

Self-Managed Care Clients:

Precautions regarding novel Coronavirus COVID-19

COVID-19 is an illness spread by respiratory droplets (similar to influenza, MERS, and SARS) or by physical contact (e.g. contaminated hands to nose, mouth or eyes). Older people and those with other medical conditions such as heart disease, chronic lung disease, diabetes and high blood pressure appear to be at the highest risk.

Alberta Health Services (AHS) has prepared the following tools and recommendations to assist you in meeting your care needs while minimizing your risk of exposure to COVID-19. Taking these actions will help reduce transmission of illness and protect you and other vulnerable people.

Reducing Staff Visits to Essential Services:

We encourage you to review your services and consider reducing the number and duration of staff visits to the minimum required to assist you with essential care. This will reduce your risk of exposure to the virus. Consider asking family members to volunteer assistance on a temporary basis.

Reducing the number of visits to your home and avoiding any unnecessary outings is the most important thing you can do to reduce your risk of exposure to the virus.

Consider temporarily eliminating or reducing non-essential visits for services such as:

- Homemaking – e.g. consider reducing vacuuming and other non-essential cleaning
- Exercise programs – e.g. in many cases maintenance exercise programs may be stopped for a time without ill effect
- In-home respite
- Meal Prep (Batch Cooking) – e.g. consider simple or premade meals
- Bathing – e.g. reduce from twice weekly to once per week

Your AHS Case Manager can assist you in deciding how to restructure your care plan.

Personal Protective Equipment (PPE):

PPE is special equipment (e.g. gloves, gowns, masks and eye protection) that is sometimes needed to assist with preventing infection. PPE is used in addition to routine precautions such as thorough hand washing, and cleaning and disinfecting surfaces, and only as required for specific circumstances (e.g. wearing gloves while performing peri-care).

The following links are to help you educate yourself, your family, and your staff on when PPE is required and how to effectively use PPE.

- Prior to receiving care each day, please self-screen using the questions found in the link below to determine appropriate PPE to be utilized by your staff.
 - <https://www.albertahealthservices.ca/assets/info/ppih/if-ppih-covid-19-cc-resident-daily-screening.pdf>
 - If you answer yes to any question:

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- Complete the COVID-19 Online Assessment Tool. The tool is accessible from www.ahs.ca or direct link: <https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx>
 - Call Health Link 811 if recommended by the Online Assessment Tool or if you cannot access the Online Assessment Tool
- Based on your self-screening and the [Point of Care Risk assessment](#), **ensure that your staff have the appropriate PPE to provide your care.**
 - [Routine Practices](#) – Use this document to determine what PPE is needed for your daily care to prevent infection
 - [Contact and Droplet Precautions](#) – Use this document only if the Self Screening Assessment determines you have symptoms or require testing for COVID
 - [Putting on \(Donning\) Personal Protective Equipment \(PPE\) and Taking off \(Doffing\) Personal Protective Equipment \(PPE\)](#) – Watch this video to learn how to properly put on and take off PPE to help guide your staff.

If you need PPE and do not have access, please email as below the completed order form attached.

- CPSMOperations.EOC@ahs.ca
- See attached PPE Order form

Staff Screening:

AHS encourages you to screen your SMC staff for illness prior to each visit to provide care. If a staff person is experiencing symptoms, tell the staff person not to come and use your back-up plan for care. If your back-up person(s) is also unable to assist you due to illness or symptoms please contact your AHS Case Manager.

Ask your staff person to complete the [daily fitness for work screening questionnaire](#) prior to providing your care.

If your staff person answers YES to any question, tell them to remain home and:

- Complete the COVID-19 Online Assessment Tool. The tool is accessible from www.ahs.ca or direct link: <https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx>
- Call HealthLink (811) if recommended by the Online Assessment Tool or if they cannot access the Online Assessment Tool
- Ask your staff person to call you and tell you the recommendations they received regarding when they may be able to return to work

Please contact your case manager if your health situation changes significantly.

On behalf of the SMC Program, we thank you for your patience and collaboration as we work together to address this situation.

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Contact, Requestor and Delivery Information – Complete all boxes and provide all required information to avoid delay			
Provider Organization Name:	Number of Beds in Facility:	Number of Clients/Residents on Outbreak Precaution:	
Name of Person to Contact If We Have Questions on How PPE Are Used:	Contact Email:	Contact Phone: () -	
Please provide brief description where and how PPE is used and by who:			
Requestor Name:	Requestor Email:	Requestor Phone: () -	
Billing Address:	City:	Province:	Postal Code:
Deliver to Site/Building/Address:		Loading dock on site? : Yes <input type="checkbox"/> No <input type="checkbox"/>	
Delivery Contact Name:	City:	Province:	Postal Code
Delivery Notes/Instructions:		Delivery Phone: () -	
Requestor Signature:	Title:	Date:	

Quantity requested may be reduced based on availability of supply			
Item Description	Quantity Requested (Each)	Quantity Shipped	
Gloves (Non-Sterile, Small):			
Gloves (Non-Sterile, Medium)			
Gloves (Non-Sterile, Large)			
Procedure Mask; Regular			
Isolation Gown			
Face Shield			

Additional PPE Supply Request (non-PPE supply, minor and capital equipment will not be process using this form) ** Items requested below will be filled depending on availability of supply **				
Item Description	Quantity (Each)	Manufacturer Part Number	Manufacturer Name	Quantity Shipped

Submit Request to: CPSMOperations.EOC@ahs.ca

Internal Order Number	Entered By	Order Entry Date	Courier Tracking Number

Allocation of PPE due to the COVID-19 outbreak is a global issue requiring coordination across Alberta.

1. Entities requesting personal protection equipment (PPE) supplies from AHS must first be approved by AHS ECC. This process will be completed internally within AHS.
2. Approved entities will complete attached PPE Request form and submit to email CPSMOperations.EOC@ahs.ca
3. Requested PPE and quantities will be reviewed and allocated based on availability of supplies. AHS reserve the right to limit quantities shipped.
4. To ensure appropriate use of PPE and safeguard supplies, AHS reserve the right to request additional information and rationale for the type and quantities of supplies requested.
5. AHS will process request on a weekly schedule by zones. Emergency orders will be accommodated on a case by case basis.

	North/South	Central	Calgary	Edmonton
Order Cut Off	Sunday	Monday	Tuesday	Wednesday
Shipping Day	Tuesday	Wednesday	Thursday	Friday

Ordering and shipping schedule is subject to change at any time based on system limitations and availability.

6. All shipments will be by courier. No pick-ups are allowed.
7. In order to dedicate resources to continuity of care for patients and protecting the supply chain, returns will only be accepted on a case by case basis.