

Guidelines for returning to  
**Adult Day Services Program**  
during COVID-19



Davis Centre • Malton Village • Peel Manor • Sheridan Villa • Tall Pines

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## Section 1: Welcome Back!

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### ***We've missed you!***

While we have been supporting you through wellness calls, mailed activity packages and more recently with one-on-one virtual and group programs, we have also been preparing for a modified re-opening of our five (5) Adult Day Services (ADS) programs.

We are working hard to ensure that we have all recommended safety procedures in place at each centre in anticipation of your return.

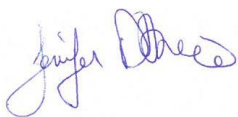
When you come on-site for the first time, you will see that we have taken this time to paint the walls, add some new decals and create a warm and socially distanced space for your loved ones to participate in meaningful activities, enjoy meals and be in a comfortable space with our staff who have missed you since the pandemic began.

The aim of this resource is to share some information with you to help you make an informed decision as to how and when to return to the ADS program in person.

While we don't have all of the answers; and the processes and programs will likely change as we adapt to the changing environment, know that we are working hard to implement modifications and measures to support you and our staff during these uncertain times. We will reopen in-person services only when we believe we can do so as safely as possible for everyone.

The entire ADS team is looking forward to welcoming you back to in-person programs that you miss and enjoy, as we redesign our programming and schedules; building back better our programs and services with you in mind.

We look forward to seeing you!



Jennifer D'Amico, BA

Manager, Community Support Services (A)

Seniors Services Development

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## **Section 2: Mission and Mandate**

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### **Community for Life**

The Region of Peel's vision is a Community for Life, a community where people choose to live and work for their entire lives because the quality of life is second to none.

### **Region of Peel Mission**

Working with you to create a healthy, safe, and connected community.

### **Peel Adult Day and Long-Term Care Services Mandate**

We contribute to our Community for Life by providing compassionate, loving, and respectful care to individuals and their caregivers in their time of need.

Community for Life is exemplified in our five long-term care homes and adult day programs through the compassionate, person-centred care we provide. Our goal is to respect the dignity of each individual while meeting their unique needs.

To achieve this, we are always innovating and improving. We use evidence, data, and best practices to guide our decisions, while always working to know and understand what our residents and clients need. We now use Montessori and other innovative approaches to help meet the needs of those with dementia by stimulating their minds, bodies, and spirits.

We have an interdisciplinary team who bring a variety of skills and approaches to their work.

Our staff also continually work to ensure they are providing the most advanced, caring service possible.

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## Section 3: **Creating a Safe Environment**

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The ADS program staff are committed to ensuring that our staff and clients are in as safe a place as we can reasonably provide at this time to participate in programs.

To meet this goal, we are limiting the number of clients attending the program on a daily basis and ensuring that our daily attendance schedules for both clients and staff are up to date. There are some enhanced supports such as bathing, foot care, and physiotherapy which are not being offered at this time; however, we are working to find ways to support this need in the coming months when it is safer to do so.

We have a number of areas that we are focussing on which coincide with the Region of Peel's [Core Four](#) principles (**see Appendix I**):

### **1. STAY APART**

Maintain 2-metres distance from everyone outside your safe social circle.

### **2. LATHER UP**

Wash your hands often with soap and water or use hand sanitizer.

### **3. MASK ON**

Wear a non-medical mask where maintaining physical distancing is difficult and where masks are mandatory. Protect the supply of medical grade masks for health care workers.

### **4. GET TESTED**

If you think you might have COVID-19 or have been exposed to it, you should get tested. While waiting for test results, stay home, self-isolate and prevent potential spread.

# Infection Prevention and Control

At each of our programs, our commitment is to follow the Public Health Ontario and Peel Public Health's direction on maintaining a clean, safe environment for our staff and clients.

This includes, but is not limited to:

- Cleaning high touch surfaces a minimum of two times per day.
- Cleaning bathrooms after each use.
- Providing clients with personalized activity kits.
- Cleaning and disinfecting low touch surfaces daily (any surface at a location that has minimal contact with hands i.e. window ledges, doors, sides of furnishings, etc.). Carpets are vacuumed daily.
- Keeping personal belongings in the designated area.
- Cleaning recreational supplies after each use.
- Furnishings being positioned to provide the appropriate physical distancing wherever possible.
- Using Public Health Ontario's [Infection Prevention and Control Checklist for Long-Term Care and Retirement Homes](#) as a guideline for reopening. For those who do not have access online and would like a paper version, please contact the supervisor for your centre.

## A. Screening

We will be screening clients:

- the day before attending the day program over the phone;
- when arriving at the day program in person; and,
- before leaving the day program.

### What is screening, and why is it important?

Screening for COVID-19 is a series of questions asked to help in reducing the risk of spread of infection. The screening questions are not intended for the diagnosis or treatment of disease, including COVID-19. They include questions about symptoms being experienced, travel history in recent weeks, and exposure to someone who has been confirmed to have COVID-19. Ensuring that you are being truthful and honest when providing answers to the questions will help work towards the goal of creating a safe environment for our staff and clients.

This screening is **NOT** a COVID-19 test.

The screening tool we are using is in alignment with Peel Public Health and may change in response to the Pandemic. A sample screening tool can be found in **Appendix II**. If a COVID-19 test is required prior to returning to the program, we will inform you.

## B. Masking

Universal masking is required for all of our staff while working with our clients. Clients are encouraged, but not required, to wear a mask or face covering. The Ministry of Long-Term Care Directive #3 allows masks in vulnerable populations, only if tolerated.

Upon entry to our programs, or attending mobile programming, the Region of Peel will supply disposable masks for use by clients, if tolerated.

**We will not be allowing masks that have been supplied by clients to be worn while participating in programming.**

## C. Personal Belongings

We would like to minimize the number of personal items being brought into the ADS program. Coats and boots will be safely stored separately to reduce transmission of infection.

While every effort is being made to minimize personal belongings at the program, please ensure that necessary assistive devices such as canes, walkers or transport wheelchairs are brought to the program. Personal belongings will not be stored overnight at the program.

## D. Illness in the program

We are taking all possible measures to prevent COVID-19 and other illnesses from entering our ADS programs. However, in the event that a client becomes ill while attending the program, staff will:

- Assess the client.
- Isolate the client in a dedicated space, if needed.
- Don additional Personal Protective Equipment, if needed.
- Contact the care provider and **advise that pick up is required within an hour.**
- Require the care provider to contact their physician and/or public health for further guidance.
- If suspected to be COVID-19, ADS staff will contact Peel Public Health and await guidance on next steps.

**Note:** if there is a suspected COVID-19 case among the clients or staff, notification will be completed by Peel Public Health. Communication from the adult day program will follow providing information on the impact to the program.

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## Section 4: **Preparing to Attend in Person - Checklist**

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**Here is a checklist that can be used when preparing to attend in person programming.**

- Review the signed/agreed upon updated consent form/waiver **(see Appendix III)**
- Confirm the following information on file is correct:
  - Emergency contact names and phone numbers
  - Power of Attorney
  - Substitute Decision Maker(s)
  - Do Not Resuscitate form, if applicable
- Speak with our staff and provide updates to care or health status of the client. This includes any changes since they last participated in in-person programming.
- Ensure medication is packaged so that it can be disinfected easily. The container(s) also need to be labelled with:
  - the client's name
  - name of the medication
  - the prescribed dose (how much to be given)
  - how often and time to be given
  - how the medication should be given (e.g. orally)
  - any special considerations
- Arrange for transportation. Have a back-up transportation plan in place in the event of illness. If using a third-party service (i.e. Transhelp), be aware they have a screening process in place as well.
- Align your drop-off and pick-up times with the updated hours of operation of your given ADS program.
- Prepare personal items for daily use only in a bag that can be transported to and from the centre e.g. any personal care supplies, medications, change of clothes, and indoor shoes they may be required while attending the program.
- Ensure that you are not sending any meals or snacks.



- Ensure that you and/or the client do not have any symptoms of COVID-19. If you are unsure, please call **PEEL PUBLIC HEALTH at 905-799-7700. For long distance areas of Caledon, please call 905-584-2216 or if applicable YORK REGION PUBLIC HEALTH 1-877-464-9675 and/or CITY of TORONTO PUBLIC HEALTH 416-392-2489**, before attending the day program.
- Be aware that caregivers are not able to go beyond the screening area; and must wear a mask in accordance with the set by-law for the given municipality.
- Prepare clients to wear a provided mask upon screening, if tolerated.
- Prepare to follow the physical distancing measures while attending the ADS program.
- Prepare to practice cough etiquette and hand hygiene.

**Here are some helpful actions you can practice at home before returning to the program.**

If appropriate, have everyone in the home practice wearing a mask while doing activities of daily living, such as watching TV, reading, playing cards, puzzles. This may help with:

- The transition to wearing a mask at the program.
- Getting used to seeing people wearing masks on a regular basis and learning how to communicate while wearing a mask.
- Identifying some challenges, the client may have so you are able to communicate this to the ADS staff ahead of attending the program.

**Note:** the mask that you are practicing with at home may not be the same style/type.

- If possible, take a drive to the day program location and talk about why it was closed and how you feel about going back. This may help with:
  - Determining the readiness for attending the program. If questions or concerns come up, you can contact your ADS program to address some of these issues before attending.
  - Getting back into the routine of getting in and out of a vehicle. We have heard that many people have been home bound, having meals/groceries delivered and not utilizing their vehicles.
  - This may identify some new challenges that didn't exist before the pandemic and provide an opportunity to address them before returning to the program.
- Practice your morning wake up routine. You normally get up, get dressed, have breakfast, brush your teeth, brush your hair, get your shoes on, and put on a coat. While you normally would be doing these things, you may not be doing them with a purpose to get out the door at a certain time. Instead of expecting that everything will go perfectly, practice your routine. This will help with:

- Understanding how long it may take for you to get to the door, and then out the door.
- It may identify some new challenges that didn't exist prior to the onset of this pandemic and could provide an opportunity to address them before returning to the program.

Practice self-monitoring; check yourself and the client each day. This will help you:

- Identify the signs and symptoms of COVID-19.
- Identify any other changes in health.

Practice washing your hands and provide step-by-step instructions verbally or through accessible instructions with large font and pictures. Speak clearly and in a soothing tone. This will help with:

- Getting used to more frequent hand washing and possibly identify any challenges.
- If hand washing proves challenging, practice applying hand sanitizer - 70% or higher alcohol content is an alternative to washing hands with soap.

Practice physical distancing by visiting a neighbour, or family or having a driveway visit. This may help with:

- Getting used to seeing other people and staying a safe distance away.

## Section 5: ADS Contacts

ADS Centre	Supervisor Name	Contact Information
Davis Centre 80 Allan Drive Bolton, ON L7E 1P7	Ching Hsiung	Main: 905-791-7800 ext. 3008 Cell: 416-451-6842 <a href="mailto:Ching.hsiung@peelregion.ca">Ching.hsiung@peelregion.ca</a>
Malton Village 7075 Rexwood Road Mississauga, ON L4T 4M1	Jeanie Papaconstantinou	Main: 905-791-7800 ext. 7369 Cell: 905-867-0872 <a href="mailto:Jeanie.papaconstantinou@peelregion.ca">Jeanie.papaconstantinou@peelregion.ca</a>
Peel Manor 525 Main Street N Brampton, ON L6X 1N9	Anna Endrizzi	Main: 905-791-7800 ext. 3708 Cell: 905-872-4960 <a href="mailto:Anna.endrizzi@peelregion.ca">Anna.endrizzi@peelregion.ca</a>
Sheridan Villa 2460 Truscott Drive Mississauga, ON L5J 3Z8	Allyson Mitchell	Main: 905-791-7800 ext. 2925 Cell: 905-872-4972 <a href="mailto:Allyson.mitchell@peelregion.ca">Allyson.mitchell@peelregion.ca</a>
Tall Pines 1001 Peter Robertson Blvd. Brampton, ON L6R 2Y3	Shannon Lytle	Main: 905-791-7800 ext. 2310 Cell: 905-872-4947 <a href="mailto:Shannon.lytle@peelregion.ca">Shannon.lytle@peelregion.ca</a>

Coordinators	Program Served	Contact Information
Janet Hobson	Malton Village Davis Centre Sheridan Villa	Cell: 437-224-8932 <a href="mailto:Janet.hobson@peelregion.ca">Janet.hobson@peelregion.ca</a>
Irene Rietta	Peel Manor Tall Pines	Cell: 437-224-8759 <a href="mailto:Irene.rietta@peelregion.ca">Irene.rietta@peelregion.ca</a>

Registered Staff	Program Served	Contact Information
Jay Patel, Registered Nurse	Malton Village Sheridan Villa Tall Pines	Cell: 905-872-2477 <a href="mailto:Jay.patel@peelregion.ca">Jay.patel@peelregion.ca</a>
Cheryl Hughes Nurse	Peel Manor Davis Centre	Cell: 905-872-2328 <a href="mailto:Cheryl.hughes@peelregion.ca">Cheryl.hughes@peelregion.ca</a>
Yasmeen Rafiq, Registered Social Worker	All	Cell: 416-409-0287 <a href="mailto:Yasmeen.rafiq@peelregion.ca">Yasmeen.rafiq@peelregion.ca</a>

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# Appendices - Reference Material


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## Appendix I

Region of Peel - [Core Four](#) actions to help us overcome COVID-19


# COVID-19

## Core Four



**Stay apart**

Maintain 2-metres distance **from anyone who doesn't live with you** or is not your essential caregiver.




**Lather up**

Wash your hands with soap and water; or use hand sanitizer.



**Mask up**

Wear a non-medical mask where maintaining physical distancing is difficult and **where masks are mandatory**. Protect the supply of medical grade masks for health care workers.





**Get tested**


Get tested if you think you have COVID-19 or may have been exposed to it. Stay home, self-isolate and prevent potential spread.

CDS-0673-02 20/10/16

For more information visit [peelregion.ca/coronavirus](https://peelregion.ca/coronavirus)

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working with you

## Appendix II

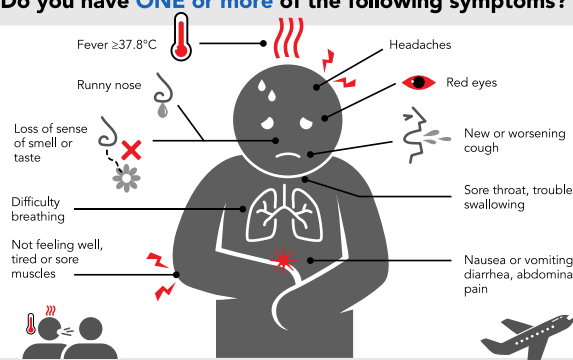
### Sample Screening Tool



# COVID-19

## Before you enter

Do you have **ONE** or more of the following symptoms?






**Have you had close contact** with a person who is sick or has COVID-19 in the past 14 days?

**Have you travelled outside** of Canada in the past 14 days?

**If you answered YES to any of these symptoms or questions, please do not enter the building at this time.**

Self-isolate at home and take the online COVID-19 self-assessment or speak with your health care provider to find out if you need a test.

For more information visit [peelregion.ca/coronavirus](https://peelregion.ca/coronavirus) or for self assessment [covid-19.ontario.ca/self-assessment](https://covid-19.ontario.ca/self-assessment)

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## Appendix III

### Sample Waiver

# COVID-19 ACKNOWLEDGEMENT, ASSUMPTION OF RISK, RELEASE OF LIABILITY, AND INDEMNITY

***For the participation in in-person Adult Day Program Services delivered by Community Support Services at The Regional Municipality of Peel (the "Region")***

### **PLEASE READ CAREFULLY**

I understand and acknowledge that the World Health Organization has classified the novel coronavirus, also known as COVID-19, a global pandemic. I am aware of and **acknowledge the risks** of contracting COVID-19 and specifically, the risk to personal health and adverse health effects or death caused by accepting the Services where there may be an increase in risk of coming into contact with COVID-19.

I, \_\_\_\_\_ (print name), wish to participate in Adult Day Program Services ("Services") provided by the Region notwithstanding the COVID-19 global pandemic. In consideration of receiving the Services, and by signing this document, **I acknowledge and agree to assume all risks associated with COVID-19** as it relates to my participation in these Services. These Services are described in the Adult Day Program Services Agreement ("Services Agreement").

I, for myself, and on behalf of my heirs, executors, administrators, agents, and assigns, hereby **release the Region**, including its employees, volunteers and all those for whom it is in law responsible, from any and all liabilities, and **I agree to waive the right to bring any and all legal claims against the Region in relation to my participation in the Services during COVID-19**, notwithstanding that same may have been caused or contributed to by the negligence of the Region or those for whom the Region is in law responsible.

I acknowledge that the Region is implementing "Guidelines to returning to ADS during COVID19" (the "Guidelines") the most recent version of which will be made available to me and can be found on the centre's website at:

<https://www.peelregion.ca/ltc/programs/adult-day.htm>

I acknowledge and agree that I am aware of the Guidelines and that **I will abide by the Guidelines** as they may change from time to time. I acknowledge that the Guidelines are subject to all federal, provincial and municipal laws, regulations, by-laws and orders that may cause the Guidelines to be amended. **I agree to assume all legal responsibility and liability for any loss or damage that may arise in connection with my noncompliance with the Guidelines** and I agree to indemnify and hold harmless the Region for any loss or damage that the Region may incur in connection with my noncompliance with the Guidelines.

I understand the content of this document. I have had sufficient time to review this document in its entirety, to seek any clarification and to ask any questions that I may have and, should I have chosen to do so, obtain independent legal advice prior to signing.

I understand this COVID-19 ACKNOWLEDGEMENT, ASSUMPTION OF RISK, RELEASE OF LIABILITY, AND INDEMNITY document is binding upon signing below.

### **Client or Substitute Decision Maker**

Dated at \_\_\_\_\_, this \_\_\_\_ day of \_\_\_\_\_, 2021.

\_\_\_\_\_

(Client or Substitute Decision Maker: print)

\_\_\_\_\_

(Client or Substitute Decision Maker: signature)

**Witness**

Dated at \_\_\_\_\_, this \_\_\_\_ day of \_\_\_\_\_, 2021.

\_\_\_\_\_

(Witness: print)

\_\_\_\_\_

(Witness: signature)