



Committee Report

To:	Chair and Members of the Committee of Management
Committee Date:	May 12, 2020
Subject / Report No:	LTCR-CM-16-20
Title:	LTC COVID-19 Status Update
Prepared by:	Jennifer Cornell, Director of Long Term Care
Reviewed by:	Kim Wingrove, Chief Administrative Officer
Lower Tier(s) Affected:	All Grey County
Status:	Recommendation adopted by Committee of Management as presented May 12, 2020; Endorsed by County Council; May 28, 2020 per Resolution CC55-20;

Recommendation

- 1. That report LTCR-CM-16-20 regarding a Long Term Care COVID-19 Status Update be received for information.**

Executive Summary

Since our last update, the homes' staff have continued to stay strong and are dedicated to protecting the residents, families and the community. Although testing numbers have increased, we currently do not have any COVID-19 cases or outbreaks at any of the three homes. Our staff's compassion and positive attitudes have assisted our residents during this difficult time and departments have worked together to implement creative programming for the residents to enjoy. The Communities have rallied behind our homes and have shown their support by numerous food donations, technology devices, PPE supplies, etc.

Updates

Updates are still rapidly changing and to ensure the homes are equipped with the most current information, I have continued my daily check ins with the leadership teams. Communication to families and staff are extremely important and I have sent out updates through Mail Chimp and have held virtual Q & A family and staff meetings which have been well attended and received. Public Health, long term care and retirement homes have weekly meetings to work collaboratively and provide support to

one another. As we continue to learn more and more about COVID19 we have assigned additional COVID19 education to all our staff through our Surge eLearning platform.

On April 9th, Directive 3 informed homes that staff working in multiple locations would be limited to one facility as of April 22nd. Our homes had anticipated this and had already identified staff members. All three homes had action plans in place. Screening tools have been updated regularly with new symptoms, temperature and questions to reflect the COVID case definition. To streamline the screening process, our IT department developed an electronic screening tool which was recently rolled out at all three homes on April 21st and has improved the process.

Our homes PPE supplies have been adequate over the past two months, we track our supplies daily and submit the data to the province. Conservation of PPE has also been a focus and our homes are currently saving their used masks for the possibility of reuse through the sterilization process. To assist all long term care homes with PPE supplies, Ontario Health created a Virtual Hub that allows easy access for ordering supplies. On April 13th Public Health announced they received 500 swabs to be distributed to the homes in Grey Bruce. This has increased the number of swabs at our homes to approximately 10-28 per home. On April 22nd it was announced that mass testing would occur in all long term care homes in Ontario. The homes have been assessed into three categories, red, yellow and green. Public Health were directed to focus on the homes that were classified as red and yellow. Our homes remain in category green but as of May 1st, Public Health received further direction and all category homes will be tested. Our residents and staff at Lee Manor were completed yesterday and Grey Gables and Rockwood Terrace are scheduled for tomorrow. Results typically take 48 hours to be received, positive or negative our homes are prepared.

To improve resident care time, we have streamlined our Point of Care documentation. This condensed version will save our staff valuable time that can be directed towards our residents. We have also taken this one step further and created a temporary Emergency Support Worker. This position was developed to aid with tasks in every department. Homes have started to recruit for this position as of April 23rd. Previously we had approximately 15 redeployed staff working in the three homes who have assisting with numerous tasks. With the assistance of our Human Resources department, they identified over 90 employees willing to be redeployed in case of an emergency. Over the last few weeks all redeployed staff have been trained and will be contacted through our Staff Stat call out system if the need arises. These action items have been put in place, so our homes are prepared if a positive case occurs.

Our Colour It Connect program continues to be in great demand and homes are receiving positive feedback.

Recently Ontario announced that the public would start to see changes to the restrictions, it was necessary for our homes to make some tough decisions and weigh the risk of keeping COVID out of the home while balancing the overall wellness, both physical and mental wellbeing of our residents. On May 1st, with consultation with Dr. Arra and Public Health, the restrictions on window visits was lifted and an appointment system put into place. The Essential Visitor protocols were also revised and expanded. These are tough decisions. We have implemented tight guidelines to ensure our residents and staff remain safe while easing the restrictions to support the overall well-being of the residents. We will continue to be vigilant, monitor these new changes and if it is necessary, we will reassess.

Partnerships

Increased community support and partnerships have been seen on all levels, and as a member of the South West Region Committee, my participation with this committee has allowed me to be involved in the creation of the South West Crisis Response Plan. This plan was introduced to provide a streamlined coordinated approach when called upon to help with retirement, long term care, group homes, shelters, hospices and similar community congregate settings. On April 16th this group was mobilized to support a London area home with registered staff and PPE supplies. On April 20th, hospitals received direction from the government to provide assistance to long term care homes. We have been advised that the hospitals are surveying their staff for volunteers willing to work in the homes when necessary. The three hospital organizations; South Bruce Grey Health Centre, Hanover District Hospital and Grey Bruce Health Services has reached out to the local homes, offering support in any identified areas and primarily with staffing shortages. Public Health have created Infection Control teams, these teams have been assigned to each home and have created processes to improve communication and streamline the testing for homes. On April 23, 2020 I was invited along with Stephen Musehl, the Executive Director of the Grey Bruce Alzheimer Society, to participate on the local Rogers Health Link Program. In that 30 minutes Stephen and I were able to provide an update and overview of initiatives and resources available to support seniors and their families both in long term care and the community.

Recently it was announced that all employees for long term care would receive an increase in hourly wage for their valiant efforts during COVID19. We continue to receive information about this initiative and are working through the process to implement it. Additionally, on May 7th the Ministry of Long Term Care committed to further funding to support homes in their efforts to prevent and contain the spread of COVID 19. The indicated further funding announcements will come in June.

Nurse's Week is May 11-17 and to recognize all our staff we are giving each team member a Grey County Colour It Hero t-shirt to say thank you. I would also like to

recognize that our homes continue to receive support from the CAO, Corporate Services, the Senior Management Team and Emergency Control Group and together we Colour It for our residents, staff and communities. Going forward we continue to work on new strategies, implement outbreak protocols, manage and monitor PPE supplies and ensure ongoing communication with residents, families, staff and the community. Work is underway to develop processes and guidelines for a phased approach to relaxing the visitor restrictions. The focus is balancing the risk of a COVID outbreak and the need for caregivers and families to be in the homes to support the overall wellbeing of our residents.

Appendices and Attachments

None