



Infection Control and Outbreak Management Protocol for COVID-19

Early detection and prompt reporting of influenza-like illness (ILI) to the Medical Health Officer (MHO) will help us recognize the outbreak and implement effective control measures to limit the size and duration of the outbreak. The Covid-19 **Symptom Tracking Records** referenced below are to be provided to the Medical Health Officer upon request.

The symptoms of an ILI are very similar to the symptoms produced by the COVID-19 virus. Staff will monitor Individuals Supported (IS) for symptoms of fever, cough, difficulty breathing, sore throat and nasal congestion. Detection of symptoms will be documented and reported to the Program Manager. The Program Manager will immediately notify the Kardel Nurse. The Kardel Nurse will be responsible for completion of the **IS Symptom Tracking Record** (see attached for reference). Staff will self-monitor for symptoms and report symptoms to Kardel Nurse to conduct screening and advise staff regarding Covid-19 testing. Kardel Nurse will be responsible for completion of the **Staff Symptom Tracking Record** (see attached for reference). For the purpose of this document the term “**outbreak**” refers to the confirmation of COVID-19 as determined by the appropriate testing.

Infection Control, Outbreak Management, & Cleaning and Disinfection Procedures

All infection control measures take priority over routine operations. Each residential site will implement enhanced cleaning protocols which include more frequent disinfection of commonly touched surfaces/items, safe disposal of contaminated items and handling of laundry. Alcohol-based hand-sanitizers will be available in each Individual’s room, and disinfection of equipment between use for different Individuals/areas is required.

1. At the Site where Influenza-Like-Illness (ILI) is reported in staff or Individuals Supported

- 1) All parties will do their utmost to protect the privacy of the person affected.
- 2) The Program Manager will contact the Kardel Nurse and 811 to confirm required actions and any follow-up with the Public Health Office. The manager will inform other stakeholders only if and as directed by the Public Health Office.
- 3) The Kardel Nurse will consult with and take direction from Island Health Infection Prevention and Control personnel.
- 4) The Manager will ensure the following occurs:
 - a) Post **outbreak control** notification sign(s) at facility entrance (see attached- Kardel Main Group Home Entrance sign) and notify planned visitors that visits are suspended.
 - b) Maintain a record of symptoms appearing in Individuals Supported (IS) and in Staff
 - i) Record the details as required on the attached forms for Individuals and Staff.
 - ii) Forward these records when requested to the MHO or designate.
 - c) Close the affected facility to new admissions.



- d) If an admission or transfer is deemed medically necessary, call the Medical Health Officer or designate to review and discuss. Notify the receiving hospital or clinic to ensure that care can be provided safely.
- e) Advise symptomatic staff to self-isolate and be tested for COVID-19
- f) Staff working at that site who do not have symptoms will be restricted to work at that site only.

2. Additional procedures if a case of ILI is determined to be COVID-19

- 1) The positive result must be reported to the Manager immediately. The Manager should collect any relevant details. If the manager is not available, the Kardel Nurse should be contacted.
- 2) The Manager will immediately contact the Kardel Nurse and report on the situation. If the Kardel Nurse is not available, the back-up people to attempt to contact are the Director of Human Resources, CEO or Director of Quality Assurance, in that order.
- 3) The Kardel Nurse will contact 811 to confirm required actions and any follow-up with the Public Health Office.
- 4) Any staff who test positive for COVID-19 will remain in self-isolation and be cleared to return to work only on the approval of the Medical Health Officer. All staff who test positive or are ordered to isolate by Public Health should notify any other employers of the test result.
- 5) **The following steps are likely and should be prepared for, but will depend on the specific guidance received from Public Health. They would be addressed as a team and may be handled by other staff should someone named not be available. Tasks should be delegated as needed, in order to ensure fast and coordinated response.**

The Kardel Nurse will:	<ul style="list-style-type: none"> • Relay the instructions from Public Health to the Manager(s) at the outbreak site(s) • Notify the Director of Human Resources, Director of Quality Assurance, and the CEO of the situation. • Communicate with Home and Community Care as well as affected individuals’ physicians, as required. • Provide ongoing support to managers and staff, provide additional training as required, and be the main point of communication between Kardel and Island Health • Provide regular updates to the DHR, DQA, CEO and others as required.
Manager(s) at the outbreak site(s) will:	<ul style="list-style-type: none"> • Implement all safety directions from the Kardel Nurse or Public Health • Inform their staff of the situation and all changes to procedures. • Provide all recent staff sign-in sheets to the Director of Human Resources/the office. • Report as required to Licensing • In coordination with the Director of Quality Assurance, communicate with stakeholders, families, and legal decision makers as directed.



	<ul style="list-style-type: none"> • Support the staff at the program, and be the main contact on-site for all communications. • The Manager may be required to provide in person or phone support to the Outbreak Response team.
The Director of Quality Assurance will:	<ul style="list-style-type: none"> • Report as required to CLBC, following their guidance for COVID-19 incidents. • Arrange for outbreak supplies to be brought to the outbreak location as needed, including the tablet reserved for communication with the staff on-site. • Coordinate with the Manager regarding communicating with families and legal decision makers (as directed by Public Health). • Maintain communication with managers at other group homes as required. • Coordinate with the CEO on <ul style="list-style-type: none"> ➢ Being prepared to act as a communications hub ➢ Being prepared to set up food delivery and other material assistance.
CEO will:	<ul style="list-style-type: none"> • Field media inquiries as needed • Maintain regular contact with Kardel nurse to stay apprised of any changes. • Approve and coordinate payment for unforeseen expenses that occur. • Coordinate with the Director of Quality Assurance on <ul style="list-style-type: none"> ➢ Being prepared to act as a communications hub ➢ Being prepared to set up food delivery and other material assistance.
The Director of Human Resources will, (with support from the HR Assistant, Payroll and the Director at Large), ensures the following occurs:	<ul style="list-style-type: none"> • Trace back the work location(s) of the affected staff through payroll records and sign-in sheets, going back at least two weeks prior to the start of symptoms. • Identify all staff who may have overlapped with a COVID-19 exposure time frame, and other locations they may have worked subsequently. • Notify the On-Call Manager of the situation if applicable • Notify other programs as required in case assistance might be required. • Prepare communication for all staff, ensuring that confidentiality is maintained. • Prepare for possible instructions from Public Health, including scenarios where: <ul style="list-style-type: none"> ➢ All other staff from the site(s) where the COVID-19 Positive staff worked will be directed to self-isolate ➢ All staff at all programs are restricted to a single site. ➢ Certain staff refuse/are medically advised not to report to work. • Contact [ST1] the Emergency Response Team, putting them on alert. Prepare a 7 day schedule for those Emergency Response Team



	<p>members. If activation of the Emergency Response Team is anticipated, alert Program Managers to ensure adequate staffing at programs where the Emergency Response Team members are otherwise expected to work.</p> <ul style="list-style-type: none">• If advised by the Kardel Nurse or Public Health, notify other programs that all visits are suspended until further notice.
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3. Procedures Pertaining to Individuals Supported at the Site where ILI is identified

A. For symptomatic Individuals, restrict contact as much as possible. This includes:

- g) for Individuals with symptoms of ILI, adopt universal precautions. If there is positive test result for COVID-19, put on appropriate Personal Protective Equipment (PPE) (see attached instructions and graphic for proper use). Practice strict hand hygiene before and after care.
- h) Isolate Individual to bedroom to greatest extent possible
- i) Detection of symptoms will be reported immediately to the program manager and by the manager to the Kardel Nurse. Symptoms will be recorded in the Daily Journal (ShareVision) and closely monitored
- j) Contact doctor (or Home and Community Care) for further direction. If doctor/HCC not available, contact 911 for direction about whether or not to transport to hospital.
- k) If an Individual is transferred to hospital for treatment, Individual will be tested for COVID-19. Test results and further instruction will be received from the MHO.

B. For asymptomatic individuals:

- a) All other Individuals Supported will be closely monitored for symptoms.
- b) Segregate individuals as much as possible within the home. This may not require restricting individuals to their bedrooms if mobility is otherwise restricted (eg. wheelchair) and space is available for appropriate separation.
- c) Minimize contact between Individuals. Serve meals at separate times or separate areas from other individuals.
- d) As much as possible assign specific staff to specific areas or Individuals. To the extent possible, staff working with symptomatic Individuals should avoid working with Individuals who are well, or should first work with the well Individuals and then with those who are ill.
- e) Practice strict hand hygiene between Individuals at all times



Anyone displaying signs or symptoms of illness,

DO NOT ENTER!

HEALTHCARE WORKERS

- Must be non-symptomatic (no signs or symptoms of respiratory illness);
- Change from street clothes to work attire prior to care (plastic bag will be provided);
- Maintain proper hand hygiene and appropriate hygiene etiquette;
- Maintain regular scheduled house cleaning and sanitation.



Essential Visits ONLY

To support the Provincial Health Officer's directions around social distancing and protect our individuals and employees from the transmission of COVID-19, Kardel has made the difficult decision to allow only essential visits to our facilities.

Essential visits include:

1 Essential medical professionals (e.g. community support workers (CSWs), and physicians).

2 Pre-approved visits will be considered for those in care who are:

- Critically ill;
- Receiving end-of-life care;
- Frail & needing an escort/family member for their own safety.

Help us reduce the spread of COVID-19.





Procedure for Putting on and Taking off Personal Protective Equipment (PPE)

Donning (putting on) PPE

1. Hand hygiene – Clean all surfaces of hands and wrists.
2. Have an empty plastic bag prepared for soiled gown
3. Gown – Cover torso and wrap around back, fasten in back of neck and waist.
4. Surgical/Procedural mask – Secure ties at middle of head and neck, fit nose band to your nose and pull bottom down to completely cover chin.
5. Eye protection (face shield or goggles) – Place goggles or face shield over face and eyes and adjust to fit.
6. Gloves – Extend to cover wrist of gown.

Doffing (taking off) PPE

1. Gloves – Remember, the outside of gloves are contaminated. Grasp palm area of one gloved hand and peel off first glove. Slide fingers of hand under other glove at wrist and peel off. Discard in regular waste.
2. Gown – Unfasten ties, pull gown away from neck and shoulders, touching ONLY the inside of the gown. Turn gown inside out and roll into a bundle. Discard in regular garbage if disposable. If washable, place in plastic bag for laundering.***
3. Hand hygiene – Clean hands and use a paper towel to touch the doorknob to exit the room. If paper towel is not available then clean hands again after leaving room before removing gown.
4. Eye protection (face shield or goggles) – Do NOT touch the front of them. Discard in regular garbage or put in receptacle for reprocessing.
5. Surgical/Procedural mask – Grasp ties or elastics at back and remove WITHOUT touching the front. Discard in regular garbage.
6. Hand Hygiene – Clean all surfaces of hands and wrists.

*** Used reusable gowns should be washed separately, without regular laundry in hot water and put in dryer. Disposable gowns are to be placed in trash after use***