

## COVID-19 FREQUENTLY ASKED QUESTIONS (FAQ) (FAQ #2)

### COMMON QUESTIONS ABOUT RESIDENT LIFE AND STAFFING DURING AN OUTBREAK

**1. What is a day like for residents living in units that are in outbreak? Can you provide more details?**

A day on a unit in outbreaks involves ensuring the provision of safe, respectful and compassionate care and services to our residents and patients. This includes a daily and continued focus and commitment to the use of enhanced Infection, Prevention & Control (IP&C) measures:

- ✓ Cleaning requirements on an outbreak unit are enhanced, including a shift from the use of 250 PPM to 1000 PPM cleaning solutions for Surfaces, including high touch areas;
- ✓ Front-line care employees stay on the unit with the residents for their entire shift, including breaks;
- ✓ All residents are monitored, inclusive of temperature checks, twice daily for any COVID19 symptoms;
- ✓ Tray service is provided to residents who must isolate;
- ✓ Non-essential programs and small group recreation activities are placed on hold due to physical distancing and reduced group gathering requirements; if able to do so, residents can still enjoy things like listening to the radio and music, reading; watching TV; art projects and so forth; and
- ✓ Connections between residents, patients and their family members is encouraged and supported by staff where possible, via Skype / FaceTime through Internet connected devices and by telephone.

**2. Are staff still moving between floors? What about cleaners?**

To minimize the movement of staff as much as possible, employees, inclusive of housekeepers, are cohorted to the same areas during their shift. Once on an assigned unit, employees must stay on that unit for the duration of their entire shift, inclusive of their breaks.

**3. Do you have enough staff on your outbreak units to meet resident needs?**

Pandemic Planning and Business Continuity Plans contemplate and include *Reduction in Staffing* strategies and guidelines. Under these plans, employees at our care homes are also redeployed to units/areas in the care home where further support may be needed during an outbreak.

**4. Is Alberta Health Services providing additional staff?**

No, not at this time.

**5. How is social distancing being enforced?**

Employees and essential community services (including Attending Physicians and EMS) are required to wear masks when entering and accessing any resident or patient care area and/ or where maintaining social distancing is not possible. Social distancing of residents on non-outbreak units is followed wherever possible, inclusive of smaller group activities. At meal-times the number of residents seated at a table has been reduced to two (2) residents per table, with a minimum six (6) feet apart.

## RESIDENT SOCIAL LEAVE

### 1. Can I take my loved one home to live with me until the COVID-19 situation is over?

Families may take their loved one home, however the following important points need to be kept in mind:

- ✓ During the resident's absence from the care home, daily accommodation charges still apply and must be paid;
- ✓ The resident's Attending Physician will not follow nor manage the resident's medical care needs during the social leave;
- ✓ Alberta Health Services (AHS) will not assess for nor provide Home Care services during the resident's social leave;
- ✓ Families are solely responsible for arranging and paying for private care services for the resident; and
- ✓ Intercare cannot guarantee a room hold for the resident. Should AHS require the resident's room for an alternate resident during the COVID-19 pandemic situation, the resident's room will be released to AHS as required.

## OUTBREAKS

### 1. Can the entire care home be put into isolation if there is an outbreak on one unit?

Continuing care homes in Alberta are governed by *Outbreak Criteria* that is specified and set out by Alberta's Chief Medical Officer of Health (CMOH).

If a single impacted unit has been declared to be in outbreak by an AHS Zone-level Medical Officer of Health (MOH) at the care home, unless and until the MOH declares more than that one unit and/or the entire care home to be in outbreak, the one unit declared to be in outbreak is the only unit that is in outbreak at the care home.

Similarly, once a care home is declared to be in outbreak, the impacted unit(s) and/or the entire care home must remain in outbreak until the MOH declares the outbreak to be over.

A list of care homes that have been declared to be in COVID19 outbreak by the CMOH are posted on Alberta's web site at: <https://www.alberta.ca/covid-19-alberta-data.aspx>.