

## **INTRODUCTION**

Due to the COVID-19 Pandemic, Community Living Windsor made temporary adjustments to certain written procedures in order to comply with Windsor Essex Health Unit guidelines and continue providing the best support possible while ensuring the health and safety of the people we support and our employees. Community Living Windsor's Pandemic Plan was put into effect March 13, 2020. All temporary changes or adjustments to Community Living Windsor Procedures made after March 13, 2020 are detailed below.

## **PROCEDURE**

### **FINANACE**

#### **USE OF PERSONAL FUND MANAGED BY CLW EMPLOYEE**

- In 24 hour support locations, a daily cash count is not required if all the petty cash has been locked in the safe. The amount for each account will be verified by the Manager via video call, and locked in the safe by the Support Coordinator. The Manager will complete an entry on AIMS indicating the amount locked in the safe, and that due to COVID-19 a daily cash count will not be required until further notice. A weekly count by the Support Coordinator of all money in the cash is still required.
- Monthly cash counts will be completed by the Support Coordinator and Manager via Video Call, not in person. The Manager will verify the count done by the Support Coordinator and complete the count on AIMS.

### **HUMAN RESOURCES**

#### **PAID HOLIDAY PROCEDURE**

- Should an employee not be able to receive approval to receive a day off in lieu of a paid holiday that is set to expire during the COVID-19 pandemic, the day off in lieu shall not expire.

#### **ORIENTATION PROCEDURE**

- Employees only require eight (8) hours of orientation at the one support location they are assigned to during the COVID-19 pandemic. Once Community Living Windsor returns to normal operation the employees will receive orientation totalling eighteen (18) hours.

### **PEOPLE SUPPORTED**

#### **HEALTH PROMOTION PROCEDURE**

- All non-essential medical visits have been postponed, and will be rescheduled; therefore, annual check-ups and scheduled procedures may be delayed.

#### **MEDICATION PROCEDURE**

- Deliveries from the Pharmacy will be left at the front door, there will be no contact with the delivery person. Staff will not sign to accept deliveries. The medication delivery will be left to sit for 24 hours before the contents are checked, unless a new or PRN medication is delivered and prescribed to start inside of 24 hours. If the medication must be administered before 24 hours, staff will use proper PPE to retrieve the medication from the bag and administer at the prescribed time.

- During this time the pharmacy will not accept returns of expired/discontinued/contaminated medication. These will be securely stored at the support location until the pharmacy resumes normal operation.
- Month end medication packages are reviewed by Quality Assurance, once sent in from the support location. The manager will not review the packages during the COVID-19 pandemic.
- Managers will complete their (1) one monthly Narcotic Count via video call with the support coordinator.

#### ENHANCED SUPPORT STRATEGY PROCEDURE

- Enhanced Support Strategies will not be signed during the COVID-19 pandemic. The prescribing physician's signature can be obtained through fax, or at the discretion of Director, Support the signed prescription may be uploaded with the ESS. Verbal consent of the person supported/family will be attained and noted on the ESS and on the AIMS upload for the Enhanced Support Strategy. All Enhanced Support Strategies without signatures will be reuploaded with signatures once Community Living Windsor resumes normal operation.

#### INDIVIDUAL SUPPORT PLANS POLICY AND PROCEDURE

- Individual Support Plan meetings will still take place during the COVID-19 pandemic, family and the manager will participate via phone or video call. People participating in the meeting remotely will not sign the ISP, this will be noted in AIMS when the Individual Support Plan is uploaded.

#### MAINTENANCE PRACTICES AND PROCEDURES

- During the COVID-19 pandemic, Maintenance Requests will be categorized by the Manager, Property as "to be completed" and "not to be completed" based on the level of need and risk.

#### SUPPORT STRATEGY PROCEDURE

- Support Strategies will not be signed during the COVID-19 pandemic. Verbal consent of the person supported/family will be attained and noted in the AIMS upload for the Support Strategy. All Support Strategies without signatures will be reuploaded with signatures once Community Living Windsor resumes normal operation.

#### HOST FAMILY POLICY AND PROCEDURE

- There will be no home visits during the COVID-19 pandemic, Manager, Family Supports will check in with host families via phone and/or video call to review safety requirements and checks.
- The Host Family Agreement will not be signed during the COVID-19 pandemic. All forms relating to the Agreement will be explained to the person supported/host family over the phone or video call and verbal consent will be attained and noted on the forms. Signed copies will be attained once Community Living Windsor resumes normal operation.

#### FEE FOR SERVICE PROCEDURE

- No Purchase of Service Agreements will be signed during the COVID-19 Pandemic. Verbal consent will be attained by the Manager over the phone or video call and this will be noted on the Purchase of Service Agreement and in AIMS when the Purchase Service Agreement is uploaded. A signed copy of the Purchase of Service Agreement will be attained once Community Living Windsor resumes normal operation.

## **HEALTH AND SAFETY**

### **VISITORS PROCEDURE**

- As per Ministry of Children, Community and Social Services guidelines Community Living Windsor has restricted all visitor access to support locations and Community Living Windsor Public Buildings. Signage has been created and posted at all locations.

### **CLW EMPLOYEE TRAINING PROGRAM PROCEDURE, FIRST AID and CPR POLICY AND PROCEDURE, NON VIOLENT CRISIS INTERVENTION PROCEDURE**

- All CLW Employee training has been postponed due to the COVID-19 pandemic. Training will be rescheduled once Community Living Windsor returns to normal operations.

### **HEALTH AND SAFETY INSPECTIONS POLICY AND PROCEDURE**

- Monthly Safety Reports for 24 hour support locations will be completed by the Support Coordinator, the manager will participate via video call. The Support Coordinator will submit the Monthly Safety Report Formstack with only their signature.
- Inspections at Enterprise Way, Ventures, and Downtown Centre will be suspended until Community Living Windsor resumes normal operations at each location.

## **PROCEDURE FOR CONSENT/SIGNATURES**

During the COVID-19 pandemic Community Living Windsor will not require physical signatures for any internal documentation, **unless a signature is deemed required by the Executive Director or designate**. Community Living Windsor employees will explain all forms to the person supported and/or family/guardian and attain verbal consent over the telephone or video call, which will be noted on the form and in AIMS, if the form is uploaded. Community Living Windsor will ensure that all forms approved through verbal consent are signed by the person supported and/or family once normal operations resume.

Approved by: Executive Director	Date:
<b>Revision:</b>	