

# CMOH Order 23-2020

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Information & Support for Operators



# AGENDA

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- Welcome
- Updated/Clarified Content
- New Sections
- Enforcement
- CIRT (COVID-19 Inquiry Response Team)
- Communication and Resources
- Questions – Live panel

# Updated or Clarified Content

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- Symptoms
- Testing and Isolation
- Admissions
- Single Site Overview
- Room Cleaning
- Group/Recreational Activities
- Resident Outings
- Operator Communication

# Symptoms

## Symptoms of COVID-19 (Residents)

- Fever (**37.8°C** or higher)

Any **new** or **worsening** respiratory symptoms:

- Cough
- Shortness of Breath/Difficulty Breathing
- Runny Nose
- Sneezing
- Nasal Congestion/Stuffy Nose
- Hoarse Voice
- Sore Throat/Painful Swallowing
- Difficulty Swallowing

Any **new** symptoms including but not limited to:

- Chills
- Muscle/Joint Ache
- Nausea/Vomiting/Diarrhea/Unexplained Loss of Appetite
- Feeling Unwell/Fatigue/Severe Exhaustion
- Headache
- Loss of Sense of Smell or Taste
- Conjunctivitis
- Altered Mental Status

## Symptoms of COVID-19 (All Albertans Including Staff and Visitors)

- Fever
- Cough
- Shortness of Breath/Difficulty Breathing
- Sore Throat
- Runny Nose
- Chills
- Painful Swallowing
- Stuffy nose
- Headache
- Muscle/Joint Ache
- Feeling Unwell/Fatigue/Severe Exhaustion
- Nausea/Vomiting/Diarrhea/Unexplained Loss of Appetite
- Loss of Sense of Smell or Taste
- Conjunctivitis



# Testing and Isolation

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## Reminder:

- Tests for COVID-19 can only detect the virus at the time of the swab collection and provides only a point in time result.
- Someone with a negative test result may still go on to develop COVID-19 during the incubation period of 14 days.
- A negative test result does not take away any isolation requirements.

# Testing – Swab Collection

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## Swab Collection

- Residents: Swabs for residents will be collected through on-site capacity, if available.
  - If no healthcare staff are available on site, AHS will be deployed.
- Staff: Swabs for staff should be arranged using the AHS online assessment tool.

## Consent for Swab Collection

- Consent must be obtained prior to collecting the swab for testing.
- If consent is declined, isolation requirements will still apply as per the following table.

Scenario	Isolation Required	Days Isolated	Offer Testing (1)
Symptomatic resident	Yes	10 from symptom onset <u>OR</u> until symptoms resolve Whichever is longer	Yes
Positive COVID-19 test	Yes	10 from symptom onset <u>OR</u> until symptoms resolve Whichever is longer	-
Close contact with someone with COVID-19	Yes	14	Yes
New admission to facility (regardless of where they moved in from)	Yes	14	Yes
Current resident who returns from hospital admission <u>related</u> to COVID-19 illness	Yes	14 from symptom onset <u>OR</u> until symptoms resolve Whichever is longer	Yes
Current resident who returns from hospital admission <u>unrelated</u> to COVID-19 illness	Yes	14	Yes
Return from emergency department	No	-	No
Return from essential activity (2)	No	-	No
Return from Temporary Relocation (return from move out to stay with a family member or other for a period of time)	Yes	14	Yes
Routine asymptomatic testing	No	-	Yes
Situation Specific as per Chief Medical Officer of Health/designate	As per CMOH/designate	As per CMOH/designate	As per CMOH/designate

[1] Residents should only be tested if they have not tested positive in the past 30 days unless they have fully recovered and have become symptomatic again.

[2] Including medical appointment, groceries, pharmacy, outdoor time, employment etc.

# Admissions

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## Updated Content:

- If the site has a resident(s) **under investigation** for COVID-19, the operator should consult with AHS Zone Medical Officers of Health before accepting new admissions into the site.



# Single Site Overview

Outbreak Phase(s)	Worksite 1	Worksite 2	Guidance
<b>Outbreak Prevention or Site Under Investigation</b>	DSL/LTC	DSL/LTC	Not allowed to work at more than one DSL/LTC
	DSL/LTC	Acute Care	Allowed but it is recommended that staff limit the number of worksites to prevent the spread of COVID-19
	DSL/LTC	Lodge	
	DSL/LTC	Home Care	
	DSL/LTC	Retail Store	
			Note that the designated Auxiliary Hospital units of acute care sites are included in the single site designation (so workers can work in the Auxiliary unit and other units in acute care, but not on the Auxiliary unit and a separate LTC/DSL facility)
<b>Confirmed Outbreak</b>	Any licensed supportive living or LTC	Any licensed supportive living or LTC	Once in a confirmed outbreak, for the duration of that outbreak, all sites must restrict staff to working only at the outbreak site

# Room Cleaning

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- Minimum cleaning frequencies remain the same

## Clarification

- Staff, including AHS Home Care Workers, are expected to observe order and facility requirements for IPC, including cleaning surfaces prior to leaving room
- AHS Home Care are responsible for contributing to high touch cleaning at end of visit, by cleaning any of the areas they have come in contact with at the end of their visit
- Residents may wish to not have additional cleaning
  - Offer information on purpose and benefits, respect wishes

# Group/Recreational Activities

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## Updated Content

- Group sizes no more than 15 (including staff)
- Previously cancelled activities may be re-introduced incrementally
- Follow Safe Transportation expectations
- Sites **under investigation** may have to cancel activities, at the discretion of the operator

# Resident Outings

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- Residents not required to isolate are **still** encouraged but not required to stay on facility's property, except for necessities

## Updated Content

- It is recommended that residents not participate in unnecessary outings.
- Should a resident choose to, they must:
  - Maintain physical distancing
  - Wear a mask at all times and ask anyone you are with to wear a mask
  - Ensure Safe Transportation
  - Maintain good hand hygiene
  - Health Assessment Screening upon re-entry

# Resident Outings – Cont'd

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## Clarification

- Residents are **not** required to isolate after returning from necessary appointments unless they meet criteria for isolation

## Updated Content

- Items coming in must be cleaned and disinfected, at the discretion of the operator

# Communication

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## Updated Content

- Communicate to residents any relevant changes in operation at their site which may include adjustments made to house rules, agreements, handbooks, etc
- Continue to communicate transparently and provide updated information to staff, residents, and designated essential visitors
- Ensure staff understand expectations and are provided with means to achieve them
- Continue to review [www.alberta.ca/COVID](http://www.alberta.ca/COVID) and [www.ahs.ca/covid](http://www.ahs.ca/covid) regularly for updates

# New Sections

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- Resident Access to Health Professionals
- Student Placement
- Hair Salons
- Staff Well-Being

# Resident Access to Health Professionals

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- As per Order 16-2020, the college of each regulated health profession is responsible for providing guidelines to their members.
- Wherever possible, we ask that these services be provided virtually to limit the spread of COVID-19.
- If they cannot be provided virtually, these services can be accessed either on-site or off-site, following the requirements in the Order.



# Resident Access to Health Professionals

## On-Site

- Appointments should be pre-arranged with the resident and operator to ensure it does not conflict with other operations or practitioner visits.
- The practitioner must complete the Health Assessment Screening (staff) and use appropriate PPE.
- If services are provided within a shared resident room, the other resident should agree to vacate for the duration of the service provision.

## Off-Site

- Residents should ensure that the health provider they are seeing is aware of any symptoms the resident is currently experiencing.
- Appointments should be booked at times when the resident's potential contact with others is reduced.
- Transportation arrangements should be as safe as possible.
- Operators will provide a mask for the resident to use while they are off site and it is also recommended that the resident bring hand sanitizer to use after each touch point.

# Student Placements

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- Student placements should continue where safe and feasible to enable graduation and entry into the workforce.
- Operators are permitted to make their own decisions about accepting student placements based on the unique circumstances at the site.
- When a site is in outbreak, operators should work in consultation with the post secondary institution to determine ability to proceed with student placements.

# Hair Salons

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- Hair styling and barbering services are **permitted** to open in these settings. All industry guidance must be adhered to as well as additional requirements including:
  - Limiting the number of residents and ensure safe resident movement
  - Ensure physical distancing and use of PPE
  - Reduce service offerings
  - Establish a process for recording each resident appointment
  - Waiving cancellation fees
  - Safe payment methods
  - Shared space requirements vs. resident room requirements

# Hair Salons – Cont'd

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- Health Assessment Screening must be conducted prior to the service provider entering the facility
- Service provider must self-assess throughout their time in the facility and wear a mask continuously
- All facility IPC policies (including posters) must be provided to service providers
- Services should not be provided to symptomatic or isolated residents

Please review the order carefully for the full list of requirements

# Staff Well-Being (Guidance)

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- Operators should regularly reinforce directly to their staff that staff well-being is a priority and implement positive work environment organizational policies and processes to address well being at work.
- Examples include:
  - Regular one-on-one and team check-ins
  - Highlight any counselling or mental health support that may exist in employee benefits or group health plans
  - Ensure staff have a path to give feedback and make suggestions.

# Further restrictions

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Operators who would like consideration for further restricting Order guidelines must consult with AHS Continuing Care Zone Executive Director, or relevant designate (e.g. Alberta Health Accommodation Licensing Inspector, Seniors and Housing, or Community and Social Services).

# Enforcement

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# CMOH Order Enforcement

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A COVID-19 compliance and monitoring team has been created in response to this pandemic.

- Alberta Health and AHS Environmental Public Health staff have authority under the Public Health Act to ensure compliance to Dr. Hinshaw's orders.
- Licensed supportive living and long-term care facilities may be visited to ensure compliance and enforce CMOH Orders. These visits may be announced or unannounced.



# COVID-19 Complaints and Concerns

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Alberta Health responds to questions and concerns/feedback related to COVID-19 in continuing care settings

Contact [ASAL@gov.ab.ca](mailto:ASAL@gov.ab.ca) or phone: 780-644-8428.

# Communication and Resources

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- IPC concerns for all settings within this order are being addressed through Alberta Health Services' central intake: [continuingcare@albertahealthservices.ca](mailto:continuingcare@albertahealthservices.ca)
- For any questions about the application of these updated operational standards, please contact Alberta Health at: [asal@gov.ab.ca](mailto:asal@gov.ab.ca)
- FAQ Related to COVID-19 can be found at: <https://www.albertahealthservices.ca/assets/info/ppih/if-ppih-ncov-2019-public-faq.pdf>

**\*The most up-to-date information on COVID-19 can be found at the following link: [www.alberta.ca/covid19](http://www.alberta.ca/covid19).**

# Resources Cont'd

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- Orders and Guidelines (including Order 23-2020)
- <https://www.alberta.ca/protecting-residents-at-congregate-care-facilities.aspx>
- AHS Infection Prevention & Control Mandate Information: <https://www.albertahealthservices.ca/info/Page6410.aspx>
- Poster for social distancing: <https://open.alberta.ca/dataset/80c3fda3-7bd8-41c2-8724-c476c1b54a5b/resource/bac2f2db-b9b7-424b-87c5-7d3834221c3f/download/covid-19-maintain-social-distancing-poster-11x-17-colour.pdf>
- Poster for Limiting the Spread of Infection: <https://open.alberta.ca/publications/covid-19-information-help-prevent-the-spread-poster>
- Poster for Hand Hygiene <https://www.albertahealthservices.ca/assets/info/hp/hh/if-hp-hh-moments-1-portrait.pdf>



# Questions?

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