

COMMUNICATION TO OUR COMMUNITY

Date: **UPDATED September 15, 2020**

Re: **Coronavirus/COVID-19 Pandemic Precautions & Program Decisions**

Sunbeam Community & Developmental Services ensures that safeguarding the health and wellbeing of our clients, their families, our staff and volunteers continues to be our priority. We remain committed to ensuring that our Coronavirus / COVID-19 pandemic safeguards, precautions, protocols and communications align with the most current guidance and direction available from local, provincial and national health authorities as it pertains to Developmental Services organizations and Essential Services providers.

ALERT

COVID-19 Outbreak Declared at Rothsay Group Home Congregate Living Setting

Date: September 15, 2020

Outbreak Number: 2265-2020-269

Per Ontario Directive #3 for Long-Term Care Homes, Region of Waterloo Public Health and Emergency Services has declared a COVID-19 outbreak at the Rothsay Group Home Congregate Living Setting.

Laboratory confirmation of one positive case of COVID-19 is confirmed at this facility site, in an asymptomatic staff member. Per the requirements of the Directive and Public Health precautions, and with an abundance of caution, the following protocols are currently in effect at the Rothsay facility site:

- the individual who tested positive is not in the workplace until further notice,
- full personal protective equipment (PPE) is in use by all staff at all times,
- all visits and outings are suspended at this site until further notice,
- heightened screening and monitoring of health status of persons served and staff,
- heightened cleaning and disinfecting routines are in effect,
- all other outbreak protocols are in effect, such as best efforts isolation of persons served and best efforts physical distancing practices at the site.
- staff continue to be assigned to a single work site.

At this time, Public Health has NOT recommended COVID-19 testing of persons-served and other staff at this site. It is anticipated that this site outbreak declaration will be in effect until at least September 29, 2020.

RECENT UPDATES FROM GOVERNMENT

Ontario puts 'pause' on further loosening of public health measures as COVID-19 numbers rise

Excerpted from reporting by CBC News, September 8, 2020

5-day rolling average of new daily cases continues to trend steadily upward

Ontario is putting a "pause" of four weeks on any further loosening of public health measures in the province, Minister of Health Christine Elliott said Tuesday.

The province reported 185 new cases of COVID-19 on Tuesday, and 190 on Monday — the most on any single day since July 24. Data for both days was released early Tuesday because the province did not issue an updated report on Labour Day.

At the province's daily news conference, Elliott said Ontario's "latest trends and numbers have raised some concern." She said the pause includes things like expanding the size of the province's social circles and the number of people allowed at sporting events.

When asked if he would consider a rollback to the second stage of the province's reopening plan, Ford said he would consult with Ontario's health experts. "We aren't there yet," Ford said, but he also noted if infection levels continue to rise, that could change.

Updated Guidelines for Re-Opening of Congregate Living Settings: Short-Stay Absences and Outings and Essential Overnight Absences.

Distributed by MCCSS on August 28, 2020

Requirements for Short-Stay Absences & Outings

The resumption of short-stay absences, outings and community engagement and participation is important to maintain the social, emotional well-being and quality of life of people residing in congregate living settings. Residents should be given equitable access to outings and community participation consistent with residents' preferences and within reasonable restrictions that safeguard both residents and staff. These principles are consistent with efforts underway to support people and communities as the province re-opens, while balancing the need for continued protections to stop the spread of COVID-19.

For congregate living residents who wish to go outside of the home for a short stay absence or outing (e.g., outing with friends or family, school attendance as applicable, shopping, errands, appointments, etc.), the following requirements must be met:

- Residents must pass an active screening questionnaire that screens for signs and symptoms of and potential exposures to COVID-19 every time they re-enter the congregate living site, which is in addition to also being required to be screened twice daily. If a resident does not pass screening, the site will follow isolation policies.
- The resident performs proper hand hygiene upon exit and entry of congregate living site as well as maintains hand hygiene (e.g./ uses hand sanitizer regularly including upon entry/exit of buildings/spaces) while in the community and uses hand hygiene after touching objects or surfaces that could be touched by others or after touching others.
- The resident wears a face covering/mask (cloth mask is acceptable) when entering indoor spaces or when they are within 6 feet / 2 metres of others in outdoor spaces. In addition, the resident should be encouraged to adhere to physical distancing practices as much as possible as well as adhere to any current local public health unit advice related to local conditions and requirements.
- As much as possible, residents should avoid crowded indoor places, and interactions with multiple people. Masks should only be removed indoors to eat or drink, and then immediately put back on afterwards.

- Agencies should assist people in obtaining face coverings/masks to facilitate the use of the masks during the resident's short-stay absence

Essential Overnight Absences

An essential overnight absence (e.g. to a family home) is one considered necessary to maintain the health, wellness and safety, or any applicable legal rights, of a resident. Agencies should take careful consideration to support residents' emotional well-being through overnight absences.

A resident returning from an essential overnight absence must upon return, while in the congregate living setting, follow enhanced precautions for 14-days post essential overnight visit, including:

- Upon return, pass an active screening questionnaire that screens for signs and symptoms of and potential exposures to COVID-19;
- Only receive outdoor visitors during the 14 days;
- Monitor for symptoms;
- Avoid using common areas; however, if a common area cannot be avoided, the resident must use a face covering/mask;
- Limit contact with other residents;
- Only participate in group activities if physical distancing is maintained (i.e., a distance of 6 feet or 2 metres) and the use of a face covering/mask;
- Practice proper hand hygiene by washing their hands often (using soap and water, or use alcohol-based hand sanitizer);
- Adhere to respiratory etiquette; and,
- Continue to follow appropriate physical distancing guidelines (i.e., maintaining a distance of 6 feet or 2 metres).

Residents who are following the 14-day of enhanced precautions may leave their congregate living setting for short stay (non-overnight) absences/outings (e.g. go to school, go on walks and other activities of daily living) following the precautions outlined in "Requirements for Short-Stay Absences & Outings". Leaving the residence for a short stay absence/outing will NOT reset the 14-day time period. However, another overnight stay during the same 14-day period will reset the 14-day period.

NOTE: The enhanced precautions for 14-days is not to be applied to an individual who has previously had a laboratory confirmed case of COVID-19 and have subsequently recovered. Testing/isolation following such absences should be done in consultation with the local public health unit, taking into consideration any symptoms at the time of return to the congregate care setting or new high-risk exposures.

As the government continues with the phased re-opening of the province it is important to keep in mind that agencies must balance safeguarding the health and safety of residents and staff which includes the continuation of rigorous hand hygiene and respiratory etiquette, active symptom screening, source control (wearing a non-medical mask or face covering) and the use of reasonable physical distancing measures.

Ontario Extends Orders Under the Reopening Ontario Act, 2020

August 20, 2020

The Ontario government, in consultation with the Chief Medical Officer of Health, is extending orders currently in force under the Reopening Ontario (A Flexible Response to COVID-19) Act, 2020 (ROA). The extensions provide the government with the necessary flexibility to address the ongoing risks and effects of the COVID-19 outbreak and ensure important measures remain in place to protect vulnerable populations, such as seniors, people with developmental disabilities and those with mental health and addiction issues

On July 21, 2020, the Ontario Legislature passed the ROA to ensure important measures remained in place to address the sustained threat of COVID-19 once the provincial Declaration of Emergency came to an end. Orders, made under the Emergency Management and Civil Protection Act (EMCPA) that were in effect when the ROA came into force, were

continued under the new act for an initial 30 days. Under the ROA, orders can be extended for up to 30 days at a time..

Operational Guidelines During COVID-19 Pandemic: Re-Opening of Adult Day Supports
Ministry of Children, Community and Social Services

As at the date of this communication, the “Operational Guidelines During COVID-19 Pandemic: Re-Opening of Adult Day Supports” previously announced by government are the most recent set of pandemic guidelines issued by MCCSS regarding re-opening of developmental services day programs.

Visitor’s Guidelines: Re-Opening of Congregate Living Settings
Ministry of Children, Community and Social Services

As at the date of this communication, the “Visitor’s Guidelines: Re-Opening of Congregate Living Settings” which took effect July 22, 2020 are the most recent set of pandemic guidelines issued by MCCSS regarding visits in developmental services congregate care settings.

SUMMARY OF SUNBEAM PROGRAM DECISIONS

PROGRAMS	STATUS	DESCRIPTION
Residential Programs (Group Homes) *	August 31, 2020	<ul style="list-style-type: none"> - As of July 22, 2020, the Government’s “Visitor’s Guidelines for Congregate Living Settings” are expanded to include both indoor and outdoor visits on the site of group homes, with <u>prescribed terms and conditions</u> to satisfy Government and Health authority pandemic precautions. - Updated visitor guidelines, visitor waiver form and active screening form are available on the Sunbeam website. - To take best advantage of good weather, and to better protect the health and safety of all persons living at our group homes, we ask that you <u>consider outdoor visits whenever possible</u>. - As with all pandemic precautions and protocols, the ability to offer visits and outings to our persons served in a safe manner is dependent upon the availability of Sunbeam resources – whether staffing, supervision, supplies and equipment, as well as the assessed risk presented in any particular instance. For this reason, requests for visits, absences and outings must be pre-arranged with the applicable Community Living Supervisor. - We also encourage visitors <u>to consider their own personal health and susceptibility</u> to the virus in determining whether visiting a congregate living setting is appropriate. - Per the aforementioned “Updated Guidelines for Re-Opening of Congregate Living Settings: Short-Stay Absences and Outings and Essential Overnight Absences”, Sunbeam is implementing these guidelines via staff communications, processes, information forms, and equipping our Community Living Services Supervisors with the information needed to discuss options and protocols with families of our persons-served. We ask for your patience as we implement these updated guidelines ensuring safety for all.
Respite Program	Planning	- Status update expected in the Fall of 2020
Day Program & Drop-In *	August 31, 2020	- <u>A graduated re-opening</u> of Sunbeam’s Day Program commenced on August 17 th , 2020 following the “Re-Opening of Day Supports” guidance from MCCSS. A “virtual day program” option is also currently being offered. Please contact Sunbeam’s Day Program Supervisor for more information.
Summer Camp	Suspended	- Not operating in 2020
Passport	As indicated.	<ul style="list-style-type: none"> - In-Group-Home Passport hours continue, but group Passport events are suspended. - Sunbeam Developmental Resource Centre and Developmental Services Ontario are continuing to provide application, referral and navigation supports with regard to Passport

PROGRAMS	STATUS	DESCRIPTION
		funding.
Outings & Appointments *	As indicated	- Per the aforementioned “Updated Guidelines for Re-Opening of Congregate Living Settings: Short-Stay Absences and Outings and Essential Overnight Absences”, Sunbeam is implementing these guidelines via staff communications, processes, information forms, and equipping our Community Living Services Supervisors with the information needed to discuss options and protocols with families of our persons-served.
Pool & Therapy Spa	Suspended	- Currently not available for use.
Seating Clinic	Limited service	- Limited scheduled appointments are currently available.
Dental Clinic	Limited service	- Non-emergency services are currently suspended.
Volunteer Program	As indicated	- Although our usual Volunteer Program is temporarily suspended, we are extremely grateful for the volunteer assistance we have received with sewing non-medical face masks and other volunteer support activities not involving client contact during the pandemic.
Sunbeam Developmental Resource Centre	Ongoing	- Most programs and services are continuing, making best use of technology enabled service delivery options.
Developmental Services Ontario Central West Region	Ongoing	- Most programs and services are continuing, making best use of technology enabled service delivery options.
Travel	Ongoing	- Non-essential travel is discouraged across the organization. Use of teleconference and videoconference technology is actively encouraged to reduce the need for travel.
Other Organizational Protocols	Ongoing	- Non-essential visitors are discouraged from attending our Administration site at 2749 Kingsway Dr. site in Kitchener. Active screening protocols continue to be in place at all Sunbeam sites.
<p><i>* For questions or concerns related to existing pandemic protocols in effect at Sunbeam's Residential Group Homes and Day Program and related program activities, please contact the appropriate Group Home Supervisor or Day Program Supervisor to seek clarification and/or discuss options that may be available.</i></p>		

LOCAL COVID-19 TESTING OPTIONS

Option 1: Call any of the below centres to book an appointment

Location	Phone Number
Cambridge Memorial Hospital 700 Coronation Boulevard, Cambridge (Cambridge Memorial Hospital, separate entrance) Please note: This location is not accessible for individuals with mobility issues.	519-621-2333 ext. 2689
Grand River Hospital COVID-19 Testing Centre 835 King Street West, Kitchener	519-749-4300 ext. 6824
St Mary's General Hospital COVID-19 Testing Centre 50 Bathurst Drive, Unit 11, Waterloo	519-885-9517

Option 2: Drive-through testing centre operated by Grand River Hospital

- no appointment necessary
- wait times range from 1-2 hours
- open 7:30am-6:30pm
- location: Catalyst 137 parking lot on 137 Glasgow St. in Kitchener

Please consult your local Public Health unit for further information.

SPECIAL NOTES REGARDING PANDEMIC PROTOCOLS IN OUR RESIDENTIAL PROGRAMS (GROUP HOMES)

- Admissions to, and transfers between our residential care homes are paused, with consideration given to special or urgent situations guided by government and health authority guidance and direction.
- Staff schedules were revised in March to prevent front line / direct care staff from moving between Sunbeam group home sites.
- Per government and health authority guidelines and directives, essential visitors are permitted to enter our residential care home sites, per specific terms and conditions, based on the “essential visitor” definition:
 - Essential visitors are those who have a family member who is dying or critically ill within one of our residential care homes. Consideration is also given to the health, wellness and safety of the person-served.
- As announced by the Ontario Government on June 11th, outdoor onsite family visits at our residential homes with specified precautions are permitted effective June 18th.
- As announced by the Ontario Government on July 16th, non-essential visitors are permitted to visit group home sites via outdoor or indoor visits, per the requirements of the Ministry’s “Visitor’s Guidelines: Re-Opening of Congregate Living Settings” directive, to take effect July 22nd. Outdoor visits are preferred wherever possible as a result of the reduced risk of infection due to continuous exterior airflow.
- For information about short-stay absences, outings, and essential overnight absences, please refer to the aforementioned “Updated Guidelines for Re-Opening of Congregate Living Settings: Short-Stay Absences and Outings and Essential Overnight Absences”.

For information only, as at the date of this communication, all parents of school-aged children living in Sunbeam Group Homes have chosen to not have their children return to school in the community as of September 2020. We anticipate that local school boards will offer in-year intake opportunities.

Please check for updates to the information, guidelines and forms about current and upcoming visitor protocols on our website www.sunbeamcentre.com by clicking on the link labelled "[Visiting? Click Here for COVID-19 Visitor Resources & Forms](#)".

RE-OPENING PLAN

On May 14th, 2020 the Ontario Government announced how the province will start to re-open its economy and phase out some emergency restrictions that were imposed to combat COVID-19. Ontario will begin to phase-out its semi-lockdown starting on May 19th. The province developed a framework to guide its approach, outlining the principles to be used to responsibly "return to normalcy."

As Sunbeam Centre develops its re-opening plan, we are guided by the province's framework, which is guided by the advice of the Chief Medical Officer of Health and public health officials.

With an abundance of caution, we have developed Sunbeam's graduated re-opening plan with SAFETY as our top priority, recognizing the need for flexibility and the ability to adapt to changing circumstances throughout. Planning and implementation timelines will be determined based on orders, directives and advice from government and health authorities combined with local pandemic environmental considerations.

Our Re-Opening Plan: Guiding Principles

RESPONSIBLE:

- Public health and protecting the Sunbeam Community (clients, their families, staff, their families, volunteers, our valued partners, and local communities at large) especially those who are most vulnerable and at high-risk, will continue to be paramount and
- guide a gradual approach to responsibly and safely lifting pandemic precautions and defining our "new normal".

EVIDENCE-INFORMED:

- Sunbeam Centre's re-opening plan will be informed by evidence-informed directives, guidance and recommendations from health, public safety and other government authorities.

RESOURCED:

- Sunbeam will ensure that its graduated re-opening plan is developed and implemented in such a way to ensure that the required resources (staffing, equipment, supplies, etc.) are identified and available when and where needed, to safeguard the health and wellness of our stakeholders throughout all stages of the plan.

MONITORED:

- Sunbeam will ensure ongoing monitoring of directives, guidance and recommendations health, public safety and other government authorities throughout the implementation of its plan.

- Sunbeam will also carefully monitor the progress of our plan through all stages, to identify and mitigate any risks to client, family, staff, volunteer safety.

CLEAR, EFFECTIVE AND RESPONSIVE:

- Actions will be communicated clearly to all relevant stakeholders, including identification of timelines, responsibilities, objectives and expectations. Sunbeam's graduated plan will be implemented effectively based on planned stages, while ensuring the responsiveness required to modify planned actions based on assessed risk and emerging issues.

Our Re-Opening Plan: Decision-Making Framework, Key Considerations

- ✓ We have great appreciation of, and compassion for the difficult emotional journey that our clients, their families, staff and other stakeholders have been on, and will continue to live through as the plan progresses. The plan will recognize this, and every effort will be made to not contribute further to the emotional stress of everyone involved.
- ✓ Safety will always outweigh haste.
- ✓ We accept that the planning and implementation process must be iterative and flexible to ensure success.
- ✓ Implementation timelines will be dictated by health, public safety and other government guidance, as well as local pandemic environmental status, and assessed risk as determined by Sunbeam Centre leadership at every stage of the plan.
- ✓ The plan will be reviewed / revised when / should more relevant information become available.
- ✓ Updates on the status/progress of the plan implementation will also be made available on the Sunbeamcentre.com website on a regular basis once implementation commences.
- ✓ Sunbeam intends to release a summary of our draft re-opening plan by the end of June, to keep our community informed. This plan will not have fixed start dates, or duration of phases, as all planning timelines will be dependent upon the status of the COVID-19 pandemic and guidance / orders from government authorities.

A summary of Sunbeam's Re-Opening Plan is available on our website (www.sunbeamcentre.com) by clicking on the [Pandemic Reopening Plan](#) link on the main website page. Colour-coding is used on this plan to indicate status and progress.

THE IMPORTANCE OF CREDIBLE INFORMATION

“People may actually take the wrong course of action and engage in what they believe are protective measures that are in fact not warranted, and in some cases may be harmful.” Dr. Eileen de Villa, Toronto's Medical Officer of Health

Misinformation about COVID-19 poses a great risk to our communities. We encourage everyone to pay attention to official sources such as:

- Waterloo Region Public Health
<https://www.regionofwaterloo.ca/en/health-and-wellness/2019-novel-coronavirus.aspx>
- Ontario Ministry of Health
<https://www.ontario.ca/page/2019-novel-coronavirus>

- Public Health Agency of Canada
https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html?utm_campaign=not-applicable&utm_medium=vanity-url&utm_source=canada-ca_coronavirus
- World Health Organization
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- Ministry of Children, Community & Social Services (MCCSS)
<https://www.mcsc.gov.on.ca/en/mcsc/>
- Ontario Government Emergency Information
<https://www.ontario.ca/page/emergency-information>