

COVID-19 FAQ

Q	WHAT IS THE PROVINCE’S LATEST RECOMMENDATIONS FOR TESTING WITHIN THE CONGREGATE CARE SETTINGS?
A	Anyone with symptoms can be tested. Please follow this link for the latest information: https://covid-19.ontario.ca/covid-19-assessment-centres
Q	WHAT DO I DO IF I FEEL THAT I SHOULD BE TESTED?
A	If you feel you should be tested, follow the instructions in the link above, followed by a call to your manager (or on call manager) to inform CLA of the risk. The manager will advise you on what is required from a CLA perspective.
Q	WHAT DO I DO IF I FEEL THAT AN INDIVIDUAL I SUPPORT REQUIRES TESTING?
A	<ul style="list-style-type: none"> • Immediately notify your manager or on call manager and advise CLA of your concerns. • The management team will assess the symptoms (based on the Individual’s symptoms and their health) and advise you of next steps. • Follow the protocol guidelines based on the setting that are located in the home or Day Service.
Q	WHAT ARE THE PRECAUTIONS IN PLACE TO MANAGE THE RISK OF THE INDIVIDUALS I SUPPORT CONTRACTING COVID-19?
A	<p>As you are aware, protocols are fluid and change as scientists and public health learn more about COVID-19. Currently the following protocols are in place:</p> <ul style="list-style-type: none"> • PPE – All residential care and SIL staff must wear a mask while on shift/in the presence of the Individuals they support. • OUTSIDE THE HOME ACTIVITIES – Individuals in residential care settings are not participating in activities outside their homes that will unnecessarily put them at risk of contracting COVID-19. <ul style="list-style-type: none"> ○ Individuals are able to go for drives in the vans, but not for takeout purposes. ○ Individuals in our residential homes can go outside with staff in their yards or for walks with staff accompaniment. • RESPITE – The need for respite (Individual is struggling with self-isolation) will be assessed by the manager and the respite protocol will be enforced: <ul style="list-style-type: none"> ○ Should respite be deemed necessary, the Home on Napoleon’s apartment will be the first location utilized for respite. Should the Home on Napoleon not be suitable, the manager will determine what location and what staff person will provide respite. <ul style="list-style-type: none"> ▪ Individuals will travel to the Home on Napoleon in a CLA vehicle and will remain in the home with the CLA staff person for the duration. ▪ Food for the respite (for Napoleon) will be supplied by the Grub Hub and the procurement team.

	<ul style="list-style-type: none"> <ul style="list-style-type: none"> ▪ The Home will be sanitized prior to and following the respite. ○ Should Napoleon not be available, the management team will determine where the respite shall transpire and by whom by evaluating the risk to the Individual. • PROCUREMENT – A procurement team is diligently working to secure PPE in order to keep you, your coworkers and the Individuals we support safe. <ul style="list-style-type: none"> ○ The procurement team is ordering groceries for all residential settings and SIL homes in order to limit the amount of staff exposure in grocery stores. ○ The CLA Grub Hub is producing 400-500 meals weekly and distributing them to group homes, SIL homes and those in many of our sister agencies.
Q	IS THERE ENOUGH PPE IF THERE IS AN OUTBREAK?
A	The work of procurement teams locally and provincially is ongoing in order to secure PPE. Oftentimes our team is securing PPE that can be used by the entire south-east region. Further, all PPE inventory across the province is hosted in a provincial database and updated weekly. These supplies can be accessed by any agency during an outbreak.
Q	WHAT NEEDS TO HAPPEN IN ORDER TO RELAX THE PROTOCOLS PUT IN PLACE?
A	CLA services and supports will likely be the last to relax protocols given the vulnerability of the Individuals we support. Provincial and local authorities will be consulted as time progresses. It should be noted that we need to be diligent with our precautions as provincial restrictions relax for concern of the second wave of positive cases.
Q	WHEN WILL DAY SERVICES RETURN?
A	The reopening of day services will be evaluated as restrictions begin to relax. Provincial and local health authorities will be consulted as time progresses. Large group gatherings may be many months away.
Q	EVERYONE IS ABOUT TALKING ABOUT THE ‘NEW NORMAL’. WHAT DOES THAT LOOK LIKE FOR CLA?
A	That’s the million-dollar question! We will assess what we’ve learned during the pandemic and make adjustments with your recommendations and that of the province and public health.
Q	WHAT’S HAPPENING WITH THE PANDEMIC PAY PREMIUM?
A	We are awaiting guidelines from the ministry around the parameters of the premium. Once we are provided with those guidelines, rest assured we will roll the funds (which will be retroactive) as quickly as we can! Information on the Pandemic Pay Premium can be found here: https://www.ontario.ca/page/covid-19-temporary-pandemic-pay

*We're all in this together and,
together we've got this!*