

January 28, 2022

## COVID-19 Bulletin for Families

Dear CLOC Families,

We want to take this opportunity to thank you for your continued patience, flexibility, and support during the ongoing COVID-19 pandemic.

Nearly two years in, we entered the fifth wave in mid-December 2021. It has been a long, hard journey, with many challenges and changes along the way. The one thing that has remained consistent is the valiant efforts of CLOC's staff, and their commitment to the people CLOC supports, CLOC families, and to their co-workers. They have played a crucial role in ensuring the well-being of your family members. We are extremely grateful and proud of their efforts.

Ontario has seen a substantial increase in cases of the highly transmissible Omicron variant. In December, our government implemented additional safeguards to help prevent the spread of COVID-19, to ensure that those living and working in our highest risk settings are protected. This resulted in a move back to a modified Step Two in the Roadmap to Reopening. High vaccination rates have contributed to keeping the health care capacity in Ontario stable. There has been a focus on testing and case and contact management to help limit and respond to transmission in high-risk settings, and to maintain critical workforces such as CLOC's.

CLOC has experienced several COVID-19 outbreaks impacting both staff and people supported over the past month, beginning just before and throughout the holidays, up to the middle of January. The cases fell into three categories identified by Public Health; enhanced precautions, suspected outbreak or confirmed outbreak. Outbreaks were declared at the following locations:

**Old Scugog**  
**Holt Road**  
**Enfield**  
**Marland 1**  
**King Street**  
**Bessborough**  
**Wyndfield**

CLOC will continue to debrief with each affected residential location to identify gaps and determine any improvements that can be made to reduce risk.

CLOC is the designated Infection Prevention and Control (IPAC) Champion agency for Durham Region and is engaged in a process with its partners for each congregate living site to have an external IPAC review. Many of these reviews have already been completed. CLOC is also proud to be the lead agency for the coordination and distribution of IPAC supplies for the lower east region of MCCSS. We look forward to collaborating with staff, our partners, and our community to develop improvements, based on their feedback and best practices.

CLOC continues to follow all directions and mandates prescribed by the Ontario Government, our Public Health Units and MCCSS to minimize, as much as possible, the risk of COVID exposure to people who receive services, families and employees. Many safeguards are in place to reduce risk and provide safety for all.

Please review the attached chart that documents the safeguards put into place by CLOC to protect the people we serve, and our employees.

The following measures have been implemented at CLOC over the 4<sup>th</sup> and 5<sup>th</sup> wave of COVID-19:

- Limiting only essential visitors to our residential locations
- Following all location isolation plans as required
- Vaccination education, oversight, and tracking – encourage booster momentum
- Mandatory rapid antigen testing for employees deemed non vaccinated (as defined in CLOC’s Infectious Diseases Policy)
- Availability of rapid antigen testing for employees, and people supported with suspected symptoms or exposure
- Deployment of Hepa filter systems to all locations
- Continued collaboration with our community partners regarding IPAC processes and staffing mobilization during Omicron surge
- Increased PPE requirements, including N95 and KN 95 masks during suspected and confirmed outbreaks
- Continuation of weekly COVID-19 Communique to keep employees up to date with information and changes
- Continue to connect and communicate with employees and families through Town Halls
- Temporary closure, suspension and/or reduction of some community services such as respite, Clarington Project, My Day My Way and Supported Independent Living (SIL)

CLOC invites families to join us for an upcoming virtual Town Hall on **Wednesday February 2, 2022, from 4 – 5pm**. The Town Hall will provide information and updates on current trends in the DSW sector and COVID-19. In order to register to attend the Town Hall, please visit:

[https://us02web.zoom.us/webinar/register/WN\\_g7pwIAszSCierOHtk94qXw](https://us02web.zoom.us/webinar/register/WN_g7pwIAszSCierOHtk94qXw)



## You're Invited



### Welcome to CLOC's First 2022 TOWN HALL

**Who:**  
CLOC Employees,  
People Receiving Support &  
Their Families

**When:**  
Wednesday, February 2, 2022  
4:00 pm – 5:00 pm

**Where:**  
Zoom Webinar

**PLEASE [CLICK HERE](#) to REGISTER IN ADVANCE**

#### Let's talk about:

- Current trends
  - Staffing across the Developmental Services Sector
  - MCCSS Directive for Rapid Antigen Testing
- COVID-19
  - Health & Safety; Hepa Filters, N95 masks, Fit testing masks
  - CLOC's Visitor Guidelines Update
- DSW Apprenticeship Program

**We want to hear from you. Please send your questions, concerns, or topics you would like to hear about to: Wendy @ [wshaw@communitylivingoc.ca](mailto:wshaw@communitylivingoc.ca)**

This pandemic has changed the way each of us live day to day and altered the way we operate and deliver services and supports. We all need to continue to remain vigilant in order to minimize the risk of exposure and spread of COVID-19.

Thank you, again, to you, CLOC's families, for your continued support of the organization during this challenging time. We could not do it without you!

Sincerely,



Terri Gray  
Executive Director



Janice Dewland  
Director, Operations

### **PRECAUTIONS THAT CLOC HAS PUT IN PLACE**

#### **MANAGEMENT**

- Establishment of Pandemic Team to provide leadership and make decisions. Members of Joint Health and Safety are included on the team, and CLOC works closely with the Joint Health and Safety Committee.
- Twice-weekly scheduled pandemic planning meetings with the Pandemic Team; additional meetings as needed.
- Regularly scheduled meetings with the Joint Health and Safety Committee
- Regular communiques to keep employees updated (at minimum, once per week).
- Maintain, archive, and update as necessary, Pre-Screening and Active Screening documents.
- COVID-19 binders created for each location.
- Virtual meetings with families and employees to keep them up to date, and answer questions.
- Established a Rapid Response Team (RRT) to provide PPE, instruction on proper use, and guidance to staff in the case of COVID outbreak.
- Following all protocols put in place by the Ministry of Health, Public Health Department and MCCSS.
- Implementation of Infectious Diseases policy
- PSHSA Infectious Disease, Infection Control; Hand Hygiene, COVID-19 PPE, Breathe Safe- Respiratory Fit Testing and Disinfecting Fogger Instructions on OTR.
- Maintenance and weekly reporting of PPE inventory through Critical Supplies and Equipment (CSE).
- Procurement of PPE obtained through OACAS, as available.
- Created a central hub (Reilly) for ordering and distribution of PPE, hand hygiene and disinfecting products and other general supplies for CLOC locations.
- Awarded role of IPAC Champion for all MCCSS agencies in Durham Region
- Designated Lead for Emergency PPE supply chain for Durham, HKPR, Kingston and Ottawa.
- Collaborating with community partners through attendance at DSMC pandemic meeting

#### **EMPLOYEES**

- All employees wear personal protective equipment (PPE) at all times while on shift, including disposable procedural masks and eye protection that are sanitized after each shift, and, since the last

wave, isolation gowns at all times in every location.

- Employee screening prior to entering and exiting locations; taking of temperature and completion of online screening questionnaire with no identifiable symptoms or cautions prior to entering location.
- Employee screening when they call in sick - Employee will be referred to supervisor or on-call to complete COVID screening questionnaire, to ensure that any necessary referral to online screening is made, and to limit exposure and response time should there be a suspected positive case.
- Employees directed to identify to HR if they work for other organizations.
- Employee “bubbles” developed to limit cross-over for essential circumstances only (i.e.: where staff is needed in order to ensure location is maintaining a high degree of safety and security for people who live there, and regular and cluster staff from within the location are not available).
- Implementation of Vaccination policy and procedure
- Mandatory rapid antigen testing for non-vaccinated staff
- Rapid antigen testing available for surveillance and symptomatic testing

#### **PROGRAMS/LOCATIONS**

- Virtual meetings (including visits) are utilized as appropriate.
- Visitor’s guidelines developed in line with MCCSS direction and guidance.
- Altered to take place via telephone/web conference.
- Enhanced cleaning and PPE protocols in all locations, in addition to regular cleaning and sterilization; cleaning protocols established for location vehicles. Further enhanced cleaning occurs in locations during outbreak.
- Hepa filter systems in all locations
- People receiving services wear disposable procedural masks (if they are able) in circumstances where they cannot maintain 6 feet distance from others.
- Scheduled fogging with VitalOxide sanitizer of all locations & CLOC vehicles. More frequent fogging takes place at locations in outbreak.
- Establishment of grocery order and pickup system. This process may continue after COVID-19.
- Creation of COVID-19 emergency outbreak kits to have on hand in case of positive diagnosis, with accompanying protocols.
- Use of disposable dishes/cutlery at locations in outbreak to decrease risk of contamination from shared dishes, when possible.
- Suspension of all visitors to all CLOC locations during lockdown and outbreaks, with the exception of those deemed ‘essential’ by definition of MCCSS.
- Rapid antigen testing available for surveillance and symptomatic testing

#### **CLOC’S RESPONSE TO SUSPECTED/CONFIRMED CASES OF COVID-19**

##### **MANAGEMENT**

- Following all protocols put in place by the Government, Public Health Department and MCCSS.
- Serious Occurrence report submitted to MCCSS when there is a confirmed positive case, or when someone (employee or supported person) has gone for testing (for any reason, such as surveillance testing or testing due to exposure).
- WSIB workplace exposure forms are filed as appropriate.
- RRT delivers COVID-19 outbreak kits to COVID suspected/confirmed positive location, along with instructions for use, donning & doffing and sanitizing of PPE.
- All employees and families at the location are notified.

##### **EMPLOYEES**

- Employees in locations with suspected/confirmed cases are not permitted to work at any other CLOC location until directed by Public Health
- Staff must monitor their temperature at the time of active screening, when entering and leaving location, and must wear procedural masks, eye protection, gloves, and gowns at all times while on shift.
- People who live within the location that has a suspected/confirmed case of COVID follow isolation plan.
- Staff are directed to isolate at home as per most up to date Public Health guidance.
- Any staff contacted to take a shift at the location are informed by scheduling that there is a potential/confirmed case of COVID-19.
- Staff MUST identify if they work at other organizations, so CLOC can ensure appropriate and timely response to COVID-19 and communication to our partners.

**PROGRAMS/LOCATIONS**

- Extra enhanced sanitizing and fogging protocols put into action.
- Follow all Public Health guidance and direction.