

Pioneer Manor's Response to COVID-19 Pandemic

A number of proactive measures are in place including active screening for those entering the home, visitor restrictions, enhanced infection prevention, control program and cleaning, 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 and 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. Here is a listing of the many proactive measures that have already been implemented, including:

- **Active screening** of staff, residents and essential visitors including temperature checks twice daily
- **Physical distancing** of residents and staff members
- **Bistro** on a "take-out" only manner
- **Enhanced infection prevention, control program and cleaning measures**
- **Restricting non-essential visitors**
- **Cancellation of all nonessential residents' passes**, day programs, appointments out of the Home
- **No short stay absences**, residents are allowed outside on the homes property
- **Restricting non-essential deliveries** (ie perishable food, flowers, etc.)
- **Admissions and Readmissions** must have a negative test result prior to entering home and placed on isolation 14 days.
- **Pandemic Planning** - As part of our pandemic plan, we have 9 empty rooms (7 private & 2 shared) to isolate COVID-19 positive residents.
- **All Pioneer Manor employees no longer working at other facilities**
- **Communications** - keeping residents and families informed calls, letters, website and reminding staff about COVID-19 symptoms, to self-monitor for illness and to stay at home when they are sick.

Surveillance testing is being done as directed by Ontario Health and the Ministry of Long-Term Care. Pioneer Manor performed the first round of surveillance testing in April and all residents and staff members were tested for COVID-19.

On May 31st, the Ministry of Long-Term Care (MOLTC) released a memo, *COVID-19 Testing for Long-Term Care Home Staff*, stating that the province is requiring continued surveillance of all long-term care home staff. The memo also outlines that all LTC home staff, including front line workers, management, food service workers, contracted service providers, etc., are to be tested, at reasonable intervals.

Continued testing of staff is an important part of the ongoing strategy to keep long-term care residents safe. All Pioneer Manor staff members were tested on the following dates: June 10, 11, 24, and 25. Additional testing dates are scheduled as follows: July 15, 16, 29, and 30 and August 12, 13, 26, and 27.

Please note that at this time, the Ministry has not indicated any further surveillance testing for long-term care residents. 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 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

We continue to monitor residents at Pioneer Manor to look for 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.

There are currently 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.

New admissions and re-admissions to the Home tested for COVID-19 prior to entering PM

- All residents awaiting admission or re-admission to Pioneer Manor must have a negative COVID-19 test prior to admission/readmission to the Home.
- All residents admitted/readmitted are placed on droplet/contact isolation for fourteen days post admission and require a negative COVID-19 test prior to being to isolation being discontinued.

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 all three shifts as extra PSWs (April to June). Starting mid June booked for all three shifts on weekends only.
- Continue to actively recruit staff.
- Redeployment of CGS staff to assist with screening, housekeeping, laundry, food receiving, etc.

Staff screening for COVID-19

- All staff members are to self-screen at home and not to report to work if they are ill.
- Upon entering Home, staff are actively screened using screening tool developed by MOHLTC.

Activity Staff continue to enrich residents lives by engaging in one-to-one activities that focus on individual interests while managing social distancing.

- One-on-one 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).

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).

Non-essential Visitor Restrictions

- To ensure the safety of vulnerable residents, visiting is restricted to essential visitors only. Essential visitors are those who have a loved one who is dying or very ill.
- Essential visitors actively screened when entering the Home.
- Visitors will be limited to one resident and are required to wear a mask.

Non-essential Deliveries Restrictions

- Given documented evidence of community spread of COVID-19, process of accepting non-essential items being dropped off at the front entrance has been reviewed.
- In an effort to maintain social distancing and reduce the risk of spreading germs to residents and staff, families are permitted to drop off **non perishable items** and **essential** or **personal** and **medical belongings** for residents (ie hearing aids, dentures, medical devices, personal care items or cigarettes (2-week supply)).

We all remain vigilant in our efforts and are doing everything we can to protect the health and safety of our 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 are wearing personal protective equipment (includes a surgical mask with a shield, 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 we are following all protocols regarding personal protective equipment usage.
- All employees and essential visitors wearing masks at all times.
- 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 have been trained on proper use of, donning/doffing, type of PPE and 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 you intend to care for individual, how to protect the rest of the home and prevent the spread.
- Reassure residents, families, and the public that we are prepared and a team and plan ready to go if an outbreak occurs.
- 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.
- Residents are not permitted to leave the Home for short-stay absences to visit family and friends.
- Resident is discharged from the Home until the end of the pandemic.
- 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>.
- New email for questions/concerns, pmcommunications@greatersudbury.ca has been created.