DEPARTMENT – ENVIRONMENTAL SERVICES – EMERGENCY PREPAREDNESS PLAN

Planning Goals	Departments/Areas Involved and Benefits	Action Plan: who, what, where, when, how
HOUSEKEEPING - To continue to offer a safe clean environment for residents and employee	Environmental Manager Housekeeping Benefits: Maintain a cleanliness to each home area so that residents feel safe in their environment	• Take inventory, monitor inventory closely and order extra supplies when needed • Ensure supplies are secured properly in the home and monitor with inventory count • Follow policies and procedures related to cleaning and disinfecting • Auditing to be completed to ensure safe and clean environment for all
COMMUNICATION – To provide the most current communication to inform employees regarding pertinent information	Leadership Team Environmental Manager Housekeeping/Laundry /Maintenance Benefits: Employees benefit from staying informed and receiving current information	• Pertinent information shared to employees once a week or more frequent if required • Communication will occur through various means, but is not limited to: Resident Home Area (RHA) meetings, e-mails, employee meetings, in-person, and employee portal etc.… • A laptop computer is dedicated to the Environmental Staff use and all staff have their own email addresses. • Representation from the department to attend Infection Prevention and Control Meetings • Representation from the department to attend Daily Outbreak Meetings
INFECTION PREVENTION AND CONTROL –	Environmental Manager Housekeeping	**Home in Enhanced Surveillance** • To focus on high touch areas throughout the home

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Ensure proper clean and disinfecting in the home including proper contact times. Ensuring employee deployed correctly to cover areas needed	Benefits: To decrease the potential of spreading infections and/or virus	• Two float positions can be dedicated to IPAC measures and assistance with RHA in Enhanced Surveillance. • To spend their time on disinfecting and cleaning areas on and off units • Concentrate on wet dwell times for chemicals (5 minute) • Add Accel disinfectant as a precaution through out the home • Oxivir Plus used as disinfectant throughout home **Suspected Cases in Community** • Reassign employee, floats, were needed i.e., high touch areas • Huddles to communicate and update once a week, plan ahead staffing needs • Order extra supplies (extra one month supply); check inventory • Continue to clean with a five-minute wet time and use Oxivir plus as a disinfectant. **Suspected Case in the Home or Suspected Cases in Contact with Home or Outbreak Status** • Clean outbreak home areas with Oxivir TB which has a 1 minute dwell time. • Shut down areas of home not occupied i.e., unoccupied office spaces, Fran Coleman clean once a week to reassign that housekeeper to cover affected areas • Deploy float positions to RHA in outbreak • Keep employees on their assigned home areas (employee cohorting) • Huddles to communicate and update employees every day • Extra employee education on products and updates from Public Health

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		• Look at schedule: part- time employees 2 weeks on 2 weeks off rotation, if possible • Relocate employees that clean offices to focus on affected areas; if the office only has one employee (Leader cleans own office) and reduce to one clean a month. • H2D (Housekeeper on second floor common areas)- Clean the high touch areas on the upstairs units a second time each day • H2E (Housekeeper on first floor common areas)- Clean the high touch areas on the lower units a second time each day • Order extra supplies (extra one month supply); check inventory • Keep employees in the laundry room not on the floor to reduce the risk of contamination • Reassign employees to laundry room, if required • Keep maintenance employees divided on home areas and deploy the third maintenance employee to assist with cleaning and disinfecting • Maintenance staff to be used for enhanced IPAC cleaning throughout the home • Shut down rooms that are not in use and have employees do extra high touch areas on the home units i.e., Close down Fran Coleman Room, Family Room and Celebration Dining Room
STAFFING – Preparing for laundry staffing shortage due to illness or vacancy. Continue to process	Environmental Service Manager Laundry Housekeeping Maintenance	• Process essential laundry only • Use disposables, when possible, i.e., clothing protectors • Extend employee hours and offer overtime (OT) to all employees • Train other departments in laundry to assist and utilize if needed (such as maintenance, administrative employee, etc.)

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and deliver laundry in a timely manner	Benefits: Resident satisfaction and to meet ministry guidelines. To maintain the minimum standards to process and deliver laundry	• Extend laundry hours, if needed 24 hours a day • Reach out to retired employees to return to the home to support (Rehire) • Leadership required to assist with processing laundry • Reach out to The District of Muskoka for support of housekeeping employees or other employees (Connect with Emergency Control Group and Commissioner of Health Services), if required **Concentrate on Processing of Laundry:** • House linens (face cloths, hand towels, bath towels, peri cloths, bedding) • Reusable yellow isolation gowns (worn by employees, if required) • Patient gowns, if required • Cleaning cloths and mop heads • Clothing protectors • Resident personal clothing • Kitchen laundry (aprons, etc.) **Lower Priority** • Cloth napkins, cloth placemats & cloth tablecloths • Recommend bedding will be changed only as needed
STAFFING – Preparing for housekeeping staffing shortage due to illness or vacancy	Environmental Service Manager Laundry Housekeeping Maintenance	• Extend employee hours and offer overtime (OT) to all employees • Onboard agency employees and train to assist with housekeeping needs • Extend housekeeping hours, if needed 24 hours a day • Reach out to retired employees to return to the home to support (Rehire) • Leadership required to assist with housekeeping

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	Benefits: To provide consistent staffing in the home areas to decrease the risk of spreading infections and/or viruses	• Reach out to The District of Muskoka for support of housekeeping employees or other employees (Connect with Emergency Control Group and Commissioner of Health Services), if required • Train other departments in housekeeping to assist and utilize if needed (such as maintenance, administrative employees, etc.) • Leadership required to assist with cleaning and disinfecting • Shut down rooms that are not in use and have employees do extra high touch areas on the home units i.e., Close down Fran Coleman Room, Family Room and Celebration Dining Room • Gather housekeepers in unaffected areas to complete home areas not in outbreak • Double up two units /one housekeeper, ensuring no cross contamination, if required • Do essential cleans and disinfecting only, which includes stopping Annual and monthly cleans **Key Areas to Focus for Cleaning and Disinfecting** • Isolated resident bedrooms and bathrooms • High touch point areas (basic resident bedrooms & washrooms) • Private resident bedroom (high touch points; washroom every second day) • Public & Employee washrooms • Waste removal • Employee area(s) for breaks • Handrails, doorknobs & elevators • Nursing station (including computers, phones, counters, etc.)

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		• Common areas- high touch point areas (if using) • Main stairwell used by employees (handrails, door handles, etc.) • Dining rooms (if using) **Low Priority** • Deep cleaning schedule(s) • Major floor care (buffing program, stripping & refinishing) • Offices
STAFFING – Preparing for maintenance staffing shortage due to illness or vacancy	Environmental Service Manager Maintenance Benefits: To complete maintenance request in a timely manner and have little impact on the home	• Do only essential and high-risk maintenance. • Extend employee hours and offer overtime (OT) to all employees. • Reach out to The District of Muskoka for support of maintenance employees or other employees (Connect with Emergency Control Group and Commissioner of Health Services), if required • Move to an emergency on-call service and use maintenance where it is needed. **Key Areas** • Fire panel – check to ensure no trouble signal. • Check fire exit doors leading to outside: Access to exits are clear (inside & outside the building) (nothing blocking the doors) • Maintain life safety equipment -i.e., bed alarms, call bell system, mag locks, hi-lo beds, etc.