

## Guiding Document COVID-19: Residential Care Home Service

We recognize that service providers, residents and their support systems are challenged by and have many questions about COVID-19. We hope this guiding document will help you plan and respond to growing needs as the situation develops.

This information is primarily intended for residential providers where residents share living space, meals, and common areas with other residents and staff(s).

### Overview:

COVID -19 is a disease caused by a new strain of the coronavirus. The WRHA has put safety measures in place to reduce the risk of spreading the virus and is working closely with all stakeholders in the province to ensure we are coordinating our efforts. All updated information can be viewed by accessing the Shared Health website <https://sharedhealthmb.ca/covid19/providers/>). This is the recommended source of information to ensure staff and the public receive reliable information. This website is updated many times during the day. Please review the information daily for updates.

What are the symptoms of COVID-19? Symptoms range from mild to severe and can include:

- Fever
- Cough
- Runny Nose
- Respiratory symptoms
- Sore throat
- Shortness of breath
- Fatigue (tiredness)

### **Risk Factor:**

1. In the past 14 days has the resident, staff or anyone in the household returned from travel outside of Manitoba, including travel within Canada? If yes- the person who travelled must self-isolate for 14 days following their return to Manitoba. If that person develops any symptoms noted above, please call Health Links- Info Santé at 204-788-8200 or toll free at 1-888-315-9257 for further direction
2. In the past 14 days has the resident, staff or anyone in the household had exposure to a confirmed or suspected case of COVID-19? If yes- please call Health Links- Info Santé at 204-788-8200 or toll free at 1-888-315-9257 for further direction and self-isolate that person and follow further direction Health Links/Info Santé provides
3. If the resident, staff or anyone in the household develops new symptoms as listed above, self-isolate that person, then call please call Health Links- Info Santé at 204-788-8200 or toll free at 1-888-315-9257 for further direction.

4. **Non symptomatic residents who have no risk factors as listed above:** Use hand washing, universal precautions, physical distancing strategies (staying in separate spaces/rooms and keeping minimum 6 feet distance from person to person). Increase the cleaning in the home and in the resident's personal space such as door handles, furniture.
5. **Symptomatic Residents who have risk factors as listed above:** use hand washing, universal precaution and personal protective equipment (PPE) if you need to help the resident and cannot maintain physical distancing of at least 6 feet. Residents should be isolated from other residents/staff; and wear their own face mask. A separate garbage can should be designated for the disposable of the PPE and any items that come into contact with that resident. Dispose of the garbage in a bag tied up tightly and in a garbage bin not accessible to other to prevent the spread.

Isolation: What does it mean? When a resident is symptomatic whether they have been confirmed to have COVID-19 or any other communicable disease, isolation can be recommended to prevent the spread. Isolation does not mean that services cannot be provided. It means that when a person is in isolation; enhanced Personal Protective Equipment (PPE) precautions may need to be implemented. The precautions will aid in protecting all individuals involved until directed otherwise by a health care provider. Please call Health Links-Info Santé at 204-788-8200 or toll free at 1-888-315-9257 if you need guidance and direction on whether or not isolation is recommended. Please read the *Isolation Strategy: Residential Care Homes documents* for direction on how to manage isolation needs.

Personal Protective Equipment (PPE)/ Universal Precautions:  
(PPE is: gloves, medical/procedure face mask, and gowns)

**Practice safe hand cleaning.** Hand washing saves lives. Please refer to reference in Shared Health website <https://sharedhealthmb.ca/files/hand-rub-digital.jpg> and <https://sharedhealthmb.ca/files/hand-wash-digital.jpg>

**Staff Training:** Ensure all you and your staff are trained in the use of Personal Protective Equipment (PPE) (please see Shared Health video link to help train: <https://youtu.be/B5ew8020fwc> and <https://youtu.be/Lly8DjGcvDM> ). There are more resources available on the Shared Health Website to assist you in the best process.

Things to consider for Planning:

Review your response plans and emergency procedures. This may vary from residence to residence. We recommend that you consider adding the following items to your plans if not already included:

- 1- **Supplies:** purchase the required supplies ahead of time such as personal protective equipment (PPE) as there may be delays in accessing the item and you will need some on hand if you need to initiate isolation precautions immediately. Store all personal protective items in a dry place until they are required for use.
- 2- **Laundry/Linen:** Ensure you have the ability to have separate linen for each resident if they become symptomatic and need to be in isolation. Individual use linen examples are: face cloths, hand towels, towels and bed linen. When in isolation or symptomatic, an individual's linen needs to be washed separately and should be done regularly. Staff washing the linen should use gloves and protective gown to prevent the cross contamination from the linen to the staff clothing. Hand washing is critical before and after laundering the linen of a symptomatic resident.
- 3- **Medication:** Always plan to have enough medication on hand for residents to last through an isolation period. Do not wait until the last medication dose to refill prescriptions. Utilize the appropriate PPE process for medication administration for symptomatic and non-symptomatic residents.
- 4- **Staffing:** An employee plan for staff coverage in the event staff become ill or need to be in isolation. Develop a back up plan to continue to provide services in the event a large number of staff are ill .
  - Residential Providers should provide ongoing monitoring and support to ensure all are adhering to precautions during home based care, social distancing, and/or self-isolation and/or isolation for management of symptoms.
  - Limit the amount of staff going from one residence to another residence.
- 5- **Visitor access:** Restrict visitors to reduce the risk of exposure to the residents by visitors and to visitors by the residents.
- 6- **Isolation:** Develop an isolation plan in the event 1 or more residents require isolation.

Conduct a safety risk assessment for residents that may need to be self-isolated. Assess risk to self, risk of ingesting alcohol based sanitizer, risk of isolation, ability to wear PPE as required **if** self-isolation is required. Mitigate or develop plans if residents have risks that cannot be mitigated such as residents not able to follow through with PPE or self-isolation in single room with alcohol based sanitizer.

Cleaning: Enhance environmental house cleaning with regular household soap or detergent and then rinse with disinfectant household cleaners. Please see list attached of acceptable products. Clean resident's personal space such as bed frame, side table, and other items that come in contact with residents. Clean and disinfect bathrooms and toilet surfaces once daily. Pay special attention to touch points in the building. Stair railings, door knobs, chair arms, etc.

Transportation: If transporting a resident for essential needs in any kind of vehicle:

- a. **NON SYMPTOMATIC & NO RISK FACTORS:** limit the amount of people in the vehicle. Have the resident sit as far away from the driver as possible. This means in the back row of a van or the back seat of a car if safe to do so. Open the windows to add ventilation even if the resident is not symptomatic.
- b. **SYMPTOMATIC AND RISK FACTORS:** Call ahead and determine the best mode of transportation depending on the reasons transportation is required. Only transport if absolutely necessary for care needs. Pre determine transportation means i.e. ambulance, private vehicle etc. of where you are going to ensure you are limiting the exposure and adhering to the process required.
  - i. Limit the amount of people in the vehicle. Have the resident sit as far away from the driver as possible and safe to do so. This means in the back row of a van or the back seat of a car.
  - ii. If the resident is symptomatic, open the windows to add ventilation and ensure the resident is wearing a medical face mask. If the resident is unable to wear a mask, the driver and all other passengers must wear a medical face mask and face shields, and gloves.
  - iii. Bring extra medical mask and gloves in the event it is needed. Bring in a clean Ziploc bag that can be sealed and a garbage bag to dispose of dirty PPE.
  - iv. The resident should avoid using public transportation if symptomatic.

- v. Clean any surface area the resident had contact with sanitizer wipes

Stay Updated: Review daily updates on the Shared Health link for further resources (<https://sharedhealthmb.ca/covid19/providers/>).