

BACI
Pandemic Preparedness
Addendum: Specific Response Plan for COVID-19
April 17, 2020 V.6

This document will provide guidance to staff during a pandemic event. This plan is specifically tailored as our response to COVID-19 and serves as an addendum to our broader Pandemic Preparedness Plan – a more generic document for respiratory or GI pandemic events. This document will be developed in the event of a pandemic outbreak and will contain information specific to the type of outbreak and may be revised as more information is available.

In a pandemic outbreak, there are defined stages and the responses will be specific to each stage.

Stage 1:

Stage 1 focused on steps to be taken to prevent the possible spread of the illness, and on identifying who would take the lead in each section.

- Ensured that all programs increased their emergency preparedness supplies to a 4 week supply. As this is not a natural disaster, this did not include bottled water as we have access to tap water. It included having extra medication on hand for the people supported in our homes, as well as gowns, masks and gloves. It also included increasing cleaning supplies, particularly disinfectants, and food.
- Reviewed activities that the people we support and staff attend. Avoided activities and outings in crowded/group settings and limited outings to open spaces such as parks and other nature type settings. Utilized public transit and other locations during non-peak hours.
- Utilized resources that avoided crowded waiting areas with potentially sick people, such as calling the local health unit or 811 prior to going to a doctor's office or the emergency room, except in the case of an immediate/urgent emergency.
- Increased cleaning regimens.
 - In residential programs, each shift designated a Hygiene Manager. This is the program OSH Rep when they are on shift and at other times the supervisor will designate who that person is (typically the most senior staff). The Hygiene Manager ensures that cleaning of all frequently touched surfaces is done at the start of the shift. This includes: tables, non-porous chair arms, counters,

taps, doorknobs, railings, grab bars, handles on appliances, equipment, etc. They report any barriers or challenges back to their supervisor and note any supplies that are running low and need replenishing.

- Residential homes also established a procedure of accessing the home using one main door only and ensuring everyone knocks and waits for staff to open the door.
- All other programs have regular cleaners who come in and are required to do the cleaning outlined above once per day (ie mid-shift).
- Disinfecting is done by using a bleach/water solution (1:9), Benefact wipes/spray or Lysol wipes. Staff ensure they are following the manufacturer's recommendations for use (ie Benefact is to sit for 10 minutes prior to being wiped off). Good practice is observed with cleaning to avoid potential spread of germs between surfaces and ensure disinfectant is effective. This includes things such as: using a Lysol wipe for a maximum of one table or 3 doorknobs, using a microfiber cloth and rinsing it in warm water frequently between cleaning items or using paper towels. The use of sponges is to be avoided.
- All programs ensure there are an adequate amount of garbage receptacles, lined with plastic bags and with closed lids, that are easily accessible, and that garbage is removed regularly.
- Avoiding shaking hands and giving high fives.
- Staff ensure they are engaging in good hand hygiene and respiratory hygiene and support individuals to do the same. This includes:
 - Avoid touching your eyes, nose and mouth.
 - Increase your personal space, whenever possible, to 6 feet/2m.
 - Wash hands with soap and warm water for at least 20 seconds
 - If soap and water are not available, use an alcohol hand sanitizer containing at least 60% alcohol
 - Wash hands often throughout the day, especially after using the bathroom, before leaving home and when arriving at your activity location, before food preparation and eating, and after using public transit. Wash your hand before and after supporting people with personal care.
 - Remind or help others to practice good hand hygiene
 - Cover the mouth and nose during coughing or sneezing -- with a tissue or a flexed elbow
 - Dispose of used tissues in a plastic lined waste container, then wash hands immediately after with soap and water (or sanitizer as above).
- There is no communal/shared food left out. At residential programmes designated staff serve each plate.
- Staff who have been out of country are following the recommendation of the Provincial Health Authority and are staying away from work or school for 14 days following their

return to BC (whether they are symptomatic or asymptomatic). ***Staff will inform their supervisor and QAHR.***

- Staff who have been in contact with someone who has been out of country (ie a family member) are observing recommendations of the Provincial Health Authority, Health Canada and the WHO (see links at the end of this document and links on Sharevision), ***and will inform their supervisor and QAHR.***
 - Asymptomatic returning travelers should contact 811 for further information and support.
 - Any staff who develop symptoms of COVID-19 and/or are tested for COVID-19 ***must immediately inform their supervisor and QAHR***
- Staff should not be working with a new or worse cough. Staff are expected to remain off work if they are ill and may access their sick bank or EI benefits.
- Staff who arrive to work and display symptoms consistent with COVID-19 (cough, fever, lethargy and difficulty breathing) will be sent home from work.
- Staff who are off work are required to provide a doctor's note prior to their return to work (the note will be provided by BACI).
- In any case where an employee, or person we support, tests positive for COVID-19, BACI will inform the necessary people of this, while respecting the privacy of the person affected. This would include individuals supported, their families, and employees working in that program.
- BACI senior management will monitor notices from Vancouver Coastal Health, Fraser Health, BCCDC and WHO on an ongoing basis and any changes to procedures will be relayed via the communications manager in a timely manner.

Stage 2:

Stage 2 was implemented when the Provincial Health Authority declared a pandemic. BACI is acting in accordance with the Provincial Health Officer (PHO), Fraser Health (licensing authority), and MCFD.

- Programs continue to implement all procedures outlined in Stage 1.
- Still Creek closed to Community Inclusion programs on March 18th at 4pm, as did the AHA drop-in program. Administration offices have remained open with limited attendance. All meetings are conducted via online options, such as Zoom, Microsoft Teams, Skype, etc.
- BACI daycares remain open at this time, as recommended by the PHO. Priority is given to current families and essential service workers.
- The Executive Directors, in conjunction with the senior management team, decided to close the Outreach and BEST locations. Appropriate correspondence was sent to all families and caregivers.

- Contingency plans are reviewed and updated as new information becomes available for all residential programs, in the event of a person we support contracting COVID-19. Contingency plans outline things such as staffing levels, isolation procedures, PPE's, movement of staff between homes, and additional training that is needed.
- An inventory of all necessary supplies has been created, along with a plan on how these can be distributed and rationed, to ensure supplies will be available when needed.
- Visitors to residential programs are assessed for symptoms prior to visiting in the homes, and are asked if they or anyone in their household has travelled outside Canada in the last 3 weeks. Visitors with symptoms are not be permitted to visit. Family who have recently returned from outside of Canada or are in close contact with someone who has just returned to Canada, are not permitted to visit until 14 days after the return.
- Ongoing communication is sent to families and staff as updates become available.
- Direct Service Managers in the residential department have had a dialogue with families to determine if any families would prefer to have their loved one at home with them during this time.
- Families of people supported in staffed homes were informed by the Managers that if they choose to expose their family member to activities that are counter to our Pandemic Plan, such as attending large gatherings and being exposed to recent arrivals to the country, they will be not be permitted to come back to the group home at this time.
- Staff who have symptoms consistent with COVID-19 can also access the new Self-Assessment Tool provided by the Ministry of Health at <https://covid19.thrive.health/>.
- BACI has developed a new Pandemic Sick Procedure that has been distributed for all staff to access. The Procedure can also be found on Sharevision, in the manuals folder, in a folder entitled Pandemic Procedures and Training.
- Plans have been enacted to reduce the number of people moving in and out of staff-supported homes, as well as reducing the number of people living in staff-supported homes, to reduce the risk.
- Plans have been enacted to ensure that we will have staff able to work if we need to replace teams of staff during an outbreak.
- All staff are expected to comply with mandates from the Public Health Officer, particularly in regards to self-monitoring, social distancing (maintaining a 2 meter distance between others, not attending gatherings over 50 people, not visiting people who live outside their home) and self-isolation.
- All group programs (staff-supported homes, daycares) will ask staff to take their temperatures when arriving on shift, to ensure there is no fever.

Changed/updated as of April 1, 2020

- Visitors are no longer permitted to visit at staff-supported homes. Staff will ensure individuals remain connected to their friends and families through other means, such as phone calls, Skype, Facetime, etc.
- Individuals' temperatures are taken 3 times per day and recorded on the appropriate form (see at the end of this Plan).
- Staff will arrive on shift, knock on the door, and wait for staff currently on shift to answer. Staff on shift will take the arriving staff's temperature and record on the appropriate form (see attached at the end). Staff who have a fever will not be allowed to enter, and the Supervisor/Coordinator or Manager will be called.
- If staff choose to wear their own PPE's, they will complete the appropriate form (see below) prior to entering the home.
- Upon entering the building, staff will immediately proceed to the nearest bathroom to wash their hands with soap and water prior to engaging with anyone or touching anything in the home. If that bathroom is occupied, move to the next available bathroom.
- Before you begin work on each shift, take a few moments to do a quick assessment:
 - Who is present and what work do you need to do (direct or indirect care)?
 - Is anyone you support showing symptoms of COVID-19?
 - If yes, refer to the one-page "What to do when there are symptoms of COVID-19"
 - If no, proceed with your regular duties, ensuring you follow universal precautions.
- Staff training for Stage 3 will begin: donning and doffing PPE's, how to dispose of PPE's, laundry protocols, garbage protocols.
- All staff will review the Plan that is specific to the program that they are working in.
- More signage is added to programs, including a one-page "What to do if someone has symptoms of COVID-19" in a central location. Posters will be placed on the entrance door as a reminder of when people cannot enter.
- An overall Risk Assessment for Home and Community Supports has been compiled and can be found in the Pandemic folder on ShareVision.
- Activities in homes will be structured in such a way as to maintain social distancing (2m/6ft) as much as possible – see specific plans.

Changed/updated as of April 17, 2020

- All staff working in BACI staff supported homes or CI departments will be provided with medical masks to wear on shift. Staff will be provided with one mask per shift. Video training is available so staff will know how to appropriately store their mask, should they need to remove it and store it during their shift. Masks will be delivered to homes every

second day. CI staff will be provided with a one week supply, where they are working daily. They will pick these up at Still Creek.

- Outreach staff and daycare staff will be provided with re-useable cloth masks. They are expected to clean them daily, ensuring they are brought back to their next shift clean.
- It is mandatory that staff wear a mask when they are working in close contact with individuals.
- Prior to entering the home, all staff will use the spray bottle, with a bleach and water solution (1:9) to spray the bottom of their shoes. A towel or mat will be provided to ensure excess can be wiped off to preventing slipping. The night staff will mix up the solution fresh each morning and the returning night staff will empty the bottle after they have cleaned their shoes.
- The most recent update from the Provincial Health Services Authority states that COVID-19 testing is recommended for people who work in health care, group homes and essential service workers if they develop a fever over 38 degrees Celsius and have new onset (or exacerbation of chronic) cough or shortness of breath. Please identify yourself as a health care provider when discussing symptoms with 811 or your doctor.

Stage 3:

Stage 3 is implemented when there is evidence of people who are living in BACI staff-supported homes showing symptoms of, or having a presumptive or confirmed diagnosis of, COVID-19.

- BACI has assembled an exposure response team and is putting contingency plans in place to ensure supports will continue in the event people we support become ill with COVID.
- BACI recognizes that many staff may not be able to attend work due to illness and will create a pool of workers to call on – including those working in programs that have been closed – based on their qualifications and experience. Staffing levels may differ from typical levels.
- Should an individual in the home begin to show signs of COVID-19 (*fever, new or worsening cough, sneezing, sore throat, difficulty breathing*), **immediately isolate** the person away from others (in their bedroom) **and call the Supervisor/Coordinator. The Supervisor/Coordinator will contact Dean Renning.**
- **Dean Renning will contact** Public Health immediately at 604-507-5471 (Monday to Friday, 8:30am-4:30pm), or 811 (after hours) for advice on next steps. Dean will also contact MCFD after hours at 1-800-663-9122. **The Supervisor/Coordinator will contact** Fraser Health Licensing, where the home is a licensed home.
- If any supported individual shows signs of COVID-19, **Dean Renning will contact** one of the following CLBC contacts immediately:
 - George Sartori at george.sartori@gov.bc.ca (778-828-7045),
 - Angela Chorney at angela.k.chorney@gov.bc.ca (604-970-1596)

- Raymond Erickson at Raymond.Erickson@gov.bc.ca (604-992-6530)
- If any staff working in BACI homes have a presumptive or confirmed diagnosis of COVID-19, **Dean Renning will contact** Public Health immediately at 604-507-5471 (Monday to Friday, 8:30am-4:30pm), or MCFD after hours at 1-800-663-9122.
- If any staff working in BACI homes have a presumptive or confirmed diagnosis of COVID-19, **Dean Renning will contact** one of the following CLBC contacts immediately:
 - George Sartori at george.sartori@gov.bc.ca (778-828-7045),
 - Angela Chorney at angela.k.chorney@gov.bc.ca (604-970-1596)
 - Raymond Erickson at Raymond.Erickson@gov.bc.ca (604-992-6530)
- **Contact Dean Renning at 604-339-5750 for delivery of PPE container.** The container will include: gloves, gowns/aprons or ponchos, eye protection and surgical/procedural face masks. Staff will complete the tracking form when equipment is used, to ensure supplies needed to be replenished are requested in a timely manner.
- Staff who were providing direct support to an individual who begins to show signs of COVID-19, and were not wearing PPE's at the time, will not interact with others after exposure and will be relieved as soon as possible. Staff will self-isolate for 14 days after that exposure and monitor for symptoms.
- Individuals in BACI homes who contract COVID-19 will be either isolated in their rooms or supported to be admitted to hospital, based on the advice of their GP or hospital staff. Individuals at high risk, for example with trach's, compromised immune or respiratory systems, or other risk factors, will be supported to access medical assistance as soon as possible.
- Staff who support individuals who need to be self-isolated will be provided with appropriate PPE's.
- Current WHO guidance for HCW caring for individuals with suspected or confirmed COVID-19 recommends ***the use of contact and droplet precautions***. In terms of PPE, contact and droplet precautions include:
 - Wearing disposable gloves to protect hands, and;
 - Clean, non-sterile, long-sleeved gown to protect clothes from contamination;
 - Medical masks to protect nose and mouth;
 - Eye protection (e.g., goggles, face shield).
- PPE's will be put on prior to entering the room where the individual who has a suspected or confirmed case of COVID-19 is in. PPE's will be removed and disposed of into a plastic-lined garbage container with lid – after use and prior to leaving the room (maintaining a 2m/6ft distance from the person). Alternately, if the item is washable, it will be placed in a plastic-lined laundry hamper with lid.
- PPE's must be changed after each interaction with a sick person and cannot be worn outside of that room, into other areas of the house.
- Staff will be trained on appropriate isolation procedures, which include:
 - Limiting movement of the ill person through the common living space and containing them to their bedroom;

- If the person does need to utilize other areas of the house, ensure that a minimum of 6 ft/2m distance between them and other people is observed;
 - If possible, ensure there is one specific bathroom for the ill person to use. If this is not possible, ensure the bathroom is cleaned immediately after use by the ill person;
 - Limit the number of staff working directly with the ill person;
 - Staff who are caring for the ill person will not be involved in meal preparation;
 - Do not allow visitors until the person is fully recovered;
 - Perform hand hygiene before after supporting the ill person, and before you touch anything else in the environment;
 - Use disposable cups, plates and utensils for the ill person;
 - Clean frequently touched surfaces, as per the enhanced cleaning protocol.
- Garbage will be disposed of as per the procedure posted above the garbage bin.
- Staff will implement appropriate laundry procedures, which will include:
- Washing the ill person's linens and clothing separately, in water that is 60-90 degrees Celsius, with regular laundry detergent;
 - Wearing appropriate PPE's while doing laundry (cleaning gloves, apron) and not carrying laundry against your body;
 - Soiled linens must be carried in a leak-proof container;
 - Solid excrement (feces, vomit) must be disposed of in toilet. Do not place in washing machine.
- Staff who are working in a home where they are supporting a person with symptoms of, or a presumptive or confirmed diagnosis of, COVID-19, and using appropriate PPE's, will self-monitor and report any symptoms to their Supervisor immediately. Thermometers will be available in all programs to check for fever.

Further information can be accessed in the following resources:

Public Health Agency of Canada: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

Public Health Agency of Canada (affected area's): <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/health-professionals/covid-19-affected-areas-list.html>

Fraser Health Website: <https://www.fraserhealth.ca/health-topics-a-to-z/coronavirus#.Xmq9Q25FxPa>

Fraser Health Medical Health officer updates:

<https://www.fraserhealth.ca/employees/medical-health-officer-updates#.Xmq9PW5FxPZ>

CDC: when and how to wash your hands: <https://www.cdc.gov/handwashing/when-how-handwashing.html>

CDC: [http://www.bccdc.ca/health-professionals/clinical-resources/novel-coronavirus-\(covid-19\)](http://www.bccdc.ca/health-professionals/clinical-resources/novel-coronavirus-(covid-19))

Video's:

Handwashing: <https://www.youtube.com/watch?v=XHISh559oho>

Cough etiquette: <https://www.youtube.com/watch?v=J2jbEetZ8G4>

Donning PPE's: https://media.phsa.ca/home/iframe?url=BCCA/bccahealth%5cPuttingOnPPE_20200312

Doffing PPE's: https://media.phsa.ca/home/iframe?url=BCCA/bccahealth%5cRemovingPPE_20200312

Enhanced Cleaning and Disinfecting Procedures

As discussed in our Pandemic Plan Addendum, enhanced cleaning and disinfecting procedures are to be observed and practiced at all BACI homes and programmes as a preventative measure. Wash your hand before and after cleaning and use cleaning gloves with all products.

Cleaning:

Cleaning is the physical removal of foreign material such as dust, soil and/or organic material, including blood, secretions, excretions and microorganisms. Cleaning is accomplished with water, detergents and mechanical action.

Enhanced Cleaning:

Enhanced Cleaning is increased cleaning of objects and surfaces that people touch with their hands to at least 2 times per day.

Disinfection:

Disinfecting works by using chemicals to kill germs on surfaces or objects. To disinfect we will use Lysol or Chlorox wipes, Benefact wipes, Benefact or a bleach/water solution (1:10---mixed fresh daily). Be sure you read the instructions on the label and some require you to leave wet on a surface for a minimum amount of time (ie 10 minutes).

Note: If a surface is dirty (see cleaning) you must clean the surface first and then disinfect it.

Commonly touched things and surfaces include:

- taps (tub and sinks)
- toilet handles
- doorknobs
- appliance handles
- railings
- thermostats
- phones
- light switches (wall and lamps)
- remote controls
- tables
- chairs
- rails
- pens
- keyboards

Staff Temperature Recording – Home and Community Services

Program Name: _____

Date: _____

As an added precaution, as per Pandemic Addendum, all staff will have their temperature taken prior to starting their shift. Staff will arrive at work and knock on the door to be let in. Staff on shift will come to the door and take the arriving staff's temperature and record "normal range" or "fever" under the appropriate shift column. Staff with a fever will not be permitted to enter the premises.

Fever in an adult (as per HealthlinkBC):

above 37.6 Celsius/99.7 Fahrenheit on the forehead and

above 38.1 Celsius/100.6 Fahrenheit when taken in the ear or orally

Staff with a fever are to go home immediately and the Supervisor/Coordinator is to be notified.

Programme Name: _____

Date:

As an added precaution, as per pandemic addendum V3, all staff will have their temperature taken prior to starting their shift. Staff will arrive at work and knock on the door to be let in. Staff on shift will come to the door and take the arriving staff's temperature and record "normal range" or "fever" under the appropriate shift column. Staff with a fever will not be permitted to enter the premises.

Fever in an adult (as per HealthlinkBC):

above 37.6 Celsius/99.7 Fahrenheit on the forehead and

above 38.1 Celsius/100.6 Fahrenheit when taken in the ear or orally

Staff with a fever are to go home immediately and the Supervisor/Coordinator is to be notified.

Supported Individuals' Temperature Recording – Home and Community Services

Program Name: _____

Date: _____

In addition to daily monitoring of staff temperature, staff will check the temperature of people we support 3 times per day. Staff will take each person's temperature at the times (or close to) listed in the table below and record "normal range" or "fever" in the appropriate column.

Fever in an adult (as per HealthlinkBC):

above 37.6 Celsius/99.7 Fahrenheit on the forehead and

above 38.1 Celsius/100.6 Fahrenheit when taken in the ear or orally

When the individual has a fever, isolate them in their room immediately and call Supervisor/Coordinator

Supported individual	9am	3pm	9pm

Program Name: _____

Date: _____

In addition to daily monitoring of staff temperature, staff will check the temperature of people we support 3 times per day. Staff will take each person's temperature at the times (or close to) listed in the table below and record "normal range" or "fever" in the appropriate column.

Fever in an adult (as per HealthlinkBC):

above 37.6 Celsius/99.7 Fahrenheit on the forehead and

above 38.1 Celsius/100.6 Fahrenheit when taken in the ear or orally

When the individual has a fever, isolate them in their room immediately and call Supervisor/Coordinator

Supported Individual	9am	3pm	9pm

Disposing of Garbage and Other Potentially Infected Materials (used PPE's)

Follow these guidelines for handling and disposing PPE's:

- Handle garbage as little as possible.
- Use waterproof garbage bags or other appropriate containers.
- Never reach into garbage or disposal containers with your bare hands.
- Don't compress garbage bags.
- Don't overfill garbage bags. Leave enough free space at the top so the bag is light and easy to grab.
- Don't use bare hands to pick up bags or to support them from underneath. Use disposable gloves.
- Hold bags by their tops, away from your body.
Don't hold them against your body.
- Remove garbage at the end of each shift.
Remove garbage earlier if the bag is full.

Steps for Putting On (Donning) Personal Protective Equipment (PPE's)

1. Hand hygiene – Clean all surfaces on hands and wrists.
2. Gown – Cover torso and wrap around back; fasten in back of neck and waist.
3. Surgical/procedure mask – Secure ties in middle of head and neck; fit nose band to your nose and pull down on bottom to completely cover chin.
4. Eye protection – Place googles or face shield over face and eyes and adjust to fit.
5. Gloves – Extend to cover wrist of gown.

Steps for Taking Off (Doffing) Personal Protective Equipment (PPE's)

1. Gloves – Remember, the outside of gloves are contaminated. Grasp palm area of one gloved hand and peel off first glove. Slide fingers of hand under other glove at wrist and peel off. Discard in regular waste.
2. Perform hand hygiene – Clean all surfaces on hands and wrists.
3. Gown – Unfasten ties, pull gown away from neck and shoulders, touching ONLY the inside of the gown. Turn gown inside out and roll into a bundle. Discard in regular garbage.
4. Perform hand hygiene – Clean all surfaces on hands and wrists.
5. Goggles or face shield – Do NOT touch the front of them. Discard in regular garbage or put in receptacle for re-processing.
6. Perform hand hygiene – Clean all surfaces on hands and wrists.
7. Surgical/procedure mask – Grasp ties or elastics at back and remove WITHOUT touching the front. Discard in regular garbage.
8. Perform hand hygiene – Clean all surfaces on hands and wrists.
9. Exit room – AFTER cleaning all surfaces of hands, exit room.



ADULT SERVICES STAFF

Personal PPE statement

As you have chosen to wear your own PPE's at work, we need ensure they are appropriate PPE's (see listed below) and we need to ask a few questions before you enter the home.

Please choose which personal PPE's you are using today:

- Scrubs
- Gown
- Eye wear
- Mask (surgical, procedural or N95)

Based on the type of PPE you have chosen above, please confirm the following:

- I have not worn my scrubs in another location prior to coming here. I have disinfected my scrubs prior to bringing/wearing them here.
- The gown I have brought is new and unused.
- The eye wear I have brought has not been used in another location prior to coming here and I have disinfected them prior to bringing them in.
- I confirm the mask I am using has not been used in another location prior to coming here. If it is a washable mask, I confirm I have disinfected it prior to bringing it here

To the best of my knowledge the information above is correct and true.

Name: _____

Signature: _____

Program: _____

Date: _____

BACI
Pandemic Preparedness
Addendum: Specific Response Plan for COVID-19
April 17, 2020 V.6

I, _____, confirm that I have read and understand

(Print first name and last name)

BACI's COVID-19 Pandemic Plan – V.4

Signature

Date