

Luso Support Centres Operating Guide



INTRODUCTION AND PURPOSE

This document is intended to provide guidance and communication to families, staff, Board of Directors and the community regarding the planned reopening and expected changes at Luso Support Centres.

The information is meant to provide clarification on operating Luso's Adult Day programs with enhanced health and safety guidelines and/or restrictions in place upon re-opening. This document will be modified as applicable when restrictions can be lifted and/or amended to reflect changing circumstances and /or new advice.

While the focus of this document is on the new health, safety and operational measures that are required in order to manage risk and safely re-open, every effort will be made to maintain the caring and enriching program environment, Luso is known for. This includes the emotional well-being of all within the Luso community, with every reasonable effort to provide a safe environment for return.

COMMUNICATION

Pre-Opening communication with families will take place in advance of re-opening to support families' understanding and personal risk assessment. Communication will take place via electronic distribution and Town Hall virtual meetings.

Luso policies and procedures will include:

- direction set out by the local public health. Contact information for [local public health units](#).
- how the centre will operate during and throughout the recovery phase following the pandemic including:
 - deep clean of all centres (space and equipment)
 - education and supply of PPE to our staff
 - how to report illness
 - physical distancing and expectations
 - contact tracking
 - drop off and pick up procedures

Communication with families regarding enhanced health and safety measures facilitates transparency of expectations. New policies will be shared with families, for their information and acknowledgment to ensure they are aware of these expectations.

Families will be asked to:

- Stay home if ill
- Advise if travelling outside of Canada and self -quarantine upon return for 14 days

- Disclose if they are diagnosed with COVID-19. If so, the participant is required to self-isolate for 14 days as they have been in direct contact with someone who has COVID-19. We will require medical clearance/negative tests before they return to the program
- If a participant has been in indirect contact with someone who has COVID-19 (e.g. family member has been in direct contact with a positive case of COVID-19 at work), we will recommend that the family member is tested as per public health guidelines. The participant will have to self-monitor and will be asked to stay home while the family member is awaiting tests. If these tests turn out to be positive, then the participant will be required to self-isolate and will require medical clearance/negative tests before they return to the program
- If they are negative, the participant can return to the program
- Caregivers/ Families will need acknowledge their understanding of Luso Covid-19 protocols, as well as to the best of their ability reinforcement participate behaviors, for the safety of all. Non-compliance will result in the need to rectify the situation and may result in the inability to participate in the program

Symptomatic Participants, contact:

- Telehealth: 1-866-797-0000
- Your primary care provider (family physician)

HEALTH AND SAFETY

Program Guidelines - Cohort Groups

To the extent possible, based on their attendance schedule, participants will be assigned to a specific cohort group with an assigned staff member, for each 5-day week. Maximum cohort size will be 15 individuals, inclusive of assigned staff. Each cohort will stay together throughout the day and not mix with other cohorts. Cohort size may change over time.

More than one cohort group may occupy one building, provided separation/ physical distancing between the programs and cohorts groups can be maintained.

Public Health Links: Hand Washing & Proper Mask Wearing

<https://www.publichealthontario.ca/en/health-topics/infection-prevention-control/hand-hygiene/jcyh-videos>

<https://www.publichealthontario.ca/en/videos/ipac-maskeyes-on>

<https://www.publichealthontario.ca/en/videos/ipac-maskeyes-off>

Staffing

- Luso Program staff will disclose any alternate employment status, this transparency will help minimize risks through scheduling and close monitoring of situations and/or changes to employment status
- Non-Program staff, will limit their movement between program areas, and adhere to all PPE and applicable hygiene measures, required of Program staff

Staff Training

- Prior to re-opening, staff at each Centre will undergo training on all enhanced health and safety guidelines

Physical Distancing

Physical distancing between participants may be difficult; however, steps will be taken when setting up the program space, to maintain physical distancing of at least 2 metres between cohorts and as feasible between members within the same cohort.

Floor marking guidelines, reduction of group socialization at meals, visual cues, communication signage etc. will be used. (Further information in the Drop-off/ Departures section)

Use and protocols for PPE

Luso Canadian Charitable Society will provide PPE for staff usage and protocols for usage. (Mask, gloves, sanitizer, gowns etc.) Training for staff in the current use, care of PPE will be provided.

Masks, following public health guidelines, will be worn by staff during programming:

- In the programming areas, screening area, and when accompanying participants in and out of programming
- During personal care for hygiene or feeding
- Participants will be encouraged to wear masks as appropriate based on their personal health and safety
- To reduce risk of contact in transit to work, in house shirts will be worn by staff during program hours, in lieu of street apparel
- Staff will be responsible for the maintenance/integrity of PPE and proper disposal as outlined within centres
- Masks are not to be left unattended/stored in areas that will jeopardize it's safety/integrity (ie: left out on tables, chairs or hung somewhere, that can result in contamination/damage)

OPERATING PROCEDURES

Hygiene & Environmental Cleaning

Enhanced cleaning and sanitation procedures will be in place.

- High- touch surfaces will be cleaned and disinfected a minimum of twice daily e.g. doorknobs, elevator buttons, handrails, light switches, toilet and faucet handles, electronic devices, and program tables
- Adherence to local public health advice regarding best practices for cleaning and disinfecting, maintaining a disinfecting log to track and demonstrate cleaning schedules; of activities, inclusive of:
 - Frequent cleaning and disinfecting of washroom facilities - cleaned hourly

- Toys/ Materials – sanitized daily after each use (Use of Colour Coded Bins for Used / Clean Programing Items)
- Removal from program area, all toys, program materials comprised of soft/fabric materials not suitable for disinfecting
- Program tables – Ongoing
- Hygiene Monitors will be assigned to inspect procedures, work with participants. Performing and promoting frequent, proper hand hygiene (including supervising or assisting participants with hand hygiene). Regular Hand washing using soap and water and use of an alcohol-based sanitizer will be in place, inclusive of hourly Hand Sanitizing for ALL Participants and Staff
 - Personal Toolkits for Participants (small craft, utensils, care items) will be provided to reduce cross contamination

Reporting of Illness

Staff, participants must not attend the program if they are sick. Symptoms to look for include but are not limited to: fever, cough, shortness of breath, sore throat, runny nose, nasal congestion, headache, and a general feeling of being unwell.

- If a participant, staff become sick while in the program, they will be isolated and family contacted for pick-up. The staff will wear a surgical/procedure mask and eye protection at all times and not interact with others, during the interim
- All items used by the sick person should be cleaned and disinfected.
- When appropriate if a person becomes sick Luso will report to public health and respond as per public health advice for further action and/or advice to families
- Other participants and staff in the program who were present while the person became ill should be identified as a close contact. The local public health unit will provide any further direction on testing and isolation of these closecontacts

Drop Off & Departures Protocols/ Symptoms Screening

Screening for Symptoms – *Mandatory Daily Screening* at arrivals and departures will take place for everyone, inclusive of a temperature check. Unsatisfactory results lead to non-admission to our centre.

Each Centre will maintain a daily tracking record of anyone entering the facility, inclusive of participants, staff and sundry essential visitors, e.g. cleaners, maintenance work, etc.

Log will include name, contact information, time of arrival/departure, screening results, etc.; in order to facilitate contact tracing in the event of a confirmed COVID-19 case or outbreak.

- **On Arrival** - maintain Physical Distancing in parking lot and outside the centres (spaces between parking spots is recommended)
- Signage/markings on the ground will provide direction on the entry steps
- **Entrances** – Dedicated staff will monitor, control and direct arrivals
- Everyone enters main door one at a time, maintaining Physical Distancing
- **Participants will be met at door** where Temperature and Screening will happen between the doors

- When possible use paddle auto-door openers (use of elbows is encouraged)
- Temperatures will be taken on arrival and departure (before coats etc.), along with hand sanitizing, and attendance tracking
- As much as possible, caregivers should not go past the screening area
- **All entrances will have hand sanitizer**, to be used by all
- **Personal Protective Equipment (PPE)** is to be used by all staff. Visitors and Participants are encouraged to wear Masks, when physically possible. **Municipal by-laws will be enforced.** Participants not able to wear masks will require caregiver 'Mask Waiver' signed
- **Personal belongings** (e.g., backpack, clothing, etc.) should be minimized. If brought, belongings should be labeled and kept in the individual's/ designated area

Visitors

Non -Essential persons will not be allowed in the Centre-(Drivers, Non-Essential Visitors, Volunteers). Where individuals are allowed access, they will be required to undergo screening procedures, temperature check, wear face coverings and comply with other physical distancing requirements.

Essential Visitors must undergo temperature checks, screening questionnaires, logging of information and use face covering.

Meal Preparation / Food Provision

Meal practices will be changed to reduce the amount of food preparation handling by staff and to ensure there is no self serve or sharing of food.

Luso has changed meal practices:

- No food preparation
- No hot beverage service
- No food sharing
- Utensils should be used to serve food
- Meals should be provided in individual portions for the participants
- There should be no items shared (i.e., serving spoon)
- Caregivers/parents are encouraged to provide meals requiring no heating and in thermos containers, and pre-packaged drinks
- Physical distancing while eating
- There should be no sharing of utensils
- Proper hand hygiene, before and after meals
- Temporary suspension of sharing of food or planned social team lunches, i.e. pizza day
 - There should be no items shared (i.e., serving spoon or salt shaker)
- Participants will not prepare nor provide food that will be shared with others
- Proper hand hygiene must be in place when staff are preparing food and for all individuals before and after eating