

Board Summary Report

Title	COVID-19 Pandemic Update
Submitted by	JC Legault Board President Terri Gray Executive Director
Date of update	February 6 2021

Summary of Critical Points

This report provides a weekly summary regarding the impact and response to the COVID-19 Pandemic, and more frequently as required, and focuses on the following topics:

- Updates from meeting held on February 5 2021
- Health and Wellbeing
- Trends related to people supported
- Trends related to human resources
- Financial impacts
- Challenges and responses

Overall

Status of Reply to Ministry regarding complaint by Kildeer Residence staff:

The review was completed and the report submitted to MCCSS on Jan 25/2021.

Conclusion

Concluding the investigation and meeting with the four staff, CLOC has acknowledged to the staff that this was a very difficult time and that we will work with them and the Rapid Response Team to enhance some infection control measures at that location and look at outbreak responses throughout the organization.

Through the investigation process, CLOC has concluded that while staff were exhausted and it was a difficult situation, staffing compliment was adequate for 3-4 people supported and at no time was the health or safety of staff or people supported compromised. Staff worked longer and more days than would have been the norm to get through the outbreak period.

COVID-19 Cases

To date; **74 people served** have been tested, with **16 positive** and 58 negative results; **161 staff** have been tested with **16 positive** and 145 negative results; **23 people in program locations tested**, all with negative results

See tracking spreadsheet for updated data and details.

Improvements and Communication

CLOC has taken steps to address areas in which we can improve our COVID-19 response to future outbreak situations:

- Debriefing with the other two outbreak locations for feedback and recommendations
- Scheduling team and response personnel were retrained in staffing protocols during outbreak
- CLOC will create an outbreak team specific to an outbreak location to minimize contact stress and ensure there is a familiar contact for the team who is knowledgeable about the outbreak and any issues or needs specific to the location
- Clear communication will be established with information regarding outbreak from Public Health being relayed to the team
- Establish communication pathway with team, including Zoom meetings and engaging with each staff and letting them all know what is happening to assist them
- Purchasing a screening app to improve screening process and ensuring notification alerts are received immediately
- CLOC has requested another IPAC consult to work with individual outbreak teams on infection control
- Develop a COVID-19 outbreak information package for easy and immediate access to information and safety protocols
- Each location to complete IPAC self-assessment on a regular basis
- Develop and implement COVID-19 'drill' to run through outbreak process to ensure staff and individuals are aware of and confident in process and protocols should an outbreak occur

STATUS OF PPE

CLOC currently has a 6 months supply.

Impacts on Staffing

CLOC is still down staff due to single employer order and people on leaves (loss of 80 staff). This means we have redeployed staff across agency and have extended hours and went to 12-hour shifts as necessary. We continue to actively recruit. All teams are stable.

During outbreak this can be impacted by number of staff infected, people choosing to leave location during outbreak etc. We work as quickly as we can to stabilize the location during the outbreak

situation and do an all call to see if staff will redeploy during the outbreak.

It also takes a period of time for staff to come back after an outbreak so returning to pre outbreak staffing levels is delayed by a few weeks after outbreak. CLOC has been able to manage through these three recent outbreaks.

Vaccination Forecast

CLOC is part of phase two of the provinces plan for vaccinations.

CLOC is in the process of educating staff and people supported about the vaccine. We are utilizing the work of the Provincial Network and their SPPI committee's work around vaccine rollout preparedness.

CLOC has started a survey with staff to see who is interested in having the vaccine. We are also starting a parallel process with people supported and their families. Many people will need to get consultation from their family doctor about the vaccine.

Two town hall zoom meetings are being scheduled for end of February for employees and people supported and their families to provide education and information about the vaccine.

There has been a delay in Ontario receiving the vaccine to April and this will delay the phase two plan. Public Health has requested details about our locations and the number of people in each location and staff as part of their preparedness plan.