

COVID-19 Alternative Isolation Accommodation

Guidance for Alternative Isolation Accommodation (Hotel)

On March 20, 2020, the Manitoba government declared a province-wide state of emergency under The Emergency Measures Act to protect the health and safety of all Manitobans.

To reduce the spread of COVID-19 the Alternative Isolation Accommodation (AIA) program was established to develop safe options for those requiring a safe space to self-isolate.

Two types of AIAs have been established. The first, offers individuals experiencing homelessness a space to self-isolate if they are tested positive for COVID-19 or if they are suspected to have it.

The second offers health care workers and other Manitobans who have tested positive for COVID-19 or are suspected to have the virus, a place to self-isolate if they do not have access to a private bedroom and bathroom in their home or if they live with someone who is at greater risk from COVID-19 (e.g. immune compromised).

This guide offers step by step information related to establishing Alternative Isolation Accommodation in Hotel. We hope that our experience will be helpful to health regions as they establish an AIA.

Background

Our first steps involved collaboration with the Manitoba Hotel Association and the Government of Manitoba to develop a formal RFP process resulted in a number of secure, safe and suitable accommodations being pre-qualified for use as AIAs.

A strong relationship with your hotel partner is critical as there will be moments of uncertainty, need for training and education and reassurance throughout this process. We approached this with daily team meetings but you may find other approaches work just as well for you.

Creating a health care team to provide clinical and emotional support for our guests in Isolation was also essential. We tapped into the COVID-19 avenues for redeployment of healthcare providers and also the recruitment of retired nurses with leadership expertise.

Timelines were tight but quality processes and establishing a safe environment are of paramount importance as you get established. OESH and Public Health were instrumental to ensuring intake and referral processes were shared broadly. Assistance with criteria and prioritization of individuals was jointly designed to ensure consistency.

Capital Planning assisted with contracts, floorplan and site review, as well as set up. This included signage and flow patterns.

Infection, Prevention and Control experts trained both our hotel and health care teams on proper handwashing, physical distancing and use of PPE. Embedding infection control practices into hotel policies and procedures and reviewing all cleaning protocols was reassuring to both teams.

Coordination of moving clients into isolation includes referral review, intake call, assessment and placement into an appropriate floor. We separated our COVID-19 positive patients from suspect/contacts, and symptomatic versus asymptomatic on different floors. This allowed work flows and planning to occur in an organized manner.

Ensuring guests understand the terms of self-isolation in our AIA environment is also important. We reviewed these over the phone and clients had to accept conditions prior to arrival. A suggested “what to pack” list was also provided and a welcome package, contract and guest letter were provided upon entry to the hotel.

During their stay, guests receive daily wellness calls and have escorted time outside to provide fresh air and exercise to help lift spirits.

OESH and PH continued to provide daily calls and surveillance of individuals who were following self-monitoring guidelines.

Meal times, linen delivery, garbage pickup, and transport processes all require well thought out efficiencies in limiting flow of traffic on all floors and preserving PPE. Review of Hotel Emergency Processes including 911, evacuation and overall security measures were included in our training.

Following completion of isolation an evaluation tool provided guidance into making continual improvements.

Ongoing discussions with multiple stakeholders continue with discussions exploring what populations can safely use the AIA model for isolation. Staffing can be flexible and augmented with specialized services in order to meet the daily needs of more vulnerable clients during isolation.

As the model evolves, we will keep you updated with new information.

Vendor/Site Selection

- Ensure a fair and equitable process is followed to select the site e.g. Request for proposal (RFP) process.

Site Partnership Requirements

- Schedule initial meeting with site management
- Complete walk through of facility
- Confirm physical workflows and signage requirements
- Restrict access / barriers where required
- Secure Infection Prevention and Control (IP&C) signage/posters
- Schedule daily meetings with hotel management and staff
- Schedule IP&C Training for hotel management and staff
- Offer Mental Health Support & Training for hotel management and staff
- Work with Logistics to secure appropriate Personal Protective Equipment, ensure don and doff training is provided as required
- Ensure arrangements are made for food, housekeeping, security per the client stay agreement

Client Eligibility Criteria

- Determine eligibility criteria and assignment of priority for AIA:

Eligible	Not Eligible
<p>Lives with others Unable to self-isolate (no access to a separate bedroom or bathroom)</p> <p>Agrees to AIA guidelines</p>	<p>Lives alone Access to a separate bedroom and bathroom – considered a viable option for self-isolation at home</p> <p>**Other members of the household have either tested positive or are persons under investigation (individuals who have been tested and are awaiting results)</p>
High Priority	*Note
<p>Health Care Worker Symptomatic High risk of serious outcomes (60 years of age or older; chronic health conditions e.g. diabetes, heart, renal or chronic lung conditions; weakened immune systems e.g. cancer)</p> <p>Members of the household at high risk of serious outcomes</p>	<p>**Consider referral of asymptomatic member(s) of the household instead</p>

Referral and Intake Process

- Create referral form and determine who can refer clients
- Confirm referral form submission process/office (phone, fax, email, other)
- Communicate/distribute referral form/process
- Receive referral and assess eligibility
- Contact client to complete assessment and confirm eligibility/priority for AIA
- Document and communicate outcome of assessment to referral source and hotel as applicable
- Schedule arrival time with client and facilitate access to accommodation
- Review welcome package
- Complete the client stay agreement.

Operational Requirements

- Establish on-site command center
- Determine staffing requirements and develop role descriptions (e.g. intake coordinator, clinical site management, education, quality and training, and support staff (HCA's, administrative support, etc.)
- Develop standard operating procedures (SOPs) as required
- Provide staff training (IP&C) and communications
- Coordinate access/use of site amenities and services
- Coordinate personal and clinical client supports
- Conduct daily wellness check-ins and escorted access outdoors (including process to document this occurred)
- Ensure PPE and other supplies are available on-site
- Ensure frequent communication/coordination as appropriate

Release from Isolation

- Establish notification process for when client is ready for release from isolation
- Ensure client completes the evaluation/feedback survey
- Coordinate release from isolation

Data Tracking, Reporting and Coordination

- Establish process to identify client demographics, referral source and reason for referral
- Establish process to report on number of requests received, number of clients that were eligible, number of clients that were not eligible including why, number of clients that were placed as well number of clients that declined to stay including why they declined to stay

Additional Communication Requirements

- Identify referral sources and develop two communication processes (e.g. OESH and Public Health)
- Identify potential target groups
- Establish clear guidelines to distinguish this site from the other alternative accommodation options that may be available in the community



Alternative Isolation Accommodation

April 24, 2020

Alternative Isolation Accommodation

Goal: Reduce the spread of COVID-19 by providing a readily available and safe isolation location for individuals who have tested COVID-19 positive or are in close contact of a positive case and do not have an acceptable location in which to complete their required self-isolation period.

<u>Eligible</u>	<u>Not Eligible</u>
<p>Lives with others Unable to self-isolate (no access to a separate bedroom or bathroom)</p> <p>Agrees to AIA guidelines</p>	<p>Lives alone</p> <p>Access to a separate bedroom and bathroom – considered a viable option for self-isolation at home</p> <p>**Other members of the household have either tested positive or are persons under investigation (individuals who have been tested and are awaiting results)</p>
<u>High Priority</u>	<u>*Note</u>
<p>Health Care Worker</p> <p>Symptomatic</p> <p>High risk of serious outcomes (60 years of age or older; chronic health conditions e.g. diabetes, heart, renal or chronic lung conditions; weakened immune systems e.g. cancer)</p> <p>Members of the household at high risk of serious outcomes</p>	<p>**Consider referral of asymptomatic member(s) of the household instead</p>

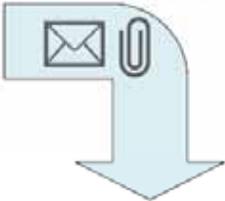
Alternative Isolation Accommodation Process Overview - Workflow

Referral & Intake

Referral Form
OESH
Public Health



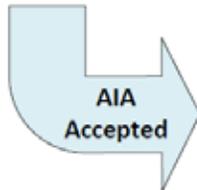
AIAREferral@SharedHealthmb.ca



Communicate Referral Outcome to Source



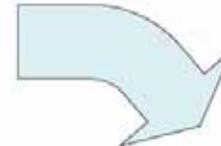
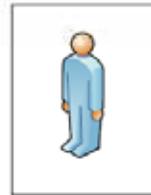
Assess/Prioritize
Contact Client
Accommodation Terms
Confirm Outcome



Assign Room
Arrange Transport
Welcome Package
Access Room

During Isolation

Hotel: Food, Security, Housekeeping
Daily Check-Ins
Escorted Outdoor Access
Other requirements, personal
clinical other support needs



Release From Isolation

Coordinated Release
Client Evaluation & Feedback
Terminal Cleaning
Data Reporting



Alternative Isolation Accommodation Referral and Intake

1. Create referral form (sample attached)
2. Confirm referral form submission process/office (phone, fax, email, other)
3. Communicate/distribute referral form/process to referral sources
4. Receive form, assess eligibility, prioritize (where appropriate)
5. Contact client to:
 - i. Complete assessment and confirm eligibility/priority for AIA
 - ii. Review and accept/decline client accommodation terms including what to bring during isolation stay
6. Document and communicate outcome to referral source.
7. Confirm booking/room location with hotel (based on risk).
8. Schedule arrival with client including transportation to hotel if required.

Alternative Isolation Accommodation During Isolation

1. Greet client at hotel and escort to room.
2. Provide/review welcome package
3. Confirm/coordinate special requirements, personal, clinical, other support needs.
4. Documented daily check-ins
5. Escorted access outdoors (daily)
6. Clinical (PPE) and other supply
7. Meals, cleaning, security are provided by the hotel.

Alternative Isolation Accommodation Release from Isolation

1. Receive notification that client is ready for release from isolation
2. Complete client evaluation/feedback
3. Coordinated release from isolation (with referral source)
4. Terminal cleaning of accommodations by hotel staff with appropriate PPE
5. Documentation and notification of release, evaluation and any follow-up actions.

Note: AIA data elements and coordinated/central reporting processes are being confirmed.

Alternative Isolation Accommodation Site Requirements

1. Site management meetings (daily)
2. Facility walk-through & access
3. Confirmed workflow, pathways and posted signage
4. Locations for:
 - a. On-site command center space
 - b. On-site storage location(s) ex. clean, dirty, PPE, inventory
5. Access restrictions/barriers where required
6. Provide space at the hotel and facilitate hotel employee attendance of education and training re: COVID-19, IP&C & Mental Health
7. Food, housekeeping, security (see client accommodation terms)

Alternative Isolation Accommodation Staffing Requirements & Support*

1. Sponsor/Leadership - AIA Lead(s)
2. Intake Coordination
3. Site Management
4. Training & Quality Support
5. Communications Support
6. On-site Health Care Aide(s) – Flexible staffing model
7. Infection Prevention and Control
8. Mental Health
9. Public Health
10. Administrative Support
11. Implementation Support – Business Analysis, Change Management, Project Management, Information and Communications Technology

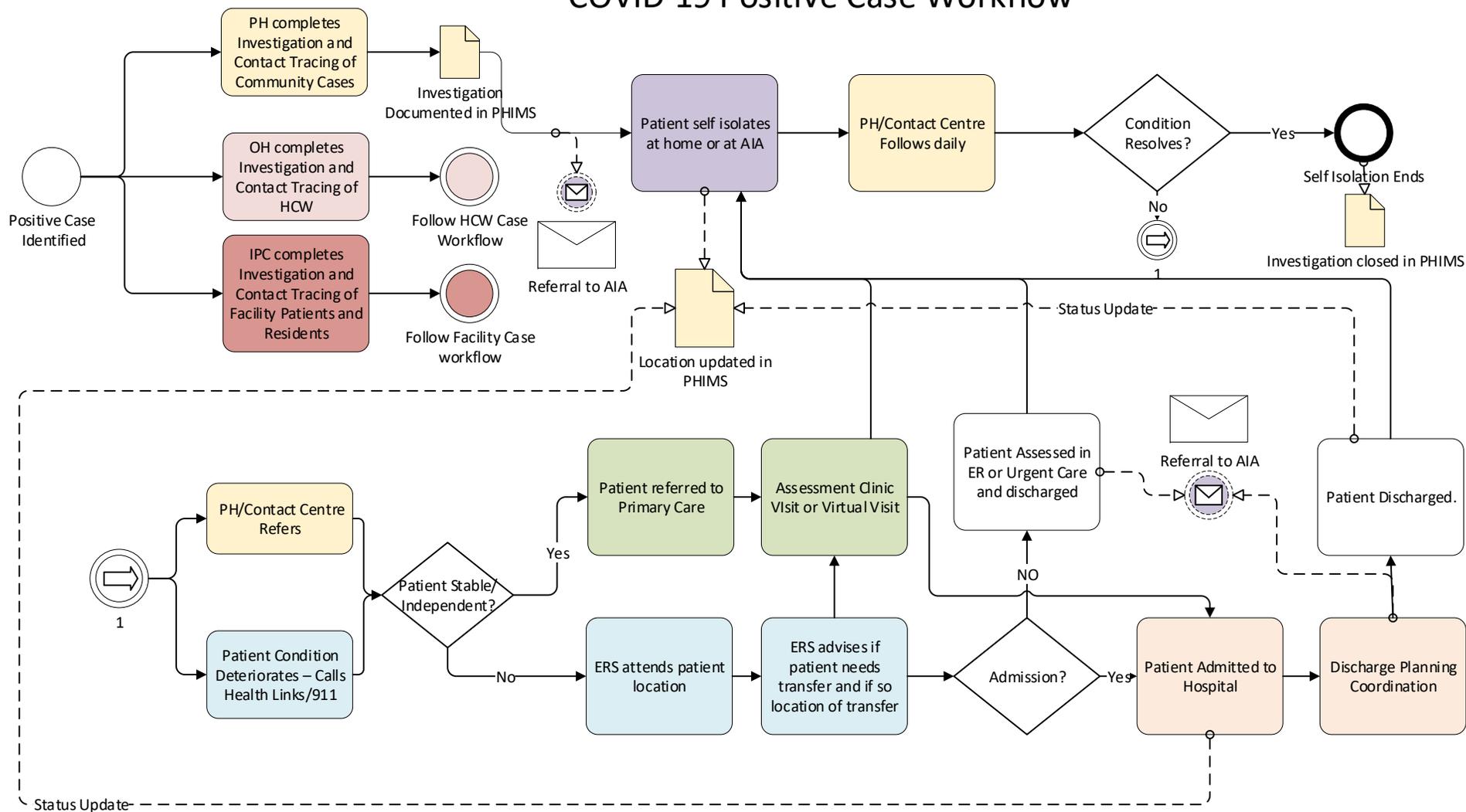
* **As much as possible completed virtually in consideration of social distancing**

Alternative Isolation Accommodation Partnerships

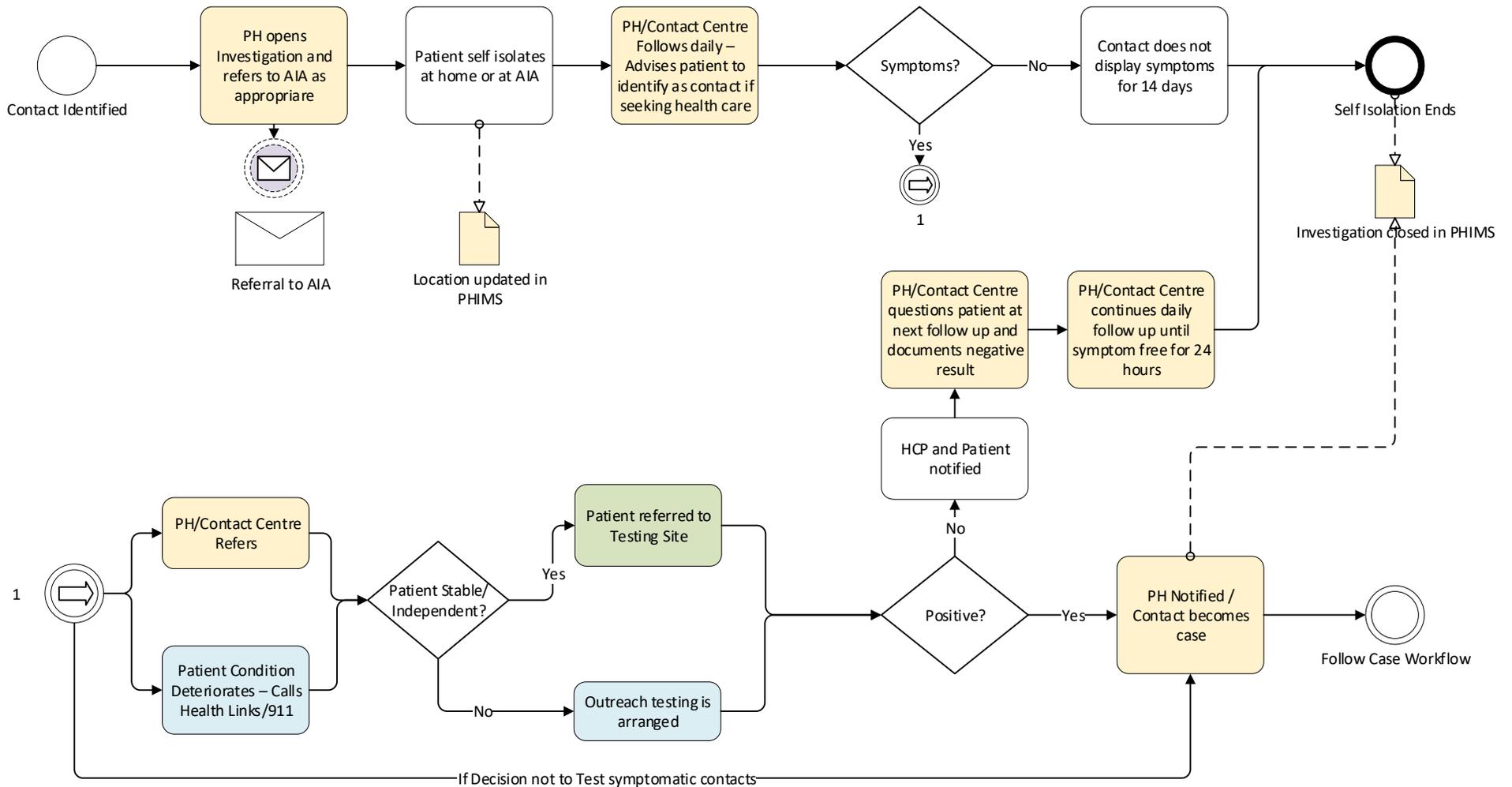
- ✓ Capital Planning
- ✓ Communications
- ✓ Public Health
- ✓ OESH
- ✓ ERS
- ✓ Mental Health
- ✓ Home Care
- ✓ Pharmacy
- ✓ Manitoba Hotel Association
- ✓ Central Services
- ✓ Hotel
- ✓ IP&C
- ✓ Digital Health
- ✓ Red Cross
- ✓ PHAC
- ✓ FNIHB
- ✓ Indigenous Health

COVID-19 Business Process Alignment - Workflow Diagrams

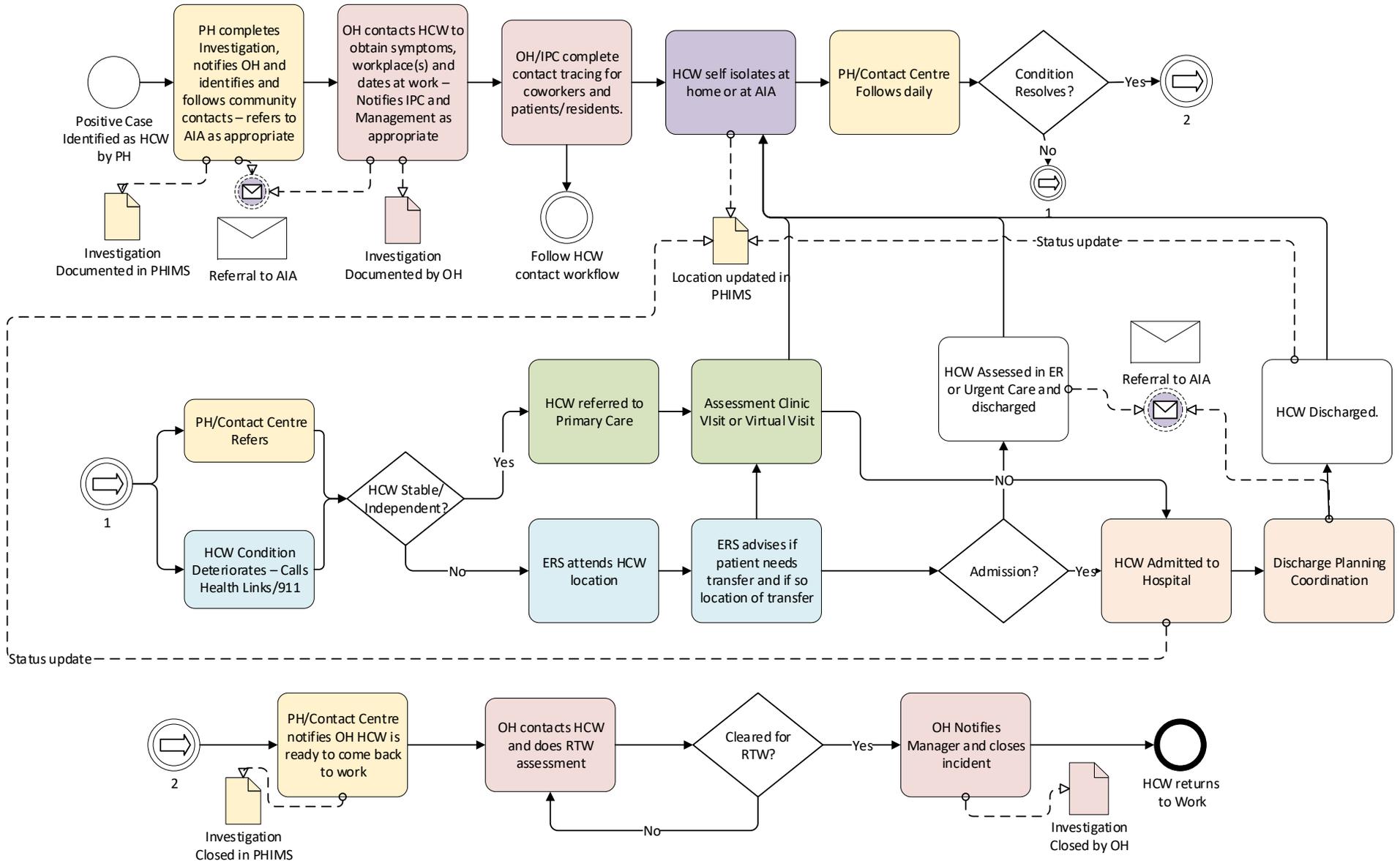
COVID 19 Positive Case Workflow



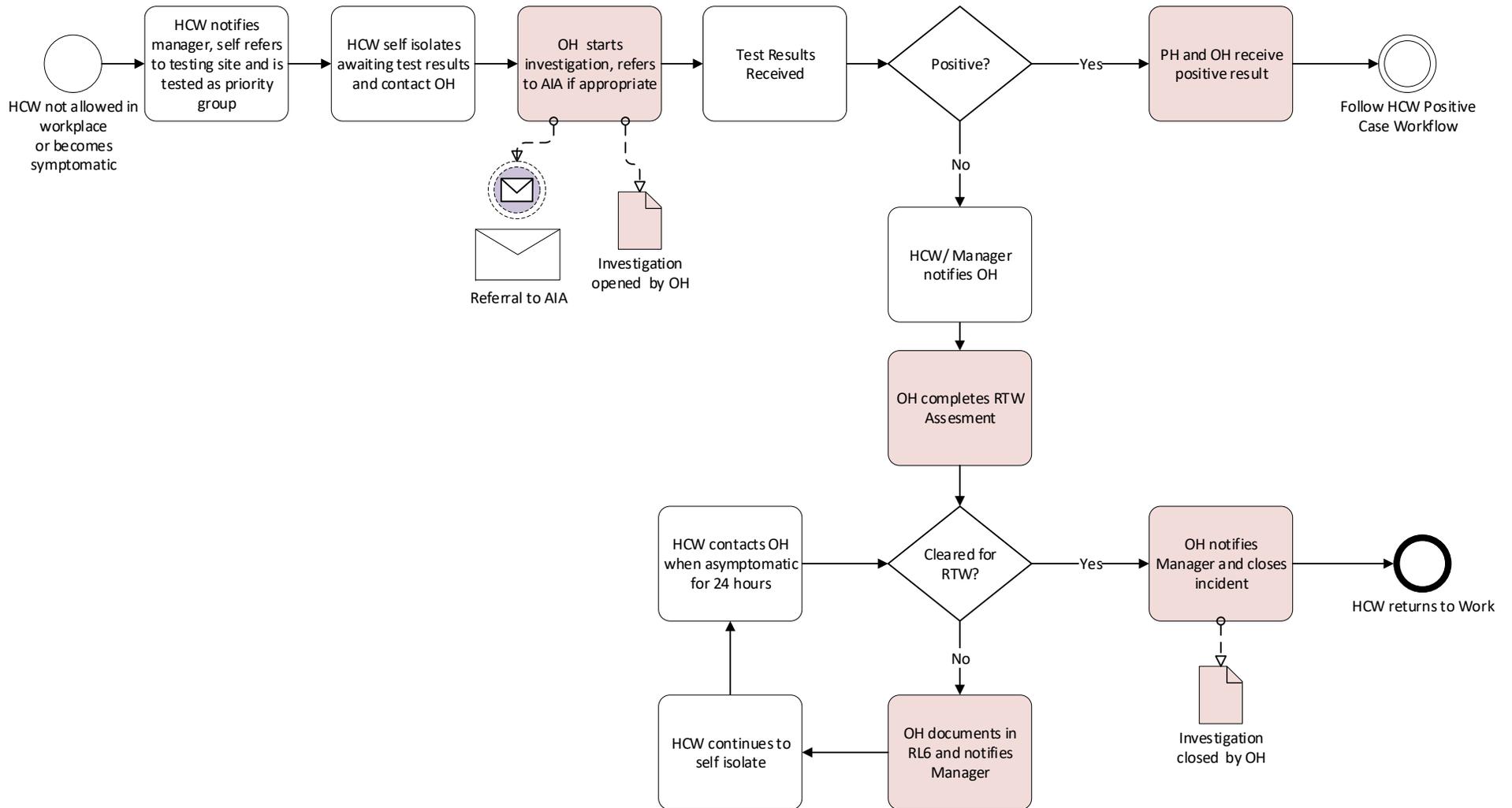
COVID 19 Community Contact of Positive Case Workflow



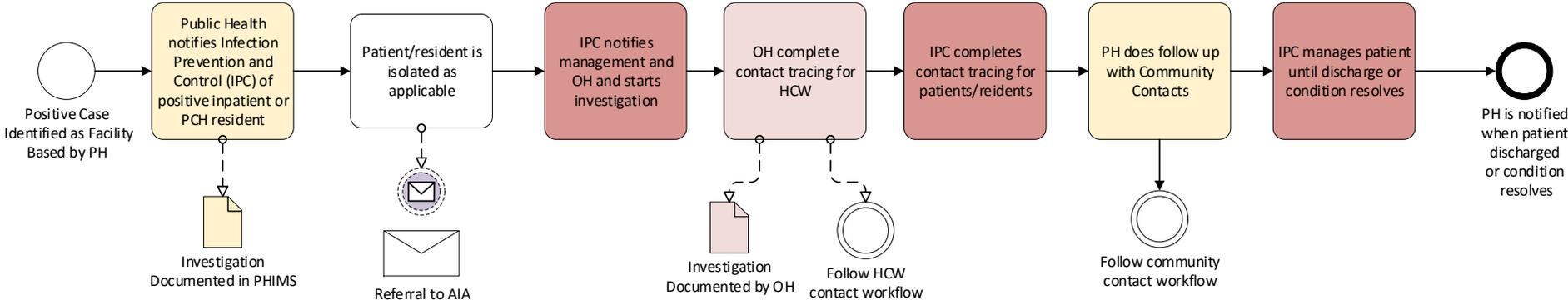
COVID 19 Positive HCW Case Workflow



Symptomatic Health Care Worker or screened out of workplace



COVID 19 Positive Facility Case Workflow



Locations and Functions	Public Health	Public Health Contact Centre	Occupational Health	Infection Prevention and Control	ERS / Clinical Coordination Centre (CCC)	PHCC – Health Links	Primary Care/ Assessment Clinic	Hospital / ER/ Urgent Care	Alternative Isolation Accommodation (AIA)
Screening	√	√	√	√		√	√	√	
Referral for Testing	√	√	√	√		√	√		√
Testing					√		√	√	
Case Investigation	√		√	√					
Contact Tracing	√		√	√					
Case daily follow-up	√	√							
Contact daily follow up	√	√			√				
HCW Return to work assessment			√						
Referral for Assessment	√	√			√	√			√
Referral for Treatment	√	√			√	√			√
Case transportation					√				
Provider support and consultation					√				
Patient Assessment					√		√	√	
Patient Treatment					√		√	√	
Referral to AIA	√	√	√		√		√	√	
Isolation								√	√

REFERRAL FOR Alternative Isolation Accommodation

| DATE

| NAME

| DOB

Email completed form to AIAReferral@sharedhealthmb.ca or call Intake Coordinator @ 204-795-3093.

Referrals are received 7 days a week between the hours of 0830-1630.

Date (DD/MMM/YYYY): _____ Time: _____ Name: _____

Email: _____ Cell Phone: _____ Preference for contact: Phone Email

DOB (DD/MMM/YYYY): _____ MB Health (6-digit): _____ MB Health (9-digit): _____

Address: _____ Primary Language: _____

Service Delivery Organization: Interlake-Eastern RHA Northern RHA
 Prairie Mountain Health Shared Health Southern Health-Santé Sud
 Winnipeg Regional Health Authority Addictions Foundation of Manitoba CancerCare Manitoba
 Indigenous Services Canada Selkirk Mental Health Centre Other Approved Referring SDO: _____

Referral discussed with client: Y N

Referred From: Community OESH ERS (Emergency Response Service)
 Hospital Name of site/unit: _____ Other: _____

Referred By: Name _____ Phone #: _____ Designation: _____

Source Case: Y N Contact: Y N Symptomatic: Y N Living with other individuals: Y N

Self-Isolation started on (DD/MMM/YYYY): _____ Self-Isolation required until (DD/MMM/YYYY): _____

Tested: Y N Date of Test (DD/MMM/YYYY): _____ Test Result: +ve -ve unknown

If released from hospital:

Date of hospital admission (DD/MMM/YYYY): _____ Expected discharge date (DD/MMM/YYYY): _____

Reason for hospital admission: _____

Self-Isolation started on (DD/MMM/YYYY): _____ Self-Isolation required until (DD/MMM/YYYY): _____

Reason for referral : Health Care Provider No home to self-isolate Live with high risk individual

Medical/Functional Status: _____

Equipment/Supplies/Dietary Requirements: Wheelchair Walker CPAP Machine Other _____

Accessible Room required: Y N Smoker: Y N Home Care: In Place New Request

Primary Care Provider: _____ Phone: _____

Other supports:

Next of Kin or Family contact: _____ Phone: _____

Community Agencies Involved In Discharge Planning: _____

Completed By Signature: _____

COVID-19 Alternative Isolation Accommodation

The goal of Alternative Isolation Accommodation (AIA) is to reduce the spread of COVID-19 by providing a readily available and safe isolation location for those individuals who have either tested positive or have been identified as a *close contact of a positive case and who do not have an acceptable location in which to complete their required self-isolation period.

*Close contact is defined as being within 6 feet (2 meters) of a COVID-19 positive case for a prolonged period of time (longer than 10 minutes). Close contact can occur while caring for, living with, visiting or being present in the room with, a COVID-19 positive individual.

Hotels and other locations across Manitoba have been identified to service as AIA. Referrals are accepted from either Occupational and Environmental Safety and Health (OESH) or via Public Health. Active offers of AIA are made during the course of contact tracing and public health investigation.

Eligibility criteria and case priority will be determined as follows:

Source Case or Contact	
<u>Eligible</u>	<u>Not Eligible</u>
Lives with others Unable to self-isolate (no access to a separate bedroom or bathroom) Agrees to AIA guidelines	Lives alone Access to a separate bedroom and bathroom – considered a viable option for self-isolation at home **Other members of the household have either tested positive or are persons under investigation (individuals who have been tested and are awaiting results)
<u>High Priority</u>	<u>*Note</u>
Health Care Worker Symptomatic High risk of serious outcomes (60 years of age or older; chronic health conditions e.g. diabetes, heart, renal or chronic lung conditions; weakened immune systems e.g. cancer) Members of the household at high risk of serious outcomes	**Consider referral of asymptomatic member(s) of the household instead

OESH and Public Health Staff please NOTE:

If you have a client/patient who meets the above eligibility and/or priority criteria, please use the following script to confirm interest and acceptance of the isolation restrictions prior to referring to the AIA.

- *I appreciate that this news is unsettling and that you likely have worries about yourself and your household. I would like you to know that there is an alternative accommodation option where you may wish to complete your isolation period.*
- *We have identified a hotel as an Alternative Isolation Accommodation location. This accommodation is available to you at no cost for the duration of your self-isolation period. A meal allowance will be provided to assist in covering the cost of your meals during your stay and staff are on site to greet and support you.*
- *As you can appreciate, there are a number of requirements that you must agree to in order to access this support.*
- *Please listen to the following requirements:*
- *You will be checked on regularly during your stay to ensure your well-being. Public Health will contact you daily by phone and staff onsite will check in with you regularly.*
- *No visitors are allowed for the duration of your stay. This includes family, friends or significant others. This is necessary to ensure your safety, the safety of the staff and the privacy and well-being of other patrons.*
- *During your stay, you will be required to stay in your room unless escorted by staff to go outside (for a walk or to smoke if a smoker).*
- *Meals will be delivered to your room and will adhere to no contact service.*
- *Staff will make every effort to preserve your privacy. In turn, you are expected to observe confidentiality requirements. You may not disclose the location of the hotel or the identity of any other patrons who you may encounter during your stay.*
- *You will be responsible for any property damage to the hotel during the course of your stay and for any meals above and beyond the meal allowance provided.*
- *If you are interested in this option and agree to the requirements I have just stated, I can refer you to the service. Are you interested? Do you agree to the requirements?*
- *Once I refer you, you will be contacted by someone from the AIA to review your application and confirm availability and timing. In the meantime, please ensure you continue to practice social distancing and isolate yourself from all other individuals in your household.*

COVID-19 Alternative Isolation Accommodation Terms (Hotel)

This agreement is between Shared Health Inc. (“Shared Health”) and you, the hotel guest, with respect to your stay at XXXXXXXX. Shared Health has procured hotel accommodation services (the “Services”) to help ensure your safety and the safety of the public with respect to the risks associated with the COVID-19 virus. In exchange for your enjoyment of the Services, you hereby agree to comply with the following:

- Isolation.** You must remain in your assigned hotel room for a minimum of fourteen (14) days, or as otherwise directed by Public Health. For your safety and the safety of those around you, it is imperative that you remain in your hotel room. As part of the isolation requirement, you are not allowed to have any guests in your hotel room. If you are found violating this rule, the Services may be terminated, you may be subject to a public health order, and you may face other enforcement mechanisms including fines and penalties that may be available or imposed by a government authority.
- COVID-19 Testing and Consent to Disclose Personal Health Information to Shared Health and the Hotel.** You must inform Shared Health as your conditions change with respect to the COVID-19 virus. If you are awaiting test results, you must inform Shared Health immediately once you have received your test results, by contacting the Shared Health manager at 204-795-3117. You also agree to allow Shared Health to access your test results to verify any such information you provide to it. Lastly, you agree to allow Shared Health to share such information with the Hotel strictly as it relates to the Services, provided such disclosure is limited to the minimum amount necessary.
- Food Service Provided.** You shall be provided a food and drink allowance of \$60 per day. Alcohol beverages are not included in the food allowance. You will be responsible for making arrangements with the hotel should you exceed your daily food allowance. Please be sure to inform the Hotel of any allergies or dietary restrictions as early as possible. Once you are finished your food, you are required to put all food waste and plates, utensils, etc. in a bag that is provided by the Hotel, seal the bag and leave it in the corridor, just outside of your room. You are prohibited from ordering or having delivered to the Hotel any food from any source outside of the Hotel (e.g. restaurant delivery, deliveries from family or friends, Skip the Dishes, Door Dash).
- Hotel Room Charges.** You are solely responsible for any room charges that you incur during your stay at the Hotel. Shared Health is providing the Service, which includes food services and cleaning services (as described herein), as well as Wi-Fi, but all other hotel amenities, including any other room services or additional food service ordered, shall be paid by you.

5. **Wellness checks during your stay:** You will be contacted daily, by telephone, by the COVID-19 contact centre or public health. Notwithstanding such contact, in the event that you become very ill with COVID-19 and do not respond to the telephone or by a knock at your room door, you hereby agree that, after exhausting all options to contact you, the Shared Health staff on site or such other emergency personnel may check on you by requiring Hotel staff to open your hotel door, if they are concerned of your wellbeing, acting reasonably. Upon assessment of your condition, Shared Health staff will use their best judgment as to whether emergency personnel need to attend by calling 911.
6. **Safety and Security.** You agree, and are required, to comply with all instructions from Shared Health or the Hotel with respect to safety and security of yourself, others and the premises.
7. **Cleaning Service.** Housekeeping staff will not enter guest rooms. You will be provided with fresh towels, linen and amenities, and clear garbage bags daily. These items will be delivered in a sealed plastic bag placed outside of your guestroom door. Should you need assistance with cleaning your room a health care aide will be available to assist you.
8. **Privacy.** Your privacy and the privacy of those around you is important. In the event you become aware of any other guests at the Hotel who are or may be suspected of having the COVID-19 virus, you must respect their privacy and not disclose such information to anyone.
9. **Property Damage.** You will be responsible for any property damage that you cause to the Hotel.
10. **Changes to these Hotel Isolation Terms.** Shared Health, at its sole discretion, may make changes to these Hotel Isolation Terms from time to time, and Shared Health shall inform you of any such changes as soon as reasonably possible.

I, _____, have read and fully understand and
(please print full name)
hereby agree to comply with these Hotel Isolation Terms.

Guest Signature

Date



Alternative Isolation Accommodations

Welcome Package

Welcome

Welcome, you are in self-isolation.

This document is intended to provide you with information about your stay at an alternative isolation accommodation location.

Across Manitoba, we are working hard to slow the spread of COVID-19 in our communities.

Thank you for your cooperation as we seek to prevent further possible spread. These are exceptional circumstances and we thank you for doing your part.

About COVID-19

COVID-19 is an illness caused by a coronavirus. Human coronaviruses are common and are typically associated with mild illnesses, similar to the common cold.

Symptoms of human coronaviruses may be very mild or more serious, such as:

- Fever
- Cough
- Difficulty breathing
- Loss of taste or smell
- Muscle aches
- Hoarse voice
- Nausea, vomiting, diarrhea for more than 24 hours

Symptoms may take up to 14 days to appear after exposure to the virus.

COVID-19 is a serious health threat, and the situation is evolving daily. Given the increasing number of cases in Canada, the risk to Canadians is considered high. This does not mean that all Canadians will get the disease. It means that there is already a significant impact on the health care system that could drastically affect health care resources available to Canadians with or without COVID-19, if we do not take further actions now.

About your Stay in Isolation

You may have been exposed to COVID-19 during travel or through close contact through work or in the community.

You must remain in your assigned hotel room for a minimum of fourteen (14) days, or as otherwise directed by Public Health. **For your safety and the safety of those around you, it is imperative that you remain in your hotel room.**

As part of the isolation requirement, you are not allowed to have any guests in your hotel room. If you are found violating this rule, the services may be terminated, you may be subject to a public health order, and you may face other enforcement mechanisms including fines and penalties that may be available or imposed by a government authority.

You will receive ongoing monitoring. We will do our very best to make your stay here pleasant and comfortable.

Privacy

Your privacy and the privacy of those around you are important. In the event you become aware of any other guests at the hotel who are or may be suspected of having the COVID-19 virus, you must respect their privacy and not disclose such information to anyone.

COVID-19 Testing and Consent to Disclose Personal Health Information to Shared Health and the Hotel

You must inform your AIA manager your conditions change with respect to the COVID-19 virus. If you are awaiting test results, you must inform the AIA manager immediately once you have received your test results. Your AIA manager is available by calling **XXX-XXX-XXXX**.

You also must agree to allow for your test results to be accessed by your AIA manager or designate. This is necessary to verify the information you provide. Lastly, you must agree to allow your AIA manager to share appropriate information with your AIA location (hotel) strictly as it relates to the provision of hotel Services, provided such disclosure is limited to the minimum amount necessary.

Food Service Provided

You shall be provided a food and drink allowance of \$60 per day. Alcoholic beverages are not included in the food allowance. You will be responsible for making arrangements with the hotel, should you exceed your daily food allowance, including any alcohol orders. Please be sure to inform the hotel of any allergies or dietary restrictions as early as possible.

You are prohibited from ordering or having delivered to the hotel any food from any source outside of the hotel (e.g. restaurant delivery, deliveries from family or friends, Skip the Dishes, Door Dash).

Unless otherwise authorized, your meals will be provided by the hotel restaurant(s). To order your meals, press **XXXX** from your guestroom phone. Please order your meals during the times listed below.

Meal Times
7:00 a.m. – 9:30 a.m. – Breakfast 11:30 a.m. – 1:30 p.m. – Lunch 5:30 p.m. – 7:30 p.m. – Dinner

Once you are finished your meal, you are required to put all food waste and plates, utensils, etc. in the bag provided with your meal. Seal the garbage can bags and place these sealed bags inside the large garbage bags provided by the hotel.

Each day, place these large garbage bags outside your guestroom door by 1:30 p.m. Your garbage will be picked up at 2:00 p.m. daily.

Tap Water

The water from the taps in the hotel is clean and drinkable. However, if you don't wish to drink this water, bottled water can be provided to you.

Hotel Room Charges

You are solely responsible for any room charges that you incur during your stay at the hotel. Certain services are being provided at no charge to you, this includes food services and cleaning services (as described herein), as well as Wi-Fi, but all other hotel amenities, including any other room services or additional food service ordered, shall be paid by you.

Property Damage

You will be responsible for any property damage that you cause to the hotel.

Room Cleaning

Housekeeping staff will not enter guestrooms.

- You will be provided with fresh towels, amenities, and clear garbage bags daily. These items will be delivered in a sealed plastic bag placed outside of your guestroom door.
- Place used towels in a sealed clear plastic bag and place the bag outside your guestroom door.
- Fresh bed linens, toilet paper and tissues will be provided upon request, delivered in the same fashion as noted above. If you are able, please change your bed linens.
If you need assistance with cleaning contact the AIA manager at **XXX-XXX-XXXX**.
- Place all garbage (this includes food waste, paper plates, etc.) in the bags inside the garbage cans. Seal the garbage can bags and place these sealed bags inside the large garbage bags provided by the hotel. Each day, place these large garbage bags outside your guestroom door by 1:30 p.m. Your garbage will be picked up at 2:00 p.m. daily.

Thank you for assisting in this protocol as it is important for your own health, that of fellow guests and those responsible for your care.

Changes to Hotel Isolation Terms

Shared Health, on behalf of your AIA, may at its sole discretion, make changes to these Hotel Isolation Terms. You will be informed of any such changes as soon as reasonably possible.

Medical and Personal Protection Measures

We are providing you with a small stock of masks for use during your stay. Please wear a mask any time you open your door to receive meals, speak face-to-face with our staff, when signaling for security and/or any time you are escorted outside of your room. Remember to always practice social distancing.

A nurse will maintain regular contact with you to monitor your health and to conduct further health assessments as needed if your symptoms progress. Between assessments, please follow the instructions in the Manitoba Government [Isolation Fact Sheet](#) available at gov.mb.ca/covid19 (see Appendix A) to monitor your health and adhere to best practices while in isolation. We encourage you to review the additional [awareness resources](#) available at canada.ca/coronavirus.

For prescription refills or non-emergency medical appointments, the nurse can also assist you.

Wellness Checks During your Stay

You will be contacted daily, by telephone, by the COVID-19 contact centre, Public Health or Occupational Health Services or designate. Notwithstanding such contact, in the event that you become very ill with COVID-19 and do not respond to the telephone or by a knock at your room door, you hereby agree that, after exhausting all options to contact you, the AIA staff on site or other emergency response personnel may check on you by requiring hotel staff to open your hotel door, if they are concerned of your wellbeing, acting reasonably. Upon assessment of your condition, AIA staff will use their best judgment when determining whether additional response via emergency personnel or 911 is required.

Going for Walks Outdoors

Physical activity during your stay is important. Please ensure that several times during the day you walk around your room and stretch within your physical capabilities. In addition to the activities in your room, we would like to support access to a daily outdoor walk(s) within the hotel courtyard.

Preparing for your Walk

- a. During your daily check-in call, by the AIA staff, you will be asked if you are interested in walking outdoors. If you are interested, a pre-scheduled appointment at a prescribed time will be arranged with an assigned staff member. The staff member will meet you outside your room and escort you to the courtyard.
- b. Please ensure you wear a **mask and gloves** during your walk.

- c. The duration of the walk will be approximately 15 minutes depending upon your tolerance and availability of the space.
- d. Please remember that social distancing is important to maintain with your AIA staff member and with any other encounters with hotel staff.
- e. During your walk you may recognize someone, please ensure to keep confidentiality. Your privacy and the privacy of those around you are important.

Ensure you take your GUESTROOM KEY with you on your supervised walk or any other supervised time you leave your room. You don't want to be locked out of your guestroom.

Deliveries

Outside deliveries to the hotel or your room are not permitted. If you have specific needs for essential items, please let us know and we will do our best to accommodate you. The integrity of the isolation zone is important for your safety and for the safety of others.

We kindly ask that you refrain from ordering online products and request that your loved ones do not send care packages so that AIA staff can focus their efforts on providing vital public health services.

Internet and Phone Calls

Directions will be provided for accessing free Wi-Fi at your designated site. If possible, please use your personal mobile phone or tablet for making outside phone and video calls.

If you experience technical difficulties with your mobile device press **0** from your guestroom phone to connect to the front desk, who can then contact AIA staff on your behalf.

Self-Care

To ensure your stay here is as restful as possible, consider the following:

- Keep active by stretching, yoga poses, Tai Chi movements, etc.
- Practice mindfulness, meditation, deepening the breath, and taking time to relax (particularly if you are working remotely while in isolation).
- Stay connected to family and friends, including reaching out virtually, on FaceTime or Skype, for example.
- Make sure to eat regularly, drink plenty of water, and get enough sleep.
Take time to do things that help you feel good like listening to music or reading a book.

Safety and Security

You agree, and are required, to comply with all instructions from AIA staff or the hotel with respect to safety and security of yourself, others and the premises. Security guards are onsite 24 hours a day to ensure your safety, security and privacy, as well as to enforce your isolation, if required.

If you want to speak to the security, press **0** from your guestroom phone to reach the front desk, and ask to be connected to security.

For your safety, **don't use the security latch lock** (the one with the chain), when you lock your guestroom door; just use the door lock and deadbolt. If emergency personnel are required to come to your room they can get in quicker if no security latch is in use.

Communication with Alternative Isolation Accommodation Staff

Please call the AIA manager directly at **XXX-XXX-XXXX** or contact the front desk and let them know you want to speak to AIA staff regarding your care.

You will receive knocks on your guestroom door from AIA and hotel staff when they deliver items for your room. **Please don't open the door.** Put on your mask, wait 2 minutes then open the door to retrieve the items.

Communication with the Hotel

If you require clean towels, linen, meals, room cleaning press **0** from your guestroom phone to contact the front desk.

Mental Health Resources

The Anxiety Disorders Association of Manitoba has established a new support line to help anyone experiencing anxiety due to COVID-19. You can contact the support line at **204-925-0040** between 9:00 a.m. to 9:00 p.m., and Monday through Friday, and 10:00 a.m. to 4:00 p.m. on weekends. Further information on the support line can be found at <http://www.adam.mb.ca/blog/adam-s-new-support-line-info>

Fire Emergency

In case of a fire emergency follow the instructions that are broadcasted over the paging system. If the paging instructions ask you to evacuate put on a mask before leaving your room.

Urgent Assistance

For emergency or life-threatening situations, call 911

For other urgent matters press **0** from your guestroom phone to contact the front desk and your call will be directed to AIA staff.

COVID-19

NOVEL CORONAVIRUS

Public Health Factsheet

 Manitoba

Self-Isolation

In December 2019, a novel (new) coronavirus (COVID-19) was confirmed in Wuhan, China. The situation continues to evolve, with COVID-19 cases reported in countries outside of China, including Canada and the United States.

You may have been exposed to COVID-19, through direct contact with an ill person or in your recent travels. You are therefore being asked to self-isolate and monitor yourself for symptoms for up to 14 days.

What does self-isolation mean?

Self-isolation means avoiding situations where you could infect other people. This can help prevent the spread of infections. DO NOT attend activities or gatherings where you may come in close contact with other people. This includes work, school and university, public transport (plane/bus/taxi/carpool), health-care facilities, faith-based facilities (church), grocery stores or restaurants, shopping malls, sporting events, concerts and birthday parties. You should limit contact with people other than family members or individuals you travelled with. If you are in a home where other people have not been exposed, minimize close contact with the other members of your household by avoiding situations where you may have close contact. Ask friends to drop off groceries and supplies, or use a delivery or pick-up service. Check with Health Links–Info Santé if you have any questions about self-isolation. Also, if you have a service provider that regularly comes into your home to provide necessary care or assistance to yourself or a family member (e.g. home care), they should be notified.

Why am I being asked to self-isolate?

Self-isolation is used to lower the chance of spreading the illness to other people. When you are exposed to an illness, there is the time between exposure and when you start to feel sick. This is called an incubation period. There is a small chance you can spread germs in the days before you feel sick. People at high-risk of having been exposed to the illness are asked to self-isolate.

How do I self-monitor my symptom?

To self-monitor your symptoms, you should take your temperature twice a day, in the morning and at nighttime, using a digital thermometer by mouth (oral). You should not eat, drink, smoke and/or chew gum 30 minutes before taking your temperature. Do not take acetaminophen (e.g. Tylenol®) or ibuprofen (e.g. Advil®) during the 14-day self-isolation period UNLESS your health care provider advises otherwise. The Temperature Self-Monitoring Form

(manitoba.ca/asset_library/en/coronavirus/temperature.pdf) that you may have received from a Public Health Nurse can help you keep track of and record your temperature, and any other symptoms you may experience during the 14-day self-isolation period.

There are no specific treatments for coronavirus illnesses. Most people with COVID-19 will get better on their own. Some individuals, however, may require medical treatment.

What do I do if I start having symptoms?

If you develop a fever higher than 38.0°C (100.4°F), cough, shortness of breath, difficulty breathing or any other symptoms at any time during the 14-day self-isolation period, call Health Links–Info Santé before going to your local urgent care centre or emergency department, or call 911 if it is an emergency. When you arrive, you will be given a mask to wear and you will be isolated to lower the chance of spreading the virus to other people.

Should you experience other mild symptoms, such as a sore throat or runny nose, speak with a public health nurse or call Health Links–Info Santé.

You should also avoid contact with pets that live in your home as they could possibly get sick. A health care provider can diagnose COVID-19 based on your symptoms and laboratory tests.

What else can I do to stop the spread of COVID-19?

The virus can spread through close contact with an infected person who is coughing or sneezing. You can also get COVID-19 by touching objects contaminated with the virus and then touching your mouth, eyes or nose.

Common prevention measures include regular handwashing with soap and water for at least 15 seconds. Make sure to dry your hands thoroughly. Or, you can use an alcohol-based hand cleanser if your hands are not visibly dirty. It is especially important to clean your hands:

- after coughing or sneezing
- when caring for a sick person
- before, during or after you prepare food
- before eating
- after toilet use
- when hands are visibly dirty

You should also cover your mouth and nose with a tissue when coughing and sneezing, or you can cough or sneeze into your sleeve. Throw used tissues in the garbage and immediately wash your hands or use an alcohol-based hand cleanser.

Avoid sharing household and personal care items (e.g. dishes, towels, pillows, toothbrushes, etc.). After use of these items, wash them thoroughly with soap and warm water, place in the dishwasher for cleaning or, wash in your washing machine.

At this time, there is no vaccine to prevent the spread of COVID-19.

For more information about COVID-19:

- Talk to a public health nurse (for a listing of public health offices, visit: <http://www.manitoba.ca/health/publichealth/offices.html>;
- Call Health Links–Info Santé in Winnipeg at **204-788-8200**; toll free elsewhere in Manitoba **1-888-315-9257**; or

Visit:

Manitoba's coronavirus website:

manitoba.ca/covid19

Canada's coronavirus website:

www.canada.ca/en/publichealth/services/diseases/2019-novel-coronavirus-infection.html

COVID-19 Alternative Isolation Accommodation Items to Consider Packing for your Isolation

Medical Items

<ul style="list-style-type: none"> • Thermometer 	<ul style="list-style-type: none"> • Ibuprofen as you may have a few headaches while in isolation
<ul style="list-style-type: none"> • Your prescriptions, and other medications and/or medication supplies that you require 	<ul style="list-style-type: none"> • Masks, gloves
<ul style="list-style-type: none"> • Nicotine patch/gum (it applicable, as access to supervised outside walks is limited) 	

Personal Items

<ul style="list-style-type: none"> • Clothes for up to 14 days 	<ul style="list-style-type: none"> • Toiletries
<ul style="list-style-type: none"> • If you wish, bring non-perishable food items (snacks) • If you wish, bring a cozy blanket, your own pillow 	<ul style="list-style-type: none"> • Cleaning wipes

Technology

<ul style="list-style-type: none"> • Cellular phone, Laptop, Tablet, PlayStation, etc. • Chargers • Webcam to chat with family & friends 	<ul style="list-style-type: none"> • HDMI cable, to watch shows and movies on your laptop via the TV screen Extension cord/multi adapter
<ul style="list-style-type: none"> • Read an eBook Amazon's 100 books to read in a lifetime list 	

Fitness

<ul style="list-style-type: none"> • Yoga mat, small exercise equipment such as resistant bands 	<ul style="list-style-type: none"> • Skipping rope
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Things to Do

<ul style="list-style-type: none"> Books, notepads, journals, colouring books for adults, pens, markers 	<ul style="list-style-type: none"> Make a bucket list. Jot down the places you want to explore, the trips you want to take and the food you want to sample
<ul style="list-style-type: none"> Puzzles, crosswords, Sudoku, crafts, hobby items, Lego 	<ul style="list-style-type: none"> Start a gratitude journal
<ul style="list-style-type: none"> Write letters to catch up with family and friends 	<ul style="list-style-type: none"> Play board games online with friends using facetime or a webcam

Check out various apps and links

<ul style="list-style-type: none"> Top free apps from the Microsoft store https://www.microsoft.com/en-ca/store/top-free/apps/pc 	<ul style="list-style-type: none"> Learn a language Top 5 free online language learning apps https://blog.ssth.ch/top-5-free-language-learning-apps
<ul style="list-style-type: none"> Listen to podcasts 	<ul style="list-style-type: none"> Watch animals online live animals in their natural habitat.
<ul style="list-style-type: none"> Watch the waves at a beach. The Del's live beach cams from Hotel del Coronado. Tune in here 	<ul style="list-style-type: none"> Watch highlights of animals on Parks Canada webcams https://www.pc.gc.ca/en/nature/science/control-monitoring/cameras
<ul style="list-style-type: none"> Take a trip... to a virtual museum or national park 10 virtual tours: see museums and the world without leaving home 	<ul style="list-style-type: none"> Learn how to draw – free drawing courses https://www.udemy.com/topic/drawing/free/
<ul style="list-style-type: none"> Research something you've always wanted to (astrology, quantum physics, plant-based diets, how to start a business, literally anything) 	<ul style="list-style-type: none"> Learn a new dance sequence online https://dance.lovetoknow.com/Free_Dance_Lessons_Online
<ul style="list-style-type: none"> Inspire yourself with Ted-Talk videos https://www.ted.com/talks 	<ul style="list-style-type: none">

Alternative Isolation Accommodation Locations	 Standards of Practice for: Client Intake and Enrollment Admission Process	Status: v 1 Revised: April 21, 2020 Owner: Shared Health
Client Intake and Enrollment Admission Process		Page 1 of 2

1.0	<u>POLICY:</u>	
	1.1	Intake and Enrollment Admission Process
2.0	<u>PURPOSE:</u>	
	2.1	Screen referrals to AIA
	2.2	Review eligibility for AIA
	2.3	Facilitate enrollment to AIA
3.0	<u>DEFINITIONS:</u>	
	3.1	AIA site: a designated hotel, dorm, shelter or other temporarily residence contracted by AIA Program and identified as an Isolation site.
	2.2	AIA Site Manager: The AIA Manager is responsible for the administrative and operational functions of the Alternative Isolation Accommodation setting(s).
	2.3	AIA Intake Coordinator: an AIA staff assigned to assess referrals and facilitate the intake process.
	2.4	AIA Support Staff: AIA staff assigned to provide support services to clients at the AIA site
	2.5	Referral Source: a licensed healthcare professional (OESH, PHN, other) who identifies individuals in need for self-isolation and refers same individuals to AIA for consideration / assessment to AIA.
	2.6	Client: an individual referred to AIA program
4.0	<u>PROCEDURE:</u>	
	4.1	AIA Intake Coordinator (IC)
	4.1.1	IC reviews the referral received via e-mail/telephone.
	4.1.2	IC contacts Referral Source to review the referral items and to establish client's eligibility for AIA.
	4.1.3	If the referral review indicates the client is eligible for AIA, the IC contacts client.
	4.1.3.1	IC reviews with client the terms of the stay at AIA site as outlined in the contract.
	4.1.3.2	IC obtains client's consent for isolation at AIA site in a form of a written contract signed by client.
	4.1.3.3	Other options:
	4.1.4	IC may obtain a verbal consent with the understanding that signing a written

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Alternative Isolation Accommodation Locations	 Standards of Practice for: Client Release from Alternative Isolation Accommodation	Status: v 1 Revised: April 21, 2020 Owner: Shared Health
Client Release from Alternative Isolation Accommodation (AIA) Locations		Page 2 of 2

			contract will take place at the time of arrival.
		4.1.5	IC may forward the contract to the referral source to ensure the contract is signed with client and returned to IC by the Referral Source.
		4.1.6	IC reviews with client a list of items to bring into isolation. Provides as a suggested packing list.
		4.1.6.1	Other option: a list of packing items may be forwarded to client through the Referring Source.
		4.1.6.2	In situations when client is unable to pack prior to their arrival to the AIA site, IC to discuss with client an option of client's family / support person dropping off client's luggage on site at later time.
		4.1.7	IC reviews with client their transportation arrangements to and from the Isolation site.
		4.1.8	IC advised client of the AIA site location, provides driving directions (if needed) and parking instructions on site.
		4.1.9	IC and client agree on the estimated time of client's arrival to the site.
		4.1.9.1	If client has access to a cell phone, IC may give client a number to notify AIA staff when they arrive at the parking lot.
		4.1.10	Client to be instructed to wear appropriate PPE (gloves and face mask) and to wait at predetermined space in the parking lot (not at the hotel entrance) until welcomed by AIA site staff and escorted to enter.
		4.1.11	IC will notify the intake related information to AIA Site Manager to arrange for client's admission.
5.0	<u>GROUPS APPLICABLE TO:</u>		
	5.1	AIA Site Manager (SM)	
	5.2	AIA Intake Coordinator (IC)	
	5.3	AIA Support Staff (SS)	

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Alternative Isolation Accommodation
Referral Follow-up

Client information		
Name:	PHIN :	Address
Referral source (name/program/phone):		
Date referral received: [] Isolation required until: []		
Outcome:		
Eligible [YES] Not eligible [NO]		
AIA placement offered [yes / no]		
Placement accepted by client [yes / no]		
AIA Placement date:	AIA Release date:	
N/A	N/A	
Notes:		

Alternative Isolation Accommodation Locations	 	Standards of Practice for: Client Enrollment and Arrival at Alternative Isolation Accommodation Status: v 1 Revised: April 21, 2020 Owner: Shared Health
Client Enrollment and Arrival at Alternative Isolation Accommodation		Page 1 of 2

1.0	<u>POLICY:</u>	
	1.1	Enrollment and Arrival at Site
2.0	<u>PURPOSE:</u>	
	2.1	To outline processes involved in enrolling clients to Alternative Isolation Accommodation (AIA) site.
3.0	<u>DEFINITIONS:</u>	
	3.1	AIA site: a designated hotel, dorm, shelter or other temporarily residence contracted by AIA Program and identified as an Isolation site.
	2.2	AIA Site Manager: The AIA Manager is responsible for the administrative and operational functions of the Alternative Isolation Accommodation setting(s).
	2.3	AIA Intake Coordinator: an AIA staff assigned to assess referrals and facilitate the intake process.
	2.4	AIA Support Staff: AIA staff assigned to provide support services to clients at the AIA site
	2.5	Referral Source: a licensed healthcare professional (OESH, PHN, other) who identifies individuals in need for self-isolation and refers same individuals to AIA for consideration / assessment to AIA.
	2.6	Client: an individual referred to AIA program
	2.7	Hotel Vice President/Shift Manager- Hotel Management staff designated to work with AIA Manager.
4.0	<u>PROCEDURE:</u>	
	4.1	Confirmation of enrollment is received by AIA manager- from AIA Intake Coordinator.
	4.2	AIA Manager will notify Hotel Vice President/ Manager on Site of impending enrollment and arrival of new client. Vice President/Manager will arrange for client room assignment.
	4.2.1	Room assignment will be determined depending on COVID status of client.
	4.3	Obtain room key from Hotel staff
	4.3.1	Information on Wi-Fi access will be included with room key.
	4.4	AIA Manager/staff will go to assigned room and deliver additional information.
	4.4.1	Welcome information package
	4.4.2	Hand washing sign

Alternative Isolation Accommodation Locations	  Standards of Practice for: Client Enrollment and Arrival at Alternative Isolation Accommodation	Status: v 1 Revised: April 21, 2020 Owner: Shared Health
Client Enrollment and Arrival at Alternative Isolation Accommodation		Page 2 of 2

	4.4.3	PPE
	4.4.4	Key will be left outside assigned room door.
	4.5	Client notifies AIA staff that they have arrived at hotel. AIA staff will direct client to enter through gate at patio.
	4.6	AIA staff will meet client at gate of patio wearing a mask and have gloves available.
	4.6.1	Client will be wearing mask.
	4.6.2	AIA staff will need to prop open door to patio and stairwell.
	4.7	AIA staff will escort client to room via stairwell or by elevator. AIA staff may need to assist with luggage or luggage may be brought to hotel after client has arrived.
	4.7.1	If client needs to use elevator, AIA staff will escort them to their floor. Client will be instructed not to touch surfaces inside the elevator.
	4.7.2	If a cart is required to transport luggage, AIA staff will obtain luggage cart from front desk and large bag from supply room. Luggage should be placed in bag and then placed on cart to be taken to the room. Once luggage has been removed from cart, cart can be returned to lobby for cleaning.
	4.8	Once client arrives at room door, AIA staff reinforces information on the following:
	4.8.1	Wearing of PPE
	4.8.2	Schedule for meals
	4.8.3	Waiting for 2 minutes before opening door for all encounters and deliveries
	4.8.4	Contact information for AIA Manager – client should be instructed to enter this number in cell their phone in case of emergency
	4.8.5	Not to use metal security latch on door of room.
	4.9	AIA staff will contact client by phone after a period of time to ensure they have settled in, reinforce information and to set up schedule for supervised walks.
5.0	<u>GROUPS APPLICABLE TO:</u>	
	5.1	AIA Site Manager
	5.2	AIA Intake Coordinator
	5.3	AIA Support Staff

Alternative Isolation Accommodation Locations	 	Standards of Practice for: Daily Client Monitoring in Alternative Isolation Accommodation	Status: v 1 Revised: April 21, 2020 Owner: Shared Health
Daily Client Monitoring in Alternative Isolation Accommodation			Page 1 of 2

1.0	<u>POLICY:</u>	
	1.1	Daily Client Monitoring
2.0	<u>PURPOSE:</u>	
	2.1	To ensure the client, being supported in the AIA program, is contacted daily with a phone call to ensure safety and well-being during self-isolation outside of their regular home setting. This monitoring process is done in addition to monitoring that is conducted by Public Health and/or OESH staff.
3.0	<u>DEFINITIONS:</u>	
	3.1	<i>AIA site:</i> a designated hotel, dorm, shelter or other temporarily residence contracted by AIA Program and identified as an Isolation site.
	2.2	<i>AIA Site Manager:</i> The AIA Manager is responsible for the administrative and operational functions of the Alternative Isolation Accommodation setting(s).
	2.3	<i>AIA Intake Coordinator:</i> an AIA staff assigned to assess referrals and facilitate the intake process.
	2.4	<i>AIA Support Staff:</i> AIA staff assigned to provide support services to clients at the AIA site
	2.5	<i>Referral Source:</i> a licensed healthcare professional (OESH, PHN, other) who identifies individuals in need for self-isolation and refers same individuals to AIA for consideration / assessment to AIA.
	2.6	<i>Client:</i> an individual referred to AIA program
4.0	<u>PROCEDURE:</u>	
	4.1	The daily monitoring process will be outlined to the client in the information package and verbally at the time of enrollment to the AIA setting.
	4.2	During client enrollment, an AIA monitoring form will be initiated specific to the individual client. This form will be completed daily for the duration of the client stay and will be stored with the client file.
	4.3	During the daily phone call the AIA Manager will review the each of the questions/components in the document (See Appendix A Daily Monitoring Form).
	4.4	Any changes/concerns will be documented and addressed during the phone call with a potential follow-up phone call in a reasonable time frame.

Alternative Isolation Accommodation Locations	 	Standards of Practice for: Daily Client Monitoring in Alternative Isolation Accommodation	Status: v 1 Revised: April 21, 2020 Owner: Shared Health
Daily Client Monitoring in Alternative Isolation Accommodation			Page 2 of 2

	4.5	The client will be instructed to contact the AIA Manager if any changes/concerns arise outside of their daily phone call.
5.0	<u>GROUPS APPLICABLE TO:</u>	
	5.1	AIA Site Manager

COVID 19 AIA Check in form

AIA # _____

Date enrolled in AIA: _____

DAY	1	2	3	4	5	6	7	8	9	10	11	12	13	14
DATE														
General wellbeing- How are you doing today?														
SYMPTOMS														
Temperature(°C)														
Chills														
Cough														
Diarrhoea loose stools														
Fatigue tired														
Runny nose														
Sore throat														
Shortness of breath or														

difficulty breathing														
Other symptoms use the notes below to record														
Do you want to go for a walk														
Have you checked in with your PHN or OHES nurse														
Anything else you need?														
Initials														

Notes:

Alternative Isolation Accommodation Locations	 Standards of Practice for: Maintenance Access to Alternative Isolation Accommodation	Status: v 1 Revised: April 23, 2020 Owner: Shared Health
Urgent Maintenance Access to Alternative Isolation Accommodation (AIA) Locations		Page 1 of 2

1.0	<u>POLICY:</u>	
	1.1	Urgent maintenance duties may be required in hotel room occupied by client of AIA service
2.0	<u>PURPOSE:</u>	
	2.1	Create a standard process for access to client room for urgent maintenance duties for example plugged toilet.
3.0	<u>DEFINITIONS:</u>	
	3.1	AIA site: a designated hotel, dorm, shelter or other temporarily residence contracted by AIA Program and identified as an Isolation site.
	3.2	AIA Site Manager: The AIA Manager is responsible for the administrative functions of the Alternative Isolation Accommodation setting(s).
	3.3	AIA Hotel Staff: This staff member is responsible for the operation functions
4.0	<u>PROCEDURE:</u>	
	4.1	Client identifies need for maintenance task within client room
	4.1.1	Client notifies hotel staff member and they notify AIA Manager of issue in client's room.
	4.1.2	Arrangements are made for client to be moved to another room during maintenance activity. Client must wear mask for the transfer to temporary room.
	4.1.3	Maintenance staff member ensures all equipment has been assembled prior to room entry and the cart is at the doorway. Hotel staff ensures there is an extra garbage bag for discarded PPE.
	4.1.4	Maintenance staff member dons full PPE (eye protection, mask, gown and gloves and follow standard guestroom entry.
	4.1.5	Maintenance staff member completes work within client room. Maintenance staff member removes PPE and discards PPE in garbage bag.
	4.1.6	Maintenance staff member notifies front desk task is completed. Front desk staff notifies client to return to room. Client must wear mask for transfer back to room.
	4.1.7	Hotel staff member notifies AIA Manager that maintenance is complete and client has returned to room.

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Alternative Isolation Accommodation Locations	  Standards of Practice for: Maintenance Access to Alternative Isolation Accommodation	Status: v 1 Revised: April 23, 2020 Owner: Shared Health
Urgent Maintenance Access to Alternative Isolation Accommodation (AIA) Locations		Page 2 of 2

	4.1.8	Hotel staff member ensures interim room is terminally cleaned.
5.0	<u>GROUPS APPLICABLE TO:</u>	
	5.1	AIA Hotel Staff
	5.2	AIA Site

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Alternative Isolation Accommodation Locations	 Standards of Practice for: Delivery of Linen and Food to Client Room	Status: v 1 Revised: April 23, 2020 Owner: Shared Health
Food or Linen Delivery to Client in Alternative Isolation Accommodation (AIA) Locations		Page 1 of 1

1.0	<u>POLICY:</u>	
	1.1	Delivery of clean linen and food to client room
2.0	<u>PURPOSE:</u>	
	2.1	To ensure there is a standard process for linen and food delivery to client room in AIA site including appropriate use of PPE
3.0	<u>DEFINITIONS:</u>	
	3.1	AIA site: a designated hotel, dorm, shelter or other temporarily residence contracted by AIA Program and identified as an Isolation site.
	3.2	AIA Site Manager: The AIA Manager is responsible for the administrative functions of the Alternative Isolation Accommodation setting(s).
	3.3	AIA Hotel Staff: This staff member is responsible for the operation functions
	3.4	AIA Support Staff: AIA staff assigned to provide support services to clients at the AIA site
	3.5	AIA Client: Individuals enrolled in the AIA program at the hotel.
4.0	<u>PROCEDURE:</u>	
	4.1	PPE (eye protection and mask) will be required for both types of deliveries for AIA support staff. PPE does not need to be changed between rooms.
	4.1.1	There will be specified hours for breakfast, lunch and dinner delivery.
	4.1.2	At the specific times arranged for delivery, the hotel staff member obtains and delivers items outside elevator door on appropriate floor. No PPE required.
	4.1.3	AIA staff will deliver items. All items are placed outside of client door.
	4.1.4	AIA staff member knocks on client door and immediately leaves door area to maintain physical distancing.
	4.1.5	AIA clients will don mask and wait 2 minutes after hearing knock on door before opening door to retrieve items.
5.0	<u>GROUPS APPLICABLE TO:</u>	
	5.1	AIA Hotel Staff
	5.2	AIA Clients

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Alternative Isolation Accommodation Locations		Standards of Practice for: Client Release from Alternative Isolation Accommodation	Status: v 1 Revised: April 21, 2020 Owner: Shared Health
Client Release from Alternative Isolation Accommodation (AIA) Locations			Page 1 of 2

1.0	<u>POLICY:</u>	
	1.1	Client Release
2.0	<u>PURPOSE:</u>	
	2.1	To outline process involved in releasing clients back home.
3.0	<u>DEFINITIONS:</u>	
	3.1	AIA site: a designated hotel, dorm, shelter or other temporarily residence contracted by AIA Program and identified as an Isolation site.
	3.2	AIA Site Manager: The AIA Manager is responsible for the administrative functions of the Alternative Isolation Accommodation setting(s).
	3.3	AIA Intake Coordinator: an AIA staff assigned to assess referrals and facilitate the intake process.
	3.4	AIA Support Staff: AIA staff assigned to provide support services to clients at the AIA site
	3.5	Referral Source: a licensed healthcare professional (OESH, PHN, other) who identifies individuals in need for self-isolation and refers same individuals to AIA for consideration / assessment to AIA.
	3.6	Client: an individual referred to AIA program
4.0	<u>PROCEDURE:</u>	
	4.1	Pre-Planning
	4.1.1	AIA Manager will notify Hotel Vice President/ Manager on Site of planned release of the client.
	4.1.2	48 hours prior to the release, the AIA Manger will review the tentative plan for release with the client during the daily check in call.
	4.1.2.1	Included in this review will be confirmation from the public health nurse case manager or the OESH case manager that the client is safe to be released to their home environment.
	4.1.2.2	In addition, any specific PPE recommendations will also be outlined by the case managers to the client and relayed to the AIA Manager.
	4.1.3	Mode of transportation home has been arranged.

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Alternative Isolation Accommodation Locations	 Standards of Practice for: Client Release from Alternative Isolation Accommodation	Status: v 1 Revised: April 23, 2020 Owner: Shared Health
Client Release from Alternative Isolation Accommodation (AIA) Locations		Page 2 of 2

	4.1.4	24 hours prior to release; client evaluation of the AIA service is arranged and completed. Please see attached client evaluation tool; Appendix A.
	4.2	Day of Release
	4.2.1	AIA Manager connects with client in the a.m. of planned release day.
	4.2.2	Confirm any assistance with luggage.
	4.2.3	Confirm exit route.
	4.2.4	Confirm time of departure.
	4.2.5	AIA staff will escort client to exit at time of departure.
5.0	<u>GROUPS APPLICABLE TO:</u>	
	5.1	AIA Site Manager (SM)
	5.2	AIA Intake Coordinator (IC)
	5.3	AIA Support Staff (SS)

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Alternative Isolation Accommodation Locations	 Standards of Practice for: Delivery of Linen and Food to Client Room	Status: v 1 Revised: April 23, 2020 Owner: Shared Health
Retrieval of Dirty Linen and Garbage from Client Room in Alternative Isolation Accommodation (AIA) Locations		Page 1 of 1

1.0	<u>POLICY:</u>	
	1.1	Retrieval of dirty linen and garbage from client room
2.0	<u>PURPOSE:</u>	
	2.1	Application of standard PPE for standard process of dirty linen and garbage retrieval from client room
3.0	<u>DEFINITIONS:</u>	
	3.1	AIA site: a designated hotel, dorm, shelter or other temporarily residence contracted by AIA Program and identified as an Isolation site.
	3.2	AIA Site Manager: The AIA Manager is responsible for the administrative functions of the Alternative Isolation Accommodation setting(s).
	3.3	AIA Hotel Staff: This staff member is responsible for the operation functions
	3.4	AIA Client: Individuals enrolled in the AIA program at the hotel.
4.0	<u>PROCEDURE:</u>	
	4.1	Ensure PPE (eye protection, gloves and mask) is available.
	4.1.1	Daily retrieval of dirty linen and garbage is at established time. AIA clients are instructed to leave their linen and garbage outside of their rooms before the established time.
	4.1.2	At the specific time arranged for retrieval, the hotel staff member dons PPE (eye protection, gloves and mask) picks up the soiled linen and garbage outside the client door. These items should be in a double knotted bag.
	4.1.3	Garbage will be placed in a bin and transported via elevator for disposal.
	4.1.4	Soiled linen will be placed in a bin and transported via elevator for laundry service pick up.
	4.1.5	Hotel staff member will doff PPE and place eye protection in container for cleaning by AIA staff.
5.0	<u>GROUPS APPLICABLE TO:</u>	
	5.1	AIA Hotel Staff
	5.2	AIA Site

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SH Policy Name:	Policy Number: XX.XXX.XXX	Date:	Page: 2 of 2
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Alternative Isolation Accommodation Locations	 Standards of Practice for: Delivery of Linen and Food to Client Room	Status: v 1 Revised: April 23, 2020 Owner: Shared Health
Retrieval of Dirty Linen and Garbage from Client Room in Alternative Isolation Accommodation (AIA) Locations		Page 1 of 1

1.0	<u>POLICY:</u>	
	1.1	Retrieval of dirty linen and garbage from client room by Hotel staff
2.0	<u>PURPOSE:</u>	
	2.1	Application of standard PPE for standard process of dirty linen and garbage retrieval from client room
3.0	<u>DEFINITIONS:</u>	
	3.1	AIA site: a designated hotel, dorm, shelter or other temporarily residence contracted by AIA Program and identified as an Isolation site.
	3.2	AIA Site Manager: The AIA Manager is responsible for the administrative functions of the Alternative Isolation Accommodation setting(s).
	3.3	AIA Hotel Staff: This staff member is responsible for the operation functions
	3.4	AIA Support Staff: AIA staff assigned to provide support services to clients at the AIA site
	3.5	AIA Client: Individuals enrolled in the AIA program at the hotel.
4.0	<u>PROCEDURE:</u>	
	4.1	Ensure PPE (eye protection, gloves and mask) is available for AIA staff.
	4.1.1	Daily retrieval of dirty linen and garbage is at established time. AIA clients are instructed to leave their linen and garbage outside of their room before the established time.
	4.1.2	Prior to established time hotel staff, wearing gloves and mask, will leave separate bins for garbage and laundry outside of elevator door.
	4.1.3	At the specific time arranged for retrieval, the AIA support staff member dons PPE (eye protection, gloves and mask) and picks up the soiled linen and garbage outside the client rooms. These items should be in a double knotted bag.
	4.1.4	Garbage and linen will be placed in respective bins.
	4.1.5	Hotel staff will don PPE (mask and gloves) to retrieve full bins from outside elevator doors and transport them for disposal and delivery to laundry service.
5.0	<u>GROUPS APPLICABLE TO:</u>	

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SH Policy Name:	Policy Number: XX.XXX.XXX	Date:	Page: 2 of 2
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	5.1	AIA Hotel Staff
	5.2	AIA Site

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Alternative Isolation Accommodation Locations		Standards of Practice for: Cleaning of Room After Client Departure	Status: v 1 Revised: April 21, 2020 Owner: Shared Health
Cleaning of Room After Client Departure from Alternative Isolation Accommodation (AIA) Locations			Page 1 of 1

1.0	<u>POLICY:</u>	
	1.1	Terminal cleaning of hotel room after a client departure
2.0	<u>PURPOSE:</u>	
	2.1	Create a standard process for Alternate Isolation Accommodation (AIA) Hotel staff to conduct terminal cleaning of hotel room
3.0	<u>DEFINITIONS:</u>	
	3.1	<i>AIA site:</i> a designated hotel, dorm, shelter or other temporarily residence contracted by AIA Program and identified as an Isolation site.
	3.2	<i>AIA Site Manager:</i> The AIA Manager is responsible for the administrative functions of the Alternative Isolation Accommodation setting(s).
	3.3	<i>AIA Hotel Staff Member:</i> Hotel employee who is responsible for the operation functions
4.0	<u>PROCEDURE:</u>	
	4.1	Ensure full PPE
	4.1.1	Ensure PPE (gown, protective eyewear, mask, and gloves) is available prior to guestroom entry. New PPE must be donned for each client room that needs to be terminally cleaned
	4.1.2	Ensure all equipment has been assembled prior to room entry and the cart is at the doorway. Ensure an extra garbage bag is available for discarded PPE.
	4.1.3	Don PPE and enter room
	4.1.4	Place dirty linen including terry housecoat in clear plastic bag and seal the bag using a double knot. Do not shake the linen or terry housecoat and keep away from body and face
	4.1.5	Discard any and all garbage in a clear plastic bag. Seal the bag using a double knot
	4.1.6	Disinfect hard surfaces using specified disinfectant
	4.1.7	Disinfect bathroom surfaces using specified disinfectant
	4.1.8	Follow standard guestroom cleaning process for all remaining components
	4.1.9	After completion of room cleaning, dispose of PPE into bag and seal bag using double knot
5.0	<u>GROUPS APPLICABLE TO:</u>	
	5.1	AIA Hotel Staff
	5.2	AIA Site

Alternative Isolation Accommodation Locations		Standards of Practice for: Cleaning of Room After Client Departure	Status: v 1 Revised: April 21, 2020 Owner: Shared Health
Cleaning of Room After Client Departure from Alternative Isolation Accommodation (AIA) Locations			Page 2 of 1

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Standards of Practice – Alternative Isolation Accommodations	 Standard Operating Procedure (SOP) for: Terminal Cleaning of Client Room (Single Staff Member)	Status: v 1.2 Revised: April 27, 2020 Owner: Shared Health
Terminal Cleaning of Client Room (Single Staff Member)		Page 1 of 2

1.0	<u>POLICY:</u>	
	1.1	Terminal cleaning of hotel room after a client departure
2.0	<u>PURPOSE:</u>	
	2.1	To create a standard process for Alternate Isolation Accommodation (AIA) Hotel staff member to conduct terminal cleaning of hotel room
3.0	<u>DEFINITIONS:</u>	
	3.1	AIA site: a designated hotel, dorm, shelter or other temporarily residence contracted by AIA Program and identified as an Isolation site.
	3.2	AIA Site Manager: The AIA Manager is responsible for the operational and administrative functions of the Alternative Isolation Accommodation setting(s).
	3.3	AIA Hotel Staff Member: Hotel employee who is responsible for various hotel operational functions.
4.0	<u>PROCEDURE:</u>	
	4.1	Ensure PPE (gown, protective eyewear, mask, and gloves) is available prior to guestroom entry. New PPE must be donned for each client room that needs to be terminally cleaned.
	4.1.1	Ensure all equipment has been assembled prior to room entry and the cart is at the doorway. Ensure an extra garbage bag is available for discarded PPE.
	4.1.2	Don PPE and enter room.
	4.1.3	Place dirty linen including terry housecoat in clear plastic bag and seal the bag using a double knot. Do not shake the linen or terry housecoat and keep away from body and face.
	4.1.4	Discard any and all garbage in a clear plastic bag. Seal the bag using a double knot.
	4.1.5	Disinfect hard surfaces using specified disinfectant.
	4.1.6	Disinfect bathroom surfaces using specified disinfectant.
	4.1.7	Follow standard guestroom cleaning process for all remaining components.
	4.1.8	After completion of room cleaning, dispose of PPE gown and gloves and seal

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Standards of Practice – Alternative Isolation Accommodations	 Standard Operating Procedure (SOP) for: Terminal Cleaning of Client Room (Single Staff Member)	Status: v 1.2 Revised: April 27, 2020 Owner: Shared Health
Terminal Cleaning of Client Room (Single Staff Member)		Page 2 of 2

		bag using double knot. Eye protection and mask can be worn between rooms as long as not visibly soiled or wet.
	4.1.9	Obtain clean items from cart and place in room following standard procedures.
	4.1.10	Hotel staff will need to don clean gown and gloves before cleaning other rooms.
5.0	<u>GROUPS APPLICABLE TO:</u>	
	5.1	AIA Hotel Staff Members
	5.2	

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Standards of Practice – Alternative Isolation Accommodations	 Standard Operating Procedure (SOP) for: Medical Emergency Procedure	Status: v 1.2 Revised: April 27, 2020 Owner: Shared Health
Medical Emergency Procedure within the AIA Setting		Page 1 of 2

1.0	<u>POLICY:</u>	
	1.1	Medical emergency procedure within the AIA setting
	<u>PURPOSE:</u>	
	2.1	Create a standard process for medical emergencies within the Alternative Isolation Accommodation (AIA) setting in conjunction with hotel staff and AIA staff.
	2.2	
	<u>DEFINITIONS:</u>	
	3.1	AIA site: a designated hotel, dorm, shelter or other temporarily residence contracted by AIA Program and identified as an Isolation site.
	3.2	AIA Site Manager: The AIA Manager is responsible for the operational and administrative functions of the Alternative Isolation Accommodation setting(s).
	3.3	AIA Hotel Staff Member: Hotel employee who is responsible for various hotel operational functions.
	3.4	AIA Support Staff: AIA staff assigned to provide support services to clients at the AIA site
	3.5	Hotel Guest: Individuals who are registered at the hotel but are not associated with AIA program
	3.6	AIA Client: Individuals enrolled in the AIA program at the hotel.
	<u>PROCEDURE:</u>	
	4.1	In cases of a medical emergency, AIA clients and hotel guests are instructed to call 911 via the hotel room phone. This immediately notifies the hotel staff at the hotel front desk. As part of the AIA client orientation to the site; this process is outlined to the client via the enrollment package and reinforced by the AIA staff.
	4.1.1	The Hotel staff maintains a list of all guests with special needs including physical and hearing challenges. The AIA staff maintains a list of all guests with special needs including physical and hearing challenges. This list is shared with the hotel staff for use when the AIA staff is not on site.
	4.1.2	Hotel staff is assigned specific roles to assist guests with special needs within

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Standards of Practice – Alternative Isolation Accommodations	 Standard Operating Procedure (SOP) for: Medical Emergency Procedure	Status: v 1.2 Revised: April 27, 2020 Owner: Shared Health
Medical Emergency Procedure within the AIA Setting		Page 2 of 2

			the facility. The AIA staff is assigned to clients with special needs within the facility. For example, individuals who are deaf will be made aware of the announcement.
		4.1.3	All AIA clients at the time of enrollment are instructed to wear a mask for all departures from their room including medical emergencies.
		4.2	The hotel staff in preparation for the EMS arrival ensures the elevator is ready for access and the location to attend.
		4.2.1	The hotel manager/designate will escort the EMS to the door of the guest/client's room requiring assistance. In addition, the AIA worker will meet the EMS staff at the client room to further assist the AIA client and EMS team
		4.2.2	The EMS staff will be informed of the client's need to wear a mask for transportation to the health care facility.
		4.2.3	The EMS staff escorts the client/guest to the appropriate health care facility.
5.0	<u>GROUPS APPLICABLE TO:</u>		
	5.1	AIA Site	
	5.2	AIA Support Staff Member	
	5.3	AIA Hotel Staff Member	
	5.4	AIA Site Manager	
	5.5	AIA Client	
	5.6	Hotel Guest	

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Standards of Practice – Alternative Isolation Accommodations	 Standard Operating Procedure (SOP) for: Medical Emergency Procedure	Status: v 1.2 Revised: April 27, 2020 Owner: Shared Health
Medical Emergency Procedure within the AIA Setting		Page 1 of 3

1.0	<u>POLICY:</u>	
	1.1	Medical Emergency procedure within the AIA setting
2.0	<u>PURPOSE:</u>	
	2.1	Create a standard process for medical emergency procedure within the AIA setting in conjunction with hotel staff and AIA staff.
	2.2	
3.0	<u>DEFINITIONS:</u>	
	3.1	AIA site: a designated hotel, dorm, shelter or other temporarily residence contracted by AIA Program and identified as an Isolation site.
	3.2	AIA Site Manager: The AIA Manager is responsible for the operational and administrative functions of the Alternative Isolation Accommodation setting(s).
	3.3	AIA Hotel Staff Member: Hotel employee is responsible for various hotel operational functions.
	3.4	AIA Support Staff: AIA staff assigned to provide support services to clients at the AIA site
	3.5	Hotel Guest: Individuals who are registered at the hotel
	3.6	AIA Client: Individuals enrolled in the AIA program at the hotel.
4.0	<u>PROCEDURE:</u>	
	4.1	In cases of a medical emergency, AIA clients and hotel guests are instructed to call 911 via the hotel room phone. This immediately notifies the hotel staff at the front desk of the hotel. As part of the AIA client orientation to the site; this process is outlined to the client via the enrollment package and reinforced by the AIA staff.
	4.1.1	The Hotel staff maintains a list of all guests with special needs including physical and hearing challenges. The AIA staff maintains a list of all clients with special needs including physical and hearing challenges This list is shared with the hotel staff for use when the AIA staff is not on site.
	4.1.2	Hotel staff is assigned specific roles to assist guests/clients with special needs

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Standards of Practice – Alternative Isolation Accommodations	 Standard Operating Procedure (SOP) for: Medical Emergency Procedure	Status: v 1.2 Revised: April 27, 2020 Owner: Shared Health
Medical Emergency Procedure within the AIA Setting		Page 2 of 3

			within the facility and will notify those guests of the announcement. The AIA staff assigned to clients with special needs will notify the clients of the announcement. For example, individuals who are deaf will be made aware of the announcement.
		4.1.3	AIA staff is assigned specific roles to assist AIA clients. All AIA clients at the time of enrollment are instructed to wear a mask for all departures from their room including fire evacuation.
	4.2		The alarm is confirmed either false or actual
		4.2.1	If the alarm is false, the hotel staff will make an announcement through hotel paging. For those guests with special needs the hotel staff will proceed with their process to notify. For clients with special needs the AIA staff will proceed with notification to the clients.
		4.2.2	If the alarm is confirmed, the hotel staff will make an announcement through hotel paging. For those guests with special needs, the hotel staff will proceed with their process to notify.
		4.2.3	If the alarm is confirmed, the AIA staff will ensure the AIA clients will don a mask for the evacuation
		4.1.6.1	
		4.1.6.2	
		4.2.4	The AIA clients upon evacuation will be ushered to a designated physical location within the hotel.
		4.1.4	The hotel staff notify the AIA Manager on call to inform them of the evacuation
		4.1.5	
		4.1.9.1	
		4.1.6	
		4.1.7	
5.0	<u>GROUPS APPLICABLE TO:</u>		
	5.1	AIA Site	
	5.2	AIA Support Staff Member	
	5.3	AIA Hotel Staff Member	
	5.4	AIA Site Manager	

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Standards of Practice – Alternative Isolation Accommodations	 Standard Operating Procedure (SOP) for: Medical Emergency Procedure	Status: v 1.2 Revised: April 27, 2020 Owner: Shared Health
Medical Emergency Procedure within the AIA Setting		Page 3 of 3

	5.5	AIA Client
	5.6	Hotel Guest

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