

# COVID-19 safety plan

## Company details

Business name: Windsor Family Health  
Team (Windsor FHT)

Date completed: November 30, 2020

Division/group: Primary Care

Date distributed: November 30, 2020

Revision date: November 30, 2020

Developed by: Manager of Quality,  
Experience and Patient Safety

Others consulted: Nurse Health Promoter  
and Executive Director

## 1. This is how the Windsor Family Health Team keeps workers safe from exposure to COVID-19.

### Actions:

- A Pandemic Committee (PC) will continue to meet weekly. Organizational operations are vetted through PC. The PC references communication from the Public Health Unit as well as Ministry of Health guidance, such as the *COVID-19 Response Framework: Keeping Ontario Safe and Open to inform decisions and process changes*.
- Minutes from the PC meetings are shared with all staff.
- The Executive Director consults with management, the Pandemic Committee and other team members when outlining strategies to redesign operational changes that will support the delivery of care and services in a safe manner.
- The Windsor Family Health Team's Nurse Health Promoter takes on the role of updating PC on PPE and other COVID related updates that inform organizational procedures.
- All information on new operational procedures and infection control updates are communicated to the remainder of the team via email and reviewed at virtual meetings.

## 2. This is how the Windsor Family Health Team screens for COVID-19.

### Actions:

- Windsor FHT staff are expected to pre-screen at home. The Windsor FHT has a COVID-19 Absence Policy that provides employees options to protect them, staff and patients. Windsor FHT also align procedures with the guidance outlined on the Ministry of Ontario's *Develop your COVID-19 Workplace Safety Plan and COVID-19: Stop the Spread*.
- Patients/clients are first screened by reception using a standard set of questions informed by Public Health and adapted to the organization. Patients who answer "yes" to one of the questions are booked for a clinical phone assessment with their provider. The provider either manages the patient virtually through phone call or video and may book them for an in-person visit. Any patients coming in are screened again upon checking in and are required to wear a mask. All staff wear the appropriate PPE based on the patients screening and health status.

### 3. This is how the Windsor Family Health Team controls the risk of transmission in our workplace.

**Actions:**

- There are visual markers used throughout the suite to reinforce physical distancing. In-person team meetings have been converted to virtual team meetings and our large Training Room, that accommodated approximately 30 staff members pre-covid, has been re-arranged to accommodate up to 10 people.
- Staff take staggered lunches and either eat lunch at their desks or in the Training Room that respects physical distancing protocol.
- The Windsor FHT circulated a Business Continuity Plan in both Wave 1 and 2 for staff to review and adhere to. This plan outlines the delivery of services as well as remote and onsite team composition.
- Our COVID lead is responsible for managing and communicating updates on the PPE supplies to the team. This individual also is responsible for ordering additional PPE when needed and reporting provincially. All staff have had Infection Control education and clinical staff have had more in-depth Infection Control training to practice appropriate infection control procedures and appropriately utilize PPE.
- All staff are responsible for cleaning their workspace at minimum, once daily. Staff encountering patients are cleaning high-touch surfaces and any other equipment used during an encounter once the patient has left the exam or counselling room.
- Nightly cleaning staff are given direction on rooms that may require a more robust cleaning, due to suspected infectious patients being seen in those areas. All disinfecting cleaning products meet Health Canada guidelines.

### 4. This is how the Windsor Family Health Team handles a potential case, or suspected exposure to, COVID-19 at our workplace.

**Actions:**

- The contact information for our local public health unit is 519-258-2146 (ext. 1420 for Infectious Disease Prevention).

- Staff who begin to feel ill at work are directed to leave immediately and inform their manager via phone of the situation.
- Staff are responsible for notifying the management team if they become ill, and/or test positive for COVID-19. The management team will then notify close work contacts of the individual as appropriate and follow Windsor Essex Health Unit directions. Staff members who were in-office during possible infection transmission can be produced through review of staff schedules.
- In alignment with the *COVID-19 Quick Reference Public Health Guidance on Testing and Clearance*, staff are expected to self-isolate for 14 days. Specific instructions are followed according to the symptoms at/around time of testing and the test result. All staff are to wear 3-ply masks at all times, except for when they are working alone in their offices or are sitting more than 6 feet apart.
- The Windsor FHT has a Wave 2 Business Continuity Plan that outlines strategies for prevention and recovery. It specifically outlines how the organization will prepare to respond to tighter restrictions in the community. It also provides solutions that will keep staff and patients safe and maintain services with a remote and onsite workforce.

## 5. This is how the Windsor Family Health Team manages any new risks caused by changes to the way we operate our business.

### **Actions:**

- The Windsor FHT has weekly Pandemic Committee Meetings and staff meetings to check-in and follow up on protocols.
- Managers regularly follow-up with their direct reports to ensure recommended practice is being adhered to.
- Any organizational changes are vetted through the Pandemic Committee that consists of an interprofessional team. Messages from those meetings are communicated to the rest of the team via email and through a virtual platform, when necessary.
- Privacy policies and risk management policies have been adapted and reinforced to apply to both onsite and remote virtual services.
- When clinically appropriate, in-person appointments are decreased to reduce the risk of transmission.

## 6. This is how the Windsor Family Health Team makes sure our plan is working.

### **Actions:**

- The Windsor FHT has ongoing and timely discussions regarding practice changes. Questions and suggestions for practice change are escalated to Pandemic Committee members and they are added to the agenda for discussion. The Pandemic Committee meets weekly to review suggested changes before implementation. This committee consists of managers, physicians, NPs and nurses.
- Changes are communicated via email and through a virtual platform during staff meetings.
- Information relating to operations and staff and patient experience, from the EMR, patients and staff are collected to inform change and other process improvements.

# COVID-19 safety plan – snapshot

**Business name: Windsor Family Health  
Team (Windsor FHT)**

**Division/group: Primary Care**

**Revision date: November 30, 2020**

**Date completed: November 30, 2020**

## Measures the Windsor Family Health Team is taking:

How we're ensuring workers know how to keep themselves safe from exposure to COVID-19

- The Windsor FHT has outlined the appropriate PPE protocols that need to be adhered to.
- Visual markers have been placed in certain parts of the suite along with rearranging seating in lunch and meeting rooms to meet physical distancing requirements.
- Staff meetings have been converted to virtual meetings to reduce the risk of transmission.
- Staff are encouraged to follow Public Health orders and effectively isolate when they are working remotely and limit close contact to people outside of household, so that they can remain in good health.

## How we're screening for COVID-19

- Patients/clients are screened over the phone and at the time of arrival if they are required to come to the clinic. If patients answer "yes" to one of the screening questions, they are followed up with their primary care provider to complete a clinical assessment and when they arrive they are seen in a highly controlled and segregated part of the clinic.

Current screening questions:

1. Do you or anyone you live with have a fever, NEW cough, worsening of a chronic cough, shortness of breath or difficulty breathing?
2. Do you or a close contact currently have any cold or flu symptoms?
3. Have you or a close contact been diagnosed with COVID-19 or been under investigation for COVID-19 in the past 14 days?
4. Have you or a close contact travelled outside of Canada for anything other than essential travel in the past 14 days?

5. Have you been directed to self-isolate by any authoritative body in the past 14 days?
6. Have you lived in or worked in a facility that is currently experiencing a COVID-19 outbreak?

## How we're controlling the risk of transmission in our workplace

### Physical distancing and separation

- Use of visual markers used throughout the suite to reinforce physical distancing. In-person team meetings have been converted to virtual team meetings and our large Training Room, that accommodated approximately 30 staff members pre-covid, has been re-arranged to accommodate up to 10 people 6 feet apart.
- Staff take staggered lunches and either eat lunch at their desks or in the Training Room that respects physical distancing protocol.
- The Windsor FHT circulated a Business Continuity in both Wave 1 and 2 for staff to review and adhere to. This plan outlined the delivery of services as well as remote and onsite team composition.
- Appropriate PPE is worn in all public areas at all times and in non-public areas when distancing cannot be maintained.

### Cleaning

- All staff are responsible for cleaning their workspace at minimum, once daily. Staff encountering patients are cleaning high-touch surfaces and any other equipment used during an encounter once the patient has left the exam or counselling room.
- Nightly cleaning staff are given direction on rooms that may require a more robust cleaning, due to suspected infectious patients being seen in those areas.
- Nursing is responsible for disinfecting the waiting room chairs once daily.
- All exam rooms receive a thorough cleaning each evening, with appropriate cleaning agents.

## What we do if there is a potential case, or suspected exposure to, COVID-19 at our workplace

- The contact information for our local public health unit is 519-258-2146 (ext. 1420 for Infectious Disease Prevention)
- Staff who begin to feel ill at work are directed to leave immediately and inform their manager via phone of the situation.

- Staff who are not feeling well before the start of a shift will contact their immediate manager for direction.
- Staff are responsible for notifying the management team if they become ill, and/or test positive for COVID-19. The management team will then notify close work contacts of the individual as appropriate and follow Health Unit instructions.

### How we're managing any new risks caused by the changes made to the way we operate our business

- The Windsor FHT has weekly Pandemic Committee Meetings and staff meetings to check-in and follow up on protocols, and any organizational changes are vetted through the Pandemic Committee.
- Managers regularly follow-up with their direct reports to ensure recommended practice is being adhered to.
- Privacy and risk management policies are reinforced for both in-person and virtual services.
- Virtual services offered remotely, are still required to adhere to best practices to delivery professional care.

### How we're making sure our plan is working

- Regular check-ins with staff and Pandemic Committee. Meetings take place weekly or as needed.