

Communication Plan For Responding to Potential Exposure to COVID-19

KEY DEFINITIONS & GUIDANCE

The following definitions were drawn from the March 3, 2020 version of the Case Definition for Novel Coronavirus (COVID-19) http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_case_definition.pdf

Probable Case	<p>A person with fever (over 38 degrees Celsius) and/or onset of (or exacerbation of chronic) cough</p> <p>AND any of the following within 14 days prior to onset of illness:</p> <ul style="list-style-type: none"> • Travel to an impacted area OR • Close contact with a confirmed or probable case of COVID-19 OR • Close contact with a person with acute respiratory illness who has been to an impacted area <p>AND</p> <ul style="list-style-type: none"> • In whom laboratory diagnosis of COVID-19 is not available, recommended, inconclusive or negative (if specimen quality or timing is suspect)
Confirmed Case	A person with laboratory confirmation of COVID-19 infection...
Close Contact	Close contact is defined as a person who provided care for a COVID-19 client or who had other similar close physical contact OR lived with or otherwise had close prolonged contact with a probable or confirmed case while the case was ill.

Before acting on these definitions, provincial website should be checked to confirm whether there have been any updates http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/2019_guidance.aspx

The nature and duration of self-isolation or work self-isolation will be guided by the PACE Protocol for Management of COVID-19 Exposure Risk & Staff Return To Work

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CLIENT WITH PROBABLE OR CONFIRMED CASE

Supportive housing		
ACTIONS REQUIRED	WHAT WILL BE COMMUNICATED	SUPPORT REQUIRED
<p>The Manager, Health Safety & Wellness and/or Director, Operations</p> <ul style="list-style-type: none"> Direct Program management of actions required. Advise the client of the resulting implications. Document the client conversation that occurs and share notes accordingly. Contact Public Health <p>After hours on-call:</p> <ul style="list-style-type: none"> Notify staff office to get PPE out Advise of the specific client 	<ul style="list-style-type: none"> Program staff and clients who have been in close contact with the client would be advised of the client's diagnosis by phone including date(s) <ul style="list-style-type: none"> Staff/agency staff who had close contact with the client in the 48 hours prior to the onset of the clients' symptoms will be given the appropriate work-self-isolation directions based on current government guidelines Other clients who had close contact with the client within the 48 hours prior to the onset of symptoms will be informed to self-monitor and self-isolated and that staff will use PPE for 14 days from date of exposure. Remaining staff and clients would receive a more generic email (and a copy in the communication book). No special communication would be issued beyond the program unless advised to do so by Public Health. The current PACE risk register would be updated to reflect this case. The client confirmed/probable COVID-19 would be advised that PPE is needed for all bookings for at least 14 days following symptom onset and until the client has received two negative swab test results at least 24 hours apart. If the client has difficulty obtaining additional testing after the 14 days, they will need to inform Program Management. 	<ul style="list-style-type: none"> Client Resources – to support the client or other clients at the program, as needed. HR team member / Appropriate Director if staff or Program Management need additional support Where warranted - high-touch cleaning required as part of booking.

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CLIENT WITH PROBABLE OR CONFIRMED CASE

Attendant Outreach		
ACTIONS REQUIRED	WHAT WILL BE COMMUNICATED	SUPPORT REQUIRED
<p>The Manager, Health Safety & Wellness and/or Director, Operations</p> <ul style="list-style-type: none"> Direct Program management of actions required. Advise the client of the resulting implications. Document the client conversation that occurs and share notes accordingly. Contact Public Health <p>After hours on-call:</p> <ul style="list-style-type: none"> Would have to go to BPC staff office to get PPE for that client's bookings and for themselves Advise of the specific client Call after hours emergency on-call and advise staff that will have bookings with client of the client's diagnosis. 	<ul style="list-style-type: none"> Program staff who have been in close contact with the client would be advised of the client's diagnosis by phone including date(s) of potential exposure <ul style="list-style-type: none"> Staff/agency staff who had close contact with the client in the 48 hours prior to the onset of the clients' symptoms will be given the appropriate work-self-isolation directions based on current government guidelines Other AO clients who were served by the potentially exposed staff after the date/booking of exposure will be informed to self-isolate and self-monitor for symptoms and that staff will use PPE for 14 days from date of exposure The current PACE risk register would be updated to reflect this case. No special communication beyond potentially exposed staff/clients would be issued unless advised by Public Health. The client with probable/confirmed COVID-19 would be advised that PPE is needed for all bookings for at least 14 days following symptom onset and will until the client has received two negative swab test results at least 24 hours apart. If the client has difficulty obtaining additional testing after the 14 days, they will need to inform Program Management. 	<ul style="list-style-type: none"> Offer Client Resources support to the client and all other clients who had a booking immediately following the one with that client. Where warranted - high-touch cleaning required as part of booking.

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STAFF WITH PROBABLE OR CONFIRMED CASE

Supportive Housing		
ACTIONS REQUIRED	WHAT WILL BE COMMUNICATED	SUPPORT REQUIRED
<p>The Manager, Health Safety & Wellness and/or Director, Operations</p> <ul style="list-style-type: none"> Direct Program management of actions required. Will assess the exposure risk by obtaining answers to questions outlined in the PACE Protocols for Management of COVID-19 Exposure Risk & Staff Return To Work. Advise the staff of the resulting implications. Document the conversation that occurs and share notes accordingly. Contact Public Health 	<ul style="list-style-type: none"> Will inform Program staff/agency staff that worked with the staff in the 48 hours prior to symptoms emerging that they were potentially exposed by phone (without breaching privacy). Information provided would include date of potential exposure, when the colleague first started experiencing symptoms and the appropriate self-isolation/work-self-isolation directions based on the PACE Protocols for Management of COVID-19 Exposure Risk & Staff Return To Work Other program staff will be informed in more generic terms by email (and a copy in the communication book) Will inform clients that received support from the staff with probable/confirmed COVID-19, within 48 hours of becoming symptomatic about the potential exposure including days, times and will be informed to self-monitor and self-isolate and that staff will use PPE for 14 days from date of exposure. Inform other clients in more generic terms by email/the most appropriate method as recommended by program management for that location 	<ul style="list-style-type: none"> HR team member / Appropriate Client Services Director

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STAFF WITH PROBABLE OR CONFIRMED CASE

Attendant Outreach		
ACTIONS REQUIRED	WHAT WILL BE COMMUNICATED	SUPPORT REQUIRED
<p>The Manager, Health Safety & Wellness and/or Director, Operations</p> <ul style="list-style-type: none"> • Direct Program management of actions required. • Will assess the exposure risk by obtaining answers to questions outlined in the PACE Protocols for Management of COVID-19 Exposure Risk & Staff Return To Work. • Advise the staff of the resulting implications. • Document the conversation that occurs and share notes accordingly. • Contact Public Health 	<ul style="list-style-type: none"> • Will inform program staff/agency staff that attended the same clients as the staff with probable/confirmed COVID-19 in the 48 hours prior to symptom onset of the potential exposure by phone (without breaching privacy). Information provided would include date of potential exposure, when the staff first started experiencing symptoms and the appropriate self-isolation/work-self-isolation directions based on PACE Protocol for Management of COVID-19 Exposure Risk & Staff Return To Work. • Will inform clients that the staff with probable/confirmed COVID-19 provided service to within 72 hours of becoming symptomatic of the potential exposure by phone. Information will include day(s) and time(s) of potential exposure; that they need to self-monitor and self-isolate for 14 days from the date of exposure; and that staff will use PPE for 14 days from date of exposure. 	<ul style="list-style-type: none"> • HR team member / Appropriate Client Services Director

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STAFF WITH PROBABLE OR CONFIRMED CASE

Head Office		
ACTIONS REQUIRED	WHAT WILL BE COMMUNICATED	SUPPORT REQUIRED
<p>The Manager, Health Safety & Wellness and/or Director, Operations</p> <ul style="list-style-type: none"> • Direct Program management of actions required. • Will assess the exposure risk by obtaining answers to questions outlined in the PACE Protocols for Management of COVID-19 Exposure Risk & Staff Return To Work. • Advise the staff of the resulting implications. • Document the conversation that occurs and share notes accordingly. • Contact Public Health 	<ul style="list-style-type: none"> • Communication would be tailored to Head Office staff dependant on whether had direct close contact or indirect exposure. Anyone that is indirectly impacted (those that visit HO regularly) would be advised that they have potentially been exposed to a probable/confirmed case of COVID-19 by email (without breaching privacy). Information provided would include date of potential exposure, when the staff first started experiencing symptoms and the appropriate self-isolation/work-self-isolation directions PACE Protocol for Management of COVID-19 Exposure Risk & Staff Return To Work 	<ul style="list-style-type: none"> • HR team member / Appropriate Client Services Director