Alternative Isolation Accommodations (AIA)

AIA Health Care Support Staff Orientation Package

June 2, 2020

AIA Manager Phone Number XXX-XXX-XXXX (24 hrs.)

Clean Copy
OUTLINE

- Confidentiality
- COVID-19 Screening Process for AIA Staff and Hotel Staff
- Roles and Responsibilities of AIA Staff
- AIA Referral Form
- AIA Standard Operating Procedures
  - AIA SOP – Not Specific to Hotel or AIA Support Staff
    - Client Intake and Enrollment Admission Process
    - Client Enrollment and Arrival
    - Daily Client Monitoring in AIA
    - Urgent Maintenance Access to AIA Locations
    - Client Release from AIA
  - AIA SOP – Hotel Staff Only
    - Delivery of Linen and Food to Client Room
    - Retrieval of Dirty Linen and Garbage from Client Room
    - Terminal Cleaning of Hotel Room after a Client Departure
    - Terminal Cleaning of Hotel Room after a Client Departure (Single Staff Member)
    - Medical Emergency Procedure
    - Fire Emergency Procedure
  - AIA SOP – Hotel with AIA Support Staff
    - Delivery of Linen and Food to Client Room with AIA Support Staff
    - Retrieval of Dirty Linen and Garbage from Client Room with AIA Support Staff
    - Medical Emergency Procedure with AIA Support Staff
    - Fire Emergency Procedure with AIA Support Staff
- AIA Support Staff Intake Preparation Process
- AIA Support Task List - Day/Evening Shifts
- PPE Supplies
- Eye Protection
  - Assembling Eye Protection
  - Disinfecting Eye Protection
- Removal, Storage and Extended Wear of Medical Face Masks
- COVID-19 AIA Check-In Form
- Automated External Defibrillator (AED)
- Communication Processes
  - Communication Process with AIA Manager
  - Communication Process with Hotel
- Mental Health Resources
- COVID-19 resources - websites

Appendix
- Client welcome package
CONFIDENTIALITY

The privacy of the AIA hotel clients is important. Do not disclose client information or the location of the hotel. AIA staff is required to have taken the PHIA training and to sign the confidentiality pledge.

COVID-19 SCREENING PROCESS FOR AIA STAFF AND HOTEL STAFF

COVID-19 AIA Staff Screening
Purpose:
Establish the COVID19 staff screening at AIA site

Applies to:
- All AIA Site staff

Process:
1. AIA staff to use a self-screening process in accordance with the screening criteria for healthcare staff established by Shared Health.
2. A self-screening station to be established on site
3. Staff Self-screening process to consist of two parts:
   a) Before leaving home the AIA staff to follow the current steps of the Enhanced Screening Process
   b) Upon arrival to AIA site the staff to complete the self-screening form at the screening station
4. Should a staff answer yes to exhibiting any of the symptoms listed on the screening form, same staff to refrain from starting work, to apply a face mask and to contact an AIA manager on site for further instructions.


COVID-19 Hotel Staff Screening
Currently we are not conducting COVID-19 hotel staff screening.
ROLES AND RESPONSIBILITIES OF AIA STAFF

**AIA Leads**  
There are two designated executive leads for this project:  
XXXX  
XXXX

**AIA Managers**  
The AIA Manager is responsible for the overall operational functions of the Alternative Isolation Accommodation setting(s). There are two AIA Managers:  
XXXX and XXXX  
The AIA managers will be your main contacts for any concerns about client care and schedules.  
AIA Manager phone number: XXX-XXX-XXXX.

**AIA Intake Coordinator**  
AIA Intake Coordinator is an AIA staff assigned to review referrals and coordinate accommodation for clients requiring isolation meeting AIA criteria. Assist with client and referring staff questions.  
The Intake Coordinator works Monday to Friday.  
Intake/Referrals accepted 0830-1630 - 7 days a week (AIA Manager accepts referrals on weekends)  
AIA Intake Coordinator phone number: XXX-XXX-XXXX

**Training and Quality Support**  
AIA Education Consultant arranges training for AIA and hotel staff. Also are responsible for preparing information to give to clients using AIA services.  
XXXX  
Training and Quality Support phone number: 204-XXX-XXXX

**AIA Health Care Support Staff**  
The AIA Health Care Support Staff will be responsible for meeting the care needs of the clients in the AIA facility.

**Supports and Partnerships**  
The AIA team works with a number of other partners to meet the needs of clients at the AIA site. These partners include:

- Mental Health- provides resources and training for staff and clients at AIA site.
- Infection Prevention and Control- provides resources and training for staff and clients at AIA site
- Occupational Health and Employee Safety- refers clients and provides follow up for affected Health Care Workers (HCW)
- Public Health- refers clients and provides follow up for affected Health Care Workers
- Hotel Team – provides hotel services for the AIA clients
AIA SUPPORT STAFF INTAKE PREPARATION PROCESS

For each new intake the following is required for the room preparation:

a. Intake package content: hotel key, gloves, mask, welcome package, hand-washing sign for the mirror, thermometer, and luggage bags.

b. The hand-washing sign is to be placed on the bathroom mirror.

c. Please check to see if both hotel room keys are operational.

d. Leave the luggage bags and room key, in the team room, with the AIA Manager.

Note: The WI-FI password is on located on the room key cover
AIA SUPPORT TASK LIST - DAY/EVENING SHIFTS

A. Team huddles at 8:30 with AIA staff; a review of all clients and any issues/concerns in the last 12 hours. In addition, new intake arrivals and departures will also be reviewed. Please ensure you report any issues/concerns regarding the clients and hotel staff.

B. After huddles distribute all breakfast meals. Hotel staff will notify you of each client’s meal placed outside the elevator door on the table labeled “meal delivery.” Room number and cost of the food with each delivery will be on the package.

C. After each meal all garbage and soiled linen outside the client’s rooms will be places in the large bin beside the elevator. Each bin is labeled either garbage or soiled linen. The hotel staff will pick up these bins after 2:00 p.m. daily.

D. Lunch meals will commence similar to the process of breakfast meals. Please note the 3 meal ordering time frames.

E. Ensure garbage and soiled linen is picked up and place in the yellow bins.

F. The AIA Manager will provide a list of which clients have registered for the walk at approximately 2:00 p.m. each day. Occasionally some of the clients will schedule a recreation break after 2:00 p.m. which will be discussed and outlined to you by the AIA Manager. Those individuals who are COVID-19 positive will be supported separately from those self-isolating as contacts or because of travel.

G. Once walks are completed please let AIA Manager know of any challenges or concerns.

H. Before completion of the day; ensure rooms are prepared for any new intakes.

I. On the evening shift, the delivery of dinner meals and fresh linen and toiletries is supported.

J. Each shift ensures the staff room is left clean; removal of any garbage and change of towels daily or as needed.

K. Sign out with AIA Manager at the end of the day in person in the site conference room.

L. During working alone shifts please sign out with the AIA Manager at the beginning and end of the shift via text or phone call. Please ensure documentation on the working alone sign out sheet.
AIA PPE SUPPLIES

The AIA managers will provide PPE for the HCAs in the room we have designated for them to use.

EYE PROTECTION
ASSEMBLING EYE PROTECTION

Responsables EyeShield™ DISPENS-A-LENS

1. Slide frame (flat side down) through inside holes on lens.
2. Slide frame through outside holes on lens.
3. Slide lens forward into notches on frame.

AUTOMATED EXTERNAL DEFIBRILLATOR (AED)

If you require using the AED it is located on the wall behind the hotel’s front desk. It is in a red bag hanging on the wall under the AED sign.
COMMUNICATION PROCESSES

COMMUNICATION PROCESS WITH AIA MANAGER

For any questions or concerns about client care and schedules your main contact is the AIA Manager on duty.

 XXX  Phone: XXX-XXX-XXXX
 XXX  Phone: XXX-XXX-XXXX

COMMUNICATION PROCESS WITH HOTEL

For any hotel related questions contact the front desk XXX-XXX-XXXX. If the matter needs to be escalated the front desk will bring the issue forward to hotel management.
MENTAL HEALTH RESOURCES

Resources that can be used during COVID-19

For all Physical or Mental Health Emergencies: Call 911

Crisis Helplines:

Crisis Response Centre:
204-940-1781 (24/7 assistance)

Klinic Crisis Line: for 24 hour assistance,

Phone: (204) 786-8686
Toll free: 1-888-322-3019
TTY: (204) 784-4097

Manitoba Suicide Prevention & Support Line
(confidence and 24/7): 1-877-435-7170

Manitoba Addictions Helpline: 1-855-662-6605

Rapid Access to Addiction Medicine (RAAM): 204-940-2177

Mental Health Supports Non-Crisis:
Sara Riel: Seneca Services Peer Support Warm-line open 24 hours /day. If you want to talk to someone call 204 942-9276 or 204 231-0217
ADAM: has started a new Anxiety support line open Mon-Fri 9-9pm, Weekends 10 am-4pm. Please call 204 925-0040 and leave your name, phone number or email address and an ADAM representative will get in touch with you within a short period of time
First Nations and Inuit Hope for Wellness: Help Line
1-855-242-3310
Counseling available in English and French - upon request, in Cree, Ojibway, and Inuktut

Centre de santé: Visit centredesante.mb.ca In the coming weeks, Centre de santé Saint-Boniface will offer online health and wellness programs.
Youville Centre: Visit youville.ca or call 204-255-4840. Offering mental health and health services such as counseling, dietitian consult in-formal & one on sexual health and much more, for people of all ages (youth, teen and adults).

AbilitiCBT digital therapy program: Free online counseling sponsored by the Gov’t of MB for anyone over 16 related to the anxiety around COVID-19
https://manitoba.ca/covid19/bewell/virtualtherapy.html
COVID-19 Resources: Websites

**Recommended Websites for Reliable Information:**

Government of Manitoba: Shared Health Services  
[https://www.gov.mb.ca/covid19/](https://www.gov.mb.ca/covid19/)

Public Health Agency of Canada  

World Health Organization  

**Mental Health Promotion Websites:**

Be Active: Winnipeg in Motion  
[https://www.youtube.com/user/Winnipeginmotion?app=desktop](https://www.youtube.com/user/Winnipeginmotion?app=desktop)

Canadian Mental Health Association  
[https://mbwpg.cmha.ca/](https://mbwpg.cmha.ca/)

Anxiety Canada  

**Two Simple Mindfulness practices to feel calmer:**

Breathing Space Practice (5 minutes)  

Mindful Breathing (3 minutes)  
[https://www.google.com/search?q=3+minute+deep+breathing+exercises&rlz=1C1GCEA_enCA838CA838&oq=3+minute+deep+breathing&gs=chrome.0.0j69i57j0i3.6219j0j3&sourceid=chrome&ie=UTF-8#kpvalbx=_qNF0Xv_ZFvWF9PwPloW-0AI31](https://www.google.com/search?q=3+minute+deep+breathing+exercises&rlz=1C1GCEA_enCA838CA838&oq=3+minute+deep+breathing&gs=chrome.0.0j69i57j0i3.6219j0j3&sourceid=chrome&ie=UTF-8#kpvalbx=_qNF0Xv_ZFvWF9PwPloW-0AI31)