Northern Ontario was confirmed in Sudbury by Public Health Sudbury & Districts. The individual attended the Prospectors & Developers Association of Canada (PDAC) 2020 Convention in Toronto March 2 and 3.

As a precautionary measure, if you have attended the PDAC 2020 convention, you should monitor your health for fever, cough and difficulty breathing for 14 days.

If symptoms develop within 14 days, individuals are directed to self-isolate as quickly as possible and call their health care professional or public health to make arrangements to be assessed for testing.

IMPORTANT: If you suspect you have symptoms of COVID-19, call Telehealth Ontario for medical advice at 1.866.797.0000 (TTY 1.866.797.0007) or Porcupine Health Unit at 705-267-1181 (toll-free 1.800.461.1818). Be sure to mention your symptoms and your travel history, including the countries you visited.

Those who have recently travelled from other areas of China (i.e. outside Hubei Province), Hong Kong, South Korea, Japan, Singapore, or Italy may also be asked to self-isolate where deemed reasonably necessary. Employees considering travel should be aware that this situation may change rapidly and as such all travel is at an employee's own risk and may result in unpaid periods of self-isolation.

5. Visitor Screening/Family Contact/Community Meetings

Given the very serious health risks associated with COVID-19 for many of the people we support, visitors to CTRC's premises will be asked to delay their visit if they have a fever and/or new onset of cough/breathing difficulties. Visitors will be asked to respect the health and safety of all of the people we support. The attached poster "Attention Visitors" will be posted at all CTRC worksites.

Families will be kept informed about the procedures we have implemented, visitation restrictions and programming changes if and when they occur. Staff who receive questions from family members or visitors about these procedures may direct inquiries to your Supervisor.

For CTRC staff conducting meetings in the community, please first contact the individuals you are meeting with to ask them if they have a fever and/or new onset of cough/breathing difficulties and reschedule the meeting if necessary.

6. Programming Changes

In the event that COVID-19 begins to spread in the community, changes in programming may be necessary, including reductions in community-based activities, reducing participation in congregated activities etc. Your supervisor will notify you in the event of any programming changes when they are implemented.

7. Employee Declarations:

Employees are expected to report the following information to their supervisor prior to attending work:

- i. Employees who are experiencing COVID- 19 symptoms (feverish, shortness of breath, cough), or who have family members with COVID-19 symptoms.
- ii. Employees who have travelled, are travelling or who returned from travel in the last 14 days to Iran, Hubei Province (including Wuhan) China, or anywhere in China, Hong Kong, Italy, Japan, Singapore or South Korea or other hot spots that may be identified by the World Health Organization, Health Canada, or the Porcupine Health Unit(a "Hot Spot").
- iii. Employees who have had close contact with persons identified as having COVID-19 or a presumptive case of COVID-19 , or who have acute respiratory illness and who have been to a COVID-19 Hot Spot within 14 days prior to their illness onset.
- iv. Employees who work for another employer where any other employee, resident, patient, or person supported has been identified as having COVID-19 or a presumptive case of COVID-19.

The incidence of COVID-19 in Canada is increasing and CTRC is carefully monitoring the situation to ensure the health and safety of all members of our community. CTRC will keep you apprised of developments affecting our services and procedures.

We thank you for your cooperation and dedication to the people we support.

Should you have any questions or concerns, please contact your Supervisor.

Attachments:

These documents have been shared with the management team and will be posted at all sites:

From Public Health Ontario and the Ontario Ministry of Health

- "Attention Visitors' poster
- 'What you need to know to help you and your family stay healthy'
- 'How to Self-Monitor'
- 'How to Self-isolate'
- 'Guide to isolation for caregivers'
- 'How to Handrub'
- 'How to Handwash'
- Risk Levels and Precautions for COVID-19

From Cochrane Temiskaming Resource Centre policy:

- Health and Safety Policy 14: 'Infection Control'
- Health and Safety Policy 17: 'Influenza Pandemic Plan'

Attention Visitors



If you have a fever and/or new onset of cough or difficulty breathing

AND

In the 14 days before symptom onset, you have:

- been to a COVID-19 impacted area, **or**
- you have been in close contact with a confirmed or probable case of COVID-19, **or**
- you have been in close contact with a person with acute respiratory illness who has been to a COVID-19 impacted area,

**please delay your visit AND contact your health care provider, or
Telehealth Ontario (1-866-797-0000)**

2019 Novel Coronavirus (COVID-19)

What you need to know to help you and your family stay healthy



**Wash your hands with soap
and water thoroughly and often.**

**Cough and sneeze into your
sleeve or a tissue. Dispose of tissue
immediately and wash your hands.**



Keep surfaces clean and disinfected.

Stay home when you are sick.



If you have symptoms, call Telehealth Ontario at:
1-866-797-0000
TTY: 1-866-797-0007
Or contact your public health unit.

For more information,
visit [Ontario.ca/coronavirus](https://www.ontario.ca/coronavirus)

Paid for by the Government of Ontario

Ontario 

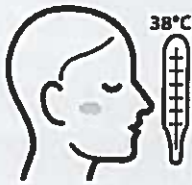
Coronavirus Disease 2019 (COVID-19)

How to self-monitor

Follow the advice that you have received from your health care provider.

If you have questions, or you start to feel worse, contact your health care provider, Telehealth (1-877-797-0000) or your public health unit.

Monitor for symptoms for 14 days after exposure



Fever



Cough



Difficulty breathing

Avoid public spaces

- Avoid crowded public spaces and places where you cannot easily separate yourself from others if you become ill.

What to do if you develop these or any other symptoms?

- Self-isolate immediately and contact your public health unit and your health care provider.
- To self-isolate you will need:
 - Instructions on how to self-isolate
 - Supply of procedure/surgical masks (enough for 14 days)
 - Soap, water and/or alcohol-based hand sanitizer to clean your hands
- When you visit your health care provider, avoid using public transportation such as subways, taxis and shared rides. If unavoidable, wear a mask and sit in the back seat.

Contact your public health unit:

Porcupine Health Unit

705-267-1181

Learn about the virus

COVID-19 is a new virus. It spreads by respiratory droplets of an infected person to others with whom they have close contact such as people who live in the same household or provide care.

You can also access up to date information on COVID-19 on the Ontario Ministry of Health's website: ontario.ca/coronavirus

Coronavirus Disease 2019 (COVID-19)

How to self-isolate

Follow the advice that you have received from your health care provider.

If you have questions, or you start to feel worse, contact your health care provider, Telehealth (1-877-797-0000) or your local public health unit.

Stay home

- Do not use public transportation, taxis or rideshares.
- Do not go to work, school or other public places.
- Your health care provider or public health unit will tell you when it is safe to leave.



Limit the number of visitors in your home

- Only have visitors who you must see and keep the visits short.
- Keep away from seniors and people with chronic medical conditions (e.g. diabetes, lung problems, immune deficiency).



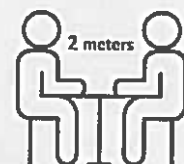
Avoid contact with others

- Stay in a separate room away from other people in your home as much as possible and use a separate bathroom if you have one.
- Make sure that shared rooms have good airflow (e.g. open windows).



Keep distance

- If you are in a room with other people, keep a distance of at least two metres and wear a mask that covers your nose and mouth.
- If you cannot wear a mask, people should wear a mask when they are in the same room as you.



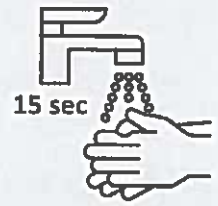
Cover your coughs and sneezes

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Cough or sneeze into your upper sleeve or elbow, not your hand.
- Throw used tissues in a lined wastebasket, and wash your hands.
Lining the wastebasket with a plastic bag makes waste disposal easier and safer.
- After emptying the wastebasket wash your hands.



Wash your hands

- Wash your hands often with soap and water.
- Dry your hands with a paper towel, or with your own cloth towel that no one else shares.
- Use an alcohol-based hand sanitizer if soap and water are not available.



Wear a mask over your nose and mouth

- Wear a mask if you must leave your house to see a health care provider.
- Wear a mask when you are within two metres of other people.



Contact your public health unit:

Porcupine Health Unit

705-267-1181

Learn about the virus

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You can also access up to date information on COVID-19 on the Ontario Ministry of Health's website: ontario.ca/coronavirus

The information in this document is current as of February 14, 2020

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Coronavirus Disease 2019 (COVID-19)

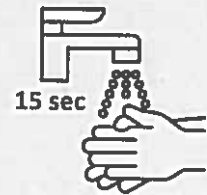
Self-isolation: Guide for caregivers, household members and close contacts

If you are caring for or living with someone who has the virus, you are considered a 'close contact'.

Your local public health unit will give you special instructions about how to monitor your own health, what to do if you start to feel sick and how to contact them. Be sure to tell health care providers that you are a close contact of someone with COVID-19.

Wash your hands often

- Wash your hands with soap and water after each contact with the infected person.
- Use an alcohol-based hand sanitizer if soap and water are not available.



Wear mask and gloves

- Wear a mask and gloves when you have contact with the person's saliva or other body fluids (e.g. blood, sweat, saliva, vomit, urine and feces).



Dispose of gloves and mask after use

- Take the gloves and mask off right after you provide care and dispose of them in the wastebasket lined with the plastic bag.
- Take off the gloves first and clean your hands with soap and water before taking off your mask.
- Clean your hands again with soap and water before touching your face or doing anything else.



Limit the number of visitors in your home

- Only have visitors who you must see and keep the visits short.
- Keep seniors and people with chronic medical conditions (e.g. diabetes, lung problems, and immune deficiency) away from the infected person.



Avoid sharing household items

- Do not share dishes, drinking glasses, cups, eating utensils, towels, bedding or other items with the person under investigation.
- After use, these items should be washed with soap or detergent in warm water. No special soap is needed.
- Dishwashers and washing machines can be used.
- Do not share cigarettes.



Clean

- Clean your home with regular household cleaners.
- Clean regularly touched items such as toilets, sink tap handles, doorknobs and bedside tables on a daily basis.



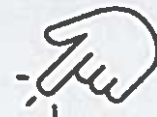
Wash laundry thoroughly

- There is no need to separate the laundry, but you should wear gloves when handling.
- Clean your hands with soap and water immediately after removing your gloves.



Be careful when touching waste

- All waste can go into regular garbage bins.
- When emptying wastebaskets, take care to not touch used tissues with your hands. Lining the wastebasket with a plastic bag makes waste disposal easier and safer.
- Clean your hands with soap and water after emptying the wastebasket.



Contact your public health unit:

Porcupine Health Unit

705-267-1181

Learn about the virus

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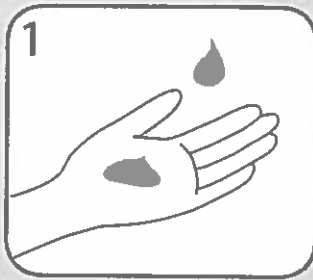
The information in this document is current as of February 14, 2020

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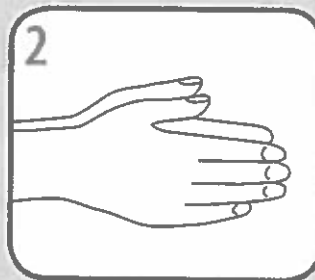
Ontario 

How to handrub

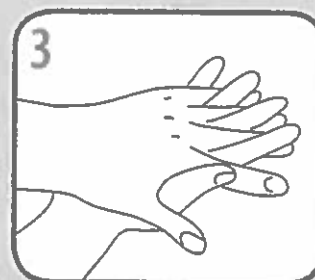
Rub hands for 15 seconds



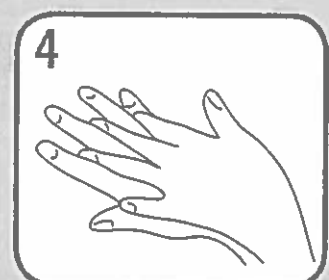
Apply 1 to 2 pumps of product to palms of dry hands.



Rub hands together, palm to palm.

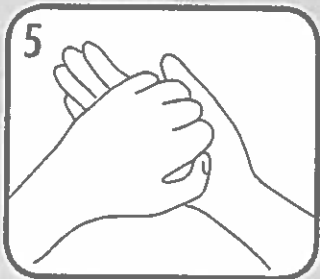


Rub in between and around fingers.



Rub back of each hand with palm of other hand.

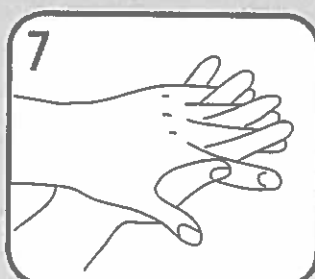
Rub hands for 15 seconds



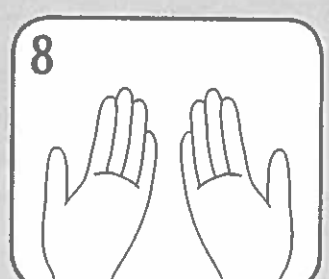
Rub fingertips of each hand in opposite palm.



Rub each thumb clasped in opposite hand.



Rub hands until product is dry.
Do not use paper towels.



Once dry, your hands are safe.



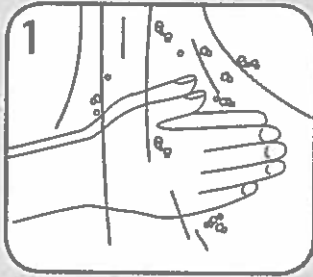
**JUST CLEAN
YOUR HANDS**

For more information, please contact handhygiene@oahpp.ca
or visit publichealthontario.ca/JCYH

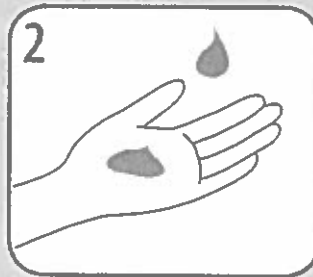
 **Ontario**

How to handwash

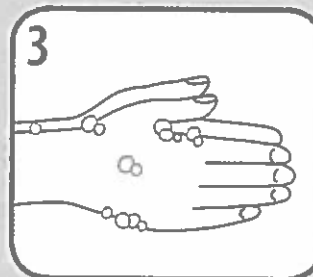
Lather hands for 15 seconds



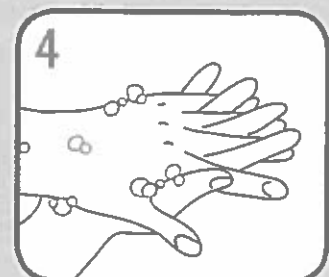
1 Wet hands with warm water.



2 Apply soap.

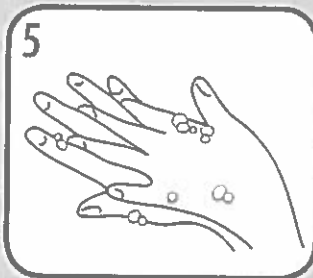


3 Lather soap and rub hands palm to palm.

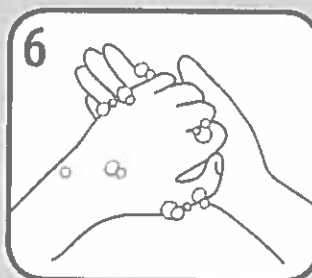


4 Rub in between and around fingers.

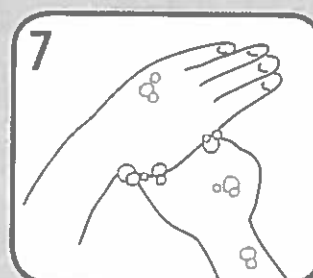
Lather hands for 15 seconds



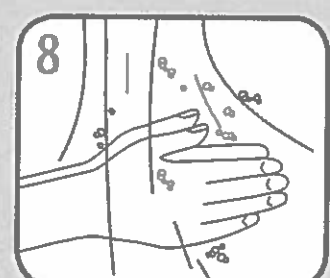
5 Rub back of each hand with palm of other hand.



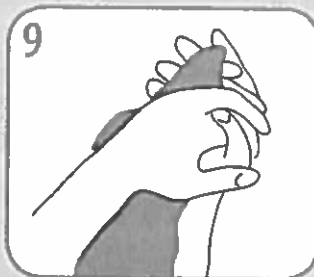
6 Rub fingertips of each hand in opposite palm.



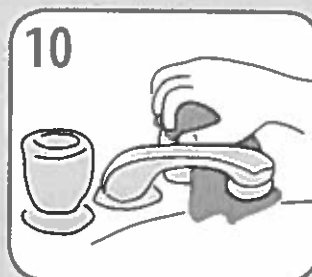
7 Rub each thumb clasped in opposite hand.



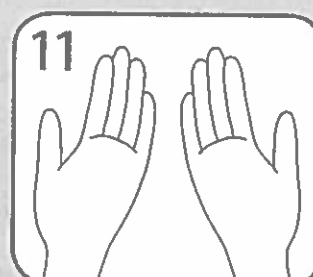
8 Rinse thoroughly under running water.



9 Pat hands dry with paper towel.



10 Turn off water using paper towel.



11 Your hands are now safe.



**JUST CLEAN
YOUR HANDS**

For more information, please contact handhygiene@oahpp.ca
or visit publichealthontario.ca/JCYH

 **Ontario**

Risk Levels and Precautions for COVID-19


This chart can be used to help assess your potential exposure to the novel coronavirus COVID-19. This information does not replace the advice of your healthcare provider or public health unit. If you have questions on your potential exposure to COVID-19 please contact your [local public health unit](#). This information will be updated as the situation on COVID-19 continues to evolve.

Exposure History	Instructions	Resources
Individual being tested for COVID-19	Self isolate until cleared by local public health unit	How to Self Isolate Self-Isolation Guidance for Close Contacts
Recent travel to Hubei province OR Iran OR another affected area where returning travelers are advised to self-isolate OR Known close contact with a case	Self isolate for 14 days from last known exposure If symptoms develop, contact your local public health unit	How to Self Isolate Self-Isolation Guidance for Close Contacts
Recent travel to mainland China or another affected area where returning travelers are advised to self-monitor OR Known non-close contact with a case No known contact with a case	Self-monitor for symptoms for 14 days from last known exposure If symptoms develop, self-isolate immediately and contact your local public health unit Continue with regular good hygiene practices	How to Self-Monitor Ontario Ministry of Health

COCHRANE TEMISKAMING RESOURCE CENTRE

POLICY MANUAL: HEALTH AND SAFETY

POLICY: #14

Title: INFECTION CONTROL	Page: 1 of 2
Approval/Date: Management Meeting – May 14, 1998, Feb. 2001 May 13, 2010, March 2012, February 2017	Revised on: December 2018
Issued by: ADMINISTRATION	Signature of Executive Director
For use by: ALL STAFF	

POLICY STATEMENT:

The Cochrane Temiskaming Resource Centre has established systems to prevent the spread of infection among clients and staff. The standards set by the Porcupine Health Unit will be followed in regard to other specific infections or communicable diseases as they might arise.

Failure, by any worker, to adhere to this policy may result in progressive discipline by the employer. Refer to HR Policy #5(A). Progressive discipline may be in the form of verbal warnings, recorded reprimands, suspension from work without pay (for up to ten days) and or dismissal.

GENERAL:

Universal Precautions:

Are guidelines applying to the care of all clients, no matter what their known infection status. Everyone is treated as if he or she is potentially infectious. Certain precautions should be used to protect staff from parental mucus membrane and no-intact-skin exposure to blood and potentially infectious body fluids.

PRECAUTIONS:

- Wear gloves whenever in contact with blood or body fluids
- Wear mask and protective eye/face shield when performing procedures in which droplets of blood or body fluids might splatter.
- Gown when a procedure might cause splashing or contamination to your clothes with blood or body fluids
- Wash hands and other skin surfaces if they become contaminated with blood or body fluids. Wash hands before and after wearing gloves. **GOOD HAND WASHING TECHNIQUE DECREASES THE SPREAD OF INFECTION.**
- Avoid injuries from contaminated sharps (needles, scalpels, razor blades). Never re-cap needles. Dispose of sharps in designated puncture-resistant containers. (Refer to Health Services Policies # 12 and 12a)

POLICY MANUAL: HEALTH AND SAFETY**POLICY: #14**

Title: INFECTION CONTROL	Page: 2 of 2
Approval/Date: Management Meeting – May 14, 1998, Feb. 2001 May 13, 2010, March 2012, February 2017	Revised on: December 2018
Issued by: Health Services	Signature of Executive Director
For use by: Residential Services	<i>Mary Dore</i>

- If you have open cut/sore or skin irritation glove for client contact.
- Use mouth pieces/one way valve during mouth to mouth resuscitation.
- Clean up all blood spills immediately with a disinfectant solution (Javex 1 in 10)
See Health Services Policy regarding Hepatitis B.

DRESSINGS:

Soiled dressings are a primary source of infection. Be sure to dispose of all dressing in a garbage bag and place in "outside garbage can" immediately following procedure.

HANDWASHING:

There are more than one hundred different viruses which are passed from person to person by nasal secretions on a person's hands. Prevention involves **HAND WASHING**. For hundreds of years, evidence has linked hand washing to preventing the spread of disease. Nevertheless, research shows that sixty percent of the population does not wash their hands or wash their hands incorrectly.

Numerous studies have confirmed that a variety of bacteria and viruses can be transmitted by hands. It also has been clearly shown that hand washing can prevent diarrheal and respiratory diseases

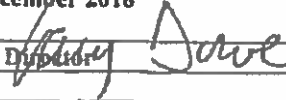
Studies in children and adults, have clearly shown that hand washing is still one of the best ways to prevent the spread of disease.

Attached hand washing poster from Government of Ontario

COCHRANE TEMISKAMING RESOURCE CENTRE

POLICY MANUAL: HEALTH AND SAFETY

Policy: #17

Title: INFLUENZA PANDEMIC PLAN	Page: 1 of 3
Approval/Date: July 2000, November 2010, March 2012	Revised/Reviewed: December 2018
Issued by: ADMINISTRATION	Signature of Executive Director 
For use by: ALL STAFF	

POLICY STATEMENT

The best way to help reduce the impact of an influenza (flu) pandemic is to protect yourself, your family and friends, stay informed and provide support to others. Non immunized staff must follow the Pandemic Plan as per this policy.

Facts about Pandemics

1. A Pandemic Flu Virus is different than a regular seasonal flu. In spring of 2009, for example, the H1N1 flu virus emerged in North America. This was a new strain of influenza and because humans have little to no natural immunity to this virus, it caused serious and widespread illness.
2. A Pandemic Flu Virus can become a highly contagious respiratory disease that affects the nose, throat and lungs, and this is why there is a new flu shot made to protect against the circulating virus strains

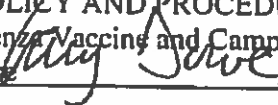
Measures to be taken to prevent the spread of infectious diseases:

1. Promotion of the need for proper hand washing techniques (warm water, soap and dry thoroughly) and/or hand sanitizers with at least 60% alcohol.
2. Promotion and encouragement of cough etiquette – cough into a tissue, which is immediately disposed of or coughing into your sleeve.
3. Provision of supplies for hand washing in high use areas and in all washrooms.
4. Social distancing, for someone displaying symptoms. That is being respectful of personal space. Guidelines from *MOHLTC recommend a 2 meter (about 6 feet) distance.
5. Regular cleaning and disinfection of washroom fixtures, meeting room tables and chairs, doorknobs, handrails, toys, equipment, telephones, computer keyboard, etc

HEALTH AND SAFETY POLICY AND PROCEDURES

Title of Policy: Annual Influenza Vaccines and Campaign

Executive Director's Signature



Policy #17

Page 2 of 3

Revision/Review Date: Dec 2018

6. All staff who experience flu like symptoms must self-report this to their supervisor, as soon as possible. *Ministry of Health and Long Term Care literature indicates that you should stay home if you are having symptoms of influenza-like illness. If your symptoms get worse, call your health care provider.
7. During a Pandemic your physician is to provide a "return to work slip" when it is safe for you to do so.
8. Talk to your health care provider for advice concerning Seasonal Flu and Pandemic Flu Virus information.

Communication Strategy

1. CTRC will update staff regularly as information becomes available from the Public Health Unit.
2. CTRC will keep abreast of current situations in our catchment areas and communicate this to staff.

During the Pandemic

1. If an employee refuses to be vaccinated on religious or medical grounds, he/she will be exempted from vaccination so long as she/he provides satisfactory documentation from his/her physician or clergy as applicable.
2. Non-immunized staff needs to understand that they run the risk of becoming a source of transmission to their co-workers and clients. In the event of a Pandemic outbreak as determined by the Medical Officer of Health, non immunized staff may be reassigned to appropriate work if available or may be precluded from work without pay. (eg Unpaid Personal Leave of Absence)
3. During a Pandemic staff may be required to provide proof of immunization from their Health Care Provider, Community Clinics or CTRC Health Services
4. CTRC client care/program priorities may be adjusted based on CTRC's need. Under the jurisdiction of the Medical Officer of Health, further recommendations may be applied.
5. Client care is our priority and CTRC will be as flexible as possible in securing residential coverage during a time of crisis.

6. A "Notice to Visitors" will be posted at all work site entrances reminding persons to refrain from entering the building if they are having symptoms of influenza-like illness such as fever, cough, and shortness of breath, muscles aches or sore throat.
7. Personal Protective Equipment will be available for all staff.
8. Workers in certain occupations such as those responsible for public safety – fire fighters, police, correctional officers and health care workers, for example – have a limited right to refuse work; they can not refuse unsafe work if the alleged danger is considered to be a normal part of the job or if the refusal would endanger the health or safety of another person. OH&SA Section 43 (1) (2) d ii.
9. A director or designate will be available at all times during a pandemic to assist with ongoing issues.

Post Pandemic

1. Once the pandemic has passed CTRC will review the pandemic procedure.

Policy based on information provided by:

*Guidance for Management of Persons with Influenza-like Illness in Group Homes during the Pandemic (H1N1) 2009. *Published by the Ministry of Health and Long-Term Care November 26, 2009.