

COVID-19 Community Resource Guide

County of Huron
Huronview & Huronlea
Homes for the Aged

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COVID-19 Community Resource Guide

Huronview & Huronlea Homes for the Aged

This Community Resource Guide is a brief consolidation of practices, procedures, and subsequent information related to the Corporation of the County of Huron and its response to COVID-19, which may be subject to future revisions.

The compilation is for convenient administrative purposes. The most current version or any legal interpretation of the documents herein should be verified with the respective departments.

CAO's Message

As we work through the uncertainty that COVID-19 has delivered, please be assured that we are committed to being both responsive and responsible, and navigating through these times with the safety and wellbeing of County of Huron staff and Huron County residents as our top priority.

We, at the County, are committed to maintaining our core service delivery throughout this period. We will continue to provide social supports to our residents and resources to local businesses who are impacted by the pandemic outbreak.

The following Community Resource Guide has been designed to guide you through the adjustments made to some of our regular County operations and services in response to COVID-19.

We recognize, and are grateful for, the important actions and sacrifices that all Huron County residents are making during these unprecedented times.

We are all in this together, we will get through this together.

Sincerely,



Meighan Wark,
CAO

OUR VISION
A Community for Generations

OUR MISSION
We cultivate a healthy environment
for prosperous living

OUR VALUES
Integrity / Teamwork / Excellence



Contact Information

Huronview - Home for the Aged

77722A London Rd
Clinton, ON N0M 1L0
(519) 482-3451
contactseniors@huroncounty.ca
Hours: Monday - Friday 8:30 a.m. - 4:30 p.m.

Huronlea - Home for the Aged

820 Turnberry St South
Brussels, ON N0G 1H0
(519) 887-9267
contactseniors@huroncounty.ca
Hours: Monday - Friday 8:30 a.m. - 4:30 p.m.

Background

The COVID-19 pandemic is affecting many local communities and business operations. The County of Huron is continuing to provide essential supports to our residents and resources to local businesses throughout this event and will continue to do so as we transition into recovery. The safety and continued wellbeing of all County of Huron staff and Huron County residents will remain our first priority.

While all County of Huron offices are closed to public access until further notice, core service delivery continues. As a result of the outbreak, the County's services and operations have adjusted according to recommendations from health authorities and other advisors. This Resource Guide will clarify what services this department is providing and how they are being provided, in light of the COVID-19 situation. Please do not hesitate to contact the department for further clarification on their services or for additional information not contained in this document.

Self-Monitoring, Self-Isolation and Physical Distancing

Physical distancing, including self-monitoring and self-isolation, are public health measures that can delay and decrease the number of cases of COVID-19 over time so to not overwhelm our healthcare system. Huron County urges all residents to practice physical distancing and proper hygiene protocols.

For current and additional information on Self-Monitoring, Self-Isolation and Physical Distancing, please visit Huron Perth Public Health at www.hpph.ca.

Huron Perth Public Health

For the most up-to-date information related to COVID-19 in Huron and Perth, visit www.hpph.ca/coronavirus.

Follow Huron Perth Public Health at
Facebook: www.facebook.com/HuronPerthPublicHealth
and Twitter: www.twitter.com/HPPublicHealth

Resources

Ministry of Health

www.ontario.ca/page/2019-novel-coronavirus

Public Health Agency of Canada - Coronavirus Disease (COVID-19): Outbreak Update

www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html

Public Health Agency of Canada - Travel Health Notices

www.travel.gc.ca/travelling/health-safety/travel-health-notice

County of Huron

www.huroncounty.ca

Huron County Homes for the Aged COVID-19 Impacts and Response.

Enhanced Cleaning

We have increased cleaning and sanitizing frequency to high touch areas such as the side rails, tables and door knobs, reducing the risk of transmission of the virus from objects.

Symptom Monitoring & Testing

To prevent transmission, we are actively screening and monitoring all staff and residents daily for symptoms and providing testing where appropriate. We continue to test even mild symptoms of COVID-19 for residents.

Isolation of Cases

To prevent the spread of COVID-19, we have developed isolated areas designated for any resident(s) who test positive, if this happens. The isolated area provides a physical barrier to the rest of the building and will be staffed by a specific care team for that area exclusively. We have separate temporary accommodations and other amenities in place for staff who are working in the specific care team, should the need to use these isolation rooms arise.

Physical Distancing

We have cancelled group programs and activities to decrease the risk of transmission and continue to practice physical distancing (2 metres).

Personal Protective Equipment

As directed by Ontario's Chief Medical Officer of Health, all staff and essential visitors must wear masks at all times. We continue to actively source equipment and are committed to doing whatever we can to maintain a sufficient stock for staff.

Limiting to work at one location

Staff are to work at only one location. They are not to move between Homes. This is to limit any potential spread of the virus between homes or other external workplaces.

Visitors

Visitor restrictions are in place as directed by the Ministry of Long-Term Care. Both Homes remain closed to visitors with the exception of essential visitors providing critical care and services or family members visiting a resident who is palliative or seriously ill.

Staff Redeployment

Huron County Human Resources is working with staff in other Huron County departments to develop support teams that can aide with screening, activation and maintenance duties in both the Homes, should additional support be required.

Communicating with Residents

Please contact Dawn Smith, Program Manager at dawnsmith@huroncounty.ca to see how we can set up communication with your loved one. We can arrange to book a Skype/FaceTime/Zoom or a phone call with your family. We are also accepting deliveries of cards and letters. Please be patient if you have trouble getting through and rest assured we will try to connect you as soon as possible.

Communication with Families

We are committed to keeping family members informed on the current situation. The most up-to-date information can be found on our website www.huroncounty.ca/homes-for-the-aged/covid-19-update/. Families are also encouraged to check our [Huronview & Huronlea Homes for the Aged Facebook page](#) for updates as well.

Huron County Homes for the Aged FAQ

Who is considered an essential visitor?

Family members with a loved one who is at the end of their life or is very ill will be considered essential, and will be screened upon entry. If you are uncertain if this applies to you, please contact the Huronview or Huronlea. We will do all that we can to connect loved ones while these restrictions are in place, and we thank everyone for their patience and understanding.

What are the protocols for essential visitors?

Visits by essential visitors are limited to one person per resident at any given time and you must only visit that resident. Essential visitors must pass active screening and are required to wear a mask while inside. If symptomatic, they cannot enter. Please do your part to protect residents from COVID-19 through safe practices of hand washing, use of hand sanitizer and by coughing or sneezing into your sleeve or tissue.

How can I connect with my family member?

The staff at Huronview and Huronlea have worked hard to ensure that the day-to-day lives of residents are minimally impacted during the COVID-19 pandemic but because in-person visits are not available during this time families are encouraged to reach out to residents virtually through FaceTime or Skype, or by phone. If you require assistance with this please contact Dawn Smith, Program Manager: dawnsmith@huroncounty.ca

How do I receive up-to-date information?

Specific measures change often, as the Homes adapt to new circumstances, identify new best practices and respond to the needs of residents. Please know that the County of Huron Homes for the Aged are adhering to directions from Public Health and the Ministry of Long-term Care. Staff continue to monitor this situation closely and ensure that the Homes are prepared.

How are the Homes being cleaned and sanitized?

In addition to routine maintenance, we have increased cleaning and sanitizing frequency to high touch areas such as the side rails, tables and door knobs, in order to further reduce the risk of transmission of the virus from objects.

What changes have happened for the Apartment services?

The Homes for the Aged were mandated to suspend meal service to the Highland Apartments due to health and safety concerns for residents within the Homes. Both apartment tenants have been provided with several options for meal delivery or take out. Communication continues to take place with the tenants via letters and contact with family members.

Can the Homes maintain PPE supplies for staff?

Surgical masks are worn by staff at all times for the full duration of their shift. We are actively sourcing equipment as well as working with partner agencies, such as EMS and private businesses, to ensure all front line workers have the appropriate equipment when required and maintain a sufficient stock.

The Province's [COVID-19 Action Plan: Long-Term Care](#) continues to prioritize distribution of PPE to homes that are in need.

How are the Homes preparing for a COVID-19 outbreak?

To prevent the spread of COVID-19, we have developed isolated areas designated for any resident(s) who have tested positive, if this happens. The isolated area provides a physical barrier to the rest of the building and will be staffed by a specific care team for that area exclusively.

We have separate temporary accommodations and other amenities in place specifically for staff who are working in this care team, should the need to use these isolation rooms arise.

I want to help. What can I do?

The most important thing you can do right now is to continue to practice physical distancing. We know how hard it is to not be able to see your loved ones during this time, but we ask that you put your trust in us to care for and protect your loved one.

When communicating with your loved one via phone or FaceTime please remember that your role is to support your loved one not be supported by them. Avoid talking about COVID-19 but rather utilize the time to build up your loved one, to help make them stronger and well. Share jokes, talk about happy memories, and reminisce with old photos. Take a break from COVID-19.

Where do I find more information?

For additional information made available to the public, visit the COVID-19 Information page on the corporate website www.huroncounty.ca.

What can you do to help?

We want you to participate! Here are a few tips and suggestions on things Huron County residents can do to help get through this together.

Practice physical distancing

The number one, most important thing you can do to help slow the spread of COVID-19 and protect our most vulnerable citizens and front line workers is practice physical distancing and stay at home.

Virtual visits

While in-person visits are not available at Huronview and Huronlea during this time, families are encouraged to reach out to residents virtually through FaceTime or Skype, or by phone. Contact dawnsmith@huroncounty.ca for assistance.

Answering questions

The Homes staff is working very hard to support its residents. They aim to answer any questions you may have, however please recognize that they may be slow to respond as they actively identify new best practices and respond to the needs of residents.

Be a kindness carrier

Remember that also contagious is kindness, patience, love, enthusiasm and a positive attitude. Don't wait to catch it from others... be the carrier!