

Frequently Asked Questions About the Golden Manor – May 6, 2020

The Golden Manor has put together a Frequently Asked Questions document to help people understand what is being done at the Golden Manor to ensure the health and well-being of residents at the long term care home.

Questions pertaining to Golden Manor outbreak – May 5, 2020

The Porcupine Health Unit declared a COVID-19 outbreak at the Golden Manor after one resident, without symptoms, tested positive May 5, 2020.

Definition of outbreak

Long term care homes must consider a single, laboratory confirmed case of COVID-19 in a resident or staff member as a confirmed COVID-19 outbreak in the home. Outbreaks are declared in collaboration between the home and health unit.

How was the positive case detected?

The case is considered part of the institutional outbreak declared May 5, 2020 at the Golden Manor. All residents and staff were tested on May 2, 2020 as part of the COVID-19 surveillance testing in long-term care homes supported by the Porcupine Health Unit across the region to ensure testing of all residents and staff, including those without symptoms.

Which floor is affected?

To maintain confidentiality the floor information will not be shared publicly, but families of residents on the affected floor have been notified.

Is my family member affected by the positive case?

The Porcupine Health Unit is conducting contact tracing, if there were concerns for your loved one having contact with a confirmed positive case, the POA would be notified.

Is the positive case a resident or staff?

We have released a statement in conjunction with the Porcupine Health Unit, the one (1) positive case is a resident without symptoms.

How will residents' results be communicated?

We have not received all of the results at this point. We will notify residents and POAs of the results accordingly and as soon as possible.

What action is being taken?

We are working closely with the Porcupine Health Unit. The Porcupine Health Unit is currently investigating the positive case and conducting contact tracing. The Golden Manor has experience with respiratory outbreaks and we are utilizing rigorous infection control practices to ensure the safety of staff and residents. Proper isolation protocols are being followed, staff have access to the proper PPE and have practiced the process for putting on and taking off PPE.

General Questions

What preventative measures are being taken to keep residents and staff safe?

We have been following direction from the Ministry of Health since the pandemic began and continue to review all possible courses of action to minimize the risk of exposure to COVID-19 in addition to the many safety measures that have already been implemented, including:

- Active screening of staff, residents and essential visitors including temperature checks twice daily
- Universal mask wearing for all staff for the entirety of their shifts
- Changing into and out of uniforms at the beginning and end of shift, uniforms laundered on site
- Physical distancing of residents and staff members as much as possible
- Enhanced cleaning of all surfaces in Home Areas and common areas
- Restricting non-essential visitors
- Restricting non-essential deliveries (i.e. gifts, food, flowers, etc.)
- All residents readmitted in the Home being placed in self-isolation for 14 days upon readmission
- Testing for COVID-19 of all residents prior to readmission into the Home
- Currently, no new admissions from hospital or community coming into the Home
- Reinforcing hand hygiene
- Isolating residents who show symptoms, to help prevent the spread of this virus; and employees are wearing personal protective equipment (includes a surgical mask with a shield, a gown and gloves) when caring for symptomatic residents.
- As of March 30, staff employed at the Golden Manor were not permitted to work at more than one health care facility, as a further precaution to help reduce the risk of spreading COVID-19
- Cohorting staff, by having them work on only one floor or side of the building (west or east) as much as possible.

My loved one is currently a resident at the Golden Manor, am I able to visit them?

To ensure the safety of vulnerable residents, visiting is restricted to essential visitors only. Essential visitors are those who have a loved one who is dying or very ill. No other visitors are permitted to enter the premises, including volunteers. Residents are encouraged to keep in touch with loved ones by phone or other technologies wherever possible.

Essential visitors will be actively screened as they enter the premises, for the safety of staff and residents. The visit will also be limited to the one resident and must not visit anyone else in the home. The essential visitor must wear a mask while visiting a resident in the Home.

Are all residents screened for COVID-19?

We are conducting active screening of all residents, at least twice daily (at the beginning and end of the day) to identify if any resident has fever, cough or other symptoms of COVID-19. Residents with symptoms (including mild respiratory and/or atypical symptoms) will be isolated and tested for COVID-19. In addition, temperature checks are taken twice daily on all residents.

On May 2, we tested all staff and residents as a proactive measure, we currently await the results.

How are staff screened for COVID-19?

All staff are to self-screen at home and not to report to work if they are ill. Upon entering the Home, staff are actively screened using a screening tool developed by the Ministry of Health. Active screening also includes temperature checks twice daily, symptom, contact and travel screening.

What if the Golden Manor has a positive case of COVID-19?

In the event we have a resident that tests positive for COVID-19, this will be communicated to the family and/or resident as well as the staff working on that floor immediately. Best practices and protocols for outbreak control measures will be implemented to isolate the individual as per the most current directive from the Ministry of Health. We will work closely with public health to identify close contacts and conduct further testing as necessary. All families and staff will be notified of a positive case at the Home.

What criteria is used to determine if a resident is showing symptoms of COVID-19?

Residents exhibiting any symptoms consistent with the virus such as fever, cough, runny nose, nasal congestion, sore throat, nausea/vomiting and atypical symptoms such as delirium, increased number of falls, are being tested and placed on isolation immediately. As a further safety measure, residents who may have been in close contact with the resident (i.e. shared a room) are also being tested and placed on isolation immediately. POAs will be notified if a resident goes into isolation and is tested for COVID-19.

How are staff members managing physical distancing for the residents?

Group activities have been suspended throughout the Home since the COVID-19 measures were put in place. Staff are encouraging physical distancing in group areas such as dining rooms. To make physical distancing possible at meals we have limited the number of residents in the dining room. Residents who are able have meals in their rooms with additional staff monitoring.

Are activities for residents ongoing?

In place of group activities, more one-on-one activities are taking place with physical distancing in mind. Adjuvant staff continue to help residents live fully every day. Staff have been adapting programming with physical distancing wherever possible and implementing creative ways to help residents and families connect at this difficult time. We will continue to try to do all we can while balancing the reality of this challenging situation.

Are staff wearing personal protective equipment in all areas of the Home?

Effective April 9, all employees began wearing masks for the duration of their shift while working in the Home. Inventory is reviewed daily, and we will be working with the Province to ensure adequate stock is on hand. At this time, we are well stocked with all necessary PPE. In addition, staff are wearing personal protective equipment, including a surgical mask with a shield, a gown and gloves when providing care to residents in isolation.

Are families permitted to drop off flowers, treats, or other items for their loved ones or caregivers during this time?

Given there has been documented evidence of community spread, the Golden Manor maintains that only essential or personal and medical belongings should be dropped off for residents. In an effort to maintain physical distancing, limit traffic into the building and reduce the risk of spreading germs to residents and staff, we have implemented precautionary measures. Until further notice, only essential or personal and medical belongings can be dropped off for residents at the main entrance. Unfortunately, other items that are not essential, including food and baked goods, will not be accepted.

What if I have questions or concerns about a loved one at the Golden Manor?

Now more than ever, we understand the importance of receiving information about your loved one. We will continue to keep you informed through calls, letters and emails as we manage the evolving COVID-19 situation.

If you have any questions about your loved one please reach out to the staff on the residents' floor, the best times to call are

Please feel free to contact Amy Beaven, Quality, Risk and Resident Experience Coordinator at amy.beaven@timmins.ca or by calling 705-360-2644 ext. 4504 should you have any questions.