



MEMORANDUM

To: All Employees of OPTIONS NORTHWEST

From: Anna-Marie Eckensweiler, Executive Director

Date: July 24th, 2020

Re: Updates; Visits for family members; New screening forms, Temperatures for both employees and individuals supported, Mask use, cleaning sheets and MCCSS compliance unannounced visits to congregate care.
PLEASE PLACE IN COVID-19 BINDERS.

Happy Friday

It seems these days there isn't a week that goes by that we are not providing new messaging to you about something. We have a number of items to share with you and changes from previous messaging so please take the time to review the information.

- **Family Visits;** As messaged to you last week, the Ministry initiated procedures to allow for indoor visits as well as overnight visits. We advised that we would be reviewing whether or not we could safely meet all of the requirements for indoor visits at the group homes and for overnight visits to family. At this time with the requirements for social distancing, supervision of the visits while inside the group home and the cleaning of the areas used for the visits, we are **not** able to accommodate the visits in the group home. We are also **not** allowing for overnight visits with family at this time. As previously mentioned, it would not be easy to have individuals quarantine for the 14-day requirement after the overnight visit. In the case of hospital stays we have been able to do this on a case by case basis. Families are allowed to still visit outdoors via the social distancing rules that were put into place and to take their loved ones out without employee supervision. When family members are picking up their family members they should still be screened as per the clipboard screening sheets.
- **Family visit exception to the rule for indoor visits;** If someone is end of life/palliative, family members will be allowed to visit inside the home. Please ensure proper PPE and cleaning is done for these.
- **Family visits alternative:** For families who don't or are unable to take their family member out and are truly inconvenienced by our inability to have the visits indoors, we will allow for these visits to occur at our **95 North Cumberland site**. These visits need to be pre-arranged through the supervisor, an employee from the group home would have to be on-site with the individual for the visit and that same employee would be responsible for screening the family member at the office including a temperature check and cleaning surfaces touched after the visit. These visits need to be booked ahead of time in our main floor training rooms. At this time, we have on order a thermal thermometer to do the temperature checks, but we do not have it in our possession at this time. Once we do, this option can be offered. Full PPE for the temperature checks will be available at the office for the visit to complete them.
- **New screening forms;** As of this date, we will have 3 screening forms.
 1. The **green** one on the clipboard is for **family member visits only**. Please use these for family visits and ensure you take the temperature of the family member visiting.

2. The **pink** one in the file folder is for **Essential visitors**; plumbers, contractors, anyone else who is deemed essential to visit that is not family or an employee of ONW.
 3. The white papered one is for **Employees**. **You will see there is a change on this screening sheet as temperatures at the start of a shift and at the end of a shift need to be recorded.** The incoming employee coming on to start a shift should have their temperature taken by the outgoing employee already on shift. **Full PPE including a shield** should be worn when taking temperatures as per the recommendations we have in place for family visitors and taking temperatures.
- **Mask use**; As already mandated by the Ministry of Children, Community and Social Services, all front-line employees are required to wear masks in the homes. Proper PPE should be worn when conducting personal care as per our policies. As of today, Thunder Bay will have a mandatory mask requirement for enclosed public spaces. Should you be taking an individual to a doctor's appointment or other essential appointment and they are able to wear a mask, ensure that they are doing so. The administrative offices of OPTIONS will also be wearing masks in common areas where social distancing may not be possible.
 - **Temperature checks Individuals supported**; We have just recently been notified by the Ministry (MCCSS) that unannounced **Compliance visits** will occur with 24 hours' notice being provided. They have provided us with a checklist of COVID related items they will be checking for, so we are reviewing all of our current practices to ensure they are in line with all of the recommendations by both the Ministries of Health and Social Services. While we do regular checks on individuals for symptoms and illness on a daily basis in the homes and this information is recorded in notes, we felt it might be helpful to have a one page form to record daily temperatures of individuals for a quick reference. **A new temperature/symptom recording sheet** for individuals supported should be completed twice (2xs) daily and will be kept in the separate duo tang provided.
 - **Deep cleaning of high touch surfaces**; As part of our regular policies for cleaning in the homes, since COVID-19 began, we have been doing deep cleaning of homes and the offices. High touch surfaces such as doorknobs, counters etc. are recommended to be cleaned at least twice daily. We are proud of how our homes are kept but want to be able to demonstrate documentation for the cleaning that is occurring in all the locations. At the homes and in the offices, we are initiating **cleaning recording sheets** to be signed off by the employees who are doing the cleaning. We know cleaning of bathrooms occurs between individuals and likely more frequently than twice per day. One sheet will be posted in every home for the cleaning to be signed off on. In the offices, if you are having a meeting, you are required to clean after a meeting or a session. You will be asked to sign these posted sheets to ensure the cleaning of the meeting room, surfaces and equipment is completed. These will be posted in each common area site in the offices.

We recognize that this is a lot of information to digest and appreciate all of your efforts to stay on top of these changes. If at any time you have questions, please do not hesitate to speak to your supervisor or reach out to another member of the management or pandemic team.

We appreciate all of your hard work, dedication, and commitment to keeping this virus away from OPTIONS NORTHWEST!!

Anna-Marie Eckensweiler
On behalf of the Pandemic Team.