

Community Living disABILITY Services Wellness Check Protocol

This document provides Community Service Workers (CSWs) and Residential Care Licencing (RCL) Coordinators with guidance for conducting on-site wellness checks in residential care facilities, cluster living and day service sites that support Community Living disABILITY Services (CLDS) participants. Wellness checks support service providers by providing opportunities for education, learning and best practice advice.

As always, be mindful of your own personal stress levels, fears and worries. The COVID-19 pandemic has affected us all in profound and unprecedented ways.

It is important to be aware that many service providers (administration and front line staff) may be experiencing their own personal increased stress and anxiety during COVID-19. In addition, they may be dealing with:

- Increased staffing absenteeism and shortages
- Limited access to external resources
- Uncertainty about future planning
- Concern for the health of staff and participants
- Increased levels of participant anxieties and struggles
- Concerns from families and advocates of people they serve
- Supporting COVID positive participants or monitoring their own health and wellness after having been exposed to COVID-positive people through employment or community

Completing wellness checks with service providers may help alleviate their stress, provide resources and support, and reassure them that they are not alone.

Please schedule wellness checks with service providers at least 24 hours in advance of each check. You must wear a medical mask and protective eyewear during all checks.

COVID screening as outlined in COVID Circular 2020- 134 should be utilized prior to attending the home and when the CSW attends the door. To help ensure your safety, you must not conduct wellness checks if there are COVID-19 suspect or positive cases in a home or facility, except in cases where significant concerns have been identified that may affect a CLDS participant's wellbeing. In these cases, in addition to a medical mask and protective eyewear, you may also be required to wear a gown or gloves in the event you need to provide direct care to a participant.

Checklist

Staff are encouraged to use this checklist to guide all wellness checks. If you identify any non-urgent concerns during a check, please advise your program manager as soon as possible. If you identify any urgent issues, please take the usual protective action. Completed checklists are to be returned to your Program Manager who will be responsible for maintaining them.

NAME OF AGENCY: _____

ADDRESS: _____

DATE OF CHECK: _____

Participant Screening		
Are participants screened every day?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Notes:
Are there any issues with the screening process for participants?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Notes:
Staff Screening		
Are staff screened before attending work every day?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Notes:
Are there any issues with the screening process for staff?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Notes:
Visitor Screening		
Are visitors screened before they visit the facility?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Notes:
Are there any issues with the screening process for visitors?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Notes:
Personal Protective Equipment (PPE)		
Is there a sufficient supply of PPE from the department?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Notes:
Are staff wearing department supplied PPE properly?	Yes <input type="checkbox"/> No <input type="checkbox"/> Inconsistent <input type="checkbox"/>	Notes:
Are staff discarding soiled or used PPE properly?	Yes <input type="checkbox"/> No <input type="checkbox"/> Inconsistent <input type="checkbox"/>	Notes:
Prevention Measures		
Are enhanced cleaning measures in place (high touch surfaces cleaned/disinfected)?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Notes:
Is enhanced cleaning evident?	Yes <input type="checkbox"/> No <input type="checkbox"/> Inconsistent <input type="checkbox"/>	Notes:
Are soap and hand sanitizer readily available?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Notes:

Is proper hand hygiene observed?	Yes <input type="checkbox"/> No <input type="checkbox"/> Inconsistent <input type="checkbox"/>	Notes:
Is physical distancing maintained (where possible)?	Yes <input type="checkbox"/> No <input type="checkbox"/> Inconsistent <input type="checkbox"/>	Notes:

Personal Protective Equipment Requirements

Requirements for Service Providers		
Medical mask	Worn continuously throughout shift	Can be removed to eat, drink, etc. while maintaining physical distancing. Meticulous hand hygiene before/after donning/doffing. Masks are discarded at the end of the shift or when they become wet or soiled.
Protective eyewear	Worn continuously throughout shift	Should be removed before driving. Frames are to be washed in warm soapy water and reused. Lenses are discarded daily.
Gloves	Worn only as per routine practice (e.g., scabies, blood or body fluid contact or excessive soiling)	Meticulous hand hygiene should be performed rather than relying on gloves where possible. Meticulous hand hygiene before before/after donning/doffing. Gloves are discarded after use.
Gowns	<p>Residential: Worn only when providing direct care to a resident who is COVID-19 suspect or positive</p> <p>Day Services: Worn only when providing direct care to a CLDS participant who becomes symptomatic during the provision of day services</p>	Disposable gowns are discarded after use in plastic bag. Washable gowns are properly stored, laundered and reused.
Requirements for Department Staff		
Medical mask	Worn continuously inside of service building	Masks are discarded at the end of the shift or when they become wet or soiled.
Protective eyewear	Worn continuously inside of service building	Should be removed before driving. Frames are to be washed in warm soapy water and reused. Lenses are discarded daily.

Note: Full PPE is not required for department staff except in rare cases where a wellness check must occur and the staff must provide direct care to a participant.

See Circular COVID-19 2020-160 – PPE Guidance for Residential and Group Care Providers, Day Services and Day Service Transportation Services for further guidance.