

Pioneer Manor's Response to COVID-19 Pandemic 2020 Q4 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** - new admissions and readmissions must have a negative test result prior to entering home and placed on droplet/contact isolation for 14 days.
- **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).
- **Limiting work to a single long-term care home** - all Pioneer Manor employees continue to not work at any other health care settings.
- **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 on a bi-weekly basis from October – December. On December 23rd, the Ontario government announced a province-wide shutdown to help slow the increase in COVID-19 cases. Under this lockdown, all Long-term Care homes are required to meet the requirements and restrictions currently required of homes in Grey-Lockdown zones which includes surveillance testing for all staff on a weekly basis. 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.

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 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.

Visiting Program

On December 23rd, the Ontario government announced a province-wide shutdown requiring all LTC Homes to enact visitor restrictions as directed for all Homes in the Grey-Lockdown zone. Only 1 essential caregiver is permitted to enter into Pioneer Manor while LTC Homes are in Lockdown.

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 (dedicated to Pioneer Manor only) booked for weekends as extra PSWs.
- Redeployment of CGS staff continue to assist with screening, food services meal delivery, housekeeping and maintenance.
- The Home continues to recruit and hire new staff.

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.

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 Christmas Eve and New Year's Eve socials featured festive drinks and food along with opportunities to reminisce about family traditions and the holiday season.

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 I want to discharge my loved one from Pioneer Manor, due to concerns about COVID-19?

- Per current directives, the Substitute Decision Maker (SDM) may elect to discharge their loved one from the Home.
- Resident is discharged from the Home until the end of the pandemic, and will have priority access once the pandemic has been declared over.
- Process for being readmitted will be followed as per the Long-Term Care Homes Act, 2007. (Amendment is intended to free up valuable resources and bed space as the health care system continues to respond to COVID-19).

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.