



PUBLIC HEALTH AND
EMERGENCY SERVICES
Infectious Disease, Sexual Health
and Harm Reduction

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Long Term Care/Retirement Home COVID-19 Resource Package

A COVID-19 outbreak has been declared at your facility. As per the Chief Medical Officer of Health's Directive #3 made on March 30, 2020, required precautions and procedures must be implemented. These are outlined in the Directive attached to the Outbreak Declaration Letter provided to you by Region of Waterloo Public Health's Respiratory Team.

To assist with your internal and external communications, we have attached information sheets for staff and families/substitute decision makers. Please feel free to copy and distribute these information sheets. Public Health will not be providing or reviewing customized communication materials pertaining to COVID-19 outbreaks.

Below you will also find a few important key messages:

- Region of Waterloo Public Health's COVID-19 website is updated each day at 10:30 am. All outbreaks declared will appear on this website
<https://www.regionofwaterloo.ca/en/health-and-wellness/positive-cases-in-waterloo-region.aspx>
- The Medical Officer of Health holds COVID-19 media briefings on Mondays, Wednesdays and Fridays. Outbreaks declared will be reported in these media briefings
- All COVID-19 outbreaks will also appear on Public Health's Outbreak Summary released each day to key partners
- Additional COVID-19 resources can be found on Region of Waterloo Public Health's COVID-19 webpage at <http://www.regionofwaterloo.ca/COVID19>.

Public Health Respiratory Team staff will reach out to the facility each day for daily surveillance. If you have any questions, please call the Respiratory Reporting and Information Line at 519-575-4400, ext. 5506.

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Long Term Care/Retirement Home COVID-19 Outbreak Information for Staff

What is COVID-19?

- COVID-19 is a new strain of coronavirus that has not previously been identified in humans
- COVID-19 symptoms can range from mild to severe and may include fever, cough, trouble breathing, sore throat or nasal congestion
- People are able to pass COVID-19 to others from 48 hours before symptoms begin to 14 days after the start of symptoms
- On March 30, 2020 the Chief Medical Officer of Health for Ontario issued a directive for long term care/retirement homes which outlines outbreak prevention and management strategies, including those listed below, that must be followed by all facilities

Communication with affected staff

- Public Health will work with the facility to identify staff who have had close contact with confirmed cases. These staff will be provided with specific direction from management based on instructions from Region of Waterloo Public Health
- Staff with no risk of exposure will not be contacted

Communication with families

- The substitute decision makers/family of clients living at the specified site will be contacted by the facility to ensure that they are fully aware of the positive cases, and advised of all precautionary actions which have been put in place at the site based on Public Health's direction

Outbreak control measures

- The facility will work closely with Public Health to ensure that infection prevention and control guidelines and protocols are implemented to protect the health and safety of residents and staff. These measures include:

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- ✓ No new or re-admission of residents until the outbreak is over
- ✓ Discontinue all non-essential activities
- ✓ Self-Isolation for those identified as close contacts of the affected residents
- ✓ Continued active screening of staff and essential visitors upon entry to the home (including temperature checks)
- ✓ Continued active screening of residents for signs and symptoms
- ✓ Ensuring staff who work at multiple facilities do not do so during a declared outbreak
- ✓ Facilitation of COVID-19 testing for all staff and residents displaying symptoms
- ✓ Continued implementation of infection prevention and control best practices including, but not limited to:
 - Appropriate Personal Protective Equipment (PPE) for staff providing direct care
 - Encouraging staff to take appropriate distancing measures, to limit close contact (< 2 meters) with other staff and residents (when not providing direct care)
 - Encouraging hand hygiene for all staff and residents
 - Following cleaning and disinfection best practices according to the Provincial Infectious Diseases Advisory Committee

Staff with symptoms of COVID-19

- Any staff who develop symptoms must immediately stop working and notify their supervisor or infection control professional
- Symptomatic staff should self-isolate at home and call Public Health at 519-575-4400 to arrange for COVID-19 testing and receive additional guidance
- Staff with worsening symptoms should seek medical attention or emergency care

Return to work

- Staff who have had symptoms of COVID-19, regardless of whether they tested positive or negative, are required to self-isolate for 14 days from the start of their symptoms
- Staff deemed critical may return to work under 'work isolation' if their symptoms have resolved. Work isolation requires that staff use droplet-contact precautions when providing direct care at work, wear a mask when in common areas of the facility and remain isolated when at home
- All staff who have had symptoms should work with their employer to determine when they are able to return to work
- Staff who tested positive for COVID-19 must be re-tested when their symptoms have improved and have 2 negative tests, at least 24 hours apart, before being released from isolation or work isolation



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Additional COVID-19 resources can be found on Region of Waterloo Public Health's COVID-19 webpage at <http://www.regionofwaterloo.ca/COVID19>.

Long Term Care/Retirement Home COVID-19 Outbreak Information for Families & Substitute Decision Makers

An outbreak of COVID-19 has been declared at the home where your loved one resides. Below you will find information pertaining to COVID-19 and the management of COVID-19 outbreaks that we hope you will find helpful.

What is COVID-19?

- COVID-19 is a new strain of coronavirus that has not previously been identified in humans
- COVID-19 symptoms can range from mild to severe and may include fever, cough, trouble breathing, sore throat or nasal congestion
- People are able to pass COVID-19 to others from 48 hours before symptoms begin to 14 days after the start of symptoms
- The Chief Medical Officer of Health for Ontario issued a directive on March 30, 2020 requiring the immediate implementation of required precautions and procedures to provide further protection to residents of long term care and retirement homes during the COVID-19 pandemic

What does this mean for residents of the home?

- Public Health will work with the facility to identify residents and visitors who have had close contact with confirmed cases. These individuals will be provided with specific direction based on instructions from Region of Waterloo Public Health
- Individuals with no risk of exposure will not be contacted

- Active screening of residents will continue so that residents with symptoms are identified early
- All residents with symptoms during the outbreak will be tested for COVID-19
- Any residents who are taken by family out of the home during the outbreak may not be readmitted until the outbreak is over

What does this mean for families and visitors?

- Only essential visitors are allowed to visit the home during the COVID-19 pandemic. Essential visitors include those performing essential support services (e.g. food delivery, maintenance and other health care) or those visiting a resident who very ill or palliative
- Essential visitors will be actively screened upon entry to the home for symptoms of COVID-19. Anyone showing symptoms will not be allowed to enter the home and should immediately self-isolate at home for 14 days from the day their symptoms started. Family/visitors with worsening symptoms should seek medical attention
- Essential visitors must only visit the one resident they are intending to visit and no other resident
- Essential visitors must wear a mask while visiting a resident who does not have COVID-19
- When visiting a resident who has COVID-19, visitors must wear a mask, gloves, gown and eye protection
- Families and visitors who are not essential are encouraged to connect with their loved ones by phone and by using technology, where possible

Please direct any questions about the outbreak to staff at the facility. Additional COVID-19 resources can be found on Region of Waterloo Public Health's COVID-19 webpage at <http://www.regionofwaterloo.ca/COVID19>.