



Supporting S.I.L. Individuals during COVID-19: Protocol Revised: July 10, 2020

This protocol is designed to assist SIL DSP's in supporting individuals who live in Semi-Independent locations. The SIL model is unique and in certain situations, protocols and guidelines may need to be modified on a case by case basis. In general, the information in the document: *New Normal- Outbreak Prevention* can be applied to SIL locations. *The New Normal- Outbreak Prevention* is a proactive approach to help stop the spread of COVID-19 among both individuals and the staff in the location. Much of the information in this protocol: Supporting SIL Individuals during COVID-19 has been taken from the *New Normal- Outbreak Prevention*. Additional information has been included that addresses some of the unique situations that are specific to SIL individuals and SIL staff.

Please note: If the location would have an outbreak of COVID-19, then in addition to this document, please refer to: ***Outbreak Management for Home in Isolation- Probable or Confirmed COVID-19 Cases*** document for further guidance.

Location Visits:

- SIL DSP's will visit SIL individuals on a scheduled basis that will be determined by the individual and the SIL DSP.
- Regular visits will decrease in length for each person to enable more people to be seen each day. A phone "check in" will also be arranged for those that have chosen not to have an 'in person' visit at this time
- A phone screening will be conducted before a DSP enters the apartment of the SIL individual
- All answers on the phone screening should be **NO**.
- Upon entering the apartment unit, the SIL DSP will use hand sanitizer (a mini bottle should be carried at all times) and then put on a surgical mask as per the "How to Wear a Mask" guidelines from the supply that was given.
- Take your time putting on your mask. Do not rush.
- You will wear your mask at all times when inside an individual's unit.

REMEMBER:

- DO NOT TOUCH THE FRONT OF THE MASK WHILE YOU WEAR IT
- DO NOT PULL YOUR MASK DOWN AND EXPOSE YOUR MOUTH AND NOSE



Hand Hygiene:

Hand hygiene is important for safety and to prevent cross contamination. It should be done frequently. It is important to not touch your face or mask and wash your hands frequently. It is very important to remind the individuals you support to practice good hand hygiene. This may include: visual posters (if the SIL individual agrees), prompts and practice to ensure it is being done correctly.

Steps to hand washing:

1. Leave your jewelry at home. Otherwise, remove it and place in a secure place for the duration of the shift
2. Wet hands with water
3. Apply soap
4. Lather with soap and water and rub hands palm to palm for 20 seconds
5. Rub in between and around fingers
6. Rub back of each hand with the palm of the other hand
7. Rub fingertips of each hand in opposite palm
8. Rub each thumb clasped in opposite hand
9. Rinse thoroughly under running water
10. Pat hands dry with paper towel
11. Turn off taps using the paper towel
12. Your hands are now clean

Hand washing is important to do:

- after coughing, sneezing or blowing your nose
- after using the washroom
- before putting on your mask
- after removing your mask
- after cleaning and disinfecting the location
- after assisting with personal care, hygiene and toileting
- before and after meals
- when touching “high touch” and all common surfaces



There may be times where it may be more convenient to use hand sanitizer. It is important to use properly with the technique below. Encourage the SIL individuals you support to use it as well.

Hand Sanitizing:

1. Use a large amount. More is better when using hand sanitizer.
2. Slather the sanitizer between fingers, on front and back of hands, up to your wrists.
3. Rub the sanitizer vigorously into your hands.
4. Rub sanitizer under your fingernails.
5. Continue rubbing in the sanitizer until it dries.

You can use an alcohol based hand sanitizer when soap and water is not readily available and:

- if your hands are not visibly dirty
- in between hand washing with soap and water
- If you accidentally touch your face or mask
- After removing gloves (as part of PPE donning and doffing sequence)
- After removing gown (as part of PPE donning and doffing sequence)

Do not use hand sanitizer on gloves, remove gloves and wash hands or use hand sanitizer

Ensure that the individuals you support have hand sanitizer and hand soap in their apartments

Cleaning and Disinfecting

- The SIL individual and the SIL DSP will determine a schedule for cleaning and disinfecting all hard/high touch surfaces
- It is important to discuss the importance of cleaning their apartment and disinfecting surfaces that are touched frequently and clean several times per day
- A high level of frequent cleaning should occur in the washroom and kitchen areas especially
- Ensure that the SIL individual has cleaning and disinfecting products in their apartment
- Ensure that the individual understands how to clean surfaces and that the product needs to go on wet and stay on for a few minutes and then be wiped clean
- SIL DSP's should review with individuals how to clean surfaces properly
- Computers, monitors, notebooks, laptops, iPads, tablets and any other electronic



devices, including the TV remote, must be cleaned carefully (hand sanitizer/alcohol spray solution is a good option for these devices)

- Do not use bleach on electronic equipment
 - Alcohol Spray solution should be used on the **screens** of all devices as noted above
 - Spray first on a clean cloth, then wipe the screen
 - Do not spray directly on the screen
 - Lysol Wipes can be used for the keyboards on computers, laptops, TV remotes and for the mouse

Physical Distancing- 2 Meters or 6 Feet:

- SIL DSP's will practice physical distancing when visiting their supported individuals
- It is important to explain to the individual why they need to practice physical distancing and discuss the importance of their own physical distancing inside their apartment (if it is a shared space) and if they must go out in public spaces, which should be discouraged as much as possible
- Ensure that additional chairs and sofas are arranged so that physical distancing can be maintained by roommates if it is a shared space
- The same physical distancing measures apply to **staff** as well.
- Although most SIL DSP's are independent in the community, there are situations where there is more than one staff in the building or in the office at one time. Ensure that in these situations, physical distancing is maintained.

COVID – 19 –Information Sharing with Individuals:

- It is important that SIL DSP's discuss the impact of COVID-19 with their supported individual's – based on their level of understanding
- There are a number of resources on ShareVision for supported individuals. These can be discussed with them and links can be provided if they have a computer or information can be printed out for them

Monitoring Supported SIL Individuals:



- The list of Symptoms of COVID-19 has greatly increased since the virus first emerged. The “typical symptoms” of fever, cough and shortness of breath are no longer the only indicators that a person may have COVID-19. Other symptoms may include:

Chills • Headache • Fatigue • Nausea • Vomiting • Diarrhea • Runny Nose/Sneezing • Nasal Congestion • Abdominal Pain • Affected or Loss of Smell and/or Taste • NEW Cough • Difficulty Swallowing • Sore Throat • Hoarse Voice
- In addition, there is new information that suggests that people with developmental disabilities, especially older individuals, may not show the “typical symptoms” of COVID-19 and may be at higher risk of going undetected as their “signs and symptoms” may be attributed to the normal aging process. Symptoms like increased confusion, increased falls, nausea and vomiting have been reported. The risk of dehydration is also a concern especially with the elderly.
- SIL DSP’s know their individuals very well and the majority of SIL individuals may be able to articulate if they feel unwell or if something feels different than usual
- SIL DSP’s must continuously check in (by phone) to individuals that they may not see as often to ask questions about their health and ensure they are keeping well

If Symptoms Appear in an SIL Individual:

- SIL DSP must put on **full PPE** before entering apartment (ensure you carry PPE with you at all times)
- Contact your supervisor or on call to report and for advise on next steps
- The Individual and any other individuals in the apartment unit must **self-isolate**
- If COVID-19 testing is advised, please refer to the **TRANSPORTING INDIVIDUALS DURING COVID-19 PANDEMIC- document**

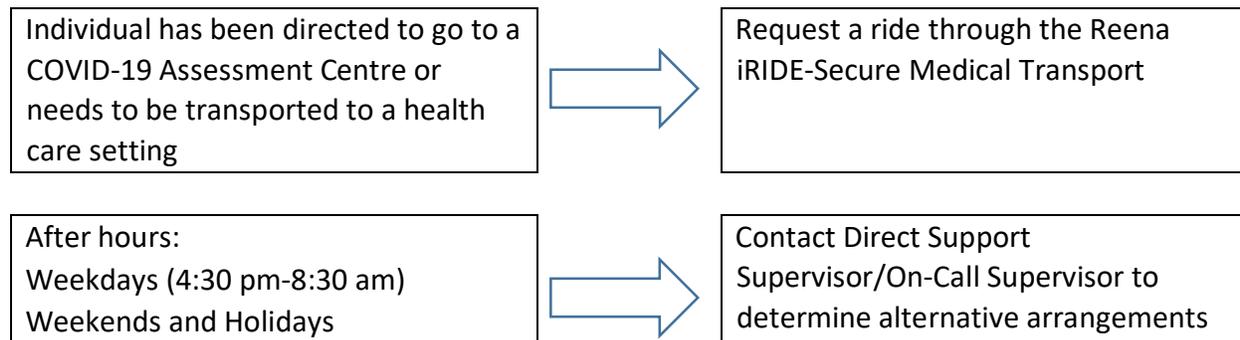
Planning Transportation

Reena and Circle of Care have made available services to transport supported individuals and accompanying staff during the COVID-19 pandemic. This initiative helps keep staffing resources where it is more needed at the locations.

Individual has severe shortness of breath, difficulty breathing, chest pains or reduced level of consciousness



Call 911



After COVID-19 Testing:

- 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
 - As per the ***Outbreak Management*** protocol, ***all individuals*** in the apartment will be isolated as the probability of exposure is high (and all will be tested)
- 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, cough medication and anti-nausea medication as per Medical Directive PRN in the apartment. The SIL DSP must take into account the person’s existing medical conditions and other medication they may be taking
- A phone consultation or video consultation with the primary physician should be arranged



Please refer to the **Outbreak Management for Home in Isolation- Probable or Confirmed COVID-19 Cases**- to assist SIL DSP's in managing an SIL individual(s) with probable or confirmed cases of COVID-19

- All SIL DSP's will put on their PPE outside of the apartment before entering

Additional Considerations for SIL Individuals:

- If the individual requires additional staffing, the SIL DSP and their supervisor will develop a Care Plan based on the particular situation
- The Care Plan would include the following:
 - Monitoring the individual's temperature/symptoms once or twice a day
 - Record on the *Individual Monitoring Illness Chart*
 - Increased telephone check in's with the individual(s)
 - 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
- 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