

Employee COVID-19 Resource

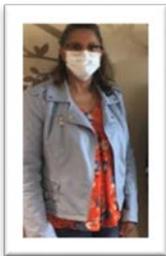


Westwinds
Communities

Welcome to Westwinds Communities! Employees are our most valuable resource and strongest asset. We recognize that we operate in unprecedented times and want to ensure you are equipped to work comfortably in our facilities ensuring you safety and that of our residents and tenants. We are pleased to provide you resources to assist with your orientation to the lodge during the pandemic.

We sincerely appreciate your willingness to enrich the lives of our residents at this very vulnerable time. Your interaction with our seniors enhances their quality of life and assists in their mental wellness.

I thank-you for the amazing measures you have personally taken to protect our seniors. The provincial protocols are a welcome enhancement to our COVID-19 response and we appreciate your adherence in accommodating these provincial directives. If you have any questions or suggestions, please speak with your Manager.



Sincerely,

A handwritten signature in black ink that reads "Lauren Ingalls".

Lauren Ingalls
Chief Administrative Officer

Westwinds has a number of new COVID-19 initiatives in our lodge operations for our Employees to adhere to:

Daily Self Checks

Westwinds employees are advised that they are required to conduct self-checks for signs of COVID-19, for their own health as well as prior to coming to work. In the lodge employees will be required to complete screening:

1. When entering the workplace;
2. Each time they leave the lodge property; and
3. After lunch or mid-shift, whichever occurs first.

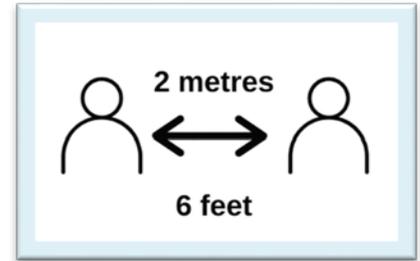
The provincial message is clear – entrants to the lodge must not have been exposed to anyone who is unwell and must be well themselves.

Any employee member that determines they are ill/symptomatic at any time, shall notify their Manager, and remain off away from the lodge for 14 days or until symptoms resolve, whichever is longer, or as per direction of the Chief Medical Officer of Health.

If you feel unwell while working at the lodge, please immediately leave the facility, notify the lodge upon exit and self-isolate. Any employee developing symptoms while at the lodge must not remove their mask and must go home immediately.

Safety Protocols

1. Employees are required to conduct a self-assessment prior to leaving home to go to work. If unwell do not come to the lodge.
2. When arriving at the lodge you will be required to mask (Westwinds provides masks that are medical grade) and must successfully participate in a Health Assessment including temperature check.
3. **Employees are required to remain masked on site, maintain physical and social distancing as much as possible (prefer 2m) and practice frequent hand sanitation.** It's a tall order to keep our seniors safe.



Requirement to Wear a Mask (Continuous Masking)

All Westwinds employees must wear a mask continuously, at all times and in all areas of the lodge. This includes if they are either involved in direct or indirect resident contact, or can maintain adequate physical distancing (2 meters) from residents and staff.

Westwinds will provide masks to employees. Masks are to be changed every two hours (4 per 8 hour shift). Judicious use of all PPE supplies remains critical to conserve supplies and ensure availability. In addition:

1. Employees are required to put on a mask at entry to the site to reduce the risk of transmitting COVID-19 infection to residents and others, which may occur even when symptoms of illness are not recognized;
2. Employees must perform hand hygiene before putting on the mask and before and after removing the mask; and
3. Employees who are in a room by themselves are not required to mask (e.g. washroom, office). In addition, masking is discretionary at socially distanced breaks. Masking is not expected at meals and smoke breaks.
4. See Mask Safe Work Procedures.

Employee Disclosure

Employees are requested to tell the Manager if any of the following applies (assuming you have been working in the lodge in the 14 preceding days):

1. If they have:
 - a. Symptoms of COVID-19;
 - b. Been exposed to any individual with suspected, probable or confirmed COVID-19 (including if a close or household contact has been told to self-isolate, but has not been offered COVID-19 testing); or
 - c. Been tested for COVID-19.
2. This disclosure is for the purposes of protecting the health and safety of the disclosing employee, other employees, staff and volunteers, as well the health and safety of the residents.

3. Any individual (resident, staff or visitor) who has had direct contact with a person who is confirmed for COVID-19, without wearing recommended PPE (i.e., before they are aware that the person is confirmed COVID-19), is required to self-isolate.

You can assist us by remaining home if you are unwell, self-isolating, completing the self-assessment and calling 811.

While these increased measures provide added protection to you, staff and our residents, we recognize it's just a matter of time before we discover a COVID case in our lodges, given the provincial impact numbers projected. **It is important to emphasize our goal is to achieve early intervention.** We are only as good as each resident, employee, volunteer, visitor, contactor and the people residents/staff encounter while shopping and completing tasks.

Please do not be hard on yourself, COVID is happening in our communities and we endeavor to not impact our residents, employees and staff to the best of our ability. The COVID-19 pandemic could be having a significant impact on your mental health. Resources are available for you, if you need a little extra support.

The following are some tips from the Government of Canada to help:

- Get information from reliable sources, such as Alberta Health, Alberta Health Services and www.Canada.ca/coronavirus.
- Stay informed while following news coverage about COVID-19 in moderation. Take breaks from watching, reading, or listening to news stories. It can be upsetting to hear about the crisis and see images repeatedly.
- Take care of your body. Take deep breaths, stretch or meditate (as per the employee conference). Try to eat healthy, well-balanced meals, exercise regularly and get plenty of sleep.
- Make time to step back and consider how to take advantage of unexpected flexibility in your daily routine.
- Stay connected. Talk to friends or family about your feelings and concerns.
- Maintain healthy relationships and respect other people's feelings and decisions.
- Show support and empathy to those dealing with difficult situations.
- Identify what is within your control and try to direct your energy towards what most worries you within your own control.
- If you need assistance access our free and confidential Employee Family Assistance Program via the My EAP app or at (1-800-387-4765).
- The Mental Health Help Line is available 24/7 to provide advice and referrals to community supports near you at 1-877-303-2642.

Life happens. Let us help.
Contact your Employee Assistance Program (EAP)
for immediate, confidential help 24/7/365.
1 800 387-4765 TTY: 1 877 338-0275
workhealthlife.com

AUMA **AMSC** **Shepell-fgi**
LIFESPEAK **On Demand** **work. health. life.**

Job Protected Leave

Changes to the Employment Standards Code will allow employees to take 14 days of unpaid, job-protected leave if they are:

- required to self-isolate
- sick or caring for a loved one with COVID-19

To be eligible, employees:

- will not be required to have a medical note
- do not need to have worked for an employer for 90 days

This leave covers the self-isolation period recommended by Alberta's chief medical officer. In order to determine self-isolation measures please take the COVID-19 Self-Assessment at:

<https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx> and then call 811. Only on the direction of 811 can self-isolation occur to ensure coverage. Please contact 811 for assessment prior to returning to work.

Westwinds also provides personal leave support through WCB and accrued sick leave depending on the situation.

Financial Supports

The Government of Canada has announced measures to support individuals, businesses and industries with the impacts of COVID-19. These supports include changes to Employment Insurance (EI) and the Canada Emergency Response Benefit (CERB) program. Learn more about [Government of Canada supports](#).

Guidelines for COVID-19 Status:

The province has adopted guidelines for the status of outbreak:

1. A site in **Outbreak Prevention** is defined as: no residents or employees showing any symptoms of COVID-19.
2. A site **Under Investigation** is defined as: at least one resident or employee who may exhibit any of the symptoms of COVID-19.
The lodge goes into outbreak protocol when this happens. Full outbreak PPE for employees is in effect for impacted residents who are quarantined to their suite.
3. A **Confirmed COVID-19 Outbreak** is defined as any of the following: any one individual (resident or employee) laboratory confirmed to have COVID-19. Lodge communities with two or more individuals confirmed with COVID-19 will be included in public reporting.
The lodge goes into outbreak protocol when this happens. Full outbreak PPE for employees is in effect for impacted residents who are quarantined to their suite.

Westwinds will continue to notify residents, employees and volunteers (if in the building in the last 14 days) if Westwinds has a community **under investigation** or **confirmed COVID-19**. Under investigation cases are reported at the lodge entrance and removed when test results are confirmed negative. In the event of a confirmed COVID-19 Outbreak all residents, active employees and volunteers in a lodge will be tested and personal letters are provided to all parties potentially exposed.

COVID Risk Assessment

Westwinds continues to monitor COVID-19 in our local communities and has established a **0.1% population threshold** of active COVID-19 community cases as the benchmark for temporarily suspending suite visitation and overnight visit/admission relaxations based in order to safeguard you and your neighbours. Indoor visitation in the lodges will be suspended should these numbers increase tenfold.

Population Threshold for Suspending Suite Visitation and Overnight Visit/Admission

Community	Supportive Living Community	Active COVID-19 Community Case Threshold
Black Diamond/Foothills County	High Country Lodge	22
High River	Medicine Tree Manor	17
Okotoks	Sandstone Lodge	35

Resident and Visitor Protocols

Resident Screening Assessment

- The Resident Health Screening assessments are conducted once per day, unless the resident is in isolation or leaves the lodge property. Resident Screening Assessment including temperature check.
- Residents are self-isolated for two reasons:
 - Residents exhibiting COVID symptoms – employees provide services to these residents in full PPE.
 - Residents who are new to the lodge and those identified as a potential risk. Employees can provide limited service to these residents.

Visitation

- Visitors are required to adhere to Westwinds safety protocols, not visit if unwell or at risk, wear a mask at all times, pass screening upon admission, hand sanitize upon entry and prior to exiting the suite, and limit personal touch.
- Westwinds will permit any two visitors who pre-book appointments to visit in designated common areas and resident suites during daytime visiting hours – restrictions may apply.
- Residents/family/friends are required to book appointments a minimum 1 day in advance with lodge reception for indoor visitation.
- Westwinds has designated three options for outdoor seasonal visitation to a maximum group size of five including the resident – no appointments required:
 1. Visits (visitors masked) at residents suite windows for residents on the main floor of the lodge. Visitors must bring their own chairs;
 2. Walks with visitors (all masked) as specified above on or off (resident masked) the lodge property; and/or
 3. Outdoor “seated visits”
- Residents who are leaving the premises to visit family and or friends or have visitors will receive a *Visiting Card* to promote safe visits.



Resident Outings

It is recommended that residents not participate in unnecessary outings however, they may choose to do so. Residents are responsible to:

- Maintain physical distancing;
- Wear a mask at all times and ask anyone you may be with to also wear a mask;
- Ensure safe transportation;
- Maintain good hand hygiene; and
- Participate in a Health Assessment Screening upon re-entry to the Lodge.

Lodge Operations

- High touch sanitation occurs a minimum of three times per day in common areas.
- In suite high touch sanitation measures occurs daily in each resident suite.
- Daily Screening Assessments and masking is in effect for residents, employees (2X), contractors, visitors (they provide their own masks) and employees.
- Hair salon, home care and contractors services are in operation on site with the same protocols as employees.

Recreation

Recreation has also been enhanced to allow residents who live in the same facility to visit freely in each other suites, play card games and waived the restriction of 15 people participating in activities. Please note the province still requires that you maintain social distancing in all activities (table seating aside).

Visits and New Admissions

If residents leave for a visit/appointment/overnight visit or they are a new admission, residents are subject to the following conditions upon return and assessment:

Low Risk Assessment

- Residents assessed maintain existing activities.

Medium Risk Assessment

- Residents assessed as medium risk have consistently followed COVID protocols.
- Residents must wear their mask outside their suite, can freely participate in lodge activities and must remain on lodge property. In order to reduce COVID risk exposure, meals and snacks will be provided in suite for 14 days.
- Upon return/admission to the lodge residents may not have visitors or off site visits or appointments for 14 days upon return, unless a medical necessity.

High Risk Assessment

- Residents assessed as high risk have increased their exposure to COVID and must self-isolate upon return/admission to the lodge for 14 days.

Westwinds will evaluate overnight hospital stays on a case by case basis to determine risk assessment. (Please note, the Manager will assess new admissions for risk.)

Information Resources

We encourage employees to learn more using the information available through:

- Government of Alberta: <https://www.alberta.ca/coronavirus-info-for-albertans.aspx>.
- Alberta Health Services: <https://www.albertahealthservices.ca/topics/Page16944.aspx>.
- Government of Canada: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirusinfection.html>

KNOW YOUR RISK DURING COVID-19

How risky is it?

LOW RISK	MEDIUM RISK	HIGH RISK
<p>LOWEST</p> <ul style="list-style-type: none">• Opening the mail• Getting restaurant takeout• Pumping gasoline• Playing tennis• Going camping <p>LOW</p> <ul style="list-style-type: none">• Grocery shopping• Riding bicycles with others• Walking/running with others• Playing golf <p>MEDIUM-LOW</p> <ul style="list-style-type: none">• Staying at a hotel for 2 nights• Waiting in a doctor's lobby• Going to a library or museum• Eating outside at a restaurant• Walking in a busy downtown• An hour at a playground	<p>MEDIUM</p> <ul style="list-style-type: none">• Going to the beach• Shopping at a mall• Having dinner at someone's house• Attending a backyard barbecue <p>MEDIUM-HIGH</p> <ul style="list-style-type: none">• Sending kids to school or daycare• Sending kids to camp• Working a week in an office bldg.• Swimming in a public pool• Visiting an elderly person's home	<p>HIGH</p> <ul style="list-style-type: none">• Going to a salon or barber shop• Eating inside at a restaurant• Attending a wedding or funeral• Traveling by plane• Playing basketball or football• Hugging a friend• Shaking hands with a friend <p>HIGHER</p> <ul style="list-style-type: none">• Eating at a buffet• Working out at a gym• Going to an amusement park• Going to a movie theater <p>HIGHEST</p> <ul style="list-style-type: none">• Attending a large or crowded music concert• Going to a sports stadium• Going to a bar• Attending a large or crowded religious service

How to put on a Face Mask

1. Clean your hands with soap and water or hand sanitizer before touching the mask.
2. Remove a mask from the box, expand the folds and make sure there are no obvious tears or holes in either side of the mask.
3. Determine which side of the mask is the top. The side of the mask that has a stiff bendable edge is the top and is meant to mold to the shape of your nose.
4. Determine which side of the mask is the front. The colored side of the mask is usually the front and should face away from you, while the white side touches your face.
5. Ensure the proper outside of the mask is facing outwards.
6. Follow the instructions below for the type of mask you are using.
 - ✓ **Face Mask with Ear loops:** Hold the mask by the ear loops. Place a loop around each ear.
 - ✓ **Face Mask with Ties:** Bring the mask to your nose level and place the ties over the crown of your head and secure with a bow.
 - ✓ **Face Mask with Bands:** Hold the mask in your hand with the nosepiece or top of the mask at fingertips, allowing the headbands to hang freely below hands. Bring the mask to your nose level and pull the top strap over your head so that it rests over the crown of your head. Pull the bottom strap over your head so that it rests at the nape of your neck.
7. Mold or pinch the stiff edge to the shape of your nose.
8. If using a face mask with ties: Then take the bottom ties, one in each hand, and secure with a bow at the nape of your neck.
8. Pull the bottom of the mask over your mouth and chin, ensure snug fit.



Mask Use:

- If you inadvertently touch your mask, immediately clean your hands with soap and water or hand sanitizer.
- Do not leave mask hanging around your neck.
- Do not touch your mask then your eyes, germs spread that way.

When to change mask:

- If it becomes contaminated.
- If it becomes wet.
- If it is damaged or tears.
- Every two hours – 4 per shift unless the above applies.

How to remove a Face Mask

1. Clean your hands with soap and water or hand sanitizer before touching the mask. Avoid touching the front of the mask. The front of the mask is contaminated. Only touch the ear loops/ties/band.
2. Follow the instructions below for the type of mask you are using. Bend forward slightly:
 - ✓ **Face Mask with Ear loops:** Hold both of the ear loops and gently lift and remove the mask.
 - ✓ **Face Mask with Ties:** Untie the bottom bow first then untie the top bow and pull the mask away from you as the ties are loosened.
 - ✓ **Face Mask with Bands:** Lift the bottom strap over your head first then pull the top strap over your head.
3. Throw the mask in the trash.
4. Clean your hands with soap and water or hand sanitizer.

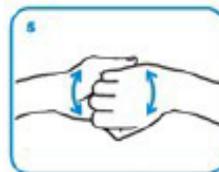
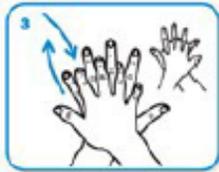
How to Hand Wash

© 2019 Alberta Health Services.

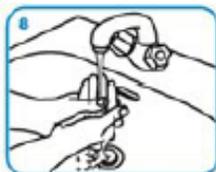
If you have any questions or comments regarding this information please contact the Infection Prevention & Control Hand Hygiene Program at: Hand.Hygiene@ahs.ca



- Roll up long sleeves and push up any wrist accessories
- Wet hands with warm water
- Apply enough soap to cover surfaces of the hands



- Vigorously rub soap over palms, backs of hands and wrists
- Include space between fingers, fingertips and thumbs
- Procedure should take 15 to 30 seconds



- Rinse under warm, running water
- Pat hands dry with disposable towel
- Turn tap off with the disposable towel

Periodically apply AHS-provided hand lotion for skin integrity.

Adapted with permission from The World Health Organization

Original date: May 2017
Revised date: June 2019



Respiratory viruses and the workplace

OHS information for employers, supervisors and workers

This bulletin gives employers, supervisors and workers information about minimizing risk from respiratory viruses in the workplace.

Key information

- Follow best practices in your workplace, including handwashing, social distancing, staying home from work and getting medical attention if you don't feel well.
- Monitor public health alerts and follow advisories.

Respiratory viruses

A number of different respiratory viruses can make people sick in the workplace. These include viruses that circulate in the population regularly, such as seasonal influenza, and new or emerging respiratory viruses. Of these, new viruses are generally only a public health concern if they can make people very sick. For example, new strains of the coronavirus family – some of which cause nothing more than the common cold – also include SARS-CoV, which led to the 2003 severe acute respiratory syndrome (SARS) outbreak, and COVID-19.

Viral transmission

Cold and flu season typically runs from November to April in Alberta. While you can pick up a respiratory virus any time, it is more common in colder weather.

Outbreaks of new respiratory viruses can happen in any season. Most of the time, these start in other parts of the world – often, from animal viruses that have mutated first so that they can infect people, and then further mutate to spread from person to

person. The new viruses spread across regions and internationally when infected individuals travel.

Respiratory viruses can spread either directly or indirectly.

- Direct infection can happen if:
 - someone coughs or sneezes on you, or
 - you shake hands with someone who is sick and then touch your eyes, nose or mouth.
- Indirect spread can happen from contaminated surfaces, tissues, cloth or paper.

Where to get more information

You can find more about seasonal influenza and other regularly circulating viruses at:

- alberta.ca/influenza-the-flu.aspx
- myhealth.alberta.ca/Alberta/Pages/influenza-symptoms-faqs.aspx
- albertahealthservices.ca/assets/health/health-out-common-cold.pdf
- ipac-canada.org/influenza-resources.php (includes information on both seasonal and pandemic influenza)

You can get information on new and emerging respiratory viruses at:

- ipac-canada.org/coronavirus-resources.php
- canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html

Respiratory viruses and the workplace

©2020 Government of Alberta | February 12, 2020 | BH022

