

Pioneer Manor's Response to COVID-19 Pandemic 2021 Q2 Update

A number of proactive measures are in place including active screening for those entering the Home, enhanced infection prevention and control program including cleaning, and keeping residents and families informed.

Pioneer Manor continues to follow direction from the Chief Medical Officer of Health, the Ministry of Long-Term Care, and Public Health Sudbury & Districts since the beginning of the pandemic. The Home continues to review all possible courses of action to minimize the risk of exposure to residents from COVID-19. The following listing outlines the proactive measures that have already been implemented, including:

- **Active screening** - all staff, residents, and visitors upon entry and exit including temperature checks twice daily.
- **Masks** - required for all staff members and visitors as well as provided and encouraged to be worn by residents.
- **Maintain physical distancing** - residents, visitors and staff members.
- **Bistro** - operating on a "take-out" only manner.
- **Enhanced infection prevention, control program and cleaning measures.**
- **Admission Process** - partial and non-immunized new admissions and readmissions must have a negative test result and are placed on droplet/contact isolation for 14 days. Residents fully immunized are no longer placed on isolation.
- **Pandemic Planning** - the Home maintains eight (8) empty private rooms for residents to self-isolate upon admission and to isolate in the event of a COVID-19 positive resident(s). At the end of June 2021 this number was decreased to six (6).
- Pioneer Manor employees who are fully immunized may work at multiple health care facilities.
- Partially immunized or unimmunized employees who are unable to commit solely to Pioneer Manor will be granted an approved unpaid leave of absence.
- **Communications** - including keeping residents and families informed through calls, letters, website and reminding staff about COVID-19 symptoms, to self-monitor for illness and to stay at home when they are sick.

Pioneer Manor continues to conduct COVID-19 surveillance testing as per the Ministry of Long-Term Care guidelines. All staff, volunteers, CGS redeployed, agency staff and physicians, and contracted services providers were tested for COVID-19 in accordance with frequencies set out by the Ministry on March 15th. Ongoing surveillance testing is an important part of the strategy to keep long-term care residents safe, and Pioneer Manor continues to aggressively monitor and test residents with symptoms consistent with COVID-19.

Early Identification, Preparedness & Coordination

- Pioneer Manor continues to engage with all local and regional planning tables related to COVID-19 surge. Maintaining partnerships with local health care agencies (Acute Care, Prehospital and Long-Term Care).
- The NELHIN is leading the coordination of long-term care surge planning which Pioneer Manor has been actively engaged with.
- Pioneer Manor's Medical Director maintains contact with local, provincial and national counterparts sharing best practices and lessons learned. As a result, Pioneer Manor has implemented numerous processes directly related to information obtained/shared from facilities affected from COVID-19.
- Pandemic Planning.

- Outbreak Management Team.
- Communication protocols are reviewed and draft communications prepared.

Continuous monitoring of residents at Pioneer Manor to identify symptoms consistent with COVID-19.

- Conducting active screening of all residents, twice daily (at the beginning and end of the day) to identify if resident has fever, cough or other symptoms of COVID-19.
- Residents with symptoms (including mild respiratory and/or atypical symptoms) will be isolated and tested for COVID-19.
- Active screening of residents when they return from social passes.

Currently, there are no confirmed positive cases of COVID-19 at Pioneer Manor.

- Continue to monitor situation closely and currently no confirmed positive cases of COVID-19 in the Home.

Testing will continue for residents with symptoms.

- Residents exhibiting any symptoms consistent with virus (ie cough, runny nose, nasal congestion, sore throat) being polymerase chain reaction (PCR) tested and placed on isolation immediately.
- Residents who may have been in close contact with the resident (i.e. shared a room) are also being tested and placed on isolation immediately.

Electronic Screening

The Home continues to use the electronic screening tool. In the event of an outbreak in the Home, this technology provides the ability to conduct the contact tracing process and identify all individuals who have entered the Home during a specific time frame quickly. From the electronic tracking of this information, the Home is able to report the specific weekly number of each type of visitor who have entered the Home and will be used in the future to determine staffing requirements based on the times visitors are entering daily.

Surveillance testing of all individuals entering the Home

No change to the Directive regarding Rapid Antigen (RA) testing. A member of Pioneer Manor's Resident Care staff is performing this mandatory testing on site. Under the current directive, all individuals entering the Home are required to be tested **on non-consecutive visiting/working days** (except for Ministry Inspectors, persons visiting a very ill or palliative resident or in cases of emergency). Staff, students and volunteers are required to be tested as soon as possible after entering the Home. Essential caregivers and support workers who are Regulated Health Professionals (e.g. physicians, pharmacists) are to be tested before entering the Home and are permitted to proceed to the resident's room while awaiting their results. Support workers and general visitors (once permitted) are required to have an RA test before entering the Home and must wait to receive their results prior to proceeding to the resident's room. Anyone who does not undergo COVID-19 testing as outlined above is not be permitted entry to the Home.

All individuals who are symptomatic are referred to the Assessment Centre for PCR testing. A PCR swab will be immediately taken on any staff member who has a positive RA test result. In addition, any positive results will be reported to Public Health, and the positive individual will be restricted from entering the Home until PCR results are received and negative.

Visiting Program

In June the Ministry updated requirements and policies to permit families and friends (i.e. general visitors) to visit long-term care home residents outdoors. Specifically, each resident may have up to two (2) general visitors at a time for outdoor visits. In addition, up to two (2) essential caregivers can also be present during these visits.

During the first quarter of 2021, the Home went from 429 designated caregivers for 274 of Pioneer Manor's residents (66%) to 523 for 298 residents (72%). During the second quarter the Home went to 637 caregivers for 338 resident (80%)

Staff Screening for COVID-19

- All staff members are to self-screen at home and not to report to work if they are ill. Follow up with Pioneer Manor's Infection Control lead is also required.
- Upon entering the Home, all staff are actively screened using screening tool developed by MOLTC before being permitted to enter the building.
- End of June the Home stop checking temperature of staff upon entering and exiting the Home.

COVID-19 Vaccine

Definitions

- "Fully immunized" means a person has received all doses of the approved vaccine series, and it has been at least 14 days since the final dose.
- "Partial/unimmunized" means a person has not received a vaccine or has received one (1) dose of the approved vaccine series.

On May 31st, the Ministry introduced a new Minister's Directive requiring all homes to have a COVID-19 immunization policy as an additional tool to promote high vaccine uptake.

Vaccination against COVID-19 helps reduce the number of new cases, and, most importantly, severe outcomes including hospitalizations and death due to COVID-19 in both residents and others who may be present in a LTCH. The immunization policy recognizes the importance of all staff making an informed decision about receiving a COVID-19 vaccine.

In compliance with the "Minister's Directive Long-Term Care Home COVID-19 Immunization Policy," to ensure all staff members are adequately educated about COVID-19 and the COVID-19 vaccines by, July 1, 2021, all staff members, students and volunteers were required to provide proof of one of three things:

1. **Vaccination** against COVID-19
 - The only acceptable proof is the receipt provided by the Ministry of Health to the person who was vaccinated. Staff who have received the 1st dose completed and waiting for 2nd are to submit proof of first.
2. A **medical reason** for not being vaccinated against COVID-19 written by either a physician or nurse practitioner, that sets out:
 - Staff member providing a medical note stating they cannot be vaccinated against COVID-19; **AND** the effective time period for the medical reason (i.e., permanent or time-limited). If time-limited, the note is to indicate how long it is expected to last.
3. Completion of a COVID-19 vaccination **educational program** assigned to staff member via Surge.

During the first quarter of 2021, 91% of Pioneer Manor residents were fully vaccinated. At the end of the second quarter 95% of Pioneer Manor residents were fully vaccinated.

At the end of the second quarter 72% of staff have attested to having received their first dose, and 44% to receiving both doses.

Staffing Levels

- Reviewing contingency plan options for each classification on regular basis.
- Monitoring staffing on a daily basis.
- Booking extra float PSWs and Nutritional Aides for each shift.
- Booking agency staff booked for weekends as extra PSWs.
- Redeployment of CGS staff continue to assist with screening and food services meal delivery.
- The Home continues to recruit and hire new staff.

Life Enrichment Staff continue to brighten the lives of Pioneer Manor residents by engaging in activities that adhere to COVID-19 guidelines including social distancing and Infection and Prevention and Control (IPAC) practices.

- One-on-one and small group activities are taking place with social distancing in mind.
- Adapting programming with physical distancing and implementing creative ways to help residents and families connect by phone or other technologies (Skype, FaceTime, etc). Special Valentine's Day and St. Patrick's Day celebrations featured special drinks and various food options for residents.

Hairdressing Services

- The Hairdressers continue to offer basic service to residents in the Home Areas.

Technologies Available

- iPad/Tablets/Chromebooks available for use for residents for activities such as: virtual tours (famous museums, zoos, art galleries), Google maps (finding famous landmarks (Travelogue), and games (matching, cards, word search).

Pioneer Manor remains vigilant in efforts and ensuring that all is being done to protect the health and safety of residents, families, employees, suppliers, service providers and all other visitors.

- Continue to encourage everyone to practice good hygiene.
- Limiting close interactions among those within Pioneer Manor.
- Isolating residents who show symptoms, to help prevent the spread of this virus.
- Employees and visitors are wearing personal protective equipment (including a surgical mask and goggles. In addition, staff are wearing a gown and gloves when caring for symptomatic residents.

Personal Protective Equipment Usage

- Working closely with health authorities and under direction of the Province's Chief Medical Officer of Health to ensure all protocols are being followed regarding personal protective equipment usage.
- All employees and visitors wearing masks and goggles at all times.
- Undertook bi-annual N95 fit testing for staff.
- Ensure appropriate application of Personal Protective Equipment (PPE).
- In consultation with Pioneer Manor's H&S Representatives:
 - Ensure adequate outbreak swab kits are available.

- Daily monitoring of PPE inventory, JHS to be notified in the event there is a shortage of supply.
- Ensure appropriate stewardship and conservation of PPE is followed.
- All employees and essential visitors have been trained on proper use of, donning/doffing and type of PPE. Staff have been provided PPE information on a lanyard card.
- Signage outside resident's rooms indicating type of precautions required.

What Steps to be taken in the event of an outbreak (resident or staff member tests positive for COVID-19)?

- Explain steps that would be taken if a positive case was confirmed – how the Home intends to care for individual, how to protect the rest of the Home and prevent the spread.
- Reassure residents, families, and the public that Pioneer Manor is prepared and a team and plan are ready to go should an outbreak be declared.
- Best practices and protocols will be implemented as per the most current directive from the Ministry of Health.
- Pandemic Plan, Outbreak Management Team, Draft Communications (calls to families, Outbreak Notification on Website, updated daily) prepared.
- In the event a resident tests positive for COVID-19, the Home will communicate to the family immediately. All residents and staff working in the Home Area that the resident resides in will be retested for COVID-19.
- Move resident to a private room, currently keeping 8 private beds empty to use for this purpose.

What if family members have questions or concerns about their loved one at Pioneer Manor?

- Keep residents/families informed through calls and letters, website (information in a timely manner) <https://www.greatersudbury.ca/pioneermanor>.
- Email for questions/concerns, pmcommunications@greatersudbury.ca continues to be maintained.