



PROOF of CARE
Canada's Best Caregivers

PANDEMIC PLAN

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Purpose

The goal of Proof of Care's pandemic plan is to provide proactive measures to ensure the health and safety of all Proof of Care's employees, clients and their families, as well as continuity of essential business operations in the event of a public pandemic.

The following plan was guided by [Vancouver Coastal Health's Pandemic Response Planning Checklist for Businesses / Organizations](#)

Preventative Measures

Access & Dissemination of Information

Key Resources

In the event of a public pandemic, as declared by the World Health Organization (WHO), Proof of Care Caregiving & Nursing Services will look to following credible resources for regular updates on the pandemic status and specific educational materials to disseminate to all Proof of Care Employees and Clients.

- a) World Health Organization - <https://www.who.int/>
- b) Centers for Disease Control & Prevention - <https://www.cdc.gov/>
- c) Public Health Agency of Canada - <https://www.canada.ca/en/public-health.html>
- d) Vancouver Coastal Health Authority - <http://www.vch.ca/>
- e) HealthLinkBC - <https://www.healthlinkbc.ca/> - Call 811
- f) SafeCare BC - <https://www.safecarebc.ca/>

Proof of Care's CEO will communicate any pertinent updates throughout the pandemic to all Proof of Care Employees and clients primarily via email. In the event an employee or client does not have an email address, the Proof of Care Office Team would ensure information is provide via phone and/or mail. If the CEO is not available, the Director of Care (DOC), followed by the Care Manager (CM) will be responsible for initiating and monitoring until completion of the above.

Infection Prevention & Control

As per Proof of Care's Infection Prevention & Control policy, employees are provided with education on how to minimize the spread of infection at Proof of Care's in-person Orientation, in print materials in all client charts, as well as via online learning modules. To assess the implementation of these measures in the community, regular hand washing audits are performed by the DOC and CM.

In the event of a pandemic, Proof of Care will implement the following additional precautions/measures:

Vaccinations

As per Proof of Care Nursing's Influenza Policy, Proof of Care employees are recommended but not required to receive an influenza vaccine on an annual basis. Employees are informed that electing not to be vaccinated each year may be required to wear a mask and in some cases, depending on the client's request, could preclude them from work. When a vaccine is not available (e.g. COVID19), employees are encouraged to implement preventative strategies as outlined in the next section.

Hand Hygiene

- Regular reminders on when and how to practice safe hand hygiene will be disseminated to all employees.
- The DOC and CM will increase the frequency of field handwashing audits with employees, performing audits at every client visit, virtual or in person, completed during the pandemic.
- The CEO, DOC and CM will analyze the handwashing audit results to identify trends and potential interventions needed to improve future results and compliance.

Sneeze Etiquette and Disinfection Practices

- The CEO, DOC and/or CM will disseminate resources and educational materials to all employees regarding sneeze and cough etiquette, including avoiding shaking hands and attending meetings/gathers to prevent the spread of infection
- The CEO, DOC and/or CM will disseminate resources and procedural mandates to increase disinfection practices of common surface areas.

Screening Tools

- The CEO, DOC and/or CM will develop screening tools* (based on information assembled from credible resources noted above) to identify potential risk of infection transmission amongst employees and clients (e.g. travel history, symptom screening,

etc.)

- The Care Manager will be responsible for sending out the online screening questionnaire to all employees who (1) are returning to work after travel, (2) hold other positions in high-risk environments (e.g. care facilities, hospitals, etc.), (3) appear to be symptomatic during DOC or CM visits, or (4) have requested time off work due to illness.
- Employees will be required to disclose other places of employment. The Proof of Care Office team will compile a list of facilities or hospitals. Proof of Care will monitor media announcements daily to promptly implement precautions if there is an outbreak in any of the disclosed facilities or hospitals.
- Dependent on (1) practice guidelines outlined by the credible sources identified above, (2) the particular early symptoms of the infectious disease and (3) availability of equipment and supplies, Proof of Care will take additional screening measures. These screening measures may include the provision of individual thermometers to employees and clients, starting with the highest risk clients, for the purposes of screening for fever/early symptoms of the infectious disease.
 - a. Employees will:
 - i. Be required to take their temperature at the start and end of each shift
 - ii. Be required to assist clients in taking their temperature at the start and end of each shift
 - iii. Immediately stop working if either temperature is 38C or higher ([CDC CARE, 2020](#))
 - iv. Immediately place a mask (if available) on the febrile individual
 - v. Maintain a distance of at least two meters
 - vi. Contact the Proof of Care Office or On-Call Supervisor to report the high temperature. The Proof of Care Office will take the necessary steps to ensure employee and client safety (e.g. replacing with healthy employee, implementing PPEs, notifying family and medical team, etc.)
 - vii. Call 811 to inform them of a suspected case and receive direction for further reporting and precautionary steps.

**Please see Appendix A for an example of an employee screening questionnaire created in response to the COVID19 outbreak in 2020.*

Medical Clearances

- The CEO, DOC and/or CM will regularly monitor employees' responses to the screen ensuring that the appropriate medical clearance has been provided before returning to work with vulnerable populations, and/or that the work environment remains to be safe for our employees
- If an employee reports symptom of illness during a shift, Proof of Care will remove the employee from work immediately, notify the client and/or primary contact and find a

health replacement as promptly as possible to complete the remainder of the shift.

- For symptomatic office employees, they will be sent home upon the onset of any symptoms to take sick leave or work from home.
- The CEO, DOC and/or CM will ensure that all communication to employees regarding pandemic updates highlight the importance of reporting, remaining home when ill and that no punitive measures will be taken as a result.
- Any effected Employees, field or office employees, will be informed by Proof of Care on the next steps on how to report their symptoms to the local health authority, 811 and/or family physicians.
- The Care Manager will be responsible for collecting medical clearance documentation from employees and/or clients prior to scheduling visits. It is important to note that in some cases, a quarantine period after symptoms have subsided may be required (e.g. 14 days for COVID-19) prior to being medically cleared to return to work.

Communication with Community Partners

- The CEO, DOC and/or CM will contact all assisted living and long-term care facilities, hospitals and communal residences where Proof of Care clients reside.
 - Proof of Care will obtain Pandemic Plans for each facility/hospital and share them with the Proof of Care Office Team and On-Call Supervisors.
 - Proof of Care will provide verbal and written requests to be ***notified immediately*** if any suspected or confirmed cases of infection are present in the facility. Proof of Care will specify how each location is to notify Proof of Care .
 - Within 4 hours of being notified, Proof of Care will inform all employees, clients and their families of any suspected or confirmed cases of infection present in facilities.
 - Proof of Care will develop a case-specific approach to ensure safety for Proof of Care employees and facility based clients.

Resources for Clients & Families

- The CEO, DOC and/or CM will seek and/or develop and disseminate educational materials for clients and their families on infection prevention measures and tools in the community.
- The CEO, DOC and/or CM will seek or develop practical tools and signage (*See Appendix B for sample tool/signage*) for clients to post on client's entryway of their home and/or room educating and requesting any potentially at-risk visitors to refrain from close contact with the client.
- The CEO, DOC and/or CM will assist any employees, clients, families and/or members of the public in locating credible resources to answer pandemic-related questions.

- The CEO, DOC and/or CM to provide resources to families to develop a Family Contingency Plan (see two resources below) in the event that family is required to care of an ill family member during a pandemic. It is important to note, that assistance from family may be required if Proof of Care's Home Support Services reduce secondary to a reduction of resources/care providers.
 - [Family Pandemic Flu Planning Resources](#)
 - [Vancouver Coastal Health Communicable Disease Control](#)

Reduction of Non-Essential Face-to-Face Contact

- The DOC and CM, who typically perform regular client visits in the community, will avoid any non-essential face-to-face client visits. Alternate forms of contact will be performed such as phone calls, facetime/skype consultations and/or email correspondence depending on client care needs.
- The CEO and DOC are responsible for determining when it is appropriate to move office operations remotely, reducing face-to-face interactions amongst the office team. The CEO will ensure that through the use of technology that all business operations can continue with office team members working from home.
- The CEO will cancel any scheduled social events planned during the pandemic.

Continuation of Essential Business Operations

In the event of a pandemic, it is anticipated that company resources will be limited. As Proof of Care is committed to minimizing the impact on client services, the following plan has been developed to maximize company operations with reduced resources.

Identification of Essential Services

Essential company operations include:

- Providing Essential Client Care
- Performing Infection Prevention & Control Measures
- Communication with Clients, Families, Employees & Community Partners
- Maintaining access to cloud-based software systems
- Employee Payroll
- Communication & Collaboration of the Proof of Care Office/Administrative Team
- Invoicing

Providing Essential Client Care

If human resources decline due to illness or remaining at home to care for an ill family member, Proof of Care will follow the *Proof of Care Client Care Triage Tool (Appendix B)* developed to triage clients based on client's care needs, current health status and level of external supports available (e.g. facility, family members, etc.).

DOC and CM client visits will transition whenever appropriate to telehealth consultations via phone or video conferencing technology.

In the event a client is presumed or confirmed to have an infectious disease, Proof of Care will provide Protective Personal Equipment (PPEs) to all employees to ensure their safety. As Proof of Care employees have the right to refuse unsafe work, there may be situations, where COVID-19 is presumed or confirmed, that the client will require transfer to hospital. Proof of Care Nursing will communicate, collaborate and assist with any transfer of services to ensure continuity of care from home to hospital.

Performing Infection Prevention & Control Measures

Proof of Care's efforts to prevent the spread of infection amongst our employees and clients will not be disrupted during a pandemic. Communication with clients, families and employees regarding educational materials and best practices will continue via email, phone and/or mailed correspondence.

Screening questionnaires will still be performed via email and phone and medical clearances for return to work will still be obtained via email.

Handwashing audits will continue to be performed as frequently as possible by the DOC and/or CM. If for any reason, the DOC and/or CM visits present as a risk in themselves, audits will be performed virtually whenever possible. For clients living in a facility, Proof of Care will collaborate with Directors of Care on infection prevention measures and the facility's capacity to provide interim handwashing audits and care for Proof of Care clients.

To prevent the spread of an infectious disease within the Proof of Care Office, employees experiencing early symptoms will be sent home immediately (on sick leave or to work from home). Handwashing posters will be placed in the bathroom and washroom areas. Common surfaces will be disinfected regularly and employees will be encouraged to minimize any physical contact.

Proof of Care will look at increasing the frequency of office cleaning and educating cleaning services on disinfection practices.

Proof of Care will create a visitor sign in sheet to track all visitors, maintaining the information for at least one month. The purpose of the sign in sheet is to identify anyone who may have been exposed if a presumed or confirmed case occurs within the office team or other office

visitors. The sign in sheet with contact information will then be provided to the local health authority.

Communication with Clients, Families, Employees & Community Partners

Proof of Care will maintain communication with clients, families, employees and community partners with the anticipation of increased delays and need to triage/prioritize calls according to urgency. If office operations move to remote home-based offices, Proof of Care Office Team Members will still have access via cloud-based software systems and email servers to all client and employee contacts, files and schedules. All Office Team Members will continue to have access to email correspondence remotely.

Phone communication will remain status quo with the potential delay and need to triage calls based on urgency. Clients and employees will continue to call the regular office line during business hours and on-call cell phone after hours.

In the event that **no** office personnel are able to come into the office, the office phone number will be forwarded to a Virtual Phone System such as Bria, where calls will be forwarded to healthy team members' cell phones based on if the caller is a (1) client or community partner or (2) employee.

Employees will continue to provide end-of-shift reports as usual, through the secure ClearCare Smartphone application. These reports can be accessed by the DOC and CM remotely via logging into their ClearCare Profile and by authorised family members via the ClearCare Family Room - <https://app.clearcareonline.ca/>.

Maintaining access to cloud-based software systems

Proof of Care Nursing's business operations are primarily cloud-based, effectively eliminating the operational requirement for employees to be in office during a pandemic. Proof of Care currently utilizes cloud-based software systems to do the following tasks:

- Emailing clients, employees, families and community providers
- Viewing and updating:
 - employee and client care schedules
 - client care plans, including high-risk alerts
 - client and employee emergency contacts
 - client intake forms and care-related documents
 - employee files
- Reviewing employee end-of-shift reports to monitor changes in client status
- Disseminating educational materials and courses

Employee Payroll

Employee Payroll requires access to cloud based software. In order to access the payroll information as an employee, please go to <https://knitapps.com/login>

The Admin Manager will be responsible for Caregiver & Nurse Payroll. If the Admin Manager is not available, then Proof of Care's CEO will be responsible for the Caregiver & Nurse Payroll.

Communication & Collaboration of the Proof of Care Office/Administrative Team

In the event of a pandemic, it will be imperative that the Proof of Care Management and Office Team have a means to effectively communicate and collaborate on day-to-day operations. Although Proof of Care Office Team members will have access to traditional communication tools such as email, text and phone calls, Proof of Care has sought out more efficient and effective means of communication to be used in the event of a pandemic. The Proof of Care Office Team has installed a communication tool, Google Suite, on all work and personal cell phones. Google Suite will permit the Office Team to organize, discuss and delegate correspondence to specific team members to ensure day-to-day operations run smoothly. The office team members whom are accepting incoming calls will then be able to disseminate the information to the team, as well as delegate the work accordingly to prevent employee burden or burn out.

The Proof of Care Office team also have access to remote teleconferencing solutions such as Zoom to host regular morning meetings, as well as email messenger services to enhance communication.

Proof of Care will provide after-hours and emergency telephone support throughout any pandemic. The 'On-Call' call responsibilities will be handled by rotating On-Call Managers to minimize On-Call Supervisor burden or burn out.

Invoicing

Proof of Care Nursing is able to produce and distribute invoices via cloud-based software systems (e.g. ClearCare & Quickbooks) for Nursing and Caregiver clients. Proof of Care operates with an electronic fax machine and therefore can send faxes through a website and receive faxes directly by email.

The Administration Manager will be responsible for invoicing Clients twice per month. If the Administration Manager is not available, then the CEO will be responsible for invoicing.

Equipment Supply Management

As it is anticipated that in the event of a Pandemic global supply chains will likely be greatly interrupted, including the production and distribution of medical supplies and PPEs. It is important for Proof of Care to ensure that current supply levels are rationed based on essential need and not partake in unethical stockpiling of PPE supplies, prohibiting other organizations with a greater need (e.g. hospitals, care facilities) from obtaining PPEs.

Proof of Care's goal will be to ensure that enough PPEs are available within Proof of Care to sustain up to 3 days of care for every 24-hour, total care client receiving services at the time of the pandemic. The goal of a 3 day period is to allow clients and families time to source out PPEs in order to continue to receive services at home and/or to provide time to plan for a potential transition to a primary care center.

In the event that Proof of Care's PPE supply runs out and/or Proof of Care is unable to meet the client's changing care needs, Proof of Care will liaise with the local health authority on how to proceed with the potential transfers of clients to hospital while infected and during any quarantine period.

Whenever possible, Proof of Care will work with community partners, including various facilities and Vancouver Coastal Health to ration supplies according to need amongst all residents in our community. Proof of Care is committed to being an active, collaborative and supportive community partner in the event of a pandemic with the goal of protecting Proof of Care employees and clients, as well as the general public.

Appendix A: Sample Employee Screening Tool – COVID19 Risk Factors

COVID-19 Prevention Screening Questionnaire

PLEASE COMPLETE THIS MANDATORY QUESTIONNAIRE BY MONDAY, MARCH 16th

Attn: All Proof of Care Employees

You are receiving this screening tool to help Evergreen ensure that all employees, clients and their families are safe during the current COVID19 outbreak. Please note that the current risk to Canadians remain low. Evergreen is currently developing a pandemic plan so that we can be prepared in the event of a larger scale outbreak in our community. You will all be provided with a copy of this plan once complete in the next 1-2 weeks.

As COVID19 is having the most detrimental, and at times fatal, impact on the elderly population it is very important that we are all hyper vigilant in:

- Performing frequent and effective hand hygiene techniques
- Staying home as soon as you experience any symptoms of any illness
- Informing the office immediately when ill and sharing your specific symptoms
- Obtaining a medical note from your family physician or walk-in clinic physician prior to returning to work after illness or travel (and/or exposure to people who have traveled) to high-risk countries.

As of March 9, 2020 - Iran, Italy, Japan, South Korea and China are considered exceptionally high risk countries.

Symptoms of COVID19 include:

- Fever
- Cough
- Shortness of Breath

If you are sick, please report to the office immediately and refer to:
<https://www.cdc.gov/coronavirus/2019-ncov/about/steps-when-sick.html>

Lets all do our part to help prevent the spread of this concerning virus. We appreciate your time in completing the following questionnaire. Please be honest and accurate in your responses as Evergreen wants to be a support to you and you will never be reprimanded for being honest!

* Required

Email address *

Your email

Full Name *

Your answer

I am a... *

- ☐ Care Aide
- ☐ LPN
- ☐ RN
- ☐ Office Team Member

Have you travelled internationally within the last 3 months, or have you been in close contact with anyone that has travelled within the last 3 months?

- ☐ Yes
- ☐ No

If yes, please indicate which countries and dates of travel

Your answer

Have you been in close contact with someone who has traveled to China, Iran, Italy, South Korea or Japan in the past month? * *

- ☐ Yes
- ☐ No
- ☐ Unsure

If yes, please identify where the person had traveled, the date they returned to Canada and the date(s) you had close contact with them

Your answer

Are you currently experiencing any of the following symptoms? * *

- ☐ Fever
- ☐ Cough
- ☐ Shortness of Breath
- ☐ NONE of the above

Have you experienced any of the following symptoms in the past 14 days? *

- ☐ Fever
- ☐ Cough
- ☐ Shortness of Breath
- ☐ NONE of the above

If you checked HAVING ANY SYMPTOMS in Question 7 or 8, have you sought medical attention (e.g. been seen by your family physician, gone to hospital, etc.)?

- ☐ Yes
- ☐ No
- ☐ Scheduled Appointment, not yet gone

Do you work for more than one employer? (It's okay and common if you do!) *

- ☐ Yes
- ☐ No

If yes, do you work at a facility, care home or hospital?

- ☐ Yes
- ☐ No

If yes, please indicate the name of the facility, care home and/or hospital you work at.

Your answer

Keep Yourself Safe: Everyday Preventative Actions to Help Prevent Spread of Infection

Prevention

There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19). The best way to prevent illness is to avoid being exposed to this virus. However, as a reminder, CDC always recommends everyday preventive actions to help prevent the spread of respiratory diseases, including:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Follow CDC's recommendations for using a facemask.
 - CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19.
 - Facemasks should be used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others. The use of facemasks is also crucial for [health workers](#) and [people who are taking care of someone in close settings](#) (at home or in a health care facility).
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
 - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.

For information about handwashing, see [CDC's Handwashing](#) website.

For information specific to healthcare, see [CDC's Hand Hygiene in Healthcare Settings](#).

These are everyday habits that can help prevent the spread of several viruses. CDC does have [specific guidance for travelers](#).

Please take a moment to review proper hand washing technique! Thank you!

HOW TO HANDWASH



Wet hands with warm water.



Apply soap.



Lather soap and rub hands palm to palm.



Rub in between and around fingers.

Lather hands for a total of 30 seconds



Rub back of each hand with palm of other hand.



Rub fingertips of each hand in opposite palm.



Rub each thumb clasped in opposite hand.



Rinse thoroughly under running water.



Pat hands dry with paper towel.



Turn off water using paper towel.



Your hands are now safe.



Vancouver Coastal Health

NO VISITORS PLEASE

Thank you for stopping by, but please note that I am not allowing non-essential visits to our home at this time, due to COVID-19 concerns.

I would welcome a phone call instead!

IF YOU HAVE A DELIVERY,
PLEASE KNOCK & THEN LEAVE
IT AT MY DOOR. I WILL
COLLECT IT AFTER YOU LEAVE

Appendix C: Nursing Client Care Triage Tool

In the event of a Pandemic, Proof of Care Caregiving & Nursing Services will utilize the Client Care Triage Tool to prioritize client care and ensure available resources are allocated based on client need.

