

March 20, 2020

Victoria Manor Committee of Management COVID-19 Update

No confirmed cases of COVID-19 in the home

1. Incident Management System In Place
 - a. Incident Commander – Pam
 - b. Health & Safety Officer – Tina (Home infection control lead)
 - c. Logistics/Planning Officer – Debbie
 - d. Financial Officer – Suzy
 - e. Operations Leads – Holly, Jen, Dawn, Dawna
2. Communication
 - a. Family Council notified March 14, 2020 – updates given weekly via email
 - b. Residents Council notified March 14, 2020 – updates given weekly via meeting
 - c. Letters to families and residents sent March 14 and March 16
 - d. Families called March 15
 - e. Team members have conference calls for updates @ 4:15 am, 10:30 am, 3:30 pm daily since March 14, 2020
 - f. Memo from COKL and Sienna edited and combined into 1 communication memo from the Executive Director – Information shared with all team members
 - g. Daily update calls with Sienna at 3:30 pm daily
 - h. Health and Safety Officer – calls with Public Health 3 times per week
3. Screening Protocol
 - a. Screening in place since March 13
 - b. No entry into building until screened – telephone system used
 - c. Enhanced screening with temperatures to start March 20, 2020
 - d. Designated, educated screeners
 - e. All team members were called March 16, 2020 to review recent travel
 - f. Education on self-monitoring provided to team members March 15, 2020 with daily reminders
 - g. Team members who have travelled outside country are at home self isolating
4. COVID-19 Precautions
 - a. Screening – active now enhanced to temperatures
 - b. Self-isolation of those away – currently have 5 self-isolating due to travel, 1 returned to work, 1 will return Sunday, 2 self isolation due to other reasons
 - c. Policies received to support residents if positive test
 - d. Reviewing isolation procedures/location of resident(s) if positive test
 - e. Residents no longer able to leave home (effective March 20, 2020) except for critical appointments. Actively working with families to discourage from taking residents home.

- f. Social distancing in dining rooms – planning to support this March 20-21, 2020
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- 5. Move Ins
 - a. Currently have 19 empty beds (due to previous move in restrictions due outbreaks since mid January. Taking direction from public health)
 - b. Residents are moving in from the hospitals to clear the hospitals. Residents have been screened – working with the LHIN
 - c. Expanding move ins to the weekends where required
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- 6. Team Members
 - a. Cake on Monday to celebrate CARF (all 3 shifts)
 - b. Posting positive pictures of staff in memos
 - c. Providing monitoring information and education
 - d. Daily calls on all 3 shifts
 - e. Chocolate bars handed out this week during screening
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- 7. Supplies
 - a. Supplies locked in secure locations
 - b. Inventory of all supplies including Personal Protective equipment, sanitizer, soap, paper towel, cleaning supplies completed
 - c. Vendors are monitoring orders to ensure hoarding is not occurring. Providing supplies in quantities based on average of past orders.
 - d. Food supplies not impacted – contracts in place
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- 8. Financials
 - a. Codes for charge backs have been established specific for staffing and supplies
 - b. Following COKL direction regarding payment of team members