

What happens if someone I support tests positive for Covid-19

KW Habilitation has set up several Containment Care Centre's (CCC) sites in the event that someone we support through Inclusive Living tests positive for Covid-19, or is presumed to have Covid-19 (if unable to test). These sites include the new E-mode home at 710 Frederick Street, Kitchener and, if more than two people require isolation, 115 University Avenue East Waterloo (ADS). Both sites have been outfitted with beds and personal protective equipment supplies, food, etc. to support people who become ill. There is a dedicated team of Direct Support Professionals on stand-by to continue to provide care and support for individuals in our CCC sites.

Note that these sites are for self-isolating purposes to contain the spread of the virus to others within the home. If, and when a person with the virus requires hospital care, medical support will be sought immediately.

If the decision has been made to move a person you work with to a Containment Care Centre there are several things staff can do to support this process including the following:

1 Communication with the person:

Remember this may be a frightening time for the people we support. They are sick and are being moved from the comfort of their own home. Please take care to communicate with the person frequently in a manner that they best understand what is happening.

- Communicate the process of going to CCC (see attached social story for guidance)
- Explain that this is a temporary move to keep them and their housemates safe and they will be returning home once they are no longer sick.
- Some people may not understand why they are being moved and may feel scared or confused. Please reassure people that they will return home when they are better.
- Continue to follow support plans as best as possible throughout this process. Maintaining routines will provide reassurance and comfort to those affected.

2 Right to Privacy and Confidentiality

- We must be conscious of a person's right to privacy and confidentiality throughout this process and follow legislation outlined in our policy and procedures
- Only share information on a need to know basis concerning individuals we support
- Always respect the person's right to privacy. We do have an obligation concerning passing on information about infectious diseases according to public health. The person needs to be aware that we need to contact others who have been in contact with them so they can take measures to keep themselves and others safe
- Be conscious about sharing information in a public area where others can hear you and avoid such situations.
- Remember you are working with people – not a virus. We need to remain person-centered in our interactions and communications



- While Information is our best defense against fear and panic, passing on third party gossip when not all details are known can cause panic, fear and anxiety when it doesn't have too.

3 Notification of Families/Advocates

It is very important that we keep people's families and advocates informed about their relatives and our efforts to keep everyone safe during this time. If a person needs to be moved to a Containment Care Centre within KW Habilitation, notifications will need to go out to inform families and advocates. The process for doing this is as follows:

- Manager or designated staff to inform family/advocate about contingency plans to move their loved one to a Containment Care Centre within KW Habilitation should a person be diagnosed with or presumed to have Covid-19.
- Inform families/advocates if their relative needs to move to CCC and provide them with contact information. Ascertain how they would like to be kept updated (e.g. phone, email, face-time, skyping, texting) and ensure this is communicated to staff at the CCC site. Arrangements for the frequency of contact can be worked out within CCC and will be based on best efforts and resources available
- The same no-visitor rule applies to CCC as in Inclusive Living homes
- Reassure family or advocate that if the person's condition worsens that medical treatment will be attained

4 Assist the Individual moving to CCC to pack all necessary items for their stay

- See attached Inventory checklist for details
- Limit the amount that is packed to essentials as everything will need to be disinfected when these belongings are returned home

5 Transportation

- Transportation will be provided by CCC staff in disinfected vans

Thank you for taking care when helping someone through this difficult time. Our goal is to make this process as comfortable as possible for all involved.