



New Normal- Outbreak Prevention Protocol For all Staff and all Locations

Revision Date: December 4, 2020

New Normal- Outbreak Prevention Protocol has been revised to include the changes made by the Ministry of Children, Community and Social Services effective December 4, 2020. The new requirements relate to additional source control measures for all staff which include the wearing of **both** a surgical mask and a face shield while on shift. These control measures apply to **ALL** locations in Reena. The focus is on **Outbreak Prevention**. It is a proactive approach to help stop the spread of COVID-19 among both individuals and the staff in the location. It is imperative that everyone follows this protocol to ensure the **safety of everyone**. This is the “new normal”, what we must practice on a daily basis. This protocol has been reviewed by our Infectious Disease Specialist and abides by all guidelines as outlined by MCCSS, MOH and PHO.

If your location is in outbreak, then in addition to this document you will need to follow the [Outbreak Management Protocol \(Revised December 2020\)](#)

Before Entering the Location:

- Staff will complete the *COVID-19 Phone Screening* prior to entering the location. All answers to the questions should be carefully considered. Take your time when answering. This is vital to ensure the safety of everyone.
- If a staff does **NOT** pass the *COVID-19 Phone Screening for any reason or there is some concern by the screener, then:*
 - The staff will **not** enter the location
 - The staff will go directly home
 - A supervisor/on- call supervisor will be in contact with the staff to gather more information about the situation and advise the staff about what the next steps will be in the process
- If the staff does **pass** the *COVID-19 Phone Screening*, they can enter the location
- Staff will use the hand sanitizer which is located outside the front door of the location before entering

Upon Entering the Location:

- Staff will maintain physical distancing of a **minimum of 2 meters (6 feet)** from each other when inside the location
- Staff will sign *The Staff and Essential Visitor Log* at the beginning of their shift

Personal Protective Equipment:

- Ensure that the **“clean PPE”** supplies are in a designated area as close to the front door of the location as possible. The **“clean PPE”** supplies will include: **masks, face shields, gloves, gowns, hand sanitizer, disinfectant wipes/ spray for face shields, and paper towels**

Note: Gloves and gowns supplies should also be available closer to the washrooms/bedrooms when supporting individuals with personal hygiene

- Ensure that all PPE supplies are available and if any items need to be replenished (running low), then contact your Supervisor immediately.
- The **“dirty PPE”** area will also be close to the front door of the location but as far apart as possible to separate the clean and dirty PPE.
- The **“dirty PPE”** area will include: a **garbage container, a container for dirty reusable gowns and a container for dirty face shields**

Cleaning and Disinfecting of Eye Protection (Face Shields)

- Each location must have a process in place that ensures that **ALL face shields will be safely cleaned and disinfected and left to dry in the designated area in the location at the end of a shift**
- The designated cleaning area will be away from where the individuals are supported and ideally in a basement laundry room area where a utility sink is accessible, and table
- A staff on each shift will be scheduled to clean all the face shields to be ready for the next shift
- All washing of face shields should be done as follows:
 - Perform Hand hygiene and put on gloves
 - Ensure a clean surface is available
 - If heavily soiled, wash with soap and water first
 - Clean and disinfect with approved cleaner/disinfectant and allow to dry
 - Do not get the foam part wet
 - Wrap each face shield in paper towel and ensure the staff name is visible

- **Leave to dry in designated area for next shift**

Note: During breaks/meals, each staff will be responsible for cleaning their own face shield

Preparing for Your Shift:

- Perform hand hygiene
- Please read: "Putting on and Taking off Full PPE" poster that is located at the front entrance
- **ALL staff** will put on the following PPE when they begin their shift and it will be worn for the entire shift
 - Surgical mask
 - Your cleaned Face Shield- you can disinfect your face shield again at the start of your shift

Note: Gloves and gowns are required only when you are providing personal care to the Individual (toileting, showering and hygiene)

- Take your time putting on your PPE. **Do not rush.** Adjust your mask and face shield as soon as you put it on so it is comfortable and secure at the beginning of your shift
- DO NOT TOUCH THE FRONT OF THE MASK WHILE YOU WEAR IT
- **DO NOT PULL YOUR MASK DOWN AND EXPOSE YOUR NOSE OR MOUTH**
- Carry your mini hand sanitizer with you and refill at the location

Important: Each staff will be assigned who they will be supporting on that shift. It is important to only support those you are assigned for the shift. Again- ensure physical distancing with all others and no direct care for anyone other than who you are assigned to support on your shift

Hand Hygiene:

Hand hygiene is the key to safety and to prevent viruses from spreading. It should be done frequently. It is important to not touch your face, mask or shield and wash your hands frequently. Assist the individuals you support to practice good hand hygiene. This may mean direct support, prompts and practice.

Steps to hand washing:

1. Leave your jewellery 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
- ✓ often and frequently

There may be times where it may be more convenient to use hand sanitizer. It is important to use properly with the technique below:

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)

Never use hand sanitizer on gloves, remove gloves and wash hands or use hand sanitizer



Cleaning and Disinfecting Surfaces:

- Staff will follow a cleaning and disinfecting schedule for cleaning and disinfecting all hard/high touch surfaces- take your time and ensure it is done carefully.
- This needs to occur at least **twice during your shift** or more frequently if the area is visibly soiled.
- A high level of cleaning and disinfection is important
- Staff will proceed with the cleaning and then disinfecting using an approved disinfectant (e.g. Lysol wipes; Bleach and water etc.)
- Allow the adequate contact time as per product label for disinfectant to work properly
- If using the “1:10 ratio” bleach solution, then:
 - The bleach solution needs to be made each day for it to be effective.
 - The bleach solution needs to be discarded by the end of the day
 - Just make enough bleach solution for each day
- Computers, monitors, notebooks, laptops, iPads, tablets and any other electronic devices need to be disinfected after each time they are used by staff or individuals

- Do **not** use bleach on electronic devices
 - Alcohol Spray solution should be used on the screens of all devices
 - 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 and laptops and for your mouse

Hygiene and Personal Care:

- If providing personal care: toileting, showering, hygiene with an individual:
 - Perform Hand hygiene
 - Put gown on (for showering or whenever splashing may occur)
 - Leave your mask on (unless it is soiled, wet, moist, contaminated or damaged)
 - Leave your face shield on
 - Put on gloves (ensure the gloves are pulled over the sleeve cuffs of gown)
- **If providing Hygiene and Personal Care to another individual:**
 - Remove gloves
 - Perform Hand hygiene
 - Put on a new pair of gloves
 - Leave your gown on (if not wet or soiled)
 - Leave your mask on (unless it is soiled, wet, moist, contaminated or damaged)
 - Leave your face shield on

- **When you have completed personal care:**
 - Remove your gloves
 - Remove your gown
 - Perform hand hygiene
 - Remove your face shield and disinfect it as per guidelines
 - Leave your mask on (unless it is soiled, wet, moist, contaminated or damaged)
 - Perform hand hygiene again

- **Important:** The washroom must be cleaned and disinfected **after each time it is used by anyone - supported individuals or staff**

Staff Monitoring:

- All staff needs to be aware of their own health at all times. If during a shift, a staff feels unwell, they need to immediately leave the location and contact their supervisor
- Staff should also monitor themselves at all times for the following symptoms:
 - Cough, fever, shortness of breath, sore throat, difficulty swallowing, affected sense of smell or taste, chills, headaches, fatigue, diarrhea, abdominal pain, nausea, vomiting, pink eye, runny nose/sneezing, nasal congestion (not related to seasonal allergies)
- If a staff experiences any of these symptoms, they need to leave the location and contact their supervisor. The supervisor will follow up with the staff regarding their situation.

Monitoring Supported Individuals:

- You will monitor the individual(s) for any symptoms throughout your shift and take their temperature **twice** a day
- If an individual has a temperature higher than 37.8C, immediately contact the supervisor, have them stay in their room (isolate) and follow the directives from your Supervisor (*Precautions or Outbreak Management Protocol* may be put into place)
- Prompt and teach individuals on how to cover their mouth when they cough or sneeze and to use a tissue or to use their elbow and immediately wash their hands
- Staff to be aware and watch for the same symptoms **as listed above** for the individuals they support
- Record all information on the “*Individual Daily Temperature Monitoring Chart*”

Physical distancing in your Location:

- Take turns with common spaces in a group home, such as living room area, dining room area, basement area
- Do not have more than **2 supported individuals (separated by 2 metres)** at any one time in common spaces
- Ensure that additional chairs and sofas are arranged so that physical distancing can be maintained (use stickers and decals on the floor)
- Utilize the entire location (if space allows), so individuals are spread out and can have their own personal space
- All staff must **continuously be aware** of the individuals and where they are in proximity to each other in the location
- Encourage individuals to wear a mask (if tolerated), just like staff wear a mask
- The same physical distancing measures apply to **staff** as well.
- Staff must be careful around certain times of the day when they are more likely to be together, for example:
 - Coming on shift and leaving shift
 - On breaks/meals
 - In the staff office
 - Preparing meals – in the kitchen (no more than **two staff** in the kitchen keeping 6 feet apart)- **STAFF MUST ALWAYS WEAR THEIR MASK AND FACE SHIELD**
- Staff should be scheduled for meals and breaks at different times
- Staff should be scheduled to arrive and leave shift at slightly staggered times so no one is arriving or leaving at the exact same time (to avoid gathering together)



**STAFF MUST NEVER LET THEIR GUARD DOWN
THIS IS CRUCIAL TO STOP THE SPREAD OF COVID-19**

Physical Distancing Outside of the Location

- Staff must always wear their mask and face shield when supporting individuals with outdoor activities
- Physical distancing practices apply to both individuals and staff when outdoors (in backyard, going for short walks)
- Walks and spending time in the backyard of the location must be preplanned by staff to

avoid having “groups” of individuals or staff congregating in one area.

- Outside walks should consist of one staff and one supported individual at any one time
- When weather permits, if there are chairs that can be put outdoors, then they should be arranged so that there is 6 feet between each individual and no more than 2 individuals at one time.

Meals and Breaks for Staff:

- Ensure there is a **designated area** within the location that you can have a meal or break that is away from all supported individuals and other staff
- **Staff should take turns having their meal/break- only one staff in the room at a time**
- Wash hands with soap and water for 20 seconds
- Disinfect area where you are going to have your meal.
- Get your meal or drink ready
- Perform hand hygiene again
- **Carefully** remove face shield and place on clean surface (on paper towel)
- Perform hand hygiene
- Carefully remove your mask
- Refer to “When and How to Wear a Mask” poster for removing your mask prior to eating
 - Do not touch the front of your mask to remove it
 - Remove the elastic loops of the mask from around your ears
 - Hold only the loops
 - Place mask on a paper towel on a clean surface (outside of the mask facing down) and cover with another paper towel to ensure it stays dry
 - Perform hand hygiene again
 - Have your meal/ drink/break
- After you are finished your meal/break
 - Wash hands with soap and water for 20 seconds
 - Put your mask back on as per “When and How to wear a Mask” poster
 - Perform hand hygiene
 - Clean your face shield with a disinfectant wipe or spray, dry it and put it back on
 - Perform hand hygiene
- Continue with your shift.

**At the end of your shift:**

- Fill out the *COVID-19 Exit Screening* (before removing PPE)
- Remove PPE as per “Putting on and Taking off Full PPE” as follows:
- Remove face shield and place in the container for dirty face shields (to be cleaned later)
- Perform hand hygiene
- Remove mask and throw in garbage
- Perform hand hygiene again
- Put on your **clean cloth mask** before leaving location
- Avoid contact with other staff in the location, including outside the location or in the driveway when leaving the location