

IT's My Life Kamloops Society Business Continuity/Disaster Plan. (Renamed)

Supplement to Pandemic Policy: Service Continuity/Essential Service

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Purpose This Business (Pandemic) Continuity Plan has been developed to ensure the critical business functions of IMLKS can be maintained in the event that up to 35% of our staff is incapacitated during a pandemic emergency.

Definitions

Pandemic

A pandemic is an epidemic of infectious disease spreading over a large geographic region such as a continent or worldwide. In contrast to seasonal influenza epidemics, the anticipated/current influenza pandemic has the potential to spread very rapidly infecting larger numbers of people and leading to serious illness or death. Immunity people may naturally have to seasonal influenza will not protect them during an influenza pandemic outbreak.

Influenza

Symptoms of influenza include fever, fatigue, muscle aches and pains, lack of appetite, coughing, sore throat and possibly headache, vomiting and diarrhea. The majority of Canadian cases of influenza experience mild illness and recover at home. The influenza virus can live outside the body on hard surfaces, such as stainless steel and plastic, for 24-48 hours and on soft surfaces, such as cloth, paper, and tissues for less than 8-12 hours; however, it can only infect a person for up to 2-8 hours after being deposited on hard surfaces, and for up to a few minutes after being deposited on soft surfaces.

Antivirals

Antivirals are drugs used for the prevention and early treatment of influenza. If taken shortly after getting sick (within 48 hours), they can reduce influenza symptoms, shorten the length of illness and potentially reduce the serious complications of influenza. Antivirals work by reducing the ability of the virus to reproduce but do not provide immunity against the virus. The influenza virus is treated with two different antivirals: oseltamivir (Tamiflu) and zanamivir (Relenza).

Vaccines

Vaccines are preparations intended to produce immunity to a disease by stimulating the production of antibodies. Vaccines are the primary means to prevent illness and death from influenza. They stimulate the production of antibodies against the flu virus components included in the vaccine, providing immunity against the virus. In order to provide the best protection, a vaccine is tailored to fight off specific strains of influenza.

Forest Fires

Critical Business Functions

Critical business functions are those activities which must be performed in order for the organization to remain in operation. Identifying our critical business functions and planning for their continuation will ensure that the essential services we provide directly to our person served will continue during a local outbreak. Refer to IMLKS Business (Pandemic) Plan for Administrative positions. Essential Services Essential Services are the services we must provide to our persons served. Identifying our essential

services and planning for their continuation during a disaster will allow us to continue to provide essential person served with services.

Components of the Plan

1. Identify critical business functions and resources to draw upon during an outbreak
2. Identify essential services and the staffing levels necessary to continue to provide the service
3. Develop an education program to staff and persons served focusing on prevention and infection control.
4. Clarify questions regarding what to do if our community becomes evacuated due to a forest fire or natural disaster.

The World Health Organization (WHO) defines a pandemic as a “sustained community level outbreak in at least two WHO regions.” Both Canadian and British Columbia governments have established authorities to coordinate and manage such an event. In BC, these authorities include the British Columbia Centre for Disease Control (BCCDC), BC Emergency Health Services (BCEHS) and Regional Health Authorities. These bodies will assume much of the mandate and provide the direction on how to prevent, prepare, respond and recover from such a pandemic.

IMLKS will follow any instructions and directives that come from these bodies and apply them to our organization.

Within IMLKS, we have two primary considerations under pandemic conditions:

- The care of vulnerable individuals. By definition, this does include all individuals we support.
- Deploying available staff and providing instructions to staff who are at risk of infection, and/or who are already infected.

Updated September 10th 2020. Emergency COVID-19 Coverage Team Developed.

To that end, the ED, in collaboration with the Management Team is responsible for successful implementation of this plan.

This plan will be regularly reviewed annually, and daily throughout periods of pandemic or natural disaster as leadership staff triage need for response. It will be revised and updated to reflect current circumstances.

On March 12, 2020, the World Health Organization declared the global COVID-19 a pandemic. This plan has been updated to reflect COVID-19 specific information.

ESSENTIAL SERVICES AND POTENTIAL PROGRAM CLOSURES:

IMLKS considers all our staffed Residential Homes and certain administrative positions to be essential services, and will prioritize these to maintain service delivery and staffing during pandemic outbreaks.

Where reasonably possible, IMLKS will maintain all homes during a pandemic threat or any other threat and will ensure the office location stays open if safe to do so. The support, well-being and health of people receiving services will be paramount in these decisions. Information about the pandemic or natural disaster status through Health Canada or The City of Kamloops and about program or staffing changes will be provided to employees as possible from the ED in cooperation with the Program Managers.

Non-essential programs include Community Support, the decision to suspend or otherwise adapt non-essential programs or services, either proactively (including anticipation of natural disasters, disease or outbreaks), or more typically reactively (in response to disease or outbreaks), lies at the discretion of the Society and appropriate local authorities and would typically be based on considerations such as local public health concerns, local community concerns, and/or staffing shortages.

IMLKS will remain vigilant and follow instructions from local authorities while maintaining essential service levels. Should a change in non-essential service delivery occur, staff from the affected program(s) may be deployed/temporarily transferred to an essential service. In such cases, deployed staff will receive full orientation to the site and individuals served.

The Executive Director will determine staffing levels necessary to ensure safety of persons served under emergency conditions, and have authority to refer or transfer an individual to a medical care facility if warranted. Should a pandemic outbreak or natural disaster impact the administrative staff the ED will determine whether administrative office closure is warranted? Staff payroll and scheduling will not be interrupted in the event of an office closure. All administrative tasks including payroll can be conducted anywhere outside the office.

INFORMATION ABOUT FLU VIRUS

Symptoms

People respond to influenza in different ways, but the most common symptoms include fever, cough, muscle aches, difficulty breathing. Symptoms can rapidly increase in severity, and persist for a week or two. Some people, who are sick with influenza and therefore contagious to others, show few or no symptoms throughout their illness.

Transmission

Sometimes, humans and animals can pass strains of flu back and forth to one another through direct close contact. More investigation is needed on how easily the virus spreads between people and animals, however, it is believed that it is spread the same way as regular seasonal influenza. Influenza and other respiratory infections are transmitted from person to person when germs enter the nose and/or throat.

COVID-19 Transmission:

Droplet contact versus airborne transmission: Retrieved March 22, 2020 from:

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/how-it-spreads>.

Coronavirus is transmitted via larger liquid droplets when a person coughs or sneezes. The virus can enter through these droplets through the eyes, nose or throat if you are in close contact. The virus is not known to be airborne (e.g. transmitted through the particles floating in the air) and it is not something that comes in through the skin. It can be spread by touch if a person has used their hands to cover their mouth or nose when they cough. That's why we recommend you cough or sneeze into your arm and wash your hands regularly.

Droplet Contact:

Some diseases can be transferred by large infected droplets contacting surfaces of the eye, nose, or mouth. For example, large droplets that may be visible to the naked eye are generated when a person sneezes or coughs. These droplets typically spread only one to two meters and are too large to float in the air (i.e. airborne) and quickly fall to the ground. Influenza and SARS are two examples of diseases capable of being transmitted from droplet contact. Currently, health experts believe that coronavirus can also be transmitted in this way.

Airborne transmission:

This occurs when much smaller evaporated droplets or dust particles containing the microorganism float in the air for long periods of time. Transmission occurs when others breathe the microorganism into their throat or lungs. Examples of diseases capable of airborne transmission include measles, chickenpox and tuberculosis. Currently, health experts believe that coronavirus cannot be transmitted through airborne transmission.

Infectious Period

The BC Centre for Disease Control suggests the incubation period is up to fourteen days prior to the onset of symptoms, and can last approximately seven to twelve days afterwards. This means IMLKS cannot rely solely on sending sick staff or persons served home to control the disease. By the time their illness becomes obvious to them and to others, many people may have been infected. Revised- Incubation pe

Facemasks Updated September 10th 2020

The Public Health Agency of Canada now recommends all people including healthy people to wear masks as they go about their daily lives in the community. There is strong evidence that supports wearing a mask does suggest it can prevent the spread of infection in the general population. Improper use of masks may in fact increase the risk of infection as removing the mask incorrectly can spread the virus to one's hands and face. Use of facemasks should be limited to those with acute symptoms of infection or those staff required to provide care within 1 meter of an affected individual. All staff must watch the video's on how to properly put on and take off PPE. More information can be found here: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>

Hand Washing

Hand-washing represents an important method for helping to control the spread of the virus. Someone can pick up the virus on their hands from touching an infected person or a surface where the virus is present, and then introduce the virus to his/herself by bringing hands to the mouth, nose, or eyes. The virus then makes its way to the respiratory track. Viruses can live on hard surfaces such as doorknobs for 24 to 48 hours, and on nonporous surfaces such as cloth, paper, and tissue from 8 to 12 hours. Once on the hand, the virus can survive for about 5 minutes. Impervious to Anti-Bacterial Medications Viral-based influenza does not respond to antibiotics. The common medications used for bacterial infections such as penicillin and streptomycin have no effect on the influenza virus. Some recently developed antiviral medications can inhibit the dispersal of viral particles inside the body, but there is no medical cure for influenza. This suggests the most effective way to combat the disease is to avoid exposure to the virus.

Complications

A major threat in past influenza pandemics has been the tendency for the viral infection to exhaust the body's immune capacity. This opens the door for other diseases. Most notable among these complications is pneumonia, a bacterial infection that causes the build-up of fluid in the lungs and bronchial passages. Even if treated with appropriate medications, complications from a viral infection can result in prolonged illness or death.

Potential for Death

It is difficult to predict the likelihood of death among pandemic influenza victims. Much depends on the nature of the viral sub-type, how readily it resists the body's many immune system defenses, and the physical condition of those infected. Historic outbreaks of influenza have shown, however, that death can come within hours of the first symptoms, or after a prolonged battle with complications over many

weeks. The risk of death due to pandemic influenza is far higher for people who are older and those who have other underlying medical conditions.

WHAT TO DO IF YOU THINK YOU HAVE INFLUENZA VIRUS

The symptoms of the flu virus include fever, cough, and difficulty breathing. If you are concerned or experiencing any of these symptoms, there is no need to rush to the doctor, the hospital, or a clinic. This will spread the virus. A good place to start is to call Health Link BC at 8-1-1, anytime of the day or night. If your influenza illness is limited to fever, cough, and muscle aches, the Ministry of Health recommends you stay at home. Advice during this time includes to rest and drink plenty of liquids like soup, juice, water, or tea. The day after you begin to feel better, you can start to increase your activity. Keep in mind that it may take a week or two until you are back to normal.

If you are sick, stay home and avoid contact with other people as much as possible to keep from spreading your illness to others.

Take the following precautions:

- Cough or sneeze into your elbow or cover your mouth and nose with a tissue, throw the tissue away immediately and wash your hands.
- Wash your hands with soap and warm water or use alcohol-based disposable hand wipes or gel sanitizers. • Avoid travel outside the home while you have flu symptoms
- Find a “flu buddy” to assist you if you become ill and are unable to go out. If your illness gets worse and you experience symptoms like new confusion, shortage of breath or painful breathing, visit your doctor or a clinic immediately.

You can call 8-1-1 anytime to speak to a nurse if you have more questions or are concerned about any symptom.

All staff should ensure they practice the universal health precautions at all times.

Disclosure/Notification of Suspected or Confirmed Influenza Infection amongst Staff

- Staff, supervisors or IMLKS leadership cannot determine the need for quarantine. This is a medical decision. If quarantine is needed, IMLKS staff are required to follow the instructions of medical professionals. All staff must notify their Manager or On Call Supervisor immediately upon suspected or confirmed infection with influenza.
- All staff must notify their Manager or On Call Supervisor immediately upon suspected or confirmed infection of a IMLKS person served with influenza; the Manager or On Call Supervisor will notify the Executive Director.

- All families/caregivers must notify the Manager or Director immediately upon suspected or confirmed infection of a Person served with influenza. Prevention – Before and During an Influenza Pandemic Staff and person served awareness is the first stage of pandemic planning. It is important to educate staff in the various ways that they can protect their own health as well as the health of our persons served.

This includes: Proper Hand Washing Hands play a significant role in acquiring and in transmitting a virus from one person to another. Hand hygiene is accepted as the single most important practice to prevent the spread of infections. Good hand washing habits are more likely to prevent infections than excessive cleaning and disinfection of surfaces.

Proper Hand washing must occur often, including:

- Before, during, and after preparing food
- Before preparing medication
- Before eating
- After using the washroom
- After sneezing, coughing or blowing/wiping one's nose
- After smoking
- Assisting another person who has sneezed, coughed or blow/wiped his nose
- Assisting another person with personal hygiene
- After handling animals or animal waste
- When hands are dirty or whenever in doubt
- More frequently when someone in your workplace or home is sick. Most people do not wash their hands for long enough or in the correct manner. A poster showing proper hand washing is attached.

Refrain from Unnecessary Touching of One's Eyes, Nose or Mouth Avoid touching your face unless you have just washed your hands. It is especially important when using contact lenses that your hands have been washed well.

Hang the STOP posters attached on the outside of the entry. Entry doors to residential programs must be kept locked and staff should answer the door for all visitors to the home, highlighting the information on the stop posters.

Use Cough Etiquette Turn your head and cough or sneeze inside of your elbow or into a disposable tissue.

Use disposable tissues only once and throw it away immediately so that they do not contaminate surfaces. Tissues will also be made available in high-traffic staff areas and, associated side effects, etc.).

Apply Social Distancing Principles Once a pandemic has been declared reduce the time spent in large, crowded settings. When there is an option to do so, encourage persons served to maintain 2 meter (6 feet) from others. Avoid hugging, kissing and hand shaking.

Open Air is Better than Close Quarters Where possible, IMLKS should choose outdoor activities where there is limited people of no more than 5, always keeping distances of 6 feet from one another.

Eliminate Sharing where Possible Reinforce “no food sharing” practices. Though in general, these are put in place in an effort to reduce potential exposures to allergens, the practice of not sharing food will support the efforts of reducing within the drop-in for persons served. A poster showing how to cover your cough can be found in attached and also at the following website: Cover your Cough:

<https://www.health.state.mn.us/people/cyc/cycpgeneng.pdf>

Use Proper Procedures at the Sink

Use a paper towel to turn off the tap at the sink after you have washed your hands so that you do not contaminate your hands again. Use the same paper towel to open the door of the washroom and other doors that you may have to open to get back to your work area. Posters will be created and posted in washrooms, high traffic areas to remind all staff and persons served on an on-going basis

Shared Work Areas During a pandemic

Additional measures including more frequent cleaning and disinfecting of worksites are needed to minimize the transmission of the virus through environmental sources, particularly hard surfaces (e.g. countertops, sinks, faucets, appliances, doorknobs, railings, medical equipment, toys, toilets, phones, electronics, television remotes, objects and countertops). Transmission from contaminated hard surfaces is unlikely but influenza viruses may live up to two days on such surfaces.

Limited options to support persons served by non-essential may be available depending on the number of person served and staff who become ill with influenza in IMLKS’s essential services. Such direct support will be reserved for the very urgent situations (e.g. when someone is at risk of death, serious injury or mental health crisis).

Essential Services:

- Where possible, persons served in essential services who are ill and suspected to have a contagious disease, should be assessed by a medical practitioner immediately.

- Where possible, immediately isolate all individuals with any new or worsening respiratory symptoms, even if there is just a single person who is ill.
- Call the Manager IMMEDIATELY for further direction on next steps.
- If the infected person can tolerate mask wearing, they should be supported to wear a mask. If they are unable to wear a mask, Caregivers providing care within 2 meters of them should wear a mask.
- Where possible there should be a minimum of 2-meter distance between ill people and others except when providing personal care including hygiene, toileting, mealtime supports and medication administration.
- If an outbreak occurs in the home, routine social visits will be limited or restricted and only essential visits/appointments will take place.

Residential Homes: Pandemic Isolation Protocol for Persons Served

In times of pandemic, this protocol should be followed without delay as soon as a resident develops a new fever, cough or has difficulty breathing. It is imperative that the person is brought directly to their bedroom and that the Manager, On-call Supervisor or Executive Director are immediately notified, as well as Interior Health and CLBC.

What is Isolation?

Isolation separates sick people with a contagious disease from other residents who are not sick.

Immediate Action:

- Bring person to his/her bedroom and make them comfortable.
- Contact the Manager/On-call Supervisor immediately
- Seek medical assessment - call 811. Upon Instruction to Isolate
- Hang the Droplet Precautions poster on the person's bedroom door.

Reporting/Communication:

- The Manager will send an email to the rest of the management team with the subject COVID-ISOLATION
- The Manager will inform the family.
- All visits to the individuals including immediate family will stop at this point
- The Manager will notify CLBC and Licensing and complete/submit and any required Reportable Incident form.

During the Isolation Period:

- Talk to all persons served regarding why we need to stay home if someone is sick and they aren't. Review safety procedures like social distancing, washing hands, and how to cough into your elbow.
- Maintain 2 meters/6 feet distance when not providing personal support with meals, medications or personal care BUT also ensure that you make time to engage the person by checking in and chatting with him/her from a 2 meter/6-foot distance.
- Use disposable cups, dishes and cutlery for the person who is sick.
- During the Isolation period, where technology has been set up to do so, support the isolated person to skype or FaceTime so people can communicate with friends or family.
- Thoroughly clean and disinfect and common area (i.e. Bathroom) IMMEDIATELY after use by the individual.
- Clean frequently touched surfaces-including the door handles every time you enter/exit the room. • Refer to and follow Standard Precautions, ensuring any procedures for cleaning potentially contaminated surfaces and disposing of contaminated articles are adhered to.
- Do not allow visitors for the individual until he/she individual has fully recovered.
- Take vitals (including temperature) twice daily – record.

At ANY point: • The person has severe difficulty breathing, is not waking up easily, or loses consciousness, call 911.

- The person displays new or worsening respiratory symptoms, contact the supervisor/on-call supervisor immediately.

****Where Interior Health HSCL is involved the nurse is also to be called immediately in either of the above circumstances.

WORKPLACE/HOME/PROGRAM CLEANING

During a pandemic, additional measures including more frequent cleaning and disinfecting are needed to minimize the transmission of the virus through environmental sources, particularly hard surfaces (e.g. countertops, sinks, faucets, appliances, doorknobs, railings, medical equipment, toys, toilets, phones, electronics, television remotes, objects and countertops). Transmission from contaminated hard surfaces is unlikely but influenza viruses may live up to two days on such surfaces.

Influenza viruses are inactivated by alcohol and by chlorine. Cleaning of environmental surfaces with a neutral detergent followed by a disinfectant solution is recommended. Surfaces which are frequently touched with hands should be cleaned often, a minimum of twice daily during a period of pandemic or

as directed by the Manager. Every shift should have a designated staff to carry out general hygiene/sanitation.