

Family Zoom Meeting December 17, 2020 - 6PM

Tracey opened with her comments thanking all who have joined tonight. We realize this was rather short notice getting this together. We have 57 participants this evening. We are sorry we have to come together tonight to discuss outbreak at Copernicus Lodge. As you were notified yesterday, we currently have two residents who have tested positive for COVID-19 and they are both on 2N. We want you to know that it is our utmost commitment to maintain the safety of all residents, tenants, and staff at Copernicus Lodge.

Tonight I am joined by Roxanne Adams who is our Administrator as well as Dr. Yasemin Ikizler who is our Medical Director and other team members who are online as well.

The format we will be taking tonight is just a brief update by Roxanne followed by the questions that you have submitted. You will have an opportunity to add questions to the chat box and we will go through those if we have time or we will follow up after the meeting. All questions and answers will be posted on our website by end of day tomorrow. We'll also be committed to having a zoom meeting with families once per week and if there are any pressing matters in the meantime, the meeting will be ad hoc. There is a lot of information to follow up on and our team members are busy keeping abreast of this information. Our Communications Manager will be updating the website daily with any information that you need to know and we will also continue to use Cliniconex.

As I said, the outbreak did happen on 2N which is our dementia care unit and many of the questions we received are about how we are going to manage this.

I would like to now turn it over to Dr. Ikizler to say a few words. Dr. Ikizler introduced herself. I want you to know that I have taken over care of 2N. In speaking with other homes that have been in outbreak; we thought it best we have a dedicated physician to the outbreak to monitor the residents on a daily basis. I have scaled back my office hours in order to facilitate this and make rounds daily, checking vitals, oxygen saturation levels, temperature, hydration and monitor other symptoms and keep them treated and comfortable. If you have any questions, please feel free to contact the nurses to have me call you.

Roxanne mentioned she would like to go back one step as to how we got to where we are today. On Monday, we had 2 residents who had symptoms of COVID. We isolated and separated them and consulted with Toronto Public Health (TPH) who put us in suspect outbreak. We were able to communicate with all family members letting them know of our status and advising that we would update with any further information we would receive. We swabbed the suspect residents and the results came back positive. As a result, we swabbed everyone on 2N and those lab results are still pending. We consulted again with TPH letting them know we received the results as positive. With our discussion with TPH and Unity Health, we were actually declared in outbreak. The outbreak is contained to 2N. The residents there are in their rooms are getting full total care. This means, meals in their rooms and no congregating to continue. Staff are in the hallway to monitor this as well. We have increased the number of staff to 4 PSW and 1 Registered staff. This will ensure the ability to engage the residents. The staff will be in full PPE when they enter

the room and doff the PPE when they leave. They have to wear full PPE (gown, gloves, mask, visor) when caring for residents. When they are in the common area, this is considered a “green” space, so they are not allowed to wear their gowns but will continue to wear mask and visor). More garbage cans, more cleaning etc. are underway. The plan at the moment is to cohort staff to 2N so they do not work on other floors. Staff eat in a separate room, change in a separate room etc.

In addition to the swabs done on 2N, we swabbed all of the other residents today. Carmen, Ela, their team were joined by Dr. Ikizler to ensure this was completed and TPH will be picking up the swabs for testing. We are still awaiting the results of the balance of 2N residents.

We have a meeting with TPH tomorrow at 10am. We are taking direction from TPH. At this time, TPH is advising that no caregivers for 2N be allowed to come in until further direction is discussed at our meeting tomorrow.

Where are ill residents? How are they feeling ? – the positive residents are on 2N. The residents are feeling OK at this time – one resident has a slight fever at this time.

Do we know how they were infected? – they were sharing a room but have since been separated

Do they share a dining table? – they did not dine with each other but they did dine with other residents (socially distanced)

Do other residents have any symptoms? – there is another resident on 2N with symptoms. At this time, we are treating all residents on 2N as if they were positive which means staff are in full PPE coming and going from room to room

Do staff members have any symptoms? – not at this time

When last time everybody was tested on 2N? - yesterday

Is 2North , the location where the virus originated? – these are our first cases and we do not have any cases in other floors. Internal tracing is being done at the direction of TPH to find out where this originated from.

Being a senior myself, I am afraid to visit, what is your advice? How safe is it to visit if the virus is in the building? – Dr. Ikizler mentioned that this answer is up to the visitor and their comfort level and you will have to weigh the risks and benefits. If you adhere to proper PPE practice, you should be safe. On 2N, we are obviously more concerned. If you are wearing your gowns, masks, visors, gloves, washing your hands, keeping your distance from your loved one.

Does the staff, RPN'S, PSW'S, move between the different floors during their shifts? In other words do they work on the same floor for their whole shift? – yes, they do not go between floors on their shift unless they need to (i.e. Registered staff administering medication). On 2N, there is no movement of staff. There were some floaters that work at night. We have increased staff so they do not have to move from floor to floor.

Our mother is on 2N. Some questions:

Will the nursing and PSW staff on 2N be prioritized to get the vaccine? or is there an issue because of exposure? – The Toronto Central LHIN advised us we were selected on Saturday as one of the homes eligible. 15% of our staff were eligible to receive the vaccine. We appreciate the support from Dr. Ikizler and the Family Council in trying to reinforce the vaccine with workers. The vaccinations are completely up to the staff. This, at this time, is not a mandated vaccine. We believe we have 18 in total that have taken the vaccine. We were advised that our eligibility is now increased up to 30% as we are now in outbreak.

Are we able to set up any skype chats with her or phone calls? – yes, please go to our website link for setting up visits (window, skype, etc.) Recreation staff will be able to assist. Go on Accuity software for booking.

Will activation staff still be on floor? - yes, they will continue on the floor

The two residents who tested positive and share a room will they be isolated in a room that is currently vacant ? - yes, this has already been done

What measures are being taken to ensure all resident rooms are sanitized since this is a “wanderer’s floor” and residents go into all rooms? – additional housekeeper is now on the unit to ensure all high touch areas are taken care of.

Have all of the essential care person(s) been notified that have visited 2N and/or since DEC 13th? – it has gone through general

When residents return from appointments outside of Copernicus what is the protocol in terms of isolation? - protocol from public health is to monitor the person. If they have been in hospital, isolation is automatically 14 days. We have been placing residents in isolation for 5 days if they go for a medical appointment.

Are long term care patients being tested as well? Not just temperature? – yes all other residents were tested today

Will residents in 2N receive the vaccine given that there is an outbreak? – the vaccine is currently not available for residents. Currently only offered to health care workers.

Now that the vaccine is available, will all LTC employees be mandated to receive the vaccine or is this voluntary? Will they remain employed and be permitted to work at Copernicus if they choose not to be vaccinated? – This is not a mandatory vaccine and we are not able to force employees to have this vaccine. Employees will continue to be employed and permitted to work.

How frequently are staff required to be tested? – by Ministry directive, staff are tested weekly at this time. If staff are not tested, they are not allowed to work

Resident testing frequency? – residents are tested based on symptoms or exposure

If our loved one contracts covid and is placed in isolation, will essential care givers be permitted to visit? Sadly, for a few, these could be their final days. – The original directive since March, if it comes to palliative (end of life) visits, these will be allowed (1 at a time). At this time, until the test results are back, visiting on 2nd floor will not be allowed.

For those residents who are tested positive, will families be immediately contacted on their test results and next steps? the POA for care or the substitute decision makers will be notified. It will be up to them whether they share the information with other family members.

Will staff working on 2N be re-tested for COVID-19? What is the timeline? – staff are tested weekly

The floor has residents who wander, have a higher degree of dementia and/or cognitive impairment – what will be done to help support our residents who will not understand why they are being kept in their room? None of the resident have TVs in their room or phone access to their loved ones. Keeping them isolated in their room is a form of torture for residents who cannot understand and speak for themselves. – on 2N, residents will be in their rooms and additional staff will be with them engaging them in activity, helping with feeding. Only 14 residents are in the memory care 4 PSW, 2 housekeepers, recreation staff and Registered staff.

Could the residents who have tested positive be moved to a separate location (re: Multi-purpose room as outlined in Copernicus Lodge pandemic plan) to allow other residents who have tested “Negative” to be allowed movement within the unit again? – at this time, we will not be moving these residents to another part of the building further to the direction of TPH. At this time we are moving residents away from double rooms on the affected floor. If we move the residents on the memory care unit, it may be more detrimental to their cognitive function. More movement also creates greater risk. We are waiting for government to apprise us of

What supports are being provided to staff on 2N to assist our residents in keeping them calm and safe. 2 PSWs per shift is not sufficient staff levels to help care for our residents who need to be dressed, fed, assistance in going to the toilet. Asking staff to work double shifts and/or extra shifts will wear out our staff. They need our support, they are tired and cannot keep working at this level. The staff may be facing burnout. – this is a problem across the sector. We have doubled some staff on that unit. We are working with one agency to ensure we have a consistent staff from the agency to backfill. Agency staff are quarantined for 14 days if they have worked elsewhere before coming to Copernicus. Agency staff at this time are not assigned to 2N. To keep residents calm, is increased ratio of staff to residents to keep them

engaged. Dr. Ikizler is also assessing them re restlessness, pain etc., and if the situation becomes more difficult, there are medicine that can be used only after speaking with the family.

What are staff doing to ensure that all residents are fed (some need assistance and/or encouragement). Providing a meal to some of our residents in their room does not mean that the resident will eat the meal without being monitored or having some assistance. – residents are being monitored as far as eating. A tray is not just set before them and left. If they need help, they are helped. Additional staff are available to help. All management teams and supervisors (non-clinical), have been trained to assist in feeding.

What steps are in place if staff stop coming to work due to fear of infection spread? – so far this has not happened but we will speak with staff to alleviate their fears. We are all in this together and we are able to help each other. We do have agency staff that we can call on.

Will Copernicus Lodge consider allowing family members/essential caregivers to come in and provide support feeding, dressing, etc. our loved ones. Direction needs to be provided to families for those who wish to help as some families who are new to long-term care may not know that they can do this. – This is already in place as a Directive. TPH has allowed for Caregivers to come into non-affected units at this time. Tomorrow we will have more information. There is an RSA program the Ministry is trying to launch through the hospital where the hospital would train you to be able to come in for assisting. Information will come later in an email or on our website.

Will staff who are exposed to COVID positive residents be offered a hotel location to allow them to continue working at Copernicus Lodge and avoiding the risk of possible infection spread to their own families? – if this becomes necessary, we will certainly take care of this.

What is the time line for testing of all residents on other units/floors? – this was completed today

How often will staff now be tested for COVID-19 now that we have an outbreak? – this will be the same as per the Ministry directive – once per week

For staff entering the unit – cleaners, food, support personnel (re: doctors, Behavioural support, Pastoral, Admin staff, etc.) - what is the process that they need to follow to minimize infection spread to other units/floors? – we will be cohorting staff as much as possible to ensure the lack of spread. Full PPE will always be used but we will limit movement. Dr. Ikizler mentioned that she would go from the rest of the home where she needs to and only then to the affected unit.

If the lock-down extends over the Holidays, will families/essential caregivers be allowed to see our loved ones in their room? You cannot keep residents locked up over the holidays denying them access to their loved ones. – Essential caregivers are still allowed to come in to Copernicus (except for the affected unit at this time).

What steps will be in place to assist residents on 2N to stay connected with family members if they will not be allowed Window Visits/Facetime? – there will be recreation staff available to keep this in place.

What steps will be in place over the holidays as staff despite not being allowed to take vacation may call in sick. Copernicus Lodge has struggled in the past to find sufficient staff levels over the holidays as many staff also wish to celebrate the holidays with their own families? How will you incorporate agency staff and/or new staff members who have limited knowledge and contact with our residents and Copernicus' processes to understand the type of care and attention our residents may need without having their loved ones with them during this time?

What communication messaging has been provided to the residents living in the apartments and their families? – currently it is only through signage and specific tenants who have a family member on the LTC side, they have been informed as they are essential caregivers. Tenants are merely an apartment building for independent seniors. They do not fall under the legislation for LTC or for Retirement Homes Act. We cannot stop them from having visitors. Visitors here have to sign in at reception.

What education is being provided to residents living in the apartments that they need to wear their mask properly, socially distant and to avoid large gatherings with family members? – staff are always reminding them as well as reminding them to wash hands etc., we have stopped Mass so no congregate activities.

My mother is 83, with at risk health issues and the caregiver at Copernicus for my father -4N. At this time, would you suggest that caregivers not be allowed at all until it is safe to return?

We realize and can see first hand the mental health effects on residents who are completely isolated from their loved ones. However, to help prevent further spread and for the safety of the caregivers perhaps no visitors at all for 30 Days?

This would be a huge sacrifice during the holidays but the spread in Long Term Care facilities is swift and unforgiving. – in terms of visiting, it is always a risk/benefit analysis between your loved one and your health. If you wear your PPE properly, you should be fine. If you feel the benefit outweighs the risks, then you may wish to visit.

In consultation with your health team, if a family chooses to bring a resident home for 20-30 days to help contain the spread, the costs are astronomical, that is providing PSW assistance is even possible to find. Would Copernicus be able to assist the residents' families with contacts to pre-approved PSW agencies? If so, could Copernicus be the middle man in financial transactions? I.e. The agency invoices Copernicus, Copernicus then invoices the family with a small administrative fee? We have had the unfortunate experience of using an agency and had a terrible experience. We are also hesitant securing a privately advertised individual. Insurance and WSIB is difficult to obtain so quickly and adds further costs. – Currently under the directives of the Ministry, they have suspended home visits. If you take them home, you must discharge your family member from Copernicus and keep them with you until after the outbreak has resolved. At that time, you would have to re-apply to the LHIN and be back on the waiting list. The LHIN has told us they are the highest priority but that also depends on if that bed is available.

During the window visits, are the area sanitized after each visit? – areas are sanitized and we will re-confirm this with our EVS staff. (Confirmed) 2N will not have window visits during the outbreak.

Would it be advisable for window visits to continue? – window visits will continue for those floors not in isolation.

Is Toronto public health involved in the containment plans? – Yes, TPH is involved with us and we have already had one call with them, have another on Friday for further direction and follow up. We are taking our direction from them during outbreak.

When were all the residents last tested? – yesterday

Should essential care givers be given a gentle suggestion to cut back visits? It's a delicate request, but caution should prevail not only for the loved ones, but out of self preservation too. – this is up to them at this time

Thank you very much for organizing today's virtual meeting. Given the current status of a declared Covid-19 outbreak at the facility, has the Ministry advised when vaccines will be available to residents and staff of Copernicus? – **they are not available for residents at this time**

Furthermore, what additional measures are being taken to mitigate the safety of residents and staff? – **intensive cleaning, proper PPE is currently in use**

My grandfather was admitted to Copernicus Lodge only yesterday - the day your outbreak was declared. Thank you for the opportunity to present questions at tonight's virtual meeting for families of residents.

What has been done to evaluate the existing ventilation system in terms of the potential for recirculation of indoor air? Has consideration been made to enhance ventilation with outdoor air sources and upgrade system maintenance? – **as the home was built in 2004, it is the most recent fresh air ventilation system available and air is not being circulated.**

Were the families of the affected residents questioned as to their contacts outside of the home? – **essential caregivers were not visiting the affected residents**

Are cleaning staff allocated to one floor/unit? – **for the affected floor at this time this is the case.**

Looking forward, if there is a wider outbreak at Copernicus, what are the agreements for agency help? Will Unity help out if the situation becomes much more serious? – **there are agreements with facilities who will help and our doctors are part of a larger group who are in communication with other facilities to gain insight.**

When can we expect residents to receive their vaccination? – **this is up to the government at this time**

At what point (if any) would Copernicus restrict Essential Caregivers from coming on-site? – **This would be at the direction of TPH.**

It's our understanding that many workers have decided not to take the vaccine. What is Copernicus's position/policy with respect to this development? – **we cannot force them to take the vaccine as it is not mandatory at this time.**

Chat items

Your report states that there is no visiting to 2North.....am I right. Please clarify. – **not at this time until we get further direction from TPH**

My mother is in South and she was tested, are they testing everyone? – **all residents are being tested.**

Regarding visits that were just discussed: I was under the impression that General Visitors are not permitted to visit as per the Ministry's Directive. Can you please clarify? – **there are no General Visitors allowed to LTC. As per the Ministry directive, only Essential Caregivers are allowed.**

Why don't they want too ? - **staff have varying reasons for not wanting the vaccine**

if you have more spread would you consider cancelling visits to LTC. Since the Doctor says ppe wear should make it safe but how did the virus come into the home. – **visits may be cancelled in the future by the direction of TPH. We are unclear as to how it came to our building. Contact tracing is being reviewed.**

Can long-term residents go to Aggie's store? – **not at this time.**

I have not had any instruction on putting on and taking off ppe when I have come in to see my Mom.....are the people at the sign in supposed do this.....**The screeners are not supposed to do this. As you are signing in as an essential caregiver, we remind you that you are declaring you have reviewed the proper donning and doffing instructions we have on our website. Dr. Ikizler has also provided the following and also see attached for more information. If you are still unclear, please contact Roxanne to set up a time where you could be instructed further.**

Donning: When you arrive at the home I recommend that after screening you: 1) wash your hands and remove your mask by the ear loops and discard or put it away depending on if you using a disposable or cloth mask. 2) wash your hands again 3) put on the clean medical mask by holding

ear loops, then pinch metal nose area and pull down bottom of the mask so it covers your chin 4) take the face shield by the straps at the back and place it on

5) remember after this to not touch your face or shield and if you have to for some reason you must wash your hands before and after doing so.

Gown

1) wash your hands and then put the gown on

Gloves:

2) When you arrive at your loved ones room, wash your hands and then put gloves on. Gloves should be worn covering the gap between the gown and the glove at the wrists. Gloves should only be used when in the rooms with your loved one. It is important not to rely on them to assume you are clean. A dirty glove that has touched key pads and elevator buttons is harmful. Hand washing is the best protection. Wear gloves in the room if you within 6 ft of your loved one.

Doffing:

1) At the exit to your loved one's room, remove gloves and gown and dispose of them in the laundry bin and garbage bin close to the door of your loved ones room.

2) Wash your hands

3) Wear your face shield and mask to the exit of the building

4) Wash your hands and take the face shield off by touching the strap at the back only, then dispose

5) Wash your hands

6) then remove the mask by holding the ear loops, then dispose

7) Wash your hands

Can families request that loved one be sent to hospital if they decide that they now want to change their directive to provide higher support and care for a resident who may need ICU care? – per Dr. Ikizler, families can always change their goals of care but you have to ask yourself why. A severe COVID case and intubation & resuscitation is not usually very helpful for people in LTC with dementia and other health issues. I don't think changing the care plan may not be as per their wishes or your wishes. Being intubated when frail is something that would have to be discussed. The doctor would of course speak with you about this if you wanted to change the plans.

My window visit was cancelled for tomorrow message but she's on 5south because residents are in isolation? – we are looking into this for you

Vaccination time line? Have you already talked about this? – this has already been discussed

From Christina to Everyone: 07:00 PM

Long-term care at Copernicus opened Nov 1983 so it is an old building as far as air circulation is concerned. – the LTC building was built in 2004 and has fresh air circulation. the HVAC system has fresh air return and no recirculated air.

You guys are doing such an awesome job. Thank you so much!!!!!!! We should do this more often. Please thank all your staff.

If we are asked if we've been in contact with COVID - what is our response if our loved one is not on 2nd floor. – you can say you have not been in contact with COVID if your loved one is not on the 2nd floor.

Thank you very much for this informative session.

aside from the 2 confirmed cases on 2N are any other residents symptomatic? – not at this time

Thank you for the updates. This is very helpful. I appreciate the dedication to the residents' safety.

Thank you for this.

What can be done for those families who don't have a computer? – we will leave printed copies at reception

This session was very informative..Thank you for the great job you are doing!

Family Council contact - copernicusFC@gmail.com

Thanks for this. Much appreciated.

Thank you for the update

Thank you for updating us through Zoom. It is very helpful. Thank you and the rest of the staff that looks after our loved ones.

thank you so much, this was very informative. THANK YOU all that you do for our loved ones

Thank you for update.

thank you for your continuing support and diligence

Putting on Personal Protective Equipment During COVID-19

***MASK & EYE PROTECTION ON AT ALL TIMES**



1 PERFORM HAND HYGIENE



2 PUT ON GOWN



3 PERFORM HAND HYGIENE



4 PUT ON GLOVES



Removing Personal Protective Equipment During COVID-19

***MASK & EYE PROTECTION ON AT ALL TIMES**



1 REMOVE GLOVES



2 PERFORM HAND HYGIENE



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