



## **COVID-19 (March 2020)**

### **Guidelines to Follow When an SIL Individual Shows Signs of Illness (Revised March 27, 2020)**

- All SIL DSP's shall monitor for fever and any signs of illness when visiting their supported individual
  - Regular visits will decrease in length for each person to enable more people to be seen each day
- In addition, all SIL DSP's will schedule daily phone calls to "check in" with their supported individuals and if any indication of illness (through their voice) – then the following procedures will be implemented
- All SIL DSP's will carry PPE during their shift should they need to use it
- If an SIL individual has a temperature of greater than 37.5 Celsius or has any coughing, shortness of breath or flu-like symptoms, the DSP should immediately put on a mask and gloves and put a mask on the individual if possible
- The SIL DSP will ask the individual to remain in their bedroom if a shared apartment or remain in their apartment if living alone. They should not go out.
- The SIL DSP will contact Public Health and explain that the individual has a developmental disability and is part of a vulnerable population. Explain the needs, health conditions and current symptoms of the individual so Public Health gets a clear picture. Follow their advice and document.
- Toronto Public Health Hotline 8:30 a.m. – 8 p.m. Call if you have questions about COVID-19. Telephone: 416-338-7600 TTY: 416-392-0658 Email: [PublicHealth@toronto.ca](mailto:PublicHealth@toronto.ca)
- Telehealth Ontario Call if you develop symptoms. Telephone: 1-866-797-0000



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- York Region Public Health Daytime:  
COVID-19 Call Centre 1-877-464-9675 ext. 77280  
After hours: 905-953-6478
  
- If Public Health advises you to proceed to an Assessment Centre, then:
  - Contact the Assessment Centre to find out what the wait time will be as you may want to use an alternative Assessment Centre if shorter wait time
  - Contact your supervisor or on call supervisor
  - Supervisor will contact the family
  - Follow the [Emergency Individual Transportation Protocols](#)
  - Ensure you have all the PPE required for transporting the individual (see [Guidelines to Follow When an Individual Shows Signs of Illness](#)- document for PPE details)
  - Ensure you bring all necessary documents with you including [SIL Individuals- Questions to Ask Physician](#) - re: COVID-19 (all documents should be printed off ahead of time in the event that you require them)
  - Ensure that Assessment Centre is aware of the individual's living arrangements and level of supports
  - If the Assessment Centre advises the individual to Isolate and you know this may be difficult for the individual, you must explain your concerns and the risks involved if the individual does not isolate
  - The Assessment Centre may redirect you to Public Health
  - If the individual can return to their apartment and isolate, then additional protocols will be put in place
  - If the Assessment Centre does do testing on the individual, advocate that the person is from a vulnerable population and meets the criteria for the fast tracking of results (developmental disability, age, frailty, multiple medical conditions, lives with unrelated others – group living, needs staffing)
  - Then ask how long the results will take and provide all necessary contact information
  
- Contact your supervisor or on-call and relay all the information given to you by the Assessment Centre (all information should be documented by you in writing)
  
- Based on the particular situation, if the person is sharing an apartment, they may be moved to another location.



- This will be done on a case by case basis depending on the particular situation
- The situation will be assessed to determine if the individual will require increased staffing for their care and support
- Provide basic (not personal) information to the other supported individuals (if it is a shared apartment)
  - At the same time, the Supervisor will inform the other families (basic information)
- SIL DSP will ensure that all supplies – including medication and groceries will be delivered to the individual- ensure there is Acetaminophen and cough medication as per Medical Directive PRN in the apartment if appropriate based on the person’s medical conditions and other medication
- Additional PPE will be provided to all SIL DSP’s providing direct support to the individual- please see [Personal Protective Equipment Protocol](#) (link will need to be edited for FINAL version) for details.
  - All SIL DSP’s will put on their PPE outside of the apartment before entering
- If the individual requires additional staffing, the SIL DSP and their supervisor will develop a Care Plan based on the discussion with the Assessment Centre physician or Public Health if they did not advise you to go to an Assessment Centre
- The Care Plan would include the following:
  - Monitoring the individual’s symptoms once or twice a day
  - Increased telephone check in’s with the individual
  - Ensuring that the individual is getting enough food and fluids
  - Ensure that there is appropriate kinds of food in the apartment for easy preparing (e.g. soups that can be microwaved; juices, tea, etc.)
  - Ensure that the person is able to self-administer their own medication during this time of illness



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- If there is an issue regarding the individual not being able to isolate or refusing to do so, contact your supervisor immediately
  - The supervisor and manager will attempt all strategies and will brainstorm to determine what is the best approach to ensure that this individual understands the importance to isolate during this time
  - Other resources, including family and friends and supports will be consulted to see what other strategies may work to ensure isolation
  - If unsuccessful, as a last resort, we will consult the authorities to assist