

Essential Caregiver Guidelines

Updated: April 1, 2023



What are the Ontario Ministry guidelines?

1. complete the free training [learn proper hand washing, PPE donning and doffing, etc.]
2. during an outbreak, ECGs can visit indoors 8 a.m. to 8 p.m.
3. **wear a mask over your nose and mouth [add eye protection during an outbreak]**
4. wear full PPE if supporting someone in isolation

What are the **categories** of essential caregiver?

1. support workers
 - physicians, motion specialists, food deliveries, etc.
 - do not fall under the scope of LTC Home staff
2. **designated essential caregivers**
 - have completed Cassellholme training and regularly support direct care to one Resident [meal assistance, mobility, personal hygiene, cognitive stimulation, meaningful connection and assistance in decision making]
3. government inspectors

NOTE: Essential visitors are those visiting critically ill or palliative Residents.

Who can be designated as an essential caregiver?

- ▶ essential caregivers are designated [chosen] by the Resident, Power of Attorney [POA] or Substitute Decision Maker [SDM]
- ▶ each Resident can choose essential caregivers, such as:
 - family members or friends who provide a meaningful connection
 - privately hired caregiver [only able to support one Resident per day]
 - paid companions
 - translators

The role of an essential caregiver

1. we'd be grateful for your help with these in-room tasks – especially during an outbreak:
 - assist with a meal and/or hydration
 - encourage mobility [getting up, walking]
 - assist with personal care – washing, dressing, oral/ mouth care, shaving, haircuts, glasses cleaning
 - organize Resident's room [bed making, tidy wardrobe/closet, etc.]
 - engage in meaningful conversation and information sharing [cognitive stimulation]
 - understand and communicate Resident's wishes
 - provide connection to friends, family and the community

The role of an essential caregiver

2. review this training regularly, note the latest changes and confirm your understanding of the information on the sign-off form [available by email or at the door]
3. familiarize yourself with the latest general visitor guidelines so that you can help others to visit your Resident
cassellholme.ca/visiting-cassellholme

What happens when you arrive?

- ▶ show your name tag when you arrive – there is no entry without it
- ▶ you'll be asked to review a series of questions at the front door – a passive, self-screening process
- ▶ you'll be provided with a medical or N95 mask to wear throughout your visit – signage at the door will indicate the minimum requirement

Where can you be with your Resident – **indoors?**

- ▶ you'll be given a lanyard [to be worn throughout your visit], so you don't have to stay in your Resident's room
- ▶ if an outbreak is declared in your unit or throughout Cassellholme, you'll have to remain in your Resident's unit while in the Home
- ▶ If a Resident is in isolation, you must stay in their room

Where can you be with your Resident – outdoors?

- ▶ stay on Cassellholme grounds
- ▶ during an outbreak, you must keep a mask on [over your nose and mouth] at all times
- ▶ masks are available for Resident use – a good idea as you may cross paths with others on your walk
- ▶ if you do encounter others, be sure to maintain a physical distance of at least two metres [six feet]

How can you arrange a **social/ overnight outing?**

- ▶ sign your Resident out of the unit
- ▶ when you return, sign in on the unit
- ▶ if your Resident is going to be away during a medication time, or overnight, call Unit Support [ext. 210/211] to arrange medication
- ▶ outings may be limited during an outbreak

How do you keep yourself and others **safe**?

- ▶ indoors, limit your interactions with other Residents or caregivers
- ▶ follow all Personal Protective Equipment [PPE] and hand washing guidelines for the full length of your stay, every time
- ▶ learn hand hygiene procedures, as well as how to properly don [put on] and doff [take off] PPE
- ▶ wear a Cassellholme-supplied N95 mask

Wash your hands thoroughly

watch this video

<https://www.publichealthontario.ca/en/videos/ipac-handwash>



Sanitize your hands

watch this video for step-by-step instructions
publichealthontario.ca/en/videos/ipac-handrub



Don [put on] PPE

watch this video

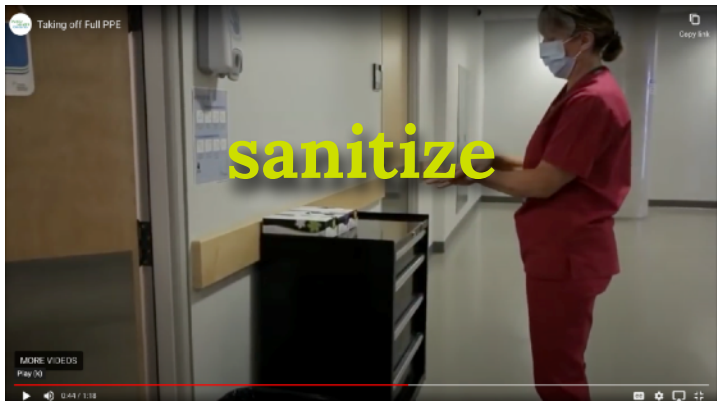
<https://www.publichealthontario.ca/en/videos/ipac-fullppe-on>



Doff [take off] PPE

watch this video

<https://www.publichealthontario.ca/en/videos/ipac-fullppe-off>



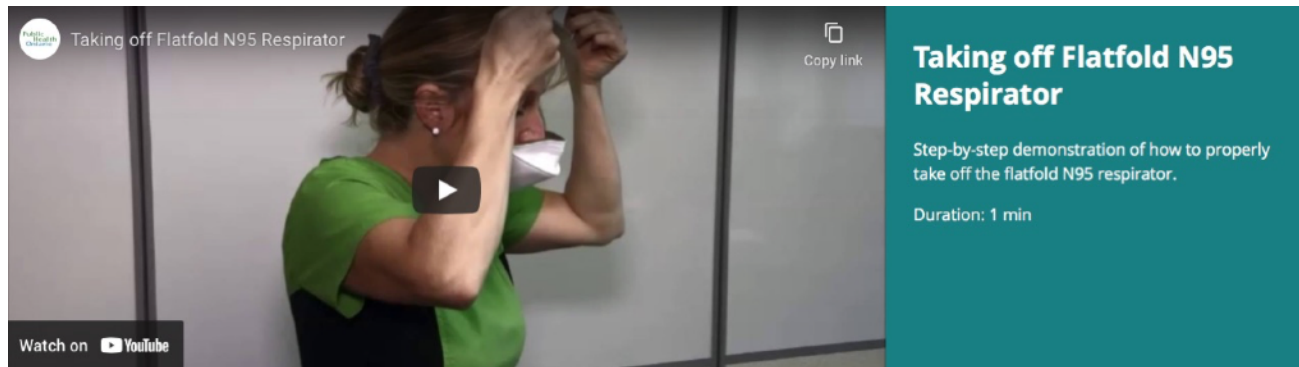
→
sanitize
your
hands –
again

Don and doff an N95 mask

watch this video for donning [putting on] an N95 mask
publichealthontario.ca/en/videos/ipac-n95respirator-flat-on



watch this video for doffing [taking off] an N95 mask
publichealthontario.ca/en/videos/ipac-n95respirator-flat-off



How do we show **respect** for each other?

- ▶ we know that everyone cares deeply for their Resident and wants what is best for them
- ▶ please show consideration for the staff – the well-being of each Resident is at the core of everything we do
- ▶ your patience and understanding is very much appreciated

Let's **recap** the rules

- ▶ wear a mask [over your nose and mouth] at all times – indoors and outdoors – **NO EATING OR DRINKING**
- ▶ wear your name tag lanyard at all times or staff will ask you to leave
- ▶ outdoors, stay on Cassellholme grounds
- ▶ wear the appropriate PPE when you're with a Resident in isolation
- ▶ be respectful to staff – do not use threatening or inappropriate language or behaviour

If you don't
follow the
rules...

- ▶ you will not be allowed entry for one week

review these guidelines regularly
especially when notified that
rules have changed or
there is an outbreak

questions@cassellholme.ca
or call 705-474-4250
ext. 244

leave a message if we can't answer –
we'll make every effort to return your call within 24 hours

Thank You

By taking the time to complete or refresh this training and assisting in the care of your loved one, you're part of the Cassellholme care team. Welcome!