



ALL COMMUNITY CONTACTS MUST BE DISCUSSED AND APPROVED BY YOUR MANAGER BEFORE PROCEEDING**Review G: COVID-19 Resources for all Staff>COVID info PLEASE READ****-COVID Accessible info Script for use with clients****-Key Websites for COVID-19 info****-Screening Q & Next Steps****¹Protocol for in-person check-in for clients living alone in self-contained apt. when possible to meet and assess with 6ft/2 M safety distance:**

- a. Have wipes, sanitizer, gloves and masks (for client to put on if they have a cough)
- b. Consider overall building (e.g. do you need to take an elevator to reach the unit)?
- c. If possible, use stairs, if not, use elevator only by self with gloves on
- d. Do not enter unit, stand 2 meters from client at the doorway. Encourage client to meet you outside. If your client does not want to leave their unit talk to them at doorway standing two meters back. (Be mindful of confidentiality).
- e. Be mindful of other people walking in hallway (need to maintain safety distance and if not possible, leave).
- f. If picking something up (ODSP package or rent agreement etc.) ensure you are wearing gloves and package is placed in bag for transport. Similarly if you are dropping a package off place at clients doorway and step back allowing them safe space to pick up.

²Consult with Annette for PPE assessment:

Please Note: Due to the current shortage of PPE such as masks and gowns, only our nursing team will be using full PPE (including gowns, goggles) at this point so that scarce resources are available to medical staff. If there are situations where it was not possible to do a remote check in and it is not possible to do a community check-in with the safety distance, staff are to discuss with their manager and to consult with Annette to assess if a community visit needs to be scheduled with full PPE.

When PPE becomes readily available, we will proceed with necessary PPE training for frontline staff at that time.

³Protocol for in-person check-in for clients in Rooming Houses

- a. Have wipes, sanitizer, gloves and masks (for client to put on if they have a cough)
- b. If possible have client meet with you outside of rooming house
- c. If not possible contact superintendent to drop note off to client to meet you outside at specific time.

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- d. If deemed necessary to enter rooming home and based on your experience with this address if this is possible, be mindful of other people walking in hallway (need to maintain safety distance and if not possible, leave).
- e. Do not enter unit, stand 2 meters from client at the doorway. Encourage client to meet you outside. If your client does not want to leave their unit talk to them at doorway standing two meters back. (Be mindful of confidentiality). Talk through the door only if client refuses to leave the unit and meet you outside (be mindful of confidentiality).
- g. If picking something up (ODSP package or rent agreement etc.) ensure you are wearing gloves and package is placed in bag for transport. Similarly if you are dropping a package off place at clients doorway and step back allowing them safe space to pick up.

⁴Protocol for in-person check-in for clients in Congregate Living (i.e. boarding homes, supported living environments, and others such as Daybreak, JH, etc.)

- a. Have wipes, sanitizer, gloves and masks (for client to put on if they have a cough)
- b. If staff are onsite, request they relay message to client to meet you outside.
- c. If there is a common area phone, contact client requesting they meet you outside.
- d. If there is a designated meeting space at the residence you can access through staff you can proceed to meet your client there if the space allows you to maintain 6 feet distance from client and staff inform you that they are keeping the space clean and closed to regular tenant traffic.
- e. If does not work follow procedure of knocking on door requesting client meet you outside. If client does not want to leave unit, talk to client through the door or stand 2 M back when speaking with the client (be mindful of privacy).
- f. If you have specific concerns you can communicate those to the staff on site or proper authorities i.e. police etc.
- h. If picking something up (ODSP package, etc.) ensure you are wearing gloves and package is placed in bag for transport. Similarly if you are dropping a package off place at clients doorway and step back allowing them safe space to pick up.

⁵ Protocol for in-person check-in for clients Living Rough

- a. Have wipes, sanitizer, gloves and masks (for client to put on if they have a cough)
- b. If you locate your client outside do an environmental scan to ensure the environment is physically safe before approaching.
- c. Be aware of other individuals that may be present. If client is with a group of people maintain a safe distance of 3-4 meters and request to meet separately to protect confidentiality and for safety reasons. After client leaves the group ensure you maintain the recommended safe distance of 2 meters while you check-in and assess needs.
- d. If delivering something to client place it on the ground in front of you and step back 2 meters allowing client space to pick up items.
- e. With client, try to identify and establish regular outdoor meeting location in safe open spaces for future check-ins.

**Annette is developing an info flyer for staff that identifies sanitizing recommendations for returning home after community visits
(to be posted on the G drive COVID-19 Resources for All Staff folder)**