



Individuals Returning to Reena Residences During COVID-19 Pandemic

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Background

Many Reena families made the decision to take their family member home at the start of the COVID-19 pandemic. Families were informed at the time of decision making that once an individual leaves Reena, they cannot return until there are protocols that can be established, making it safe to welcome them back.

Considerations

- The process for return to Reena will need to meet all the public health measures directed by Ministry of Health, as set out in the [COVID-19 Guidance: Congregate Living for Vulnerable Populations](#) (May 28, 2020) — see [Frequently Asked Questions](#) for further details.
- The health and safety of Reena individuals and staff remains a priority when planning for individuals who wish to return to Reena
- To date, there have been no additional information or sector specific directives provided from the Ministry of Children, Community and Social Services
- Protocols for individuals returning to Reena, as outlined in this document, is subject to change due to the evolving COVID-19 situation

Clarification and Scope

As per the [COVID-19 Action Plan for Vulnerable People](#) (April 23, 2020), the guidance is to protect people living in high risk settings, which includes people with developmental disabilities and the frontline workers who are caring for them, from exposure and spread of COVID-19. Therefore, this document applies to individuals who are returning to any Reena location which has shared living spaces with other vulnerable individuals supported by Reena staff. For more clarity, congregate living means, if you enter the front door of the building and the first thing you see is Reena staff supporting individuals, that's congregate living. Therefore, these protocols apply to Supported Independent Living (SIL) such as the Reena Community Residences, triplexes, basement apartments and pod living (e.g. Elmridge).

Purpose of Document

- To provide guidelines for decision making to determine planning that will be needed to ensure a safe return to Reena
- To provide protocols to follow to ensure a smooth transition to Reena's new normal

Step 1: Determining Individual's Readiness for Returning to Reena Residences

Requirements for Screening and Self-isolation	YES	NO
Individual is willing to undergo and go get COVID-19 testing at an assessment centre?		
Individual is willing to undergo screening for COVID-19 symptoms?		
Individual will adhere to staying in self isolation upon arrival, for 14 consecutive days (ie. Not going to work, public places, family home or taking public transit, taxi or ride share)?		
Individual will cooperate with adhering to physical distancing with others living in the location (ie. Keeping at least 2 metres away at all times)?		
Individual will cooperate with not being able to socialize, visit others or receive visitors (including family members) for 14 consecutive days?		
Individual will adhere to or agree to receiving assistance from staff in performing frequent hand hygiene (ie. Washing hands with soap and using paper towels to dry off or using hand sanitizer)?		
Individual has or can access supply of own mask? (Reena can provide as well)		
Individual will cooperate with wearing a mask in situations where physical distance cannot be maintained (eg. When receiving direct care from staff)?		
Individual will cooperate with wearing a mask in the common spaces of the location (eg. Hallways, living room, elevators)?		
Individual can adjust to possible change of location or living space for 14 days?		
Individual can emotionally manage isolation and separation from others?		
Individual can tolerate changes to routines (eg. Staggered mealtimes)?		
Individual is willing to be monitored by staff for COVID-19 symptoms and undergo temperature checks twice daily?		

If the answers are “YES” to all questions, go to the [next step](#) to determine readiness of the location. For any “NO” answer, examine the issue and determine if there are things that can be put in place to address readiness. If there are no options, then the individual is not ready to return to Reena.

Step 2: Determining Location Readiness

Factors to Consider for the Duration of Self-Isolation Period:	Options to Consider if Initially a NO:	YES	NO
Will the individual be in a living space that is not shared with other individuals (ie. Lives in own apartment or roommate will not be returning)?	N/A		
Will the individual be sharing living space with other individuals?	Can the individual stay at a vacated space (ie. Respite apartment or location that has not opened yet)?		
Will the individual be returning to a shared bedroom?	Can self-isolation be safely carried out in the location by converting another existing room (with door) into a temporarily bedroom for 14 days? If not, can the individual stay at a vacated space?		
Will there be available staffing to support cohorting (ie. Same staff assigned to the same individual)	Can staffing be available by assigning a staff who will be returning from a LOA? Can a location with surplus staffing transfer a staff to the location? (note: staff who is being transferred will need to undergo COVID-19 testing prior to starting shift at new location)		

If the answers are “YES” to all questions, go to the [next step](#) to start planning. For any “NO” answer, examine the issue and determine if there are things that can be put in place to address readiness. If there are no options, then the location is not ready to welcome back individuals.

Step 3: Planning

Do not start this step without establishing individual (and their family) and location readiness ([step 1](#) and [step 2](#)). Confirming if the individual is willing to comply with the self-isolation requirements and making sure that adequate resources are in place will ensure safety for all. Non-compliance issues and poor planning can lead to negative outcomes for the other residents and staff. Therefore, the Direct Support Supervisor (DSS) together with the Manager, will need to do this step with careful consideration and consultation with others (ie. staff team, family and other professionals if appropriate). The DSS will customize and plan each return one at a time.

Communication
<ul style="list-style-type: none">• Send letter to individual to explain self-isolation expectations (see Appendix A)• Letter will direct individual or person acting on their behalf to contact the Direct Support Supervisor if he/she wish to proceed with the ‘Return to Reena Residences’ process

Decide on return date
<ul style="list-style-type: none">• Schedule tentative move back date and time• Schedule timelines for individual to seek COVID-19 testing and submit negative testing results (date of testing should be 1-week prior the move back date)• If an alternative location or unit is being used, reserve at least 14 days

Staffing
<ul style="list-style-type: none">• Ensure staffing is in place to monitor the individual for COVID-19 symptoms and temperature checks (7am and 7pm daily for at least 14 days)• The same staff performing monitoring and temperature checks will also perform disinfecting of high touch surfaces• Ensure adequate staffing for supporting staggered meals times and disinfecting common areas• Ensure staffing is available should the individual require assistance to do laundry or grocery shopping (Note: this applies to individual who can independently go grocery shopping and do laundry. Individuals should not go out of the location to do shopping or use shared laundry facilities during self-isolation period)

PPE supplies (for Droplet and Contact Precaution)
<ul style="list-style-type: none">• Ensure adequate Personal Protection Equipment (PPE) supplies for Droplet and Contact Precaution (aka full PPE: surgical mask, eye protection, gown and gloves)• Set up PPE station (same as outbreak)

Scheduling to ensure staggered time for shared spaces
<ul style="list-style-type: none">• If possible (depending on the physical location), designate specific areas of the location for the individual to use exclusively (e.g. Extra den or washroom)• If not possible, create a schedule of when the individual is to spend time in the living room, outside patio, dining room, etc. – include scheduling disinfecting time before and after each use

- Create schedule of meal times that is staggered from the other individual- include scheduling disinfecting time before and after each use

Enhanced Cleaning

- Arrange for enhanced cleaning as per Outbreak protocol
- For fee for service individuals at RCR, services through Damien cleaners is to be recommended and included in the confirmation letter – staff will disinfect high touch areas twice a day when they do the monitoring and temperature check in the apartment

Agreement

- Once planning is finalized, send confirmation letter to the individual (See [Appendix B](#))

Other

- Plan for specific needs of the individuals
- Plan for medication delivery to resume, extra groceries, etc

Step 4: Protocols for Individuals Returning to Location

The following protocols are to be adhered to when an individual returns to the location after being away from the location (i.e. At family homes)

Activity:	Protocols:
Arrival/Drop off	<ul style="list-style-type: none"> • Individuals/family will be directed to call location from vehicle upon arrival at the location • Family member or person dropping off the individual may not enter the location and should be directed to stay in the vehicle
COVID-19 Screening	<ul style="list-style-type: none"> • Staff will conduct COVID-19 Screening to the individual (not family member) • Note: use same telephone screening as staff and essential visitors • Note: family member can answer screening questions on behalf of the individual
Entering the location	<ul style="list-style-type: none"> • After screening is cleared, Staff will prepare to escort individual from vehicle by wearing full PPE • Full PPE means wearing surgical mask, eye protection, gown and gloves • Staff will go out to the vehicle to escort and collect individuals belonging to bring into the location while wearing full PPE • Individual will wear a mask before entering the location or immediately upon entering • Individual will be directed or supported to wash hands upon entering location • Staff will assist person to go directly to their apartment or room to settle in • Staff will take the individual's belonging into the individual's bedroom or apartment (while wearing full PPE)
Staff Cohorting	<ul style="list-style-type: none"> • Direct Support Supervisor will assign specific staff to work with the individual
Self-Isolation (separated from others) (see How to Self-Isolate fact sheet)	<ul style="list-style-type: none"> • Individuals will be separated from other residents for the duration of the self-isolation period • Individuals may not leave the location for the duration of the self-isolation period • Individuals may leave the location only for essential health care appointments or go to assessment centre if he/she develops symptoms of COVID-19

	<p>(transportation should be arranged through the iRIDE plus program)</p> <ul style="list-style-type: none"> • Individuals may not physically interact/socialize with others during the self-isolation period • Individuals may not receive visitors (including visits from family members) during the self-isolation period however will be encouraged to connect by phone or computer
<p>Physical Distancing (see Physical Distancing fact sheet)</p>	<ul style="list-style-type: none"> • Individuals will maintain a 2 metres/6 feet distance from other residents and staff at all times except when it is not reasonable (ie. Receiving direct care)
<p>Mask for Individuals (see Non-medical Masks and Face Coverings fact sheet)</p>	<ul style="list-style-type: none"> • Reena will provide supply of non-medical masks for individuals to use • Individuals will be required to wear a mask if near others or while in common areas • Individuals do not need to wear a mask if in own apartment or bedroom away from others • Note: masks are not recommended for individuals who are not able to remove their own mask or who has trouble breathing • If the individual is not able to, or tolerate, wearing a mask, staff will oversee that the individuals is kept separated from other residents at all times during the course of the self-isolation period (more intensive staffing will be needed)
<p>Hand hygiene (see How to Wash Your Hands fact sheet)</p>	<ul style="list-style-type: none"> • Encouraged to frequently clean hands or use hand sanitizer if water and soap is not readily accessible • Individuals will be reminded to avoid touching face or touching surfaces that are touched by others
<p>Grocery shopping</p>	<ul style="list-style-type: none"> • Individuals may not leave location to go grocery shopping or to go to store • Arrangements need to be in place for individuals who, prior to pandemic, went grocery shopping independently (ie. Add to individualized plan to specific that staff will do the shopping if online or drop off is not an option)

Laundry	<ul style="list-style-type: none"> • Individuals may not use the shared laundry facilities during the self-isolation period • For individuals who, prior to pandemic, independently did own laundry, add to individualized plan whether staff will do the laundry or wait out the 14 days
Receiving direct care or any activities involving close contact from staff	<ul style="list-style-type: none"> • Staff will follow droplet and contact precaution (see IPAC Additional Precautions for Non-Acute Care) and wear a surgical mask, eye protection, gown and gloves when providing direct care to the individual (ie. Feeding, bathing, washing, turning, changing clothing, toileting, wound care) and when entering individual's bedroom/apartment to perform monitoring and temperature check and disinfecting high touch areas • Staff will follow the donning and doffing of Personal Protective Equipment (PPE) procedures as per direction provided by Public Health (see PPE Recommended Steps)
Using shared washroom	<ul style="list-style-type: none"> • Individuals will be directed to wash hands after using the toilet • Paper towels are to be used to dry hands • Staff will disinfect touched areas (ie. Toilet and sink handles, doorknobs and light or fan switches) after each use
Using common space	<ul style="list-style-type: none"> • Common space (e.g. Living room, patio) will be scheduled for individual to exclusively use • Individuals may not be in the same room as others during the self-isolation period • Other residents may not come into the same space where the individual who is in isolation is occupying
Using shared kitchen space	<ul style="list-style-type: none"> • Individuals will be prohibited from using the kitchen facilities during the period of self-isolation • Staff will assist is helping the individual prepare meals and access what the individual needs
Smoking	<ul style="list-style-type: none"> • Staff will provide assistance by scheduling times where the individual can be supported to safely leave the premise to smoke

	<ul style="list-style-type: none"> Individuals will not be permitted to join others, share cigarettes/vaping equipment
Personal hygiene equipment	<ul style="list-style-type: none"> Individuals may not share personal hygiene equipment such as toothbrushes, razors and combs Items should be labeled with the individual's name and should not be left in the washroom or common areas where it may be accidentally used by other individuals
Using shared equipment	<ul style="list-style-type: none"> Individuals in self-isolation may use shared equipment such as phones, computers, TV Individuals will be directed to clean hands before and after using any shared equipment Staff will disinfect the equipment before and after each use
Monitoring and Temperature Check	<ul style="list-style-type: none"> Staff will monitor and perform temperature check on the individual twice daily to determine if the individual has symptoms of COVID-19 Staff will arrange for individual to seek health care/get tested if individuals shows symptoms
Cleaning and disinfecting surfaces – own apartment (see Cleaning and Disinfection for Public Settings fact sheet)	<ul style="list-style-type: none"> Staff will disinfect all high touch surfaces that the individual in self-isolate has touched twice a day (cleaning can be done at the same time as monitoring)
Cleaning and disinfecting surfaces – group home	<ul style="list-style-type: none"> Follow protocols for enhanced cleaning during Outbreak (see Outbreak Management Protocol)
Education	<ul style="list-style-type: none"> Staff will provide education geared to the specific needs of the individuals to promote actions which prevent the spread of COVID-19 (ie. Respiratory etiquette, hand hygiene, physical symptoms, COVID-19 symptoms)
Non-compliance	<ul style="list-style-type: none"> Reported to the Direct Support Supervisor - they will address any concerns with individuals who are not adhering to the expectations (eg. education, protocols for reminders/prompts, if necessary team meeting including the individual, staff, other professionals and their family)

<p>Out-break or presumed case</p> <p>(see Managing COVID-19 Outbreaks in Congregate Living Settings checklist)</p>	<ul style="list-style-type: none">• In the event of an outbreak or presumed case, the individual may not move back in until the outbreak is cleared or confirmation of negative test results from the presumed case
<p>Self-Isolation period</p>	<ul style="list-style-type: none">• Self-isolation period is at least 14 days• Clock starts when the individual first enters the location and ends when 14 days have gone by with no symptoms of COVID-19• In the event that the individual develops symptoms before the 14 days, then self-isolation/outbreak protocols starts



Self-Isolation Fact Sheet

for Individuals Returning to Reena Residences

What is Self-Isolation:

Self-isolation means that I need to be separated from other residents and staff who are not assigned to support me. It also means that I cannot interact with people outside of the location and cannot have visitors. Self-Isolation is one of the criteria that the Ontario government made a rule that Reena needs to follow to ensure that everyone is safe.

Why is Self-Isolation Important:

Self-isolation is an important thing that I must do to prevent and limit the possible spread of COVID-19. Because I am coming into a Reena location bubble as an outsider, I can potentially bring COVID-19 into the location. The only way to know that am I not a risk to other residents and staff is to wait 14 days to be certain that I haven't developed any symptoms that could spread to others.

Who:
You



How to Self-Isolate:

Self-isolation will start when I first arrive at the location. Self-isolation cannot be done at my family home because I will be leaving my family bubble. Self-isolation must be done at Reena because this is where I will be joining a new bubble. Once I go through 14 days without developing COVID-19 symptoms, I will be able to interact with other residents and staff because I will no longer be an outsider. I will then be able to have scheduled visits from family and friends in my backyard after the self-isolation period is over.

Staff will check in to monitor for symptoms of COVID-19, take my temperature and clean and disinfect high touch areas at least twice daily. Staff will remind me when I should wash my hands, when I should keep 6 feet away from others and when I should wear a mask. If I'm not living my own apartment, the location will schedule times where I can use shared spaces such as dining room, kitchen, living room and patio/backyard. If I have any questions about self-isolation, COVID-19 or infection prevention, I can ask staff or the Supervisor.

Appendix A: Communication Letter

[insert date]

Dear Individuals,

We miss you and happy to announce that we are ready to gradually welcome back everyone who left their Reena homes before the COVID-19 pandemic. As you are aware, since the pandemic started, the world is different. Reena has also had to put in new safety measures that meets requirements set by Public Health and the provincial government. Please discuss with your family members, the following important information:

What to expect at Reena location:

Reena is following orders as outlined in the “COVID-19: Guidance: Congregate Living for Vulnerable Populations” to ensure the safety of all individuals, staff and the community, residential locations have been doing the following:

- All individuals are practicing social distancing by only having contact with the location “bubble”. Therefore, personal visitors and non-essential activities outside the location is not permitted.
- All individuals are practicing physical distancing by eating meals and doing activities separately
- All individuals are expected to cooperate with frequent hand washing to prevent the spread of COVID-19
- All staff and essential visitor wear mask to protect others from exposure and all individuals are encouraged to wear non-medical mask when physical distancing is not possible
- All individuals are monitored and undergo temperature checks twice daily for symptoms of COVID-19
- All staff and essential visitors (ie. Maintenance workers) are screened for COVID-19 symptoms at the beginning and end of shift
- Staff is performing frequent cleaning and disinfecting of high-touch surfaces
- Personal visits (visits from family members) are scheduled and take place outdoors

What to expect should you choose to return to Reena:

As per the “COVID-19: Guidance: Congregate Living for Vulnerable Populations”, individuals returning to Reena will need:

- Prior to returning, a negative COVID-19 test result
- Upon return, self-isolate for at least 14 days

Self-Isolation involves the following:

- Staying home (this includes not going to work, grocery shopping, using public transportation or going to family homes, cottage or vacation with family)
- Separate from others residents (ie. Eat meals and spend time separately) during the 14-day self-isolation period

- Staff will be wearing full Personal Protective Equipment (PPE) when providing direct care or when in close proximity. Full PPE means wearing a surgical mask, eye protection, gown and gloves.
- No visitors (no visits from family members) during the 14-day self-isolation period

Once you and your family have made a decision about returning to Reena or if you require more information, please contact your Supervisor to schedule a date for moving back.

Appendix B: Confirmation Letter

[Date]

Dear [name of individual] and family member,

Re: Return to Reena residences

We are excited that you are returning to Reena. Please review the following information to ensure a smooth and safe transition back:

Return date:	[insert return date and time]
COVID-19 test:	<ul style="list-style-type: none">• Please ensure to go to the COVID-19 assessment centre by [insert date-1 week before the return date].• 72 hours prior to returning, send a screen shot of the confirmation of a negative test result by email to the Supervisor at [insert supervisor's email address]• In the event of a positive COVID-19 test result or any delays in receiving confirmation, the move back day will be rescheduled
Prior to move back day:	<ul style="list-style-type: none">• Pack your belongings (preferable into one suitcase)• Prepare a mask to wear when being dropped off- if you are not able to access a mask please contact the Supervisor in advance
Move in day:	<ul style="list-style-type: none">• When arriving at the location, call the location [insert phone number] and ask to speak to [insert name of staff] to be screened for COVID-19 symptoms• After passing screening, the staff will come out to meet you at the vehicle and help you and your belonging into the location• Family members are to stay in the vehicle (family members are not permitted in the location)
Self-isolation period:	<ul style="list-style-type: none">• For the 14-day period, you are expected to stay in the location with no contact with others (including family members)• For the 14-day period, you are expected to cooperate with being separated from the other residents• For the 14-day period, you are expected to cooperate with allowing staff to check in with you to monitor for COVID-19 symptoms, check temperature and perform cleaning/disinfecting of high touch areas twice daily
After self-isolation period	<ul style="list-style-type: none">• After 14 consecutive days of no symptoms, self-isolation period ends• After self-isolation period is over, you will be permitted to be in the same room as other residents however still keeping physical distancing (6 feet apart)• After self-isolation period is over, you may start receiving scheduled visits from your family or friends in the front porch or backyard• At the end of self-isolation period, you will agree to enhance cleaning of personal living space [insert specific instructions on arranging cleaning if applicable]

We are looking forward to you return. Should you have any questions please contact me at:

[insert supervisor phone number]

[insert supervisor email]

[insert name of DDS]