



Serenity
Nursing and Home Support Services Ltd

“Excellence through Dedication”

COVID-19 PANDEMIC

"A Guide for Home Support Workers"

Last updated May 27th, 2020



Office Hours

Monday -Friday 8am-4pm

Closed for Lunch 12:30pm-1:30pm

After Hours / On Call 685-9948

Serenity Nursing and Home Support Services Ltd.

2 Glendale Avenue, Box 701, Mount Pearl, NL A1N 2X1

Phone: (709) 364-9688 | Fax: (709) 364-9690

info@serenityhome.net | www.serenityhomecare.net

PREFACE

Covid- 19 is an illness caused by a coronavirus, a highly contagious virus that affects the respiratory tract. It is transmitted from one person to another. A pandemic occurs when a new virus spreads throughout the world.

The need for Home Care at this time is more important than ever. People are safer in the comfort of their own homes. Home Support Workers have been deemed **ESSENTIAL** to our health care system and will play an integral role in keeping vulnerable clients safe through this pandemic. *Serenity Home Care* prides itself in having dedicated, well trained employees. We view the safety of our employees and clients as our top priority. We hold our employees to the standards set forth by Eastern Health as well as the policies set forth in our policy manual. We also recognize the need to pass along new polices and guidelines for working in the home during this pandemic.

We have compiled information from a variety of government and health care sources, but Serenity recognizes the rapid pace at which information regarding the covid-19 pandemic has been changing and evolving. This guide is meant to be a general outline. Up to date information will be shared with staff as it becomes available. We hope that the information in this guide will help you in your position as an ESSENTIAL Health Care Worker. Please carefully read through the booklet and let management know if you have any questions or concerns.

Please visit <https://www.gov.nl.ca/covid-19> for the most current information on COVID-19 in NL.

1.0 Transmission

Coronaviruses are most commonly spread from an infected person through:

- Respiratory droplets when you cough or sneeze.
- Close personal contact, such as touching, hugging, shaking hands
- Touching a contaminated object or surface. For example if we touch something with the virus on it, then touching your eyes, nose or mouth before washing your hands.

1-1 Reducing Transmission

Preventing the spread of infection of Coronaviruses:

- WASH YOUR HANDS often with soap and water for at least 20 seconds
- Avoid touching your eyes, nose or mouth, especially with unwashed hands
- Avoid close contact with people who are sick
- Cough Sneeze into your sleeve/ elbow and not into your hands
- Practice social distancing (2 metres/ 6ft) & limit visitors to your home

1-2 Infection Prevention Control Measures (Health Authority)

- Ensure good hand hygiene measures are in place and followed. Wash hands frequently with soap and water, for at least 20 seconds. If it is not possible to wash your hands with soap and water, use an alcohol-based hand rub with at least 60% alcohol. The home support worker should wash their hands before and after providing care to each client.

Hand hygiene should be performed:

- Before and after contact with the client, their body substances or items contaminated by them;
- Between different procedures on the same client;
- Before and after performing invasive procedures;
- Before preparing, handling, serving or eating food or feeding a client;
- After assisting clients with personal care (e.g. assisting patient to blow nose, toileting or doing wound care);
- Before putting on and after taking off gloves; and,
- After performing personal functions (e.g. using the toilet, blowing your nose).

Note: Do not use client's bar soap. Bar soap is for single patient/client/resident personal use

- To the greatest extent possible practice social distancing and maintain at least a 2 metre (6 feet) distance between yourself and others where possible.
- Avoid touching eyes, nose and mouth. If hands are contaminated, they can transfer the virus to your eyes, nose and mouth. From there, the virus can enter your body and make you sick.

- Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately.
- Avoid sharing household items.
- Wear gloves when handling soiled (blood and bodily fluids) laundry. Remember to clean your hands with soap and water or alcohol-based hand rub immediately after removing your gloves.
- Discuss with the client the potential to reschedule non-urgent appointments and minimize the amount of community activity. Contact the office if there are any concerns.

For additional information please refer to the Government of NL website: <https://www.gov.nl.ca/covid-19>

World Health Organization website: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>.



2.0 Symptoms of COVID-19

Symptoms of COVID-19 include:

- Fever
- Cough
- Difficulty Breathing
- Aches and Pains

Symptoms may take up to 14 days to appear after exposure to the virus.

2-1: Staff Presenting with Symptoms (*From the Health Authority*)

- Home support workers who start having symptoms, who have travelled; or have been in contact with someone who has traveled; or attended a mass gathering; or been in contact with a person who attended a mass gathering, should not come to work and should complete the COVID-19 Self-Assessment tool which can be found at www.811healthline.ca and follow directions based on the outcome of the Self-Assessment tool.
- Home support workers, or Home Care Agency support staff, who start having symptoms; who have traveled; or have been in contact with someone who has traveled; or attended a mass gathering; or been in contact with a person who attended a mass gathering, should not come to work and should complete the COVID-19 Self-Assessment tool which can be found at <https://www.811healthline.ca> and follow directions based on the outcome of the Self Assessment tool.

2-2: Self Isolation (*From the Health Authority*)

- All home support workers who have recently **traveled**, been in contact with anyone who has traveled, and/or displayed symptoms should consult the Government of Newfoundland and Labrador website <https://www.gov.nl.ca/covid-19> regarding the requirement to self-isolate and recommendations for testing.
- Home support workers who are required to self-isolate can return to work after 14 days if you do not have flu-like symptoms. If you develop flu-like symptoms during the 14 day self-isolation period you will need to consult with Public Health to determine your care plan. The home support worker and their employer shall cooperate with Public Health in identifying other potential contacts.

FAQ (From the Health Authority)

Should I go to work if I have COVID-19 symptoms?

No, home care workers who start displaying symptoms should not go to work. You should complete the COVID-19 on-line self-assessment tool which can be found at <https://www.811healthline.ca/covid-19-self-assessment/> and follow the directions given.

Step 1: Any employee presenting with symptoms of COVID-19 is required to use the Self Assessment tool and follow the directions to contact the NL Health Live at 811 if required.

Step 2: Contact management to discuss.

Should I go to work if someone in my household has COVID-19 symptoms?

No, if someone in your household has COVID-19 symptoms and meets the government recommendations for self-isolation, then everyone in the household must also self-isolate. Contact your employer to let them know you are now self-isolating.

A member of my household has been instructed to self-isolate but has no symptoms (asymptomatic). Am I required to self-isolate as well?

No, you are not required to self-isolate if someone you share a house with is asymptomatic (has no symptoms of COVID-19), unless you are directed to do so by public health. You are expected to continue practicing social distancing, proper hand washing, cough etiquette, etc., as per government guidelines (www.gov.nl.ca/COVID-19). If the self-isolating person becomes symptomatic, everyone in the household must then self isolate.

I was not instructed by public health to self-isolate, but I have chosen to self-isolate anyway.

If you choose to self-isolate but have not have been instructed by Public Health to self-isolate, it will be considered a refusal to work.

3.0 Clients

This is a highly stressful time for clients. Compassion and understanding will be key in helping them through this difficult time. Please ensure clients have accurate information regarding COVID-19, but try not to overwhelm them with information. Serenity has info packages we are providing to our clients with some helpful tips and advice.

If you, your clients or anyone you know are finding it difficult to cope or feel anxious, they should be supported to speak with a trained mental health peer supporter:

- Calling the **Provincial Warm Line (1-855-753-2560)**, open 9am to 12 midnight.
- If clients are experiencing a mental health crisis, call the **Mental Health Crisis Line** available 24/7 (**1-888-737-4668**) or use the **Crisis Text service** by texting **686868**.
- Additional information can be found at **Bridge the Gapp** <https://www.bridgethegapp.ca/>



Taking Care During Difficult Times

Managing Stress During the Pandemic

It's normal to have feelings of uncertainty and anxiety

Avoid Information Overload

- Limit your intake of information and choose credible resources (www.gov.nl.ca/covid-19).
- Limit your conversations about the pandemic in your household, particularly with children. Stick to the facts and how your family will seek support if needed.
- If you find the topic upsetting, set personal boundaries in conversations and in using social media.

Make Relaxation a Priority

- Do activities you enjoy and spend time with family (e.g., music, books, movies).
- Try relaxation techniques (e.g., deep breathing, mindfulness).
- Visit www.bridgethegapp.ca for more relaxation ideas.

Eat a Variety of Healthy Foods Each Day

- Use Canada's Food Guide when planning meals and snacks.
- Make water your drink of choice.
- Choose foods with less sodium, sugars and saturated fat.

Stay in Touch with Family/Friends

- Use technology to stay socially connected even when you cannot be physically connected.

Exercise Regularly

- Take part in physical activity daily.
- Choose activities you enjoy.
- If indoors for long periods of time, try playing indoor physical games like dance parties, musical chairs, and interactive video games.
- Interrupt long periods of sitting or reclining with activity (e.g., stretch, climb stairs, chores).

Get Enough Sleep

- Establish a bedtime routine and stick to it, even if the normal daily events have changed.
- Stay away from caffeinated drinks and large meals in the evenings.
- Engage in relaxing activities 1 hour before bedtime.

Keep a Sense of Humour

- Watch funny movies, tell jokes, play games.

Supporting Others

- Ask if it's okay to talk about the pandemic.
- Check in with people daily by phone or online.
- Help neighbours and family with special needs (e.g. drop groceries to their door).
- Offer to listen if you notice someone is having a difficult time.
- Encourage friends in isolation to connect with supports (e.g., family, neighbours, coworkers, clergy).

3-1 Screening

Our nursing staff have completed preliminary screenings on all of our clients and will continue to check in regularly and monitor existing clients during this time. As well, all new clients will be screened prior to Serenity starting service.

It is important to stay vigilant about your health and the health of your clients during this time. Please use the infographic below to perform a self assessment on yourself and on your client(s) prior to each shift. If there are any concerns with your health or the health of your client please contact the office immediately.

COVID19 Pre Screening Risk Assessment	
Before entering your clients home consider the following for yourself and your client (s).	
Do you or anyone in your home have ANY two (2) or more of the following <u>new or worsening</u> symptoms?	Fever? (or signs of fever such as chills, sweats, muscle aches, lightheaded) Cough? Headache? Sore Throat? Runny Nose?
<ul style="list-style-type: none">• In the past 14 days have you or anyone in your home had close contact with someone who is confirmed as having COVID 19?• In the past 14 days have you or anyone in your home returned from travel outside the province?• In the past 14 days have you been in close contact with someone with respiratory illness who travelled outside the province in the 14 days prior to their illness?	
If you answer YES to any of the above questions DO NOT enter the client's home. Please Contact the Office <i>immediately</i> for further instruction. 364-9688 / After Hours 685-9948	

3-2 Duties and Ways to Assist

The routine duties as outlined in the "Client Information Sheet" provided by the agency for specific clients will not change unless you are informed by management. But there are additional things you can do during the pandemic to help protect yourself and the clients as well as further assist your clients in their homes.

- Wash your hands frequently and remind clients to do the same
- Clean the following high-touch surfaces frequently with regular household cleaners :
 - ✓ counters/ tables
 - ✓ toilets/ toilet handles
 - ✓ phones
 - ✓ electronics
 - ✓ door handles/ knobs
 - ✓ light switches
 - ✓ bedside tables
 - ✓ television remotes
 - ✓ cell phones
 - ✓ Hand Rails

- Assist clients with their grocery shopping lists. Encourage use of home delivery or pick up options (should book a week ahead of time and add to the order as needed).
- Make sure the client stocks up on food and plenty of cleaning supplies.
- Assist the client with some freezer meal prep.
- Assist the client with ordering prescriptions and medical supplies.
- Many family physicians are operating remotely. Assist clients in reaching their doctors by phone as needed.
- Assist the clients with hobbies and activities they enjoy (puzzles, reading, etc)

3-3 Clients presenting with symptoms

- Home Support Workers who are concerned about a client who may have symptoms of COVID-19 or who may have come into contact with someone infected or at risk should immediately advise management of any concerns with Serenity Home Care clients or family members residing in the home.

FAQ (*From the Health Authority*)

My client is concerned about their well-being, what should I do?

Reassure your client that you are taking all of the required precautions and it is normal to be concerned during this time. If they continue to find it difficult to cope or feel anxious, direct them to the Provincial Warm Line (1-855-753-2560). If clients are experiencing mental health crisis, call the Mental Health Crisis Line (1-888-737-4668).

My client and I are both concerned about whether I should continue to come into their home during this pandemic. Should I stay home and my client's services be put on hold?

Consult the management team for further direction. If there are no legitimate concerns home support workers should continue to provide services and reassure the client that you are practicing infection prevention and control measures at all times. This includes hand washing and social distancing at work and at home. Reassure your client that if you begin to display COVID-19 symptoms, you will stay at home, complete the on-line self-assessment tool and follow the directions given before returning to work.

My client or someone in the client's home has COVID-19 symptoms. What should I do?

If you are concerned about a client who is displaying symptoms of COVID-19 and who has traveled, or been in contact with someone who has traveled, you should advise the client to isolate from others immediately and complete the COVID-19 Self-Assessment tool, if possible, which can be found at www.811healthline.ca.

- **Home Support Workers** should immediately contact your employer.
- If you are in the client's home, practice social distancing (2 arm's lengths between you and your client) while waiting instruction from your home care supervisor.
- If you are not in the client's home, you should not go there until you have been instructed to do so by your supervisor.

Should home care workers be working with multiple clients? Is this a risk to their clients?

Home care workers should continue to provide care as scheduled, including to multiple clients, unless instructed otherwise. Home care workers are required to follow guidelines which include strict hand washing techniques to ensure both the workers and client's well-being and safety at all times.

What should I do if my client or their family members continue to have multiple visitors in the home or insist on going out in the community for non-essential reasons?

Discuss your concerns with the client and family members and ask that they reduce such activities as per government directives. This includes practicing social distancing (e.g. maintain a 2 arm's lengths distance from other people) and avoid having visitors in the home.

Families receiving home support may require informal support visitors in their home. As a home care worker, ask your client to limit their visitors to only their home care workers and a very limited number of their informal support network. This will protect themselves and others. If they fail to do so, discuss with your employer that their involvement is needed to maintain safety for all.

What if my client wants to participate in community access activities? Should I take them out of the house?

All non-essential community outings should be stopped and alternative arrangements considered. Please discuss these situations with your employer to ensure an acceptable plan is in place.

4.0 Public Transportation

Serenity is aware that many of our employees rely on the use of public transportation. Metro Bus has taken great steps to keep people safe. Their social distancing measures only allow **9 people** to travel on a bus at the same time.

You can read a full statement from metro bus here <https://www.metrobus.com/covid19/>

More information pertaining to the use of public transportation during the COVID-19 pandemic can be found on the provincial website here <https://www.gov.nl.ca/covid-19/files/Guidance-for-Traveling-in-Vehicles.pdf>

5.0 Time Slips

We have received permission from the Health Authority to begin accepting emailed and faxed time slips during this time. We have pushed for this as it will help reduce trips to the office for our staff and it will also be less handling of documents for our office staff.

- **IMPORTANT:** We do still need those original documents. The Original documents will still have to be handed it in at some point down the road. You may drop them at the office at your convince, you can keep them at your home or you can put them in the blue folders in your clients home.

- If you are opting to FAX your time slips use Serenity's **Fax # 364-9690**
- We have created a special email address just for receiving time slips so that they don't get lost amongst regular emails. **timeslips@serenityhomecare.net** This is the **ONLY** email address you should use to submit your time slips. This email address is not to be used for other purposes, make sure you address your questions and concerns to the right member of the management team.
- You can include multiple time slips on the same email. But we ask that each individual time slip be its own scan/ image. **Do not** include 2 on a page.
- Please double check all time slips for accuracy before submitting:
 - Check your signature (print underneath if it is not readable)
 - Make sure your client has signed the time slip (if you have issues contact the office)
 - Check for the correct week ending date (always Saturday's date)
 - Check for accuracy of your shift times
 - Don't write notes on your time slip.
- Please make sure your scan/ photo is the best quality possible. We will ask for replacement photos if it is too dark or unreadable when printed.
- If you do not have fax/email or the ability to send in your time slips electronically you can still continue dropping the originals at the office.

We hope this step will make things a little easier and safer for everyone. If you have any questions or concerns please contact the office.

FAQ (From the Health Authority)

Do employees and clients still have to sign timesheets?

Yes, timesheets are still required to be signed by both home care workers and clients. However, during this pandemic you need to contact your agency to discuss policy around submitting of your time. When electronic versions of the timesheet are being accepted please ensure the original timesheets are kept in a safe place for future submission.

What if my client will not sign the timesheet?

If the client refuses to sign a timesheet, contact your agency immediately for further instruction.

6.0 Child Care for Essential Workers

The Government of Newfoundland and Labrador is establishing programs to provide Child Care for Essential Workers (one to 13 years) in order to support and enable essential workers to provide critical services if they have no other options available. Please visit the government website for more information. <https://www.gov.nl.ca/covid-19/>

If you could benefit from this service please fill out the application at the link provided below. If you require any supporting documentation for the day care, just let our Office Manager know.

<https://www.gov.nl.ca/covid-19/essential-worker-child-care-service-application-form/>

7.0 Supplies and Personal Protective Equipment (PPE)

Supplies and Equipment

The client is responsible for all supplies and equipment used in the home which may be necessary in the provision of services. (i.e. cleaning supplies, personal care products, medical supplies etc.). If there are supply issues in the home please make management aware.

Hand Sanitizer

Agencies have been provided with a limited quantity of hand sanitizer. If you need some or would like a bottle refilled please contact the office.

ASTM Masks

The Health Authority has recommended the use of **ASTM Masks** for **Home Support Workers** while providing direct care to clients in their homes. Given the rapid increase in community spread of COVID-19 within Canada and increasing evidence that transmission may occur from those who have few or no symptoms, masking for the full duration of shifts or visits for all Long Term Care Health staff. The Healthy Authority has made the same recommendation for Home Support Workers in NL. One mask will be provided per 12 hour shift. Please remember that the current evidence shows that a ASTM masks **will not** protect the wearer from the virus, but can help reduce the spread of the disease to clients and within our community. Please review the materials below for proper procedures for putting masks on and taking them off.

Proper Use of ASTM Masks

Health Canada: Infection Prevention and Control Covid 19: Interim Guidance for Long Term Care

- Staff will perform hand hygiene before they put on a mask when they enter the home, before and after removal and prior to putting on a new mask.
- Staff will wear a mask securely over their mouth and nose and adjust the nose piece to fit snugly while mask is worn.
- Staff should not touch the front of mask while wearing it.
- Staff should not dangle the mask under their chin, off the ear, under the nose or place on top of head.
- Masks should be removed just prior to breaks or when leaving the home, while in an area where no clients, staff or visitors are present
- Masks should be discarded in the nearest no-touch waste receptacle, followed by proper hand hygiene.
- Generally it is a foundational concept in IPC practice, that masks should not be re-worn. However, in the context of the COVID-19 pandemic and PPE shortages please follow jurisdictional guidance with regard to mask use, reuse, and reprocessing.

Example approach:

- If re-wearing of masks is recommended, staff must remove their mask by the ties or elastics taking care not to touch front of mask, and carefully store the mask in a clean dry area, taking care to avoid contamination of the inner surface of the mask, and perform hand hygiene before and after mask removal and before putting it on again.
- Masks should be disposed of and replaced when they become wet, damp, or soiled (from the wearer's breathing or external splash), or when they come in direct contact with a client.

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevent-control-covid-19-long-term-care-homes.html#a6.3.1>

The HSW must follow donning and doffing guidelines. Please refer to links below for instruction and focus on the mask component only.

- ✓ www.health.gov.nl.ca/health/publichealth/cdc/PPE_Putting_It_On.pdf
- ✓ www.health.gov.nl.ca/health/publichealth/cdc/PPE_Taking_It_Off.pdf
- ✓ <https://www.youtube.com/watch?v=Ww0Rf079MZ4>

FAQ (Eastern Health RHA)

Can masks be safely stored within the clients home when the Home Support Worker must remove it (e.g. to eat, drink etc) ?

Yes, masks can be safely stored in the client's home when the HSW must remove it to eat, drink, during their shift. Safely stored, means the mask is taken off and put on per donning and doffing guidelines and placed in a clean dry area where it will not touch any other item/surface/person. Hands must be washed with soap and water or sanitized per donning and doffing guidelines. The HSW can wear the mask while travelling between clients/ homes.

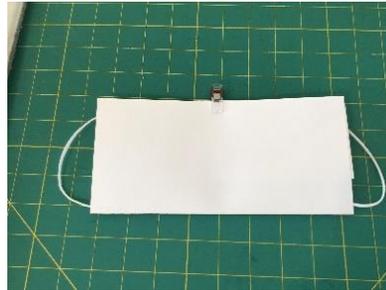
Examples of safely storing your mask during your shift or split shift:

Example 1:

- Wash/sanitize hands
- After you take it off, place it flat, outside of the mask facing down, on a clean paper towel.
- Wash/sanitize hands

Example 2:

- Lay it flat on a piece firm material (e.g. card stock) that can be tri-folded over the mask keeping the front of mask from touching the inside of the mask. Then place it in a plastic bag for safe storage for next use during your shift.
- 8 1/2 x 11 card stock, folded down 3 inches from top, four inches up from bottom
- Write 'front of mask' on inside middle of card stock
- Wash/sanitize hands
- Carefully remove mask ear loops or ties
- Place mask with 'front of mask' facing down in middle of card stock
- Fold top down, bottom up, leaving loops and/or strings on the outside
- Clip using paper, clip, clothes pin or fabric clip etc.
- Insert the now covered mask into a ziploc bag for storage
- Wash/ sanitize hands
- Reverse procedure to reuse mask.
- It is not recommended to place the mask directly in a bag as when it folds over the outside touches the inside and contaminates it. Also, it's more difficult to take the mask out of the bag without contaminating yourself.



Can the mask be used in multiple client homes?

Generally, it is a foundational concept in infection prevention and control practice, that masks should not be re-worn. However, in the context of the COVID-19 pandemic and PPE shortages the mask can be used in multiple client homes. Masks should be disposed of and replaced when they become wet, damp, or soiled (from the wearer's breathing or external splash.)

At this time, wearing a face shield in addition to a mask for the full duration of visits is not recommended.

For clients with ILA or suspected/confirmed COVID-19, the HSW will don and doff PPE (mask, face shield, gown and gloves) between clients (do not wear for multiple clients) per droplet and contact precautions.

Personal Protective Equipment (*Health Authority*)

- PPE supplies include:
 - 12 inch disposable nitrile gloves
 - Disposable surgical masks with face shield or surgical masks and eye protection
 - Gowns that will provide fluid-barrier protection
 - Other supplies include hand washing facility, soap, one use towels, alcohol-based hand sanitizer that contains at least 60 percent alcohol, cleaning and disinfectant products.
- Please conserve personal protective equipment and ensure it is stored in a secure space to minimize the risk of theft.
- Guidelines and instruction on the use of personal protective equipment are the same for hospital, home care and residential settings. Clear instructions on putting on and taking off 4 personal and protective equipment and hand hygiene is critical. Refer to <https://www.gov.nl.ca/covid-19/> for specific guidance.
- Personal protective equipment must be changed between clients.
- **N95 respirators** are not required for general care of clients. An N95 respirator with face shield is recommended for aerosol generating medical procedures (AGMP.) Typically, these procedures are encountered in the health care setting; however, there may be some situations in home care such as a client on home ventilation with a tracheotomy.

Note: N95 respirators require the wearer to be fit tested to be effective. A good fit is not ensured unless the wearer is clean shaven.

- Aerosol-generating medical procedures (AGMPs) are medical procedures that can generate aerosols as a result of artificial manipulation of a person's airway. There are several types of AGMPs associated with a documented increased risk of transmission:
 - Intubation and related procedures (e.g., manual ventilation, open endotracheal suctioning);
 - cardiopulmonary resuscitation;
 - bronchoscopy;
 - sputum induction;
 - nebulized therapy; and,
 - non-invasive positive pressure ventilation (continuous or bi-level positive airway pressure).
 -

******Please make sure you are educated in appropriate donning and doffing of personal protective equipment. Please see the info graphics below.***

HOW TO

SAFELY REMOVE YOUR DISPOSABLE GLOVES



Always Remember

Clean to Clean
A clean bare hand touches only clean areas inside the other glove

Dirty to Dirty
Contaminated surfaces only touch other contaminated surfaces

- ✗ Do not touch your face or adjust PPE with contaminated gloves
- ✗ Do not touch environmental surfaces – eg: door handles, a keyboard, a computer mouse – with contaminated gloves
- ✗ Never wash or reuse disposable gloves

- ✓ Safely remove excess liquid beforehand
- ✓ Change gloves when heavily soiled or if they are torn
- ✓ Dispose of used gloves appropriately – in accordance with your company's policy



WORLD LEADERS IN PROTECTING HANDS

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Protect Yourself - Protect Others

Personal Protective Equipment

Putting it on in 5 easy steps

1. Hands

- Clean your hands with sanitizer or soap and water.

2. Gown

- Tie at top.
- Then tie at waist.
- Ensure the opening is in back and it covers your skin and clothes.



3. Mask

- Put on a procedure or surgical mask.
- Mold the metal to fit your nose.
- A fit check must be performed with each use.



Alternate: N95 respirator if indicated.

4. Eye Protection

- Put on eye protection.



Alternate: Combo mask/eye shield.

5. Gloves

- Pull on gloves and ensure they cover the cuffs of your gown.



***Remove all PPE, with the exception of N95, before leaving patient room.**

Adapted with permission from the Winnipeg Regional Health Authority


Newfoundland
Labrador

Protect Yourself - Protect Others Personal Protective Equipment

Taking it off in 6 easy steps

1. Gloves

- Remove gloves.
- Clean your hands with sanitizer or soap and water.



2. Gown

- Untie neck. Untie waist.
- Hook fingers under opposite cuff. Pull over hand.
- Use gown-covered hand to pull gown over other hand.
- Pull gown off without touching outside of gown.
- Roll up inside out/discard.



3. Hands

- Clean your hands with sanitizer or soap and water.



4. Eye Protection

- Remove by handles and place in reprocessing bin or garbage.



5. Mask/N95 respirator

- Remove using loops or ties; do not touch mask.
- N95 should be removed outside of the room after the door has been closed. Place in garbage.



6. Hands

- Clean your hands immediately after removal of PPE or anytime you suspect your hands are contaminated during PPE removal.

***Remove all PPE, with the exception of N95, before leaving patient room.**



Adapted with permission from the Winnipeg Regional Health Authority

FAQ (From the Health Authority)

Why have I not received any PPE?

Home care workers will not be issued full PPE unless it is determined that they will be working in a home with a Person Under Investigation (PUI) or a confirmed case of COVID-19.

To ensure that PPE is used only when it is necessary and appropriate, home care workers will only be provided PPE when it is deemed necessary under Public Health guidelines.

Can I wear a homemade mask in my client's home?

Home Support Workers need to wear the ASTM medical grade masks provided by the health authority for use in client homes. Home Made masks are not to be used in client homes.

Please see the link below for more information from Health Canada on the use of Home Made Masks and the Video from the Health Authority on proper usage.

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/instructions-sew-no-sew-cloth-face-covering.html>

Video from Health Authority: Proper Use of Homemade Masks

https://www.youtube.com/watch?v=uzwfHlyF-rl&feature=youtu.be&fbclid=IwAR2v13rxcRYu_p61P88SpuUrD5OR4doalujCtNVsEfjR7bU7HpoDI_8QuAo

8.0 Guidelines for staff caring for a client who has COVID-19 (Health Authority)

- COVID-19 is transmitted through close contact with infected people and/or spread through exposure to the large droplets created from coughing and sneezing. For clients with suspected or confirmed COVID-19, the home care worker should:
 - Follow the infection prevention and control guidelines outlined above, hand hygiene is key; and
 - Wear personal protective equipment as indicated:
 - A surgical mask and face shield should be used if you are within 6 feet of the client.
 - Use gloves and a gown if providing direct care.

Note: **Direct care** means interventions that are carried out by having personal contact with clients

- Gloves are worn for a task (e.g. providing wound care, helping person with their personal care.) Gloves do not substitute for hand hygiene. Hands must be cleaned and gloves put on before the task. When the task is completed, gloves are removed and hands cleaned before moving to the next task. If gloves are not removed after the task, pathogens will be spread around the environment.

- Take your personal protective equipment off right after you provide care and dispose of them in a wastebasket lined with a plastic bag. Take off the gloves first and clean your hands with soap and water before taking off your mask, face shield and gown. Clean your hands again with soap and water before touching your face or doing anything else. See above for more information on use of personal protective equipment or visit www.gov.nl.ca/covid-19 for more information.
- Gloves can be worn but are not required when emptying waste baskets. The most important thing is to clean your hands with soap and water or alcohol-based hand rub immediately after emptying the wastebasket. All waste can go into regular garbage bins. Lining the wastebasket with a plastic bag makes waste disposal easier and safer.
- The client should wear a facemask when around other people. If the client is not able to wear a facemask (for example, because it causes trouble breathing), you, as the caregiver, should wear a mask and face shield if you are within 6 feet of the client.
- For more details for caregivers caring for someone who has COVID-19, please click on the following link: <https://www.gov.nl.ca/covid-19>
- Consult your local public health unit who will give you special instructions about how to monitor your own health, what to do if you start to feel sick, and how to contact them.
- If you start having symptoms, isolate yourself from others as quickly as possible; complete the COVID-19 Self-Assessment tool available at <https://www.811healthline.ca>

9.0 Closing Remarks

Thank you to all of our employees at *Serenity Nursing and Home Support Services* for your dedication and hard work during this difficult time. We appreciate that our staff are taking the COVID-19 pandemic seriously and following guidelines to protect themselves and our clients. If you have any questions or concerns, please contact one of our management team. We are here for you and will do our best to address all concerns. **We all need to work together to Flatten the Curve.**

"Excellence Through Dedication"

Serenity Homecare - Office Staff Directory

Main Line - 364-9688

Elizabeth Jones <i>Administrator</i>	Phone: 364-9694 Email: elizabethjones@serenityhomecare.net
Doug Jones <i>Administrator</i>	Phone: 364-9695 Email: doug@serenityhomecare.net
Melisa Penney-Jones <i>Office Manager</i>	Phone: 364-9691 Email: melisa@serenityhomecare.net
Lori Strickland <i>Staffing Coordinator</i>	Phone: 364-9693 Email: lori@serenityhomecare.net
Jacqueline Langdon <i>Office Assistant</i>	Phone: 364-9697
Nurse (R.N) Andy Fudge/ Janice Chin <i>Client Services</i>	Phone: 364-9697
After Hours/ On Call #685-9948	

Regular Office Hours

Monday - Friday 8am-4pm

* Please note the office is closed daily 12:30pm-1:30pm for lunch*