

RESPONSE GUIDE COVID-19

Symptomatic Residents and Staff



Key Terms

Symptomatic Individual

Someone who has one or more of the following: fever of 38°C or over, new cough, difficulty breathing, shortness of breath, muscle aches, fatigue, headache, sore throat, runny nose / sneezing, nasal congestion, hoarse voice, difficulty swallowing, new olfactory or taste disorder(s), nausea/vomiting, diarrhea, abdominal pain or pneumonia. Atypical presentations of COVID-19 should be considered in people living with a developmental disability: unexplained fatigue, delirium, falls, acute functional decline or worsening of chronic conditions.

Direct Exposure

When a person comes in close contact with a symptomatic individual, probable case or confirmed case of COVID-19. Close contact is face-to-face conversation for 15 minutes, in the same room for 2 hrs.

Probable Case

A person with fever of 38°C **and/or** onset of (or exacerbation of chronic) cough **AND** any of the following within 14 days prior to onset of illness:

1) Travel to an impacted area **or** 2) Close contact with a confirmed or probable case of COVID-19 **or** 3) Close contact with a person with acute respiratory illness who has been to an impacted area **AND** in whom laboratory diagnosis of COVID-19 is not available, inconclusive, or negative (if specimen quality or timing is suspect) **or** 4) A person with fever (over 38 degrees Celsius) and/or onset of (or exacerbation of chronic) cough **AND** in whom laboratory diagnosis of COVID-19 is inconclusive.

Confirmed Case

Someone with a lab confirmation that they have the COVID-19 infection.



Key Contacts

Toronto Public Health

Monday to Friday 8:30 a.m. – 4:30 p.m.

(closed on statutory holidays)

Telephone: (416)338-7600

TTY: (416) 392-0658

Email: PublicHealth@toronto.ca

Emergency After Hours

To report a public health emergency after hours and on statutory holidays. Ask for the on-call Public Health Manager:

Telephone: 311 (416-392-2489)

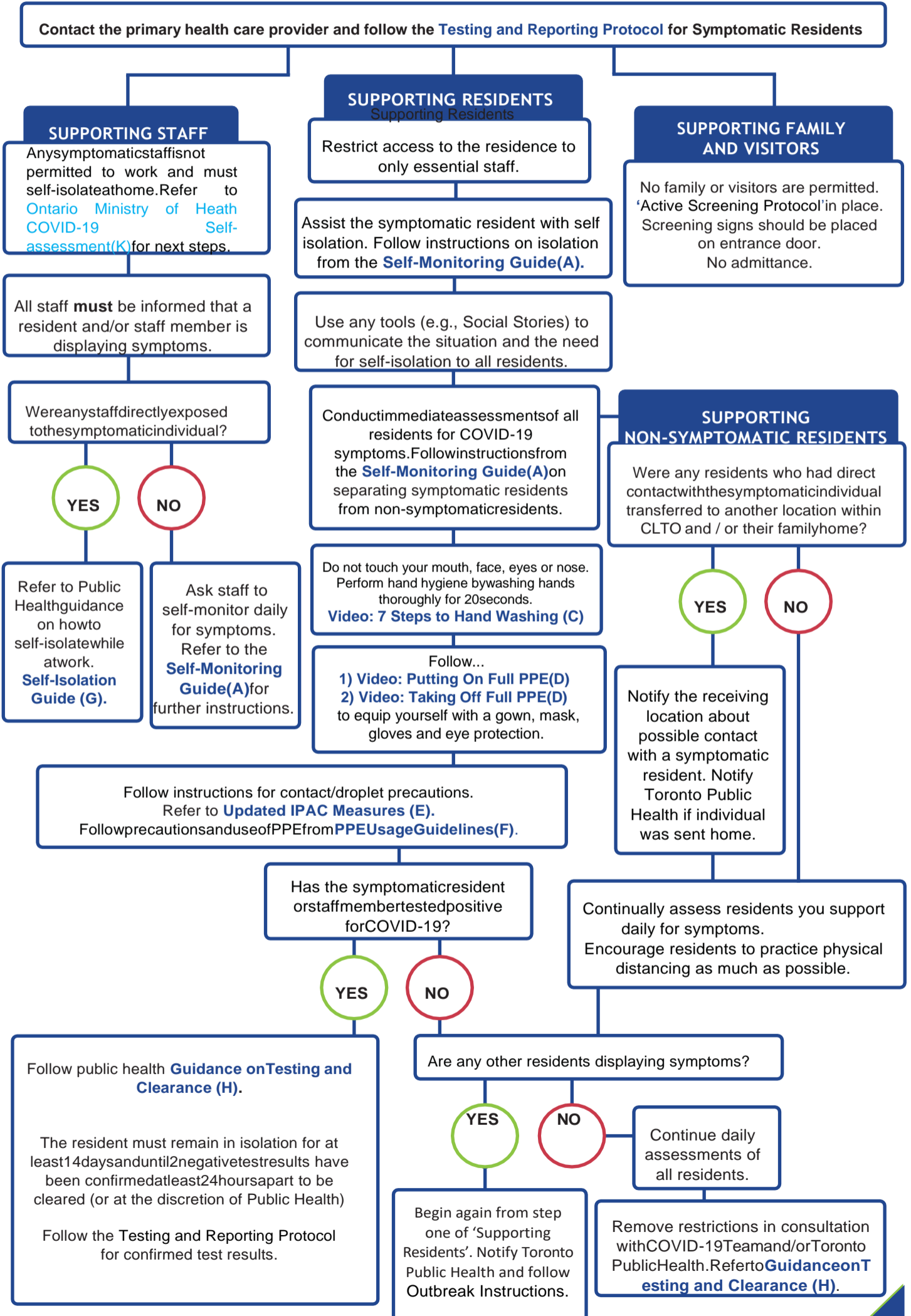
If you require medical advice for any resident call **Telehealth Ontario** at **1-866-797-0000**



Supporting Residents and Staff Flowchart

Call 911 if at any time an individual exhibits any one of the following symptoms:
 Difficulty breathing, severe dehydration (unable to keep fluids down), altered mental state.

A resident or staff member has become symptomatic.





Testing and Reporting Protocol

When you have identified that a resident or staff member is symptomatic or a probable / confirmed case for COVID-19:

1. Notify the *supervisor when a resident or staff member is symptomatic or a probable case.
2. For staff, advise the staff member that they are unable to work while symptomatic. Encourage staff member to be tested. Staff should notify testing center that they are an essential worker providing service in a group home setting. Refer to [Ontario Ministry of Health COVID-19 Self-assessment \(K\)](#)
3. For a resident, contact their primary healthcare provider and report the situation. Be prepared to describe the resident's symptoms and to document details of the call.
4. For a resident, contact Telehealth 1-866-797-0000 or Toronto Public Health 311 or (416) 338-7600 to report the situation and request testing. Specify that the resident lives in a group home setting. For high-support individuals inquire about in-home testing. Refer to pg 4, item 4 in [Ministry of Health Testing Guidance Update \(J\)](#). Be prepared to describe the resident's symptoms and to document the call. Report back to the *supervisor immediately on the outcomes of the call. The supervisor will determine if further action is required (such as expediting testing).
5. The supervisor will also complete a **Notice of Occurrence Form (7)** identifying details of the situation including actions taken.
6. Ensure all families of the residents have been made aware of the probable case and have completed the Consent Form (1). This form gives consent for testing results to be shared with the agency. Where a case facilitator is involved, inform them of the probable case.
7. For a resident, if directed, arrange for the resident to be taken to an Assessment Centre to have testing completed. If you are advised to send the resident to a COVID-19 Assessment Centre, arrange transportation and have the resident wear a facemask or cover their nose and mouth with a scarf, sit alone in the backseat and open the car windows if possible. All staff must follow [PPE Usage Guidelines \(F\)](#).
8. Complete **Serious Occurrence Report (2)**. For details on when and what to report follow the [MCCSS Serious Occurrence Reporting Guide \(I\)](#).
9. The *supervisor will identify and create a list of all staff and healthcare providers whom they may have come in contact with the symptomatic individual in the past 2 days prior to symptom onset using the Visitor Log.
10. The *supervisor should contact the staffing agency involved (if any) and centralized scheduling to ensure that all staff that have been flagged are not working in any other homes.

Once testing results have been confirmed (Positive or Negative):

1. Immediately contact your *supervisor and inform them of the results.
2. The *Program Manager will contact Toronto Public Health to confirm the next steps for positive test results only.
3. Update the **Serious Occurrence Report (2)**.
4. Ensure all families of residents are made aware of the testing results. Where a case facilitator is involved, inform them of the testing results.
5. Once COVID-19 symptoms resolve for staff, refer to [Guidance on Testing and Clearance \(H\)](#) for information on when it is safe to return to work.
6. Once COVID-19 symptoms resolve for resident, contact Toronto Public Health for direction on next steps. The Regional Director in consultation with Toronto Public Health will advise when isolation and precautions can be removed.
7. Update the Notice of Occurrence Form (7) with details on actions taken.

*Managers will work collaboratively with supervisors and their teams to complete the above steps.

*If something is urgent and supervisor cannot be reached, staff will contact the manager.

If manager cannot be reached staff should contact the Regional Director.



Outbreak Instructions

If you have identified that more than one resident is symptomatic please take the following steps:

1. Notify the *supervisor who will contact the Toronto Public Health 311 or (416) 338-7600 to report that more than one resident in the home has symptoms.
2. The *supervisor will communicate the situation to everyone living in the home.
3. A public health nurse/investigator will follow up with you and assist in assessing the symptoms reported and decide if there is an outbreak in the home.
4. If an outbreak is declared, the *Program Manager will complete the [Respiratory Outbreak Notification Form \(3\)](#) and follow the [Respiratory Outbreak Management Checklist \(6\)](#).
5. Toronto Public Health may provide additional instructions to follow regarding preventative measures. Staff must follow all recommendations and requirements provided by Toronto Public Health.
6. The *supervisor will provide daily updated information (such as new cases of illness among the staff/residents, hospitalizations, and complications) using the [Respiratory Outbreak Line List \(4\)](#) and forward a copy to the HR Dept.
7. The *supervisor will immediately report hospitalizations and complete the [Outbreak Transfer Notification \(5\)](#) and update the [Serious Occurrence Report \(2\)](#).
8. Toronto Public Health will assist with re-testing of confirmed cases of COVID-19 once symptoms resolve.
9. Toronto Public Health will declare when the outbreak is over.
10. The Regional Director in consultation with Toronto Public Health will advise when isolation and precautions can be removed. Update [Notice of Occurrence Form \(7\)](#) detailing situation and actions taken.

*Managers will work collaboratively with supervisors and their teams to complete the above steps.

*If something is urgent and supervisor cannot be reached, staff will contact the manager. If manager cannot be reached staff should contact the Regional Director.



Resources

Please find here the external resources mentioned throughout this guide.

Consent Form (1)

Serious Occurrence Report (2)

Log in to access: <https://www.iaccess.gov.on.ca/SORRL/public/login.xhtml>

Respiratory Outbreak Notification Form (3)

<https://www.toronto.ca/wp-content/uploads/2019/09/8e88-tph-initial-respiratory-outbreak-notification-form-sept-2019.pdf>

Respiratory Outbreak Line List (4)

https://www.toronto.ca/wp-content/uploads/2017/10/961c-respi-OB-line-liist_form_eng_V1.pdf

Outbreak Transfer Notification (5)

<https://www.toronto.ca/wp-content/uploads/2019/09/95d1-tph-transfer-notification-form-2019.pdf>

Respiratory Outbreak Management Checklist (6)

<https://www.toronto.ca/wp-content/uploads/2019/11/9230-tph-respiratory-outbreak-management-checklist.pdf>

Notice of Occurrence Form (7)

Self-Monitoring Guide (A)

<https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-self-monitor.pdf?la=en>

Active Screening Protocol (B)

Video: 7 Steps to Hand Washing(C)

<https://youtu.be/6JrEeR5OXiE>

Putting on Full PPE (D)

Putting on: <https://www.publichealthontario.ca/en/videos/ipac-fullppe-on>

Taking Off Full PPE (D)

Taking off: <https://www.publichealthontario.ca/en/videos/ipac-fullppe-off>

Updated IPAC Measures (E)

<https://www.publichealthontario.ca/-/media/documents/ncov/updated-ipac-measures-covid-19.pdf?la=en>

PPE Usage Guidelines (F)

<https://www.publichealthontario.ca/-/media/documents/ncov/covid-wwksf/what-we-know-reuse-of-personal-protective-equipment.pdf?la=en>

Self-Isolation Guide (G)

<https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-how-to-self-isolate.pdf?la=en>

Guidance on Testing and Clearance

(H) http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_testing_clearing_cases_guidance.pdf

MCCSS Serious Occurrence Reporting Guide (I)

https://www.iaccess.gov.on.ca/native/EXT_COVID19_SOR_EN

Ministry of Health Testing Guidance Update (J)

<https://www.toronto.ca/wp-content/uploads/2020/04/97ec-tph-moh-covid-19-testing-update-2020-04-15-Shared.pdf>

Ontario Ministry of Health COVID-19 Self-assessment (K)

<https://covid-19.ontario.ca/self-assessment/>

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