



St. Lawrence Lodge COVID-19 Bulletin

Number: #1
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Purpose

The purpose of this bulletin is to provide current information regarding the Covid-19 pandemic and to inform people with respect to decisions made by the Home as guided by Public Health and Ministry of Health and Long Term Care policy decisions.

Covid-19 is likely the biggest public health crisis Canada has ever faced. Lives are at stake, including yours and your loved one's. The care and protection of long term care residents – and the dedicated staff who look after them – has become a critical issue in Ontario. As of March 30th, 34 Ontario Long Term Care Homes have confirmed outbreaks of Covid-19, and the numbers are increasing rapidly.

Right now, physical distancing and LTC visitor restrictions are essential in combatting Covid-19. We acknowledge how hard this is for all concerned; however, it is necessary to save lives.

It is up to all of us to take steps that keep our loved ones, ourselves, and our communities safe.

Since we don't yet have a vaccine or cure, the best we have is prevention. We all have a role in preventing the transmission of Covid-19. We can prevent the spread of Covid-19 by washing our hands, avoiding contact with people who are frail and vulnerable, and above all, staying home. We are all in this together.

To help manage this global pandemic, the Ontario Government has issued Directives and Emergency Orders that will help Long Term Care Homes to take the steps they need to respond to, prevent, and alleviate the outbreak of Covid-19 and to provide care to our residents and support for our staff during the pandemic.

Covid-19 News

Active Screening

To date, we have been actively screening all persons entering the Home – e.g. employees, essential visitors (family of residents at end of life or very ill). All who enter have to complete a standard questionnaire and have their temperature taken. Taking the temperature was an extraordinary measure that we implemented from the beginning. Anyone failing any part of the screening is not allowed to enter the building.

A new Directive now requires LTCHs to take employee temperature at the beginning and the end of the shift. It also requires temperature checks and screening of all residents x2 per day as well.

Resident Short-Stay Absences

LTC Homes have been directed to not permit residents to leave the Home for short-stay absences to visit family or friends (e.g. go to a family member's home for dinner). Previously, in the March 20th Directive, the CMOH permitted family members to visit residents outside on the Home's property.

The new Directive closes the Home to all visitors. As a result, the Lodge is not permitting visiting with residents anywhere on the property until further notice.

Essential Visitors

LTC Homes are closed to visitors, except for essential visitors. Essential visitors are defined as a person visiting a very ill or end of life resident. All essential visitors are screened including temperature and must wear a mask. Anyone failing the screening is not allowed to enter the building.

Delivering Items to Loved Ones

We know it is a very difficult time to be separated from your loved ones, especially during this Covid-19 pandemic. We appreciate and understand that you may want to deliver items to them. Unfortunately, to prevent possible transmission of Covid-19 and to prevent unnecessary travel to and from the Lodge, we are only accepting and distributing essential items until further notice.

Essential items include: glasses, hearing aids, dentures, continence products, and medications.

Essential items must be placed in a clear plastic bag. Please label the bag with the resident's name and room number, if known, clearly legible.

Food and laundry deliveries will not be accepted into the Home until further notice.

Resident Admissions

Resident admissions continue as normal, except that the intake process will occur in the Class Room.

All residents moving into a LTC Home and residents returning to a Home will be screened. Anyone who fails the screening process will not be admitted or re-admitted. The Home will consult with the Health Unit to determine appropriate actions.

Admissions/Readmissions

For any new resident admission or the readmission of a current resident, the new Directive requires that these persons be screened and then placed in self-isolation for 14 days.

Resident Belongings at Admission

New residents are asked to bring a minimal amount of personal belongings at this time. The Home has advised that in addition to their clothing, they can bring a television and a small wardrobe dresser/TV stand.

The Environmental Services Department will clean the surfaces of the furnishings before the Maintenance Department delivers it to the new resident's room.

Resident Belongings at Discharge

Resident belongings will be packed up by Nursing personnel. Maintenance staff will remove the resident belongings and store them in the outbuilding.

Family members can make an appointment to pick up the items Monday to Friday 0800 hours to 1500 hours by contacting the Business Office.

Staff and Resident Cohorting

All employees and residents are to maintain physical distancing to the greatest extent possible. We have cancelled all large group activities. Activities are occurring on the Units in small groups only. Hair salon services are cancelled. Additional environmental cleaning has been implemented throughout the building. We are also assessing meal service so that we can deliver it in a way that there is greater physical distancing at meal times.

Communications

Residents and Families – our nursing and activation staff members have been coordinating calls, email, and facetime sessions between our residents and their family members. We have purchased 2 iphones to help with this activity. One of our families also donated 2 ipads for resident use, as well, which is much appreciated.

Nursing is also fielding a lot of phone calls and messages as families want updates on the health and condition of their loved ones, sometimes several times a day. We respectfully request that general enquiries be made during the day shift as much as

possible (e.g. between 8am and 3pm). We are trying to stay up with the volume and considerable time and energy is going to support the need for information and timely updates. We are asking for your patience and understanding as we try to meet the volume of messaging arising during this extraordinary situation.

We are also using our web site to provide information and communication for families as well. If you would like to ask a question or would like information, please send an email to info@still.org.

Pandemic Resources

Health Unit – the Health Unit resource people have been outstanding in providing information and advice to our team. The Health Unit hosts LTC sector teleconferences x2 per week, plus they take our calls as required.

AdvantAge Ontario – our Association has also done an excellent job in leading us through this pandemic. The Association hosts daily teleconferences Sunday to Saturday and provide daily bulletins with all pandemic-related information from relevant sources.

City of Brockville Community Control Group – SLL attends the City’s meetings x2 per week which includes representatives from health, social services, municipal, and first responders.

South East LHIN – the LHIN has been an important conduit of information for health providers.

LTC Clinicians – Our Medical Director attends the working group sessions of regional LTC Medical Directors.

Kudos to Residents, Families, and Staff

I have to commend our residents and employees for their tremendous patience and understanding during this tenuous time for all.

A huge effort has gone into all areas of our operations in order to maintain the health and safety of our residents and staff. Many of our employees have stepped up to help out by taking extra shifts or staying over on a shift or being flexible to help us out where we are short. We commend them for their passion and commitment to serving our residents. Our residents are keeping their sense of humour and are offering encouragement each day as we cope with the many measures being taken to prevent the spread of Covid-19.

I would also like to thank the many family members who have sent us short messages of support and encouragement. Your words have a special meaning and are much appreciated by all.

Regards,

A handwritten signature in blue ink that reads "Tom Harrington". The signature is written in a cursive style with a long horizontal stroke at the end.

Tom Harrington
Administrator