**<<Agency Name>> – COVID-19**

**BACKGROUNDER and DATA COLLECTION TEMPLATE:**

**Protocol for Client, Visitor or Worker Testing Positive for COVID-19**

**Purpose:**

To safeguard client, provider and community health & safety, the following steps and actions are to be followed if any worker (includes staff, volunteer, contract worker) becomes aware of a positive COVID-19 test result of a client or visitor (after an on-site care/appointment), or a worker (who has been working on site).

**Response Plan:**

1. Worker, client or visitor notifies <<agency name>> of their positive COVID test result:
   1. For a **worker**:
      1. Worker is asked to directly report positive test to <<position>>
      2. Reception to redirect call if received from worker to <<position>>
   2. For a **client/visitor**:
      1. If client/visitor/Public Health calls reception – put call on hold, and transfer to <<position>>
   3. For **Public Health**:
      1. Follow steps above for PH calling about worker (1. a) or client/visitor (1. b)
2. Over the phone, with the worker/client/visitor/PH who is reporting a positive test result, immediately confirm and document the following risk exposure timeline. (Being mindful of privacy).

**NOTE:** TO BE COMPLETED BY <<position>> FOR WORKER

**OR** <<position>> FOR CLIENT/VISITOR

|  |  |
| --- | --- |
| **Questions to establish timeline** |  |
| Name of worker completing this table: | <NAME> |
| Name of worker/client/visitor who is reporting a positive COVID test result (and caller name if reported by Public Health) | <NAME> |
| Vaccination status of person reporting a positive COVID test result | Fully/Partially/Unvaccinated  <DATE of Dose>  <1st/2nd/3rd Dose> |
| Date when positive COVID test result was received  (Request copy of paper or online result) | <DATE> |
| Date of COVID test | <DATE> |
| Date of first symptoms (if applicable) | <DATE> |
| Date & times worker/client/visitor was at <<agency name>>  (Including from 48 hours BEFORE onset of their first symptom or date of positive COVID test if asymptomatic)  If worker/client/visitor **NOT** onsite during communicable period – no further questions required | <DATE> <TIME> |
| **If onsite with symptoms or during communicable period:**  For client/visitor:   * Which staff member(s) did they see? * Which site/clinic areas were they in? * Were they wearing a mask, what type? * How much time were they with each staff member(s)?   For worker:   * Which worker/clients did they see? * Which site/areas were they in? * Were they wearing a mask, what type? * How much time were they with each worker/client? | <NAME>  <LOCATION>  <YES/NO & MASK TYPE>  <MINUTES>  <NAME>  <LOCATION>  <YES/NO & MASK TYPE>  <MINUTES> |
| Do they consent to sharing the positive results of their test only as needed to enable rapid contact tracing of clients/ colleagues/other persons who may have been exposed to risk? | <YES/NO> |

1. Was worker, client or visitor on site at <<agency name>> with symptoms or during communicable period? (i.e., 48 hours before symptom onset, or 48 hours before date of positive test if asymptomatic)?
   1. **If NO** (was not onsite at <<agency name>> with symptoms or during communicable period):
2. Report result to <<position>>
3. Tell worker, client or visitor to self isolate for 10 days from symptom onset, or date of positive test if asymptomatic, and follow Public Health directions for return to work. Note: Worker must contact <<position>> prior to return to work.

* 1. **If YES:** (client/worker/visitor was onsite at <<agency name>> with symptoms or during communicable period)

**Call Toronto Public Health**: Toronto Public Health Hotline, 8:30 a.m. – 8 p.m. Telephone: 416-338-7600. Provide worker, client &/or visitor information to Toronto Public Health for contact tracing

**If YES –** **and LESS than 72 hours since client/visitor/worker was on site**:

1. Assess need for and initiate deep cleaning and disinfection of areas (with bleach based/approved cleaners) if/where required
   1. Lock off and post signs “DO NOT ENTER – NEEDS DEEP CLEANING”
   2. Initiate cleaners <<contact details>> who can come onsite within two hours
   3. Report deep cleaning request to <<position>>
2. <<position>> to coordinate contact tracing and direction to worker/clients/visitors who are at risk of exposure (>15 minutes, within 6 feet, without PPE) with Public Health
3. <<position>> to release information to worker; and/or contact exposed worker and provide guidance as appropriate re: need to self-isolate and monitor for symptoms for 10 days after exposure
4. PH to contact exposed <<agency name>> clients/visitors and advise appropriately according to assessed risk, including any need to self-isolate after exposure

**If YES – and MORE than 72 hours since client/visitor/worker was onsite:**

No additional cleaning required

1. <<position>> to coordinate contact tracing and direction to worker/clients/visitors at risk of exposure (>15 minutes, within 6 feet, without PPE) with Public Health
2. <<position>> to release information to worker; and/or contact exposed worker and provide guidance/advice as appropriate to self-isolate and monitor for symptoms for 10 days after exposure
3. PH to contact exposed <<agency name>> clients/visitors and advise appropriately according to assessed risk, including to self-isolate for 10 days after exposure
4. <<position>> calls <<Incident Management Team Meeting>> as soon as possible (and within 24 hours) to review protocol trigger, including data collection report, and assess risk and action required.

**Note:** <<Incident Management Team Meeting>> includes HR, <<positions>>.

1. <<position>> to inform <<agency name>> Joint Occupational Health and Safety Committee (JOHSC) review of report through regular incident reporting process – client/worker/visitor.
2. **For cases involving** <<agency name>> worker**:** HR or <<position>> to notify WSIB and Ministry of Labour when required i.e., WSIB is to be notified in the instance of a near-miss or positive case of a worker member having contracted the illness at work as confirmed by the <<Incident Management Team Meeting>>
3. HR or <<position>> to notify Union if a worker member has an occupational illness (an illness that results from exposure in a workplace, i.e., COVID-19) or if a claim for the occupational illness has been reported to WSIB (OHSA section 52 (2)).
4. HR or <<position>> to notify all workers via email of protocol trigger and summary of action taken including any exposure identified and follow up required, while maintaining privacy. **Note: WORKER/CLIENTS/VISITORS who have a potential COVID exposure and require testing and self-isolation will be contacted individually before the all-staff email.**

**References:**

Ontario Ministry of Health, Guidance for the Health Sector:

<http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/2019_guidance.aspx>

Toronto Public Health

<https://www.toronto.ca/home/covid-19/>

**Toronto Public Health Hotline,** 8:30 a.m. – 8 p.m. **Telephone:** 416-338-7600

Public Health Ontario:

Best Practices for Prevention of Transmission of Acute Respiratory Infection (2013) <https://www.publichealthontario.ca/-/media/documents/bp-prevention-transmission-ari.pdf?la=en>

Best Practices for Prevention, Surveillance and Infection Control Management of Novel Respiratory Infections in All Health Care Setting (Feb 2020)

<https://www.publichealthontario.ca/-/media/documents/bp-novel-respiratory-infections.pdf?la=en>

**Appendix**

**Risk/Issues Considered:**

* Was client/visitor/worker onsite at <<agency name>> with symptoms or during communicable period (i.e., 48 hours prior to symptoms, or 48 hours prior to date of positive test if asymptomatic) of person who has tested COVID positive?
* Need to liaise with Toronto Public Health (or PH region where worker/visitor/client reside)
* Is additional cleaning and disinfection of areas required?
* Identifying which worker/clients/other persons may have been exposed to risk? (Exposure = within 6ft., without PPE, for more than 15 minutes (e.g., break or lunch with person), 48hrs prior to date of positive test/during symptoms)
* Gather worker, visitor & client names for contact tracing
* Contacting exposed worker, visitors & clients instructing them to self-isolate and monitor (direct to resources for monitoring and self-care) (for 10 days from date of exposure) – communication in conjunction with PH <<agency name>> for worker and PH for clients/visitors)
* Communications: Advise JOHSC, WSIB, Ministry of Labour & union of steps undertaken as needed/required

**Methodology:**

1. Organizational Risk Assessment

Management & worker identified risk posed from worker, visitor or client who has a COVID test positive result following an onsite stay, planned visit or shift worked with symptoms or during their asymptomatic period.

1. Reviewed public health resources and best practices from partner providers
2. Communication to all staff

**Additional Notes:**

* Request all workers disclose their work in other settings
* Scheduling plan to prioritize worker consistency at one site i.e., minimize worker working across <<agency name>> sites
* Worker are required to update their Schedule to ensure accurate and up to date information of locations worked in the event contact tracing is required.