

CapitalCare Lynnwood Town Hall September 29, 2020

Welcome & Housekeeping

- Format: Presentation, Q&A
- Mics will be muted during presentation
- For privacy reasons, please do not ask questions about your family member's care
- Ask questions in chat box after the presentation

Introductions

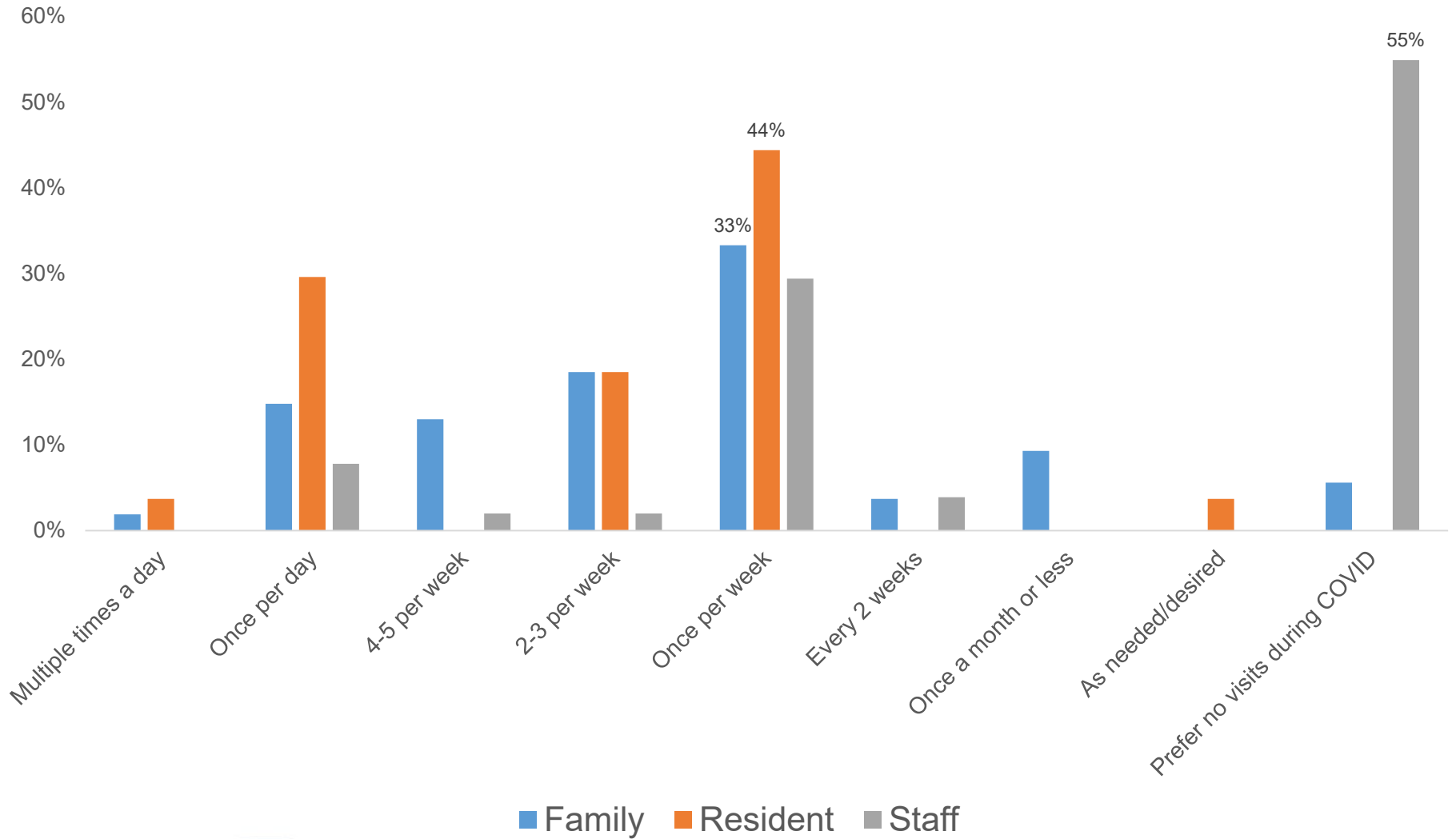
- Bonnie Roberts, Site Director
- Francine Drisner, Chief Operating Officer
- Zoe Wincure, Recreation Therapist
- James Leask, Research Assistant
- Survey slides on screen
- Also online: capitalcare.net, Centres tab, Lynnwood, Zoom icon in blue bar to right of screen, click on Presentation.

Survey Overview

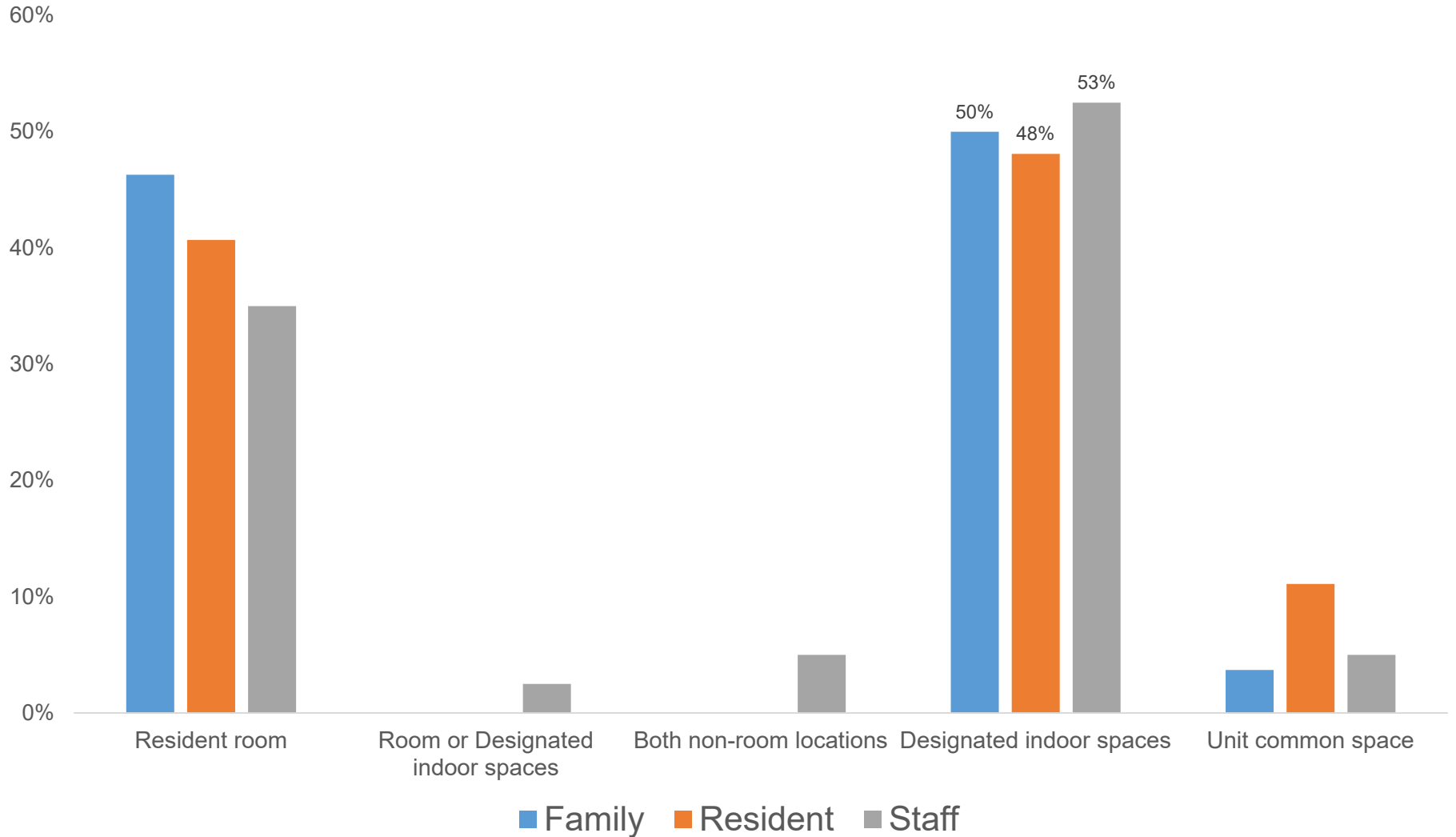
- Families, residents and staff were provided an opportunity to share opinions and preferences regarding the indoor visitation policy
- Surveying took place at the end of July / early August, 2020

Survey Respondents by Group	
	CapitalCare Lynnwood
Family	54
Resident	27
Staff	53
Total	134

Preferred Visit Frequency



Preferred Visit Location



You are **LOW** risk for unknown exposure to COVID-19 if you do all of the following:

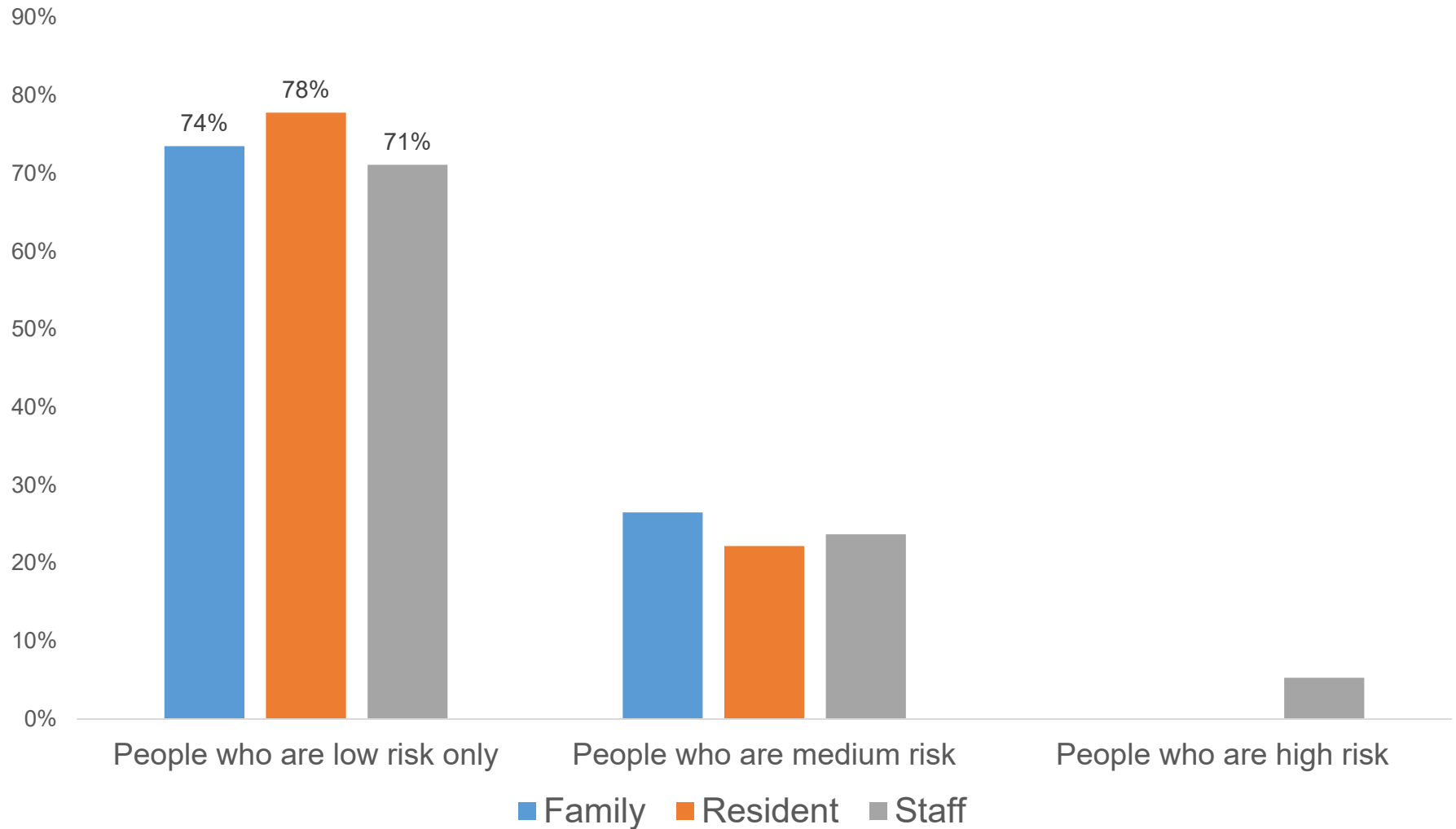
- Do not work or live in an area of high COVID-19 exposure (area classified by the province as 'Watch' or 'Enhanced')
- Work from home
- Part of a small cohort (15 or less) who consistently practice physical distancing and wearing of masks
- Have not had any guests in your home in the past 14 days
- Are only visiting resident(s) at one site per day
- Make essential outings only
- Use your own vehicle
- Consistently maintain 2 meters of distance from others when outside the home, or wear a mask when distancing cannot be maintained
- Consistent hand hygiene
- Have not left the province within the last 14 days

You are **MEDIUM** risk if you feel that you are between the extremes of high and low risk, and request that you use your best judgement to determine your personal risk where neither low nor high is appropriate.

You are **HIGH** risk for unknown exposure to COVID-19 if any one or more of the following are met:

- Work or live in an area of high COVID-19 exposure (area classified by the province as 'Watch' or 'Enhanced')
- Work outside the home where distancing is not consistently maintained and masking is not consistently used
- Worked at or visited a location with a declared COVID-19 outbreak in the last 14 days
- Part of a large cohort (more than 15)
- Cohort inconsistently practices physical distancing and use of masks when distance cannot be maintained
- Have had a guest in your home in the past 14 days
- Visiting resident(s) at one site per day
- Outings where contact with others outside your household is likely
- Use public transit or carpooling where distancing is not consistently maintained or masking consistently used
- Do not maintain physical distancing or mask wearing
- Infrequent or inconsistent hand hygiene
- Have left the province within the last 14 days

Preferred **HIGHEST** level of risk for indoor visits



We are extremely concerned that visitation is being allowed at all.
- Family

It is absolutely critical to the physical, mental and social welfare of residents in supportive living situations that they are able to actually connect [...] to those they love
- Family

I don't think they should be visiting at all for the next 6 months.
- Resident

Looking forward to having personal visits with family.
- Resident

Finding the balance between designated visitation and COVID safety is of utmost importance.
- Staff

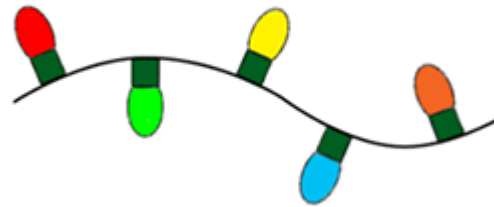
Current and Upcoming Visitation Strategy

- New AHS online booking app
- Cold weather visiting plans



Planning Holiday Visitation

- Thanksgiving
- Christmas



New CMOH Order 32-2020

- **Volunteers:** Operators can permit volunteers back on-site.
- **Site Tours:** In-person site tours are permitted when virtual or other options are not workable.
- **Isolation Requirements:** Residents who leave the building will take different precautions when they return depending on the level of risk of the activity they engaged in while away.

New CMOH Order 32-2020

- **Health Screening:** Staff are still required to screen at the beginning of each shift, but do not need to screen at every re-entry.
- **Resident Interaction:** Residents may have more freedom to interact with one another.
- **Group Interaction:** The maximum number of residents permitted in a group activity will be determined by the size of the space.

New Tasks Staff Have Since COVID

- **Cleaning:** High-touch 3X/day low-touch 1x/day
- **Resident Screening:** (1x/day), CC 2x/day.
- **PPE:** donning and doffing
- **Visitation:** arranging, screening, training. 12 new hires.
- **Contingency planning:** staff for outbreaks
- **Recruitment:** due to staff needing to isolate

Factors Influencing Staffing

- **Single site:** reduced possible spread, also #of casual workers
- **Redeployment:** non-nursing staff, i.e. rehab staff, trained to be more comfortable with care
- **Isolation:** # of staff required to isolate increased since school reopening

Q&A