



Residential Services – Pandemic Planning Framework and Resources

May 1, 2020

Residential Services – Pandemic Planning Framework and Resources Children and Youth Mental Health Sector in Toronto

Purpose

This planning framework provides general guidance to providers of residential services to children and youth to address the current situation of the COVID-19 pandemic. It outlines actions to consider for managing operations and mitigating risks when continuing service. The guidance draws on readily available resources from credible public health and government sources and was assembled in consultation with residential providers and an expert in emergency preparedness and pandemic response.

Guidance available through the links is updated continuously. Be sure to check regularly for the most current content.

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2. Client or Staff become ill with COVID-19
3. Inability/capacity of Staff and Residence to Continue Service

Infection Prevention and Control			
Action	What to do	Consider	References
Hand hygiene Cough etiquette as crucial tools to prevent virus spread	<p>Promote and instruct proper hand washing and coughing behaviour</p> <p>Use verbal and written communication with residents, staff, visitors</p> <p>Use signage that is clear and appropriate to the audience (language, visuals) posted at the entrance and throughout facilities</p> <p>Provide hand sanitizer in both internal and external entry and exit points, congregate areas such as dining rooms, kitchens, activity rooms</p> <p>Make resources materials available such as public health instructions, LHIN or Ministry directives to support staff and</p>		<p>https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html</p> <p>https://www.publichealthontario.ca/-/media/documents/ncov/factsheet/factsheet-covid-19-hand-hygiene.pdf?la=en</p> <p>https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/awareness-resources.html</p> <p>https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/awareness-resources.html</p>

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Action	What to do	Consider	References
	clients to understand the directives, provide information and education on COVID-19		
Physical distancing for clients, staff and visitors	<p>Return children/youth home to their families with supports by telephone and/or videoconferencing wherever possible</p> <p>Practice physical distancing for all staff and clients – at least 2 metres/6 feet apart</p> <p>Schedule access to kitchen, mealtimes, recreational and other common areas to manage distancing</p> <p>Rearrange furniture and use of common areas to enable distancing. Apply measures as visual reminders for physical distancing (e.g. use tape to demarcate seating, etc.)</p> <p>Review occupancy and adjust as soon as possible to optimize physical distancing among residents. Aim for single bedrooms.</p> <p>Allocate / save one bedroom with, or close to, a separate bathroom as an isolation room for an ill or self-isolating resident.</p> <p>Work with funders/Ministry on the allocation of a residential setting used as an isolation centre</p>	Consider a sector wide approach to visitors, exit and entry requirements for clients, staff	<p>https://www.canada.ca/en/public-health/services/publications/diseases-conditions/social-distancing.html</p> <p>https://www.canada.ca/en/public-health/services/video/covid-19-physical-distancing.html</p> <p>https://www.ontario.ca/page/covid-19-stop-spread#physical-distancing</p>
Individual health monitoring	<p>Instruct staff and residents about self-monitoring for symptoms using a checklist</p> <p>Instruct staff to stay home from work and consult Telehealth if they have symptoms</p>		<p>https://covid-19.ontario.ca/self-assessment/</p> <p>https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/symptoms.html?topic=tilelink</p>
Screen when entering building	Use signage outside the building to request individuals self-identify and provide active screening through administering the Ontario Self-Assessment:	Staff should be asked to complete	https://www.canada.ca/en/government/publicservice/covid-19/prevention-preparedness.html

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Action	What to do	Consider	References
	<p>Consider taking temperature as part of screening for symptoms</p> <p>Require hand washing or use of hand sanitizer upon entry</p> <p>Restrict non-essential visitors inside the residence. Limit visitation to outside spaces</p>	Ontario's Self Assessment	 <p>Pre-Exposure Checklist-FINAL_for fo</p> <p>https://www.canada.ca/en/public-health/services/publications/diseases-conditions/covid-19-how-to-isolate-at-home.html</p> <p>https://covid-19.ontario.ca/self-assessment/</p>
Disinfect surfaces, rooms, and furniture regularly	<p>Frequent cleaning of bathrooms, kitchen, sleeping and common areas.</p> <p>Use Lysol or Clorox disinfecting wipes or a diluted water/bleach solution (5:1) or a disinfectant on the approved Health Canada approved list to clean high-touch surfaces (e.g. doorknobs, appliances, phones, etc.)</p>		https://www.canada.ca/en/public-health/services/publications/diseases-conditions/cleaning-disinfecting-public-spaces.html
Handling food, boxes, supplies	Wipe containers to disinfect (as above)		http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_food_premise_guidance.pdf
Individual client plan	Prepare for each resident a discharge plan that could be enacted within 24-hours notice		

Client or Staff become ill with COVID-19			
Issue	What to do	Optional	References
Client affected by COVID -19	Return child/youth to family where possible and provide virtual supports	To mitigate staff shortages, offer wage premium to staff who	http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_MHA_res_guidance.pdf
mild to moderate symptoms not requiring medical intervention	Move ill resident to isolation bedroom with separate bathroom. Ill resident is to remain in the room and receive meals there		http://health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_group_homes_guidance.pdf

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Issue	What to do	Optional	References
	<p>Contact Toronto Public Health / Telehealth Ontario for instructions</p> <p>Disinfect bathroom after every use</p> <p>Limit the number of staff providing care to the ill resident. Carers are to perform regular hand hygiene and wear personal protective equipment as required (see below)</p> <p>Seek collaboration with local healthcare providers (e.g. hospital, OHT) to provide nursing or medical assistance when needed</p> <p>Comply with infection prevention and control (IPAC) practices and procedures</p>	work in residence.	<p>file:///C:/Users/catharine_deleeuw/AppData/Local/Microsoft/Windows/INetCache/IE/2O4MTCE0/2019_homeless_shelters_guidance.pdf</p> <p>https://www.ontario.ca/page/covid-19-stop-spread#section-4</p>
Staff affected by COVID - 19	<p>Require staff to self-isolate at home for 14 days</p> <p>Contact Toronto Public Health for instructions and comply with Toronto Public Health guidance</p> <p>Send staff for testing – provide a letter indicating they are front line health workers to support rapid testing results. Consult with local assessment centres for Front Line testing times.</p> <p>Permit return to work in consultation with Toronto Public Health</p> <p>Other staff and residents are to self-monitor (see above) and may have to self-isolate for 14 days depending on contact with ill staff</p>	To mitigate staff shortages, offer wage premium to staff who work in residence.	<p>http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_MHA_res_guidance.pdf</p> <p>http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_MHA_res_guidance.pdf</p> <p>http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_occupational_health_safe_ty_guidance.pdf</p> <p>https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-self-monitor.pdf</p>

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Client or Staff become ill with COVID-19			
Issue	What to do	Optional	References
Personal Protective Equipment (PPE) Gloves, surgical masks, gowns, goggles or eye shields	<p>Provide instruction when to use and how to put on and take off PPE safely</p> <p>Wear PPE when entering room and caring for isolated resident</p> <p>Provide PPE supplies to staff and residents – immediate delivery of a 3-day supply for all client facing staff – ongoing supplies to be made available</p> <p>Contact Strides Toronto / Lead Agency for PPE supplies (bulk procurement completed)</p> <p>In case of an outbreak within the residential setting, connect with Ontario Emergency Operations Centre to request emergency supply of PPE EOCLogistics.moh@ontario.ca.</p>		<p>Personal Protective Equipment Supply Information for Ontario Health (Central) Community Providers (LHIN)</p> <p>https://youtu.be/s2z1uM1fXN8</p> <p>https://www.publichealthontario.ca/-/media/documents/rpap-recommended-ppe-steps.pdf?la=en</p> <p>https://www.publichealthontario.ca/-/media/documents/rpap-recommended-ppe-steps.pdf?la=en</p> <p>https://www.publichealthontario.ca/en/search?q=donning%20and%20doffing%20ppe%20poster&sort=relevancy</p> <p>https://www.publichealthontario.ca/en/diseases-andconditions/infectious-diseases/respiratory-diseases/novel-coronavirus/healthcare-resources</p> <p>https://www.publichealthontario.ca/en/videos/ipac-fullppe-on</p> <p>https://www.publichealthontario.ca/en/videos/ipac-fullppe-off</p> <p>https://www.youtube.com/embed/y4WS06HjSXl</p> <p>https://www.cdc.gov/hai/pdfs/ppe/PPE-Sequence.pdf</p>

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Inability/capacity of Staff and Residence to Continue Service			
Issue	What to do	Optional	References
<p>Staff refusal to work due to unsafe conditions (Occupational Health and Safety)</p>	<p>Employer investigates the work refusal. May seek out union perspectives and explore options for addressing the work refusal.</p> <p>Explore options for service continuity.</p> <p>Consider</p> <ul style="list-style-type: none"> • hourly wage premium for staff working in residence • redeploying staff with necessary qualifications • identifying staff who volunteer for redeployment <p>Utilize provisions of the Emergency Management and Civil Protection Act to redeploy staff between programs or locations or employ extra part-time or temporary staff to ensure safe and quality service delivery</p>		<p>http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_occupational_health_safety_guidance.pdf</p> <p>https://www.labour.gov.on.ca/english/hs/pubs/liveperformance/gl_live_refuse.php</p> <p>https://www.ontario.ca/laws/regulation/200163</p>

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