



Site-Specific Pandemic Guidance for Clients and Caregivers

South (Alderwood) Adult Day Program

Site Preparation Procedures

ESS has reviewed all relevant Public Health, government and shared network documents regarding Adult Day Program in-person services and related information.

Consultations have been held and are ongoing with our ESS Health & Safety Team Lead to determine best practices for site preparation and program daily operations in relation to client safety, Infection Prevention Control and Personal Protective Equipment usage. This includes:

- A physical assessment of the program - measuring the program space to determine the maximum number of staff and clients that can be onsite while maintaining physical distancing requirements.
- An adjustment of the physical layout of the programming space and furniture to support physical distancing.
- Creation of barriers to support physical distancing in program areas where clients are restricted.
- Staff to Client ratios have been temporarily increased to support the pilot phase of our re-opening.

Client Arrival and Departure

Client and Staff Health Screening:

Each program day, all clients and any person bringing the client to program, will be screened over the phone on the morning of their scheduled visit to the program. An ESS client COVID-19 symptom screening tool will be used.

Clients and their caregivers will be re-screened upon arrival using the ESS screening tool as a guide.

All staff will also self-screen using an ESS staff COVID-19 symptom screening tool.

Clients who do not pass the screening tool (or refuse to answer) will not be permitted to attend the Adult Day Program. Clients will be encouraged to monitor symptoms and seek medical attention to determine if a COVID-19 test is advised.

Only one entrance/exit to the program space will be used to ensure that all entering will be screened.

Screening of clients upon arrival will take place outside the program space by a designated staff person.

The staff screener will maintain a two (2) metre distance prior to the completion of the active screening (clients may be screened at their vehicle).

Clients who pass the screening will be escorted from the screening area to the program space by another designated staff member.

Everyone entering the program will be encouraged to sanitize his or her hands.

All daily active and passive health screening results must be maintained and kept on site for the specified period of time as requested by Toronto Public Health.

Client Arrival and Departure Windows:

Caregivers will be provided with an “arrival” and “departure” schedule. We will ask all caregivers to arrive only during their designated time.

Upon arrival, caregivers should remain in their cars and call the site phone number (416-255-7539). Caregivers will be advised when it is safe to come to the door.

Our objective is to reduce line-ups at screening stations and/or grouping of clients in coat areas and doorways, etc. Individual arrangements will be made with on-site staff for all other modes of transport (Eg. ESS or WheelTrans) and for those caregivers who do not have cell phones.

Required Signage

Signage will be present throughout the site to re-enforce required Health and Safety protocols.

Program Site Spaces

During program hours:

Bathrooms: Clients will be restricted to using the designated bathrooms (these will have clear signs).

Main Program Room: Clients will be restricted to using this space when indoors. Furniture and equipment that should not be in use will be appropriately stored and/or clearly signed.

Back Garden: The back gate must be closed at all times. Clients may use this space, weather permitting, and under staff supervision with appropriate physical distancing.

Site Visitors

Visitors will not be permitted into the site during program hours unless they are considered 'Essential'. To the greatest extent possible, visits will be scheduled (Eg. maintenance, deliveries, ESS Management or other Professional Caregivers such as an Occupational Therapist) outside of client program hours.

All visitors must be screened by phone prior to their arrival (if possible). Upon arrival all visitors will be screened using the ESS COVID-19 visitor screener.

Visitors must complete the visitor log, participate in hand sanitization and wear an approved facial covering during their entire visit.

Visitors will be asked to keep their visit as short as possible and be restricted to designated and appropriate areas of the building.

Client Scheduling

Clients will be advised of their scheduled attendance day(s). Clients may only attend program on their designated attendance day(s) due to the need to cohort client groups.

Client spaces created by absences due to vacation/illness cannot be replaced by another client new to that group.

Openings created by clients discontinuing the program, may be replaced with a new client from the Waitlist.

At this time, clients are not permitted to switch days (must stay in their cohort group).

Staff Scheduling

Staff scheduling for on-site program days will follow pre-pandemic procedures.

Volunteers and/or students are not permitted at this time in the programs.

Environmental Sanitization

Staff are assigned for environmental cleaning and disinfecting during the program throughout the day.

A contracted cleaning company is responsible for an end of day cleaning.

Programming Equipment and Materials

“No Share Policy.” Whenever possible, the need for shared use of equipment and programming materials will be eliminated or reduced. This will include client shared items, such as food or water bottles, etc.

Clients will receive an individualized set of program materials (a.k.a Activity Kits) and these materials will be stored in a labeled container with the clients name for their use only.

Physical Distancing

Staff will promote the recommended minimum physical distancing (two (2) metres), between clients and staff whenever possible.

Signage and/or markings are on the floor for cuing to reinforce physical distance.

It is recognized however, that close contact may be unavoidable between all staff\participants. Staff are therefore required to follow the mask and goggle/face shield policy throughout their shift.

Physical distancing must not compromise staff supervision responsibilities and/or client safety.

Staff will encourage clients to greet each other using non-physical gestures (e.g., wave or nod or a verbal “Hello”) and to avoid close greetings (Eg. hugs, handshakes).

The program space has been rearranged with physical distancing in mind (e.g., tables with one person per table)

Staff will plan activities to use outdoor spaces weather permitting.

Client face coverings

Staff will encourage clients (who are able) to wear their mask throughout their time in program.

Masks may be removed to eat and/or drink.

A mask will be offered to any client who has forgotten, lost or damaged their own mask.

Food Services

All meals and snacks will be served in individual portions. Prepackaged snacks are strongly preferred.

There will be no self-serving or sharing of food at meal or snack times.

No food may be brought by caregivers to share with the client group.

Communications with Clients and Caregivers

The Senior Coordinator (or designate) is responsible to ensure that clients and caregivers are aware of the necessity of following the enhanced health and safety measures.

The Adult Day Program Client Services Manager will work collaboratively with the Supervisor of Communications to develop regular and periodic communication material to ensure that necessary Health and Safety information along with agency policies regarding attending adult day programs are available in writing and electronically to be distributed by program staff.

Adult Day Program staff will direct and encourage clients and caregivers to (i) become part of the electronic communication list, and (ii) regularly review the ESS website (COVID-19 Updates section) for new and updated educational information.

Client Care Planning and Assessment

The Senior Coordinator will be responsible to ensure that the clients attending the program have an updated Care Plan and current assessment on record.

Care Planning

Care Planning updates will be limited to staff observation of clients in program as well as virtual discussions with caregivers. The finalized Care Plan will be reviewed virtually with the caregiver. The caregiver's verbal approval of the Care Plan details will be sufficient at this time.

Assessment

In-person, on site assessments are not being completed at this time. If a client's condition has changed significantly and may impact their continued ability to attend program safely, the Senior Coordinator must speak with the Adult Day Program Client Services Manager to resolve (e.g., an in-person home assessment may be arranged if necessary, etc.).

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525 Horner Avenue
Etobicoke, ON M8W 2B9
416-255-7539

www.esssupportservices.ca