



Long-Term Care and Seniors Services

COVID-19 IPAC GUIDELINES & OUTBREAK MANAGEMENT COMPENDIUM





COVID-19 COMPENDIUM

COMMUNICATIONS

The information contained within this document was developed by the County of Simcoe during the COVID-19 pandemic to address the unique circumstances faced by our four long-term care and seniors services homes.

They have been compiled into sections and made available in the hopes that they may prove helpful for other organizations who are proactively or reactively facing infectious outbreaks.

The following Compendium resources and aids have been developed through hands-on experience battling outbreaks and through the knowledge sharing and support from partners including the Simcoe Muskoka District Health Unit, Ontario Health LHINs, our local Health Teams and community hospitals. Please note that materials were updated to the best of the County's ability at the date of issue noted below.

I agree to use these files as a starting point, and will remove all County of Simcoe and/or partner logos, in order to reflect each organization's unique circumstances.

Should you have additional questions, please contact compendium@simcoe.ca.

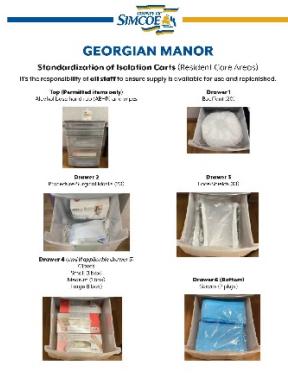
Section Table of Contents

- Marketing Creative Inventory
- Video Updates: Family and Staff
- Long-Term Care and Outbreak Crisis Communications Outline
- Daily Family Update
- Resident Updates
- Daily Staff Update
- Daily Staff Shift Virtual Huddle Scripts
- Virtual Staff Town Hall Scripts
- Virtual Family Town Hall Scripts
- Media/Web Post Updates
- FAQ: Approved by Health Unit

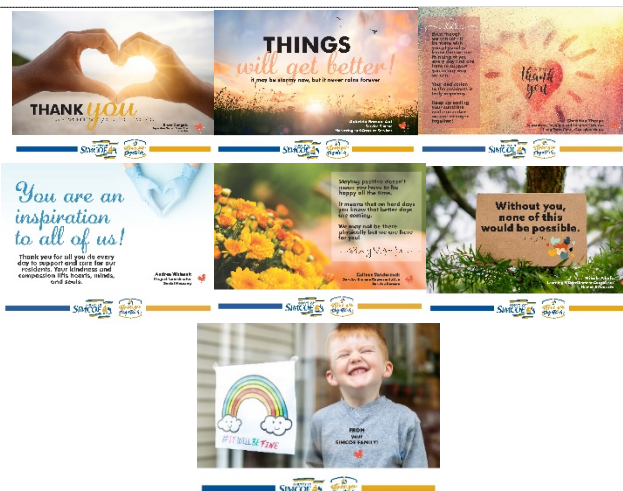
LTC CREATIVE INVENTORY

January 2021

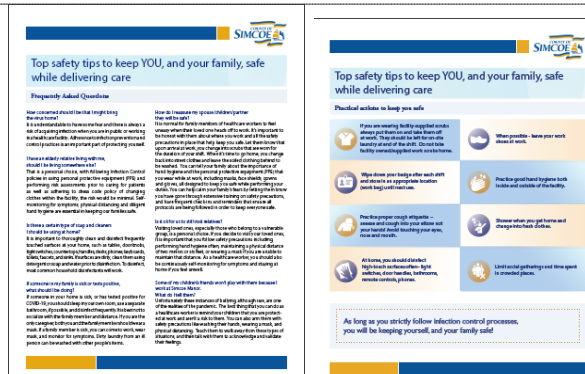
1- Donning PPE	 1 REMOVE GLOVES One by one technique. 2 PERFORM HAND HYGIENE 3 REMOVE GOWN Break at the neck, roll away from you, and discard. 4 PERFORM HAND HYGIENE 5 REMOVE FACE SHIELD & DISCARD 6 REMOVE MASK Touch only the top, discard. 7 PERFORM HAND HYGIENE
2- Doffing PPE	 1 PERFORM HAND HYGIENE 2 PUT ON GOWN Check for rips before to ensure medical facilities then wear. 3 PUT ON MASK Pick up by ear loops, put ear loops over ears, pinch on nose to secure, blue side out. 4 PUT ON FACE SHIELD 5 PUT ON GLOVES Ensure they are the proper size and fit to cover the cuff of the gown.
3 - Dress code Posters / Screensavers	 SPOT THE DIFFERENCE DRESSCODE Clean, trim and clear to show your nails should be. This helps make safety our priority. SPOT THE DIFFERENCE DRESSCODE You have resident ears, put hair in the air. SPOT THE DIFFERENCE DRESSCODE Your ID badge must be clipped to left shoulder. SPOT THE DIFFERENCE DRESSCODE Arms must be bare, for the safest of care. SPOT THE DIFFERENCE DRESSCODE No piercings, etchings or stones in hair rings must be. DRESSCODE

4 - Floor Stickers + Flowers	
5 - Isolation Cart Poster – Staff Area	 TRILLIUM MANOR Standardization of Isolation Carts (Staff Areas) It's the responsibility of all staff to ensure supply is available for use and replenished. Top (Personal Items only) Alcohol based hand rub (ABHR) and wipes Drawer 1 Isolation Unit Drawer 2 Procedure/Surgical Masks (20) Drawer 3 Face Shields (10)
6 - Isolation Cart Poster - Resident	 GEORGIAN MANOR Standardization of Isolation Carts (Resident Care Areas) It's the responsibility of all staff to ensure supply is available for use and replenished. Top (Personal Items only) Alcohol based hand rub (ABHR) and wipes Drawer 1 Isolation Unit Drawer 2 Procedure/Surgical Masks (20) Drawer 3 Face Shields (10) Drawer 4 Isolation Gowns (20) Drawer 5 Isolation Gowns (20) Drawer 6 Isolation Gowns (20)
7 - Staff Quiet Area	 STAFF QUIET AREA PRIVATE AREA PLEASE KNOCK BEFORE ENTERING

12 - Real Estate Signs

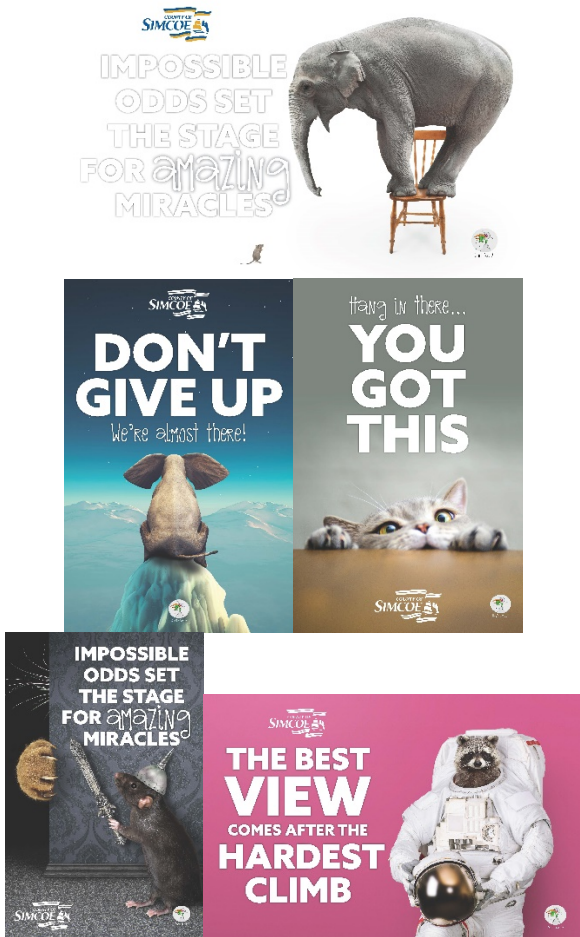


13 - Keeping your family safe Poster



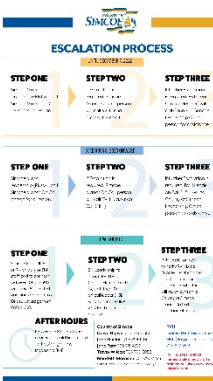
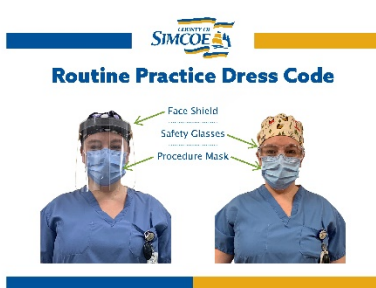
14 - Wash Your Hands - Poster

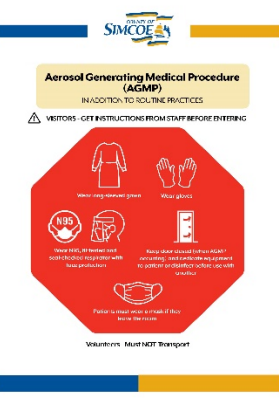
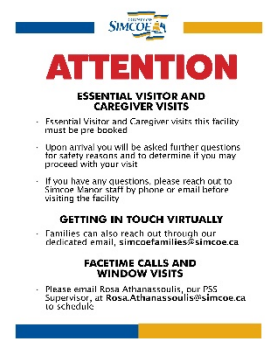


15 - Motivational Posters	
16 - Mask Do's and Don't s	
17 - Maximum Room Capacity	
18 - Two Person Elevator Sign	

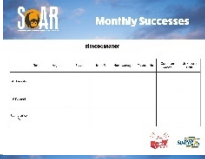
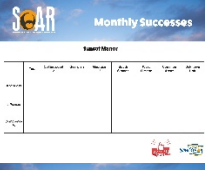
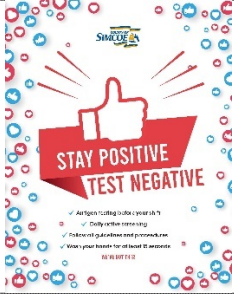
24 - A Frame – Attention Symptoms	ATTENTION I confirm that I have not traveled outside of Canada in the last 14 days. I confirm that in the last 14 days, I have not exhibited and have not developed any of the following symptoms: <table border="1"> <tr> <td>Fever A high body temperature above 38°C</td><td>Stuffy or congested nose Runny nose or thick mucus</td></tr> <tr> <td>Cough New or worsening cough</td><td>Dizziness or loss of taste or smell Sudden loss of taste or smell</td></tr> <tr> <td>New or worsening cough Coughing up blood or phlegm</td><td>Pink eye Red, itchy, or swollen eyes</td></tr> <tr> <td>Braking cough, making a wheezing noise when breathing Coughing up blood or phlegm</td><td>Unusual long lasting headache Headache that does not go away with rest</td></tr> <tr> <td>Shortness of breath Feeling short of breath, especially when resting</td><td>Digestive issues, like nausea/ vomiting, diarrhea & stomach pain Nausea, vomiting, diarrhea, or stomach pain</td></tr> <tr> <td>Sore throat Sore throat that does not go away with rest</td><td>Muscle aches that are unusual or long lasting Muscle aches that are unusual or long lasting</td></tr> <tr> <td>Difficulty swallowing Difficulty swallowing</td><td>Extreme tiredness that is unusual Extreme tiredness that is unusual</td></tr> <tr> <td>Runny nose Runny nose that does not go away with rest</td><td>Fatigue Fatigue that does not go away with rest</td></tr> </table> If you have any of these symptoms, return home, notify scheduling at 1-888-660-880 and the illness days of extension (220). Your Manager will contact you for further instructions.	Fever A high body temperature above 38°C	Stuffy or congested nose Runny nose or thick mucus	Cough New or worsening cough	Dizziness or loss of taste or smell Sudden loss of taste or smell	New or worsening cough Coughing up blood or phlegm	Pink eye Red, itchy, or swollen eyes	Braking cough, making a wheezing noise when breathing Coughing up blood or phlegm	Unusual long lasting headache Headache that does not go away with rest	Shortness of breath Feeling short of breath, especially when resting	Digestive issues, like nausea/ vomiting, diarrhea & stomach pain Nausea, vomiting, diarrhea, or stomach pain	Sore throat Sore throat that does not go away with rest	Muscle aches that are unusual or long lasting Muscle aches that are unusual or long lasting	Difficulty swallowing Difficulty swallowing	Extreme tiredness that is unusual Extreme tiredness that is unusual	Runny nose Runny nose that does not go away with rest	Fatigue Fatigue that does not go away with rest
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25 - Grief poster	HOW TO SURVIVE EARLY GRIEF 8 SIMPLE ACTS FOR AN UNBEARABLE TIME STAY SAFE Stay safe. Do it for yourself if you can. Think for others if you must. If you are doing well, try to help others. If you are struggling, get help. You are about to get in the car. Help yourself to calm down. Don't drink driving is dangerous. TEND SOMETHING Tend the plants. Wash the windows. Tend the car. Think of others, or giving love, or getting out of yourself for a while can help. GET OUTSIDE Being outside in a non-human world is a relief. There's no one to ask. "How are you really?" The wind does not care if you cry. There's a lot to be said for being in the dirt and anything from you. DRINK WATER Crying for months on end is really dehydrating. Please drink water. Your body needs it. The first weeks and months after someone you love dies are a world unto their own. Your usual survival tactics won't work. Words of intended comfort just grate. Encouragement from others doesn't feel good. POSITIVE THINKING AND PLATITUDES CAN'T HELP. THEY JUST CAN'T. SHOWER Really. You will feel just the tiniest bit better clean. The same goes for sweeping the floor or any other seemingly tedious or irrelevant task of hygiene. MOVE Moving your body is likely to bring a little measure of calm. Do yoga, go for a hike, or walk the dog. Even to the end of the block is a good start. A word about anything but movement is good. SAY NO - SAY YES You can offer to help more on your energy and you can afford to miss too many ways to explore it. Say no to people, places, and events that are too much for you. Say yes to things that bring even a tiny bit of goodness. EAT Some people eat under stress. Some lose all interest in food. Some experience nausea, losing physical challenges due to their "gut feel". Small doses of healthy, nutrient dense food might be more easily tolerated than full meals. The core parts of you, the ways you feel sadness and connection - those have not completely changed, though they may feel awkward. Grief passes things down. YOU MAY JUST NEED TO EXPERIMENT A BIT Adding to this list, or creating a whole new one of your own might just provide a most step inside this wholly disorienting time. REFUGE IN GRIEF www.refugeingrief.com																
26 - LTC Cleaning and PPE Video																	
27 - COVID Outbreak Sign	STOP GEORGIAN MANOR IS EXPERIENCING A COVID-19 OUTBREAK WE ARE ALLOWING ONLY ESSENTIAL CAREGIVERS AT THIS TIME PLEASE HELP US KEEP OUR RESIDENTS HEALTHY SIMCOE																
28 - Staff Entrance	STAFF ENTRANCE SIMCOE																

29 - Visitor Parking	 VISITOR PARKING ONLY
30 - Dining Areas Poster	 ATTENTION RPNs, PSWs AND OTHER UNIT STAFF DO NOT ENTER THE DINING AREA OR SERVE WHEN DIETARY AIDES ARE PRESENT ENSURE PHYSICAL DISTANCING WITH DIETARY AIDES AT ALL TIMES
31 - Physical Distancing Sign	 REMEMBER PHYSICAL DISTANCING STILL IN EFFECT For everyone's safety, please adhere to physical distancing guidelines and maintain two metres or six feet of distance at all times
32 - Family Visiting Area	 FAMILY VISITING AREA SOCIAL DISTANCING IN EFFECT PLEASE STAY 6 FT APART
33 - Smoking A Frames and Posters	 SMOKING PERMITTED IN DESIGNATED AREA ONLY THERE CAN ONLY BE A MAXIMUM OF ONE PERSON AT A DESIGNATED SMOKING AREA AT A TIME THERE CAN ONLY BE A MAXIMUM OF ONE PERSON AT DESIGNATED SMOKING AREA AT A TIME

	 DESIGNATED SMOKING AREA MAXIMUM OF ONE PERSON IN THE SMOKING AREA AT A TIME
34 - Droplet Contact Precautions	 DROPLET CONTACT PRECAUTIONS VISITORS - GET INSTRUCTIONS FROM STAFF BEFORE ENTERING
35 - COVID Mask	 FACE COVERING REQUIRED FOR ENTRY
36 - Escalation Process*	 ESCALATION PROCESS ON-ENTER CODE STEP ONE: ... STEP TWO: ... STEP THREE: ... ON-ENTER CODE STEP ONE: ... STEP TWO: ... STEP THREE: ... ON-ENTER CODE STEP ONE: ... STEP TWO: ... STEP THREE: ... AFTER HOURS
37 - Routine Practice Dress Code	 Routine Practice Dress Code Face Shield Safety Glasses Procedure Mask

38 - New Visitor	 NEW VISITOR Gloves and disinfectant wipes have been well-disseminated throughout the facility's change rooms and placed in the main change rooms. It is kindly requested that you clean the chair in the change room before and after each use. Please ensure you are wearing gloves while disinfecting. Before entering the facility, all visitors must have their vision and understand the information in the Public Health Book regarding Personal Protective Equipment (PPE), Aerosol-CE, and the video. Putting on Full Equipment 1 minute for equipment Putting on Full Equipment 1 minute for equipment Before entering the facility, all visitors must have their vision and understand the information in the Public Health Book regarding how to handle risk and how to handle waste. Aerosol-CE, and the video. Read This Book for Hand Hygiene
39 - Aerosol Generating Medical Procedure	 Aerosol Generating Medical Procedure (AGMP) IN ACCORDANCE WITH THE PRACTICES ⚠ VISITORS - CITY INSTRUCTIONS FROM STAFF BEFORE ENTERING Wear long-sleeved gown Wear gloves Wear N95 or better and continuous respirator with face protection Wash your hands with soap and water before and after the procedure Wash your hands with soap and water before and after the procedure Volunteers: Must NOT Transport
40 - Clean and Disinfect Area	 PLEASE CLEAN AND DISINFECT THE CHAIR IN THE CHANGING AREA BEFORE AND AFTER USE  WEAR GLOVES AND USE THE DISINFECTANT WIPES PROVIDED
41 - Essential Visitor and Caregiver Visits*	 ATTENTION ESSENTIAL VISITOR AND CAREGIVER VISITS - Essential Visitor and Caregiver visits to this facility must be pre-booked - Upon arrival you will be asked further questions for safety reasons and to determine if you may proceed with your visit - If you have any questions, please reach out to Simcoe Manor staff by phone or email before visiting the facility GETTING IN TOUCH VIRTUALLY - Families can also reach out through our dedicated email, simcoefamilies@simcoe.ca FACETIME CALLS AND WINDOW VISITS - Please email Rosa Athanassioulis, our PSS Supervisor, at Rosa.Athanassioulis@simcoe.ca to schedule

42 – Rapid Antigen Testing A-frame V1	 RAPID ANTIGEN TESTING Anyone entering the facility is required to have Rapid Antigen Testing completed. No admittance without participating in testing.
43 – Rapid Antigen Testing A-frame V2	 RAPID ANTIGEN TESTING Anyone entering the home is required to have Rapid Antigen Testing completed. No admittance without participating in testing. EVER POSITIVE TEST RESULTS
44 – Rapid Antigen Testing Go-to-table	 RAPID ANTIGEN TESTING Please apply your mask and eye protection. Proceed immediately to the Antigen Testing Table.
45 – Rapid Antigen Testing Table Sign Staff	 RAPID ANTIGEN TESTING Staff: Once you have been handed pass, proceed to table for screening.
46 – Rapid Antigen Testing Table Sign Staff	 RAPID ANTIGEN TESTING Visitors: Once you have been handed pass, proceed to the waiting area. When your test results are completed you will be called forward for screening.
47 – Rapid Antigen Testing Table Sign Staff	 RAPID ANTIGEN TESTING Visitors: Once you have been handed pass, proceed to the waiting area. When your test results are completed you will be called forward for screening.

48 – SOAR <u>Template</u> - Georgian	
49 – SOAR <u>Template</u> - Simcoe	
50 – SOAR <u>Template</u> - Trillium	
51 – SOAR <u>Template</u> - Trillium	
52 – SOAR Fillable - Georgian	
53 - SOAR Fillable - Simcoe	
54 - SOAR Fillable - Sunset	
55 - SOAR Fillable - Trillium	
56 – Stay Positive Test Negative Poster V2	

62 - Essential Caregiver Instructions Poster 8.5 x 11





COVID-19 Outbreak Compendium

Instructional Videos:

Title	YouTube Link
LTCSS Cleaning Process	https://youtu.be/gRhXMePU97k
LTCSS Cleaning Process ~ Spanish	https://youtu.be/gA8SHNI7J-g
LTCSS PPE Procedure	https://youtu.be/Ftqz8WVoucU
LTCSS PPE Procedure ~ Spanish	https://youtu.be/zQcN2wQ-Beg

Crisis Communications and Marketing Measures for COVID-19 LTC and Outbreaks

January 2021

Overview of LTC Outbreak Crisis Communications Measures

- Planning:
 - o Develop an attainable two-week communications schedule (allowing flexibility for changes)
- Staff channels
 - o Staff Email/Newsletter Updates (consider at least every other day as cases are high)
 - Should include case counts, IPAC/PPE instructions, feedback from audits – keep positive and encouraging, include educational materials in distribution
 - o Intranet (if applicable)
 - o Wellness supports – utilize the family wellness option and any Employee Assistance Programs you might have
 - Open sessions so staff can get support on site and easily
 - o Virtual Staff Town Hall Scripts (once a week while cases are high)
 - Develop scripts for leaders
 - Help coordinate calls (zoom or Google Meet if that's preferred)
 - o Virtual Shift Huddle Calls (beginning of every shift)
 - Daily update with case numbers and key IPAC/PPE reminders
 - Your leaders will conduct the calls
 - o FAQs and Backgrounders
 - Information on vaccine
 - Information on process to return to work after a positive test
 - Provincial directives
 - o Utilize screening areas (digital signage or laminated posts) and common areas to post key information
 - Screeners should be asking if staff reviewed the latest update (if not have a laminated version on hand at the table)
- Families channels
 - o Family Emails/newsletter (case updates and information that shows the type of care and support residents are receiving, reminders about how families can get in touch)
 - o Dedicated call line (just a simple line to alleviate calls to the nurses) – assign someone that can answer basic questions (not personal health questions) – keep it open evening in particular when families are off work
 - o Virtual Family Town Halls – scripting for leaders
- Residents
 - o Share the Family updates with them
- Stakeholders
 - o Ensure staff communication is going to any unions involved
 - o Set up a Union call – this alleviates some complaints and concerns

- Management group (a few times per week)
- Health Unit updates/calls
- Media
 - Establish two spokespeople and allow for weekend coverage
 - Ensure media know where to go for requests (be available and responsive)
 - Running key messages
 - Case Count
 - Provincial context (1 in 3 homes in outbreak)
 - Positives – staff, residents, families)
 - What you're doing to protect residents
 - Media availability – in the early days of the outbreak setting up either in person or perhaps zoom scrums could be considered (a few times per week). This helps keep the media close while being able to manage the requests
 - Consider daily statements posted on website from the spokesperson (consistent timing to post during peak period of the outbreak)
 - Strategic News Releases – when help is on the way, if you need support, turning points in the outbreak, utilize it to get your messages out
 - Strategic sharing of images or videos – keep things positive (media and public want to know what's going on inside the home)
- General Public
 - Consider a supportive social media campaign (utilize it to share photos of the inside and receive supportive messages from the public)

Summary of LTC Outbreak Crisis Marketing Measures

- Staff wellness and support
 - Consider banners, swag, or gestures etc.
 - Simple gifts like mugs, branded blankets, food
 - Branded team sweaters extremely popular amongst staff
- Outdoor signage – entrance for residence/visitors/staff
 - banners and coroplast signs with messages of hope of support
- Indoor signage – multitude of signs from screening area to break rooms, resident's rooms, dining areas, change rooms (inventory)
- Instructional materials to reinforce proper procedures – including posters, banners, screensavers, floor and wall stickers
- Instructional videos for safety and procedures
 - Hand hygiene
 - Social distancing practices
 - Breakrooms and gatherings
 - PPE
 - Room Cleaning

DATE

COVID-19 Positive Case at XX

Dear Family and Friends,

On **date**, we were informed that **one staff member** at **XX** has tested positive for COVID-19. The individual was identified through **our mandatory bi-weekly staff testing process**. The individual is currently **asymptomatic and is being retested**. They had been **working regular shifts in the home for the past two weeks providing care and service on the XX Home Areas**.

At this time, **xx of xx** staff results have been received through our weekly testing, with all returned negative with the exception of **this case**.

The Simcoe Muskoka District Health Unit is placing XX in Outbreak as they believe the risk is **low**. The **XX** is **choosing to take** additional precautions. Management will be on site throughout the weekend to answer any questions or concerns. Please check your work email for updates and direction.

Manor status update	As of XX
Total # of active resident cases	
Total # of resolved resident cases	
Total # of deceased resident cases	
Total # of active staff cases	
Total # of resolved staff cases	
Total case count (residents + staff) since XX	
Total # of impacted resident home areas (units)	

IMMEDIATE ACTIONS:

Resident Quarantine & Isolation Precautions:

- All residents have been placed in quarantine
- Quarantine means that all activities are occurring in rooms, but these residents are still having meals in the dining areas with dividers and distancing in place
- Isolation is in effect for all residents on the **affected unit** and includes some additional PPE and staff requirements for safety and infection control reasons
- Residents on the **affected unit** will continue with tray service for their meals in their rooms until further notice and will continue with no group activities
- Common areas remain closed
- Residents will receive meal service in the dining rooms at this time following all social distancing protocols
- **Currently eight (8) residents have been placed in isolation for precautionary measures**

Staff Cohorting:

- Staff will be cohorting to one base unit to the extent possible to maintain care levels and limit the risk of spread within the home

Personal Care:

- Personal care continues to be provided to all residents in their rooms as an added precaution on a one-to-one basis, including range of motion exercises, feeding, physiotherapy, etc. for XX
- Our Program and Support Services staff, as well as our entire circle of care team, do their very best to interact and maintain socialization with your loved ones each day

Impact on Families/Friends and Residents:

- Indoor/outdoor visits will be cancelled while we administer testing and direction from the Health Unit, with the exception of essential visitors (compassionate visitors and private caregivers)

Testing:

- All residents of the facility are undergoing testing at this time
- All staff members will be retested early next week

IPAC Procedures:

- We have implemented extensive IPAC measures:
 - Enhanced screening/monitoring
 - Enhanced cleaning of all common areas
 - Cohorting of staff where possible
 - Quarantine and isolation for residents on two Home Areas
 - Donning and doffing of new PPE for all staff between each resident interaction, when leaving/entering their care unit or when leaving/entering the building
 - Enhanced hand hygiene and physical distancing between staff members in any staff area
 - Enhanced education and support to staff in assisting with IPAC measures

Next Steps:

- Heightened surveillance and monitoring for symptoms for all residents
- Enhanced auditing of cleaning and physical distancing
- Address staffing levels and identify additional supports
- Additional supplies such as feeding tables, enhanced linen and garbage bins and additional PPE isolation supply carts will be provided

Family/Friends Communication Channels:

- Heightened surveillance and monitoring for symptoms for all residents

Please know that our amazing staff are doing everything they can to protect your loved ones.

Our staff have been trained and instructed to utilize PPE and protect the homes against this second wave. We will continue to do everything we can to keep everyone safe.

We will update you through email with more information once it's available, with planned communication early next week. A Family Town Hall will also be scheduled.

Take care and please stay strong.

Sincerely,

DATE

COVID-19 Positive Case at XX

Dear XX Staff,

On **date**, we were informed that **one XX** at **XX** has tested positive for COVID-19. The individual was identified through **our mandatory bi-weekly staff testing process**. The individual is currently **asymptomatic and is being retested**. They had been **working regular shifts in the home for the past two weeks providing care and service on the XX Home Areas**.

At this time, **xx of xx** staff results have been received through our weekly testing, with all returned negative with the exception of **this case**.

The Simcoe Muskoka District Health Unit (Health Unit) is placing **XX in Outbreak**. The **XX** is **choosing to take** additional precautions. Management will be on site throughout the weekend to answer any questions or concerns. Please check your work email for updates and direction.

Staff are reminded to continue to follow all IPAC and safety protocols including:

1. **Masks:** Wear a mask as soon as you come in the door. It must be worn at all times except for breaks and mealtimes
2. **Face Shields:** Wear a face shield as soon as you come in the door. It too must be worn at all times. The face shield is just as important as the mask and you will only have full protection when you are wearing them both
3. **Hand Hygiene:** Wash your hands as often as you can and for a minimum of 15 seconds. We have ABHR everywhere but if you need more, just ask. Hand hygiene is just as important as the masks and the shields and is 100% effective in stopping spread if you come in contact with COVID-19
4. **Distancing** – Please keep your distance at all times, especially in common areas

CASE UPDATE:

Manor status update	As of XX
Total # of active resident cases	
Total # of resolved resident cases	
Total # of deceased resident cases	
Total # of active staff cases	
Total # of resolved staff cases	
Total case count (residents + staff) since XX	
Total # of impacted resident home areas (units)	

IMMEDIATE ACTIONS:

Resident Quarantine & Isolation Precautions:

- All residents on the **XX Home Areas** have been placed in quarantine in their rooms with droplet contact isolation precautions in place
- This means that all resident activities on these Home Areas will occur in their rooms and common areas are closed
- All residents in these Home Areas will also receive in-room tray service for meals
- Isolation supply carts are being placed outside each of the resident rooms on these two units with Isolation and donning and doffing signage on the resident room doors.

- Full PPE must be donned when entering each resident room and discarded in waste receptacles before leaving the resident room

PPE Direction:

- All PPE must be changed and discarded when leaving and entering a care unit and conduct hand hygiene
- All PPE must be changed when going outdoors. You may wear your coat directly overtop of your uniforms when going outside. Don and doff PPE and conduct hand hygiene upon re-entering the building
- Remember to follow the four moments for hand hygiene

When Caring for Residents in Quarantine with Isolation Precautions:

- Enhanced PPE measures includes wearing of gloves, level 2 masks and disposable gowns and face shields for all resident care interactions
- All PPE must be changed and discarded between all resident interactions and conduct hand hygiene
- All PPE must be changed and discarded when leaving a resident room in isolation precautions and conduct hand hygiene
- Isolation rooms are clearly marked with signage

Staff Cohorting:

- Staff cohorting is being implemented immediately, when possible
- Staff cohorting is one of the most important things we can do to contain the spread of the virus and end this outbreak

What is staff cohorting?

- Cohorting is having a staff member look after only one cohort of residents and not moving from one cohort to another
- A “cohort” within Simcoe Manor is identified as a unit

How will we maintain cohorting?

- Each staff member (RPN, PSW, HSA and EVS) is assigned to a specific unit for all of their shifts to ensure safe resident care and cohorting
- Any unit-to-unit movement must be approved by management
- Unit-to-unit movement must be a result of the following criteria:
 - All communication methods to fill the shift with unit specific staff must be exhausted
 - The unit MUST be below basic baseline staffing
 - Safety is assessed in the current situation (acuity, change in behaviours, isolation)
 - If one unit is functioning above baseline and others are not, this is NOT a factor or rationale to move staff around

Distancing and Cleaning:

- Heightened enhanced cleaning measures in place including all high contact areas to be cleaned twice daily
- Staff on breaks are asked to ensure they are maintaining physical distancing at all times, including in break rooms, including around the microwave and fridge, and in the changeroom
- Do not congregate outdoors or indoors or in the smoking areas
- Please use gloves and disinfectant wipes to clean areas you use and touch

Masking:

- Donning and doffing your mask is a high-risk moment when contamination can occur
- When entering and exiting the building, you must remove your mask
- Please remember to perform hand hygiene before and after touching your mask to remove it
- The outside of your mask and your hands should be considered contaminated, so be sure to thoroughly sanitize your hands

Gloves:

- Gloves are not required in order to restock isolation supply carts
- Gloves cannot be sanitized through hand washing. Please discard and/or change gloves once they have been contaminated

Carpooling:

- Staff commuting from home to **XX** are **only permitted to carpool if wearing a mask with the windows partially open while driving**
- Please ensure you complete hand hygiene prior to entering and upon exiting the vehicle

No Ordering In/Sharing of Food:

- Staff are reminded that they are only permitted to order in single serving food items (i.e. subs, sandwiches)
- Please **do not** order or bring in any food items for sharing (avoid pizza, Chinese food, etc.)

Impact on Families/Friends and Residents:

- Indoor/outdoor visits will be cancelled while we administer testing and direction from the Health Unit, with the exception of essential visitors (compassionate visitors and private caregivers)
- New resident admissions and internal transfers have been put on hold

Testing:

- The Health Unit is providing direction on the timing of mass resident testing

Testing Requirements:

- For LTC homes located in public health unit regions designated in the Orange-Restrict, Red-Control or Grey- Lockdown levels, staff, students and volunteers must be tested weekly, unless they have previously tested positive for COVID-19. This also applies to Simcoe County during lockdown
- Essential caregivers must also be tested weekly and show proof of a negative test within the last 7 days to enter our facilities

Retesting Previously Positive Individuals:

- **LTCSS Staff:** An individual that has previously had laboratory-confirmed COVID-19 AND was cleared by the local PHU, should generally not be re-tested for surveillance purposes due to persistent shedding. Previously cleared individuals should continue to follow public health guidance for COVID-19 prevention, including self-isolating after high risk exposures to cases. Re-testing after clearance should generally only be done with new onset of symptoms of COVID-19, and can be considered if there is exposure to a confirmed case of COVID-19 or in an outbreak and/or at the direction of the local Health Unit
- **LTC Residents:** In general, asymptomatic persons who have previously had a laboratory-confirmed case of COVID-19 and have since recovered do NOT require testing, unless otherwise directed by local public health. Testing is recommended if they become symptomatic.

Isolation requirements when showing symptoms or having a positive test:

- Symptomatic health care workers (HCWs) awaiting testing results must be off work
- Asymptomatic HCWs awaiting testing results may continue to work using the appropriate precautions recommended by the facility, which will depend on the reason for testing (i.e., asymptomatic HCW is not on self-isolation following a high-risk exposure)
- A positive HCW must isolate according to guidelines

Clearance guidelines for positive cases:

According to the Ontario Ministry of Health, the following guidelines apply to all HCW returning to work following a positive test.

- Mild to moderate illness AND no severe immune compromised:
 - Waiting 10 days from symptom onset (or 10 days from specimen collection date if persistently asymptomatic). Absence of cough is not required for those known to have chronic cough or who are experiencing reactive airways post-infection (see bullets below).
- Severe illness (requiring ICU level of care) OR severe immune compromised:
 - Wait 20 days from symptom onset (or 20 days from specimen collection date if asymptomatic and severe immune compromise). A test-based approach (see below) may be used at the discretion of the hospital while they are admitted. Some HCWs may be directed to have test-based clearance by their employer/Occupational Health and Safety. Test based approach requires two consecutive negative specimens tested by a NAAT, collected at least 24 hours apart

REMINDERS:

FOR SCREENERS:

- Only accepted temperature is only neck and forehead
- We are no longer required to quarantine items for 72-hours prior to distributing as long as they meet the following criteria:
 - Delivered in sealed containers/packages that can be wiped off using disinfectant wipes immediately after delivery. This includes prepackaged, store bought food
 - All clothing items must be delivered in a clear plastic bag and will be quarantined for 72-hours prior to distribution

Staff Wellness Supports:

- A reminder that if you have any questions please contact your supervisor.

Message of support.

Sincerely,

DAILY VIRTUAL COMMUNICATIONS HUDDLES TIP SHEET

[DATE]

Case Update:

At XX, we now have XX positive resident cases and XX positive staff cases. XX units are on isolation protocol.

Remember the four (4) critical things we all need to continue to focus on to further strengthen our defences:

1. **Masks:** Wear a mask as soon as you come in the door. It must be worn at all times except for breaks and mealtimes.
2. **Face Shields:** Wear a face shield as soon as you come in the door. It too must be worn at all times. The face shield is just as important as the mask and you will only have full protection when you are wearing them both.
3. **Hand Hygiene:** Wash your hands as often as you can. We have ABHR everywhere but if you need more, just ask. Hand hygiene is just as important as the masks and the shields and is 100% effective in stopping spread if you come in contact with COVID-19.
4. **Distancing** – Please keep your distance at all times, especially in common areas

Hand Hygiene

- Wash your hands as often as you can. We have ABHR everywhere but if you need more, just ask. Hand hygiene is just as important as the masks and the shields and is 100% effective in stopping spread if you come in contact with COVID-19
- Lathering during hand washing or sanitizing should take **at least 15 seconds** and staff must ensure that they rub between and around fingers, fingertips, the backs and fronts of palms and each thumb
- Remember to follow the four moments for hand hygiene:
 - Before initial patient/patient environment contact
 - Before aseptic procedures
 - After body fluid exposure risk
 - After patient/patient environment contact

Physical Distancing:

- In addition to PPE protocols, distancing is an effective method of reducing transmission
- To reduce the possibility of contracting or spreading COVID-19, please maintain 2 meters (6 feet) of physical distance between yourself and others
- Staff on breaks must ensure they are maintaining physical distancing at all times
 - When masks are off to eat or smoke, you are at increased risk of transmission, so maintaining physical distance during breaks is essential
- Please use gloves and disinfectant wipes to clean areas you use and touch

General PPE:

- All PPE must be changed and discarded when leaving and entering a care unit and hand hygiene conducted

- All PPE must be changed when going outdoors. Don and doff PPE and conduct hand hygiene upon re-entering the building
- Keep your distancing in all staff areas and be vigilant about cleaning and PPE in places such as the lunchroom, the screening area and change rooms
- Remember to follow the [four moments for hand hygiene](#)

Masking:

- Donning and doffing your mask is a high-risk moment when contamination can occur
- When entering and exiting the building, you must remove your mask
- Please remember to perform hand hygiene before and after touching your mask to remove it
- The outside of your mask and your hands should be considered contaminated, so be sure to thoroughly sanitize your hands

Gloves:

- Gloves are not required in order to restock isolation supply carts
- Gloves cannot be sanitized through hand washing. Please discard and/or change gloves once they have been contaminated

Staff and Resident Cohorting:

- Please follow all strict cohorting protocols. Stay on your unit/floor only unless authorized

Wellness and Resiliency Supports:

- [Details]

Any other key daily reminders that management feels need to be addressed

TRILLIUM MANOR

STAFF TOWN HALL SCRIPT & SPEAKING POINTS

WELCOME:

Introduce self

- A quick reminder to please mute your microphone as they are very sensitive
- Joining me on this call is:

CASE UPDATE

Cases:

Testing Update:

UPDATES

Staff and Resident Cohorting:

Carpooling:

Resident Isolation & Quarantine:

IPAC Audits:

PPE Precautions:

General IPAC Reminders:

Staffing Levels:

Vaccination:

Wellness:

CLOSING REMARKS

MORALE:

- You are doing an amazing job
- We know the news of these new cases can be unsettling, but it is just another reminder we need to adhere to all IPAC and PPE precautions. They are the best way to keep our residents, our families and ourselves safe
- We are grateful for the outpouring of support we have received from our community and families
- We know this is hard... and our measures are extensive, but we remain committed to protecting everyone in the home

GEORGIAN MANOR

FAMILY TOWN HALL SCRIPT & SPEAKING POINTS

WELCOME

Introduction

- A quick reminder to please mute your microphone as they are very sensitive
- Joining me on this call is:

CASE UPDATE

UPDATES

Isolation Quarantine Precautions:

- XX
- What this means... ie, residents are in their room for all activities. Under isolation, staff have strict PPE and IPAC protocols (etc)

Staff PPE and IPACT Efforts:

Resident Care Details:

- One on one care
- Hair dressing
- Bathing
- Physiotherapy
- Socialization
- Food
- Medical attention
- Activities
- Wellness
- Etc.

Family Visitation:

Resident Testing:

Vaccination Update:

Communication and how families can get in contact:

CLOSING REMARKS

COVID-wise:

- When going out into the community for essential reasons only, please remember to be COVID-WISE to help reduce community transmission:
 - W – Wear a mask or face covering where required, or when you cannot maintain a physical distance of two metres (six feet)
 - I – Isolate yourself from others when you are sick (and get tested if you have COVID-like symptoms)
 - S – Stay at least two metres (six feet) apart from those outside your household
 - E – Exercise proper hand hygiene; wash your hands regularly or use sanitizer especially before touching your face

Morale:

- The health and wellness of your loved one is our top priority
- We are working closely with our partners in Public Health to make sure we are doing everything possible to protect our residents and staff
- We are grateful for the outpouring of support we have received from our community and families
- We know this is hard... and our measures are extensive, but we remain committed to protecting everyone in the home
- As we continue to vaccinate more staff and residents, we are confident that we are making progress in our fight against this terrible virus
- Thank you for all your support throughout this pandemic

Web-Media Update Template

DATE

Management and staff continue to closely monitor and respond to the outbreak at XX. At this time, XX residents and XX staff have tested positive. This includes XX new staff and XX new resident cases as of XX. Test results taken from XX have been returned with XX of XX being negative.

Ongoing infection and prevention measures include:

- Isolation of residents on XX units
- Quarantine of all other residents in the home
- Strict resident and staff cohorting
- Frequent testing
- Enhanced use of PPE, adherence to IPAC protocols, screening and education for everyone in the home
- Deep cleaning and enhanced hand hygiene
- Ongoing auditing of all IPAC practices
- Cancellation of all visits

Staff and management continue to work diligently to stop the spread and protect the home. Our thoughts are with everyone impacted by this outbreak.

Further details on current cases are included in the chart below.

Status update	As of XX
Total # of active resident cases	
Total # of resolved resident cases	
Total # of deceased resident cases	
Total # of active staff cases	
Total # of resolved staff cases	
Total case count (residents + staff) since XX	
Total # of impacted resident home areas (units)	

Family and friend's requests can be directed to: XX

Media inquiries: XX

COVID-19 STAFF VACCINATIONS

FREQUENTLY ASKED QUESTIONS

Updated: 03 January 2021

Vaccination Appointment Times

Q: I received an appointment time for a Pfizer-BioNTech vaccination and I'm working during that time. Can I leave work to go to it?

A:

Q: How long does it take to be notified for my vaccination appointment?

A: After you provide your name to your ADRC/DRC, you will be scheduled in the next available appointment. The Health Unit will automatically notify you by email when they have confirmed your appointment date and time. Staff are being scheduled quickly within a few days to a week after they are added to the system. Please contact your Supeviros for more details.

COVID-19 Vaccine Location

Q: Where do I go to get my Pfizer-BioNTech vaccination?

A:

PPE and Safety Protocols After Vaccination

Q: After I have received the full vaccination series, am I still required to wear full PPE such as masks and gowns as well as following safety protocols?

A: Yes. Health experts are not sure at this point if those who receive the vaccine can still carry the virus, and therefore continue to pass it along. Health experts know that those who receive the vaccine are not getting sick, at least in the same way people who don't have the vaccine do. Since it is unclear at this point that whomever received the vaccine might still be a carrier and therefore pass the virus on to someone else when they are not sick, it continues to be prudent with IPAC measures until we know more.

Vaccine Information and Sharing

Q: Is there an online document where I can find current vaccination information from other sources?

A: Yes, please visit the following links for more information:

- <https://www.publichealthontario.ca/en/diseases-and-conditions/infectious-diseases/respiratory-diseases/novel-coronavirus/vaccines>
- <https://www.canada.ca/en/health-canada/services/drugs-health-products/covid19-industry/drugs-vaccines-treatments/vaccines.html>

- <https://www.canada.ca/en/public-health/services/immunization/national-advisory-committee-on-immunization-naci/recommendations-use-covid-19-vaccines.html>
- <https://www.simcoemuskokahealth.org/Topics/COVID-19/Vaccine-and-Immunization>
- <https://covid-19.ontario.ca/covid-19-vaccines-ontario>
- <https://www.simcoemuskokahealth.org/Topics/COVID-19/Vaccine-and-Immunization#0e567259-7526-4ba9-8a85-0a056baf67b0>

Q: Is there information specific to Moderna vaccine?

Yes, new and additional information will be passed along to staff through ongoing updates to this FAQ. Here is the latest Moderna information source:

- <https://www.canada.ca/en/health-canada/services/drugs-health-products/covid19-industry/drugs-vaccines-treatments/vaccines/moderna.html>

Q: Can the information that was given to County employees regarding vaccines be shared with Behaviour Support Services (BSS) staff?

A: Absolutely, this information is sharable, and we are working to ensure it gets to Behaviour Support Ontario (BSO) staff through communications channels. Sherry Bell has been working on this.

Vaccines for Immune-Compromised

Q: I would like to get the vaccine, but I have an autoimmune disease. My own doctor and/or neurologist will allow it, so I can I still receive it?

A: People who are immune compromised by disease or treatment are not recommended to get the vaccine at this time. If you have discussed your condition and the risk of the vaccine with your specialist or family doctor, and they are recommending that you receive it, please contact SMDHU at 705-721-7520 ext. 8806 to discuss your situation and to confirm that booking can proceed.

Vaccination “All Clear” Wait Time

Q: After I receive the vaccination, how long do I need to wait?

A: Routine observation time following immunization is 15 minutes; however, your wait time can be up to 30 minutes after receiving the vaccine to ensure you do not have an immediate reaction. This time is also used to book your next appointment for your second dose of Pfizer-BioNTech vaccine and obtain your proof of immunization.

Vaccination Process

Q: When and how will staff find out if they can get the vaccine?

A: Each home and Seniors Services area has already provided a complete staffing list to the SMDHU. We have asked staff to advise management if they wish to receive the vaccine. The Health Unit continues to contact the home's DRC/ADRC with available appointment times and staff on the list are assigned to the available slots. Once the appointment is booked, each staff member will receive an automatic email immediately following with the date and time of their appointment.

Staff are reminded to advise your supervisor if you want to be added to the list to receive the vaccine as soon as possible.

If you need to change or rebook your appointment, you can use the original email link to change your time. If you have any difficulties with the system, please call SMDHU at 705-721-7520 ext. 8806 to make the change.

Q: How does staff find out when we are getting the vaccine or do we book the appointment ourselves?

A: As above, staff will be notified by email once they are booked.

Who Should Not Get the Pfizer-BioNTech Vaccine

Q: Is the vaccine recommended for pregnant women or those under age 16 or those identified as immunocompromised? Would you recommend any studies for staff to review related to this?

A: We will continue to work with Public Health to update this information but at this time, pregnant women should not get this vaccine. As well, we do not recommend the vaccine for those under age 16 and those that may be significantly immunocompromised. Anyone who has received any other vaccine in the 14 days prior to the appointment (including the flu shot) will not be eligible to receive the Pfizer-BioNTech vaccine at that time. **Please work with your ADRC** to have your appointment scheduled at least 14 days after receiving any other vaccination. Those not currently recommended to receive the vaccine are listed below:

- X Those who are pregnant or breastfeeding
- X Those under 16 years of age
- X Those with auto-immune disorders
- X Those who are immunosuppressed due to disease or treatment
- X Those who have received any other vaccine within 14 days of their booked appointment. This includes the flu vaccine
- X Those with severe allergies who have been prescribed an EpiPen.
- X Those who are currently receiving an antibiotic

Allergies and Reaction to Vaccine

Q: Should staff with severe allergic reactions get this vaccine? Do I need documentation from my doctor?

A: Anyone with a severe allergy that requires them to be prescribed an EpiPen (whether or not they have filled the prescription) will not be eligible to receive the vaccine at this time. These individuals are asked to be patient, and we anticipate that they will be offered the vaccine soon. This is an extra precaution that the province is taking at this time in light of the very few reports in the United Kingdom and United States of severe allergic reactions to the COVID-19 vaccine.

Vaccine Location

Q: How do we get our vaccine here at our home locations?

A: No site-specific details are available yet beyond the location at 29 Sperling Drive in Barrie. Forms are completed for all staff and you can expect to be contacted in the coming days/week. As a

reminder, all staff receiving their vaccine in Barrie will be compensated two (2) hours pay. We ask that you consider booking your appointment as soon as possible.

Vaccine Immunity

Q: How long does it take for immunity?

A: Based on the results of the clinical trials, the best protection is not achieved until seven days after the second dose. At this time, it remains unknown how long the protection will last. Pfizer-BioNTech is required to follow participants in the clinical trials for two years to determine any ongoing immunity.

Q: Will this be an annual vaccination or one-time?

A: It is not known at this time how long the immunity from vaccination will last.

Testing and the Vaccine

Q: Should we be tested before getting the vaccine or the opposite?

A: Individuals do not need COVID-19 testing prior to vaccination. The COVID-19 vaccine needs to be deferred until symptoms are no longer present and/or isolation period for COVID-19 is completed. Staff who arrive at a clinic site will be turned away if they fail the active screening for COVID-like symptoms.

Q: Does having the vaccination change your status of being positive or negative?

A: COVID-19 vaccines will not cause a positive test on COVID-19 viral tests like PCR, which are used to see if a person has a current infection. If a person's body develops an immune response, which is the goal of vaccination, they may test positive on some antibody tests. Antibody tests indicate that a person had a previous infection and may have some level of protection against the virus.

Antibody tests are not being used for diagnosis of COVID-19 in Ontario except in very special clinical circumstances where it is unclear if a person had an infection in the past. Antibody tests are not used in assessment and testing centres or long-term care homes. Any person that tests positive on an antibody test is required to follow up with a nasal swab PCR test to confirm the positive test result.

Which Homes Are Getting the Vaccine Soon and When will the Second Dose be offered

A:

Late Notice

Q: I just requested my name be on the list for vaccination, am I too late? I have been waiting to see if allowed due to autoimmune disease.

A: No, it's not too late. Contact your DRC or ADRC to ensure you are on the list. If your home has met the capacity for the first round, will ensure on the list for next round. The intent is to have all employees in LTC vaccinated.

Documentation for BSS Staff

Q: If BSS staff are able to obtain appointment through their aligned LTC home, what type of documentation does the County require for confirmation that it was received?

A: At the time of vaccination, staff will receive paper verification. They will also receive an email verification following their appointment.

Wait Time to Get Vaccine

Q: If we put our name on the list for vaccine with our Manager, how long does it take to find out that we are getting it, or will we have to wait till next time? Will we find out either way?

A: It is our intent to keep everyone informed so we will endeavour to find out when we hit the maximum number regarding the schedule and share these details.

Symptoms Post-vaccine

Q: What happens if I have symptoms associated with the vaccine?

A: [This resource](#) has been developed specifically for vaccinated HCWs.

Contact your DRC or ADRC and physician as you would with any other type of health concerns. Any adverse events need to be reported to the Health Unit at 705-721-7520 ext. 8806.

Q: What happens if I contract COVID-19 in between the two vaccine doses?

A: You may still be able get the second dose, but you need to be symptom free and have completed your isolation period. Please confirm with your Health Unit contact who is managing your case before you go to your second appointment. If need to cancel your appointment, please call 705-721-7520 ext. 8806.

Other COVID-19 Vaccines?

Q: What will happen when Moderna is approved? Will that also come to the LTCs?

A: On December 23rd a second COVID-19 vaccine (Moderna) was approved for use in Canada.

It is different than the Pfizer-BioNTech vaccine in terms of its storage requirements and portability. Our understanding from Public Health is that it will be able to go right into LTC homes and retirement homes and eventually the community. We anticipate a roll out to our homes within the first two weeks of January. Both vaccinations are equally effective in our fight against COVID-19.

Vaccine Availability

Q: How many vaccine doses are available for staff members for each home?

A: Initially, we were advised that we would have having vaccines for approximately 40% of staff in all the LTC homes, but we have been asked to continue to provide staff names as more vaccination doses may come available sooner that first thought.

The Ontario Government has announced that with the federal government allocating approximately 53,000 doses of the Moderna COVID-19 vaccine for Ontario in December 2020, Ontario expects this

to be delivered before the end of the month. These are the first of 40 million doses Canada will be receiving through its agreement with Moderna.

Should I be nervous about Vaccine

Q: Should I be nervous about receiving this vaccine?

A: While we know that vaccines generally take years to reach market, we also know that the global population is suffering and under the strain of COVID-19 which means pharmaceutical companies, researchers, medical experts the world over have poured unprecedented resources into this vaccine.

Approved COVID-19 vaccines completed the same [development and approval process](#) as all other vaccines approved for use in Canada. Two things happened a little differently with the COVID-19 vaccines:

1. Different phases of vaccine development were occurring simultaneously, instead of waiting for one step to be done at a time (shaving off years to the usual process!).
2. Health Canada fast-tracked the approval process by reviewing data as it became available throughout the development phase (instead of the usual process of reviewing all of that data once the clinical trials were completed).

Significant information is available for reading online and we encourage everyone to do their own investigative research as well (using reputable sites). Implementation of these vaccines has been done cautiously and safely.

We will include new information in future communications as it's available.

If you have specific questions, contact your physician, management in your home or Public Health. Canada's best and brightest medical experts have endorsed this vaccine.

These experts have expressed no concerns. Experts do remind us that as with any vaccination, you may have side-effects in the first few days after getting it. This is completely normal as the body is just adjusting. We have just been advised the Moderna vaccine will become available to approved populations within the first two weeks of 2021.

Vaccine Availability

Q: Can you still get a vaccine if you don't have your immunization record?

A: Yes, it is like flu vaccines. Immunization records are not required but you need your Ontario health card.

Old Ontario Health Cards

Q: Is my old red and white health card acceptable as I do not have photo ID? Do I need a photo health card?

A: To our knowledge, the old Ontario Health cards will still be accepted if that is what you currently have. Assessment Centres have been accepting these cards for swabbing and have not reported any problems.

Vaccine Availability

Q: When the flu shot was available, staff were told that they either had to have the flu shot or proof of Tamiflu script if not getting it. What, if any, would be expected of staff who opt out of the vaccination?

A: This is still under investigation by management as well as having preliminary discussions with Public Health. There will be some individuals where it is not appropriate or able to get the vaccine. We have not been provided what the guidelines will be for those situations. When we get more information, we will update everyone. If you are medically able, we highly encourage all staff to get the vaccination.

Q: If I live outside the region, will I still be able to receive the vaccine from the SMDHU?

A: According to the SMDHU, yes, staff who reside outside of Simcoe-Muskoka will be eligible to receive the vaccination.

Q: If my home is in outbreak, do I still answer no to exposure to a COVID-19 positive case?

A: Yes. If you are wearing your PPE and have not been exposed to a COVID-19 positive individual without wearing PPE, you are protected and able to answer no to exposure.