

# Frequent Asked Questions

## COVID-19 positive case in a Holland Bloorview inpatient unit

On Thursday, November 5, an inpatient at Holland Bloorview Kids Rehabilitation Hospital (Holland Bloorview) tested positive for the COVID-19 virus. This is the first inpatient to test positive for the virus.

Below is a list of Frequently Asked Questions, consolidated from interactions from staff and family caregivers. This document will continue to evolve as we learn more about the case and its implications for staff, inpatient clients and family caregivers.

If you have additional questions not included in this document, please contact [covid19@hollandbloorview.ca](mailto:covid19@hollandbloorview.ca) and we will answer your questions as soon as we can.

This document has been divided into sub-sections to help you find what you're looking for. Please skip down to the section that most interests you.

### FAQ sub-sections

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## Frequently Asked Questions

### Details about the COVID-19 positive case and additional testing

- 1. Is Holland Bloorview able to share details about the client and unit the COVID-positive case was detected on?**
  - We are obligated and want to respect the privacy, confidentiality and safety of all of our clients and families.

#### Holland Bloorview Kids Rehabilitation Hospital

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A teaching hospital fully affiliated with the University of Toronto.

- This means we are unable to share any details that would violate this, such as naming the client or family.
- We can share that the client is a patient of the BIRT unit. All infection prevention measures are being followed, and we are partnering with the family to provide additional supports at this time.

**2. Do family caregivers need to get tested for COVID-19, and if so can they get it at Holland Bloorview?**

- Our ability to expand our testing to family caregivers will depend on the capacity of our staff as well as the availability of swabs.
- We are working with our hospital partners and Toronto Public Health to be able to support this request. We will inform inpatient family caregivers as soon as we know more.
- At this time, the family caregivers of impacted clients have not required testing. We will continue to closely monitor these individuals during the next 14 days.
- Should any family caregivers of impacted clients develop symptoms over the next 14 days, we will work closely with Toronto Public Health to determine next steps.

**3. What happens if a client or family caregiver develops one symptom?**

**If already in isolation:**

- If a client or caregiver develop symptoms while in isolation, they will be required to get tested for the COVID-19 virus (even if already tested) and continue to remain in isolation.
- We will also contact Toronto Public Health to determine next steps.
- We will be encouraging family caregivers who can be relieved by an alternate caregiver to isolate at home until test results are confirmed and symptoms pass.

**If not in isolation:**

- Should an inpatient client or their family caregiver(s) develop a symptom of COVID-19, they will be required to isolate and be tested for the virus.

**4. Will new clients continue to be admitted on the impacted unit?**

- Yes, the impacted unit will continue to admit new inpatient clients. Though the unit is on alert, no outbreak has been declared therefore, admissions can continue.
- All new clients will be admitted to a single room until further notice.
- With proper isolation and health and safety measures in place, the risk of exposure to other clients and families is considered to be minimal at this time.
- We are disclosing that we have a positive case on the unit to all new admissions prior to their arrival.

## Weekend passes

**5. Will weekend passes be cancelled?**

- Weekend passes are an important part of discharge planning. Care teams will need to consider all relevant aspects before approving a weekend pass (e.g. readiness, safety, medication, community resources).
- Advice and decisions will vary based on individual family circumstance.

- Please speak to your clinical care team about going home on a weekend pass.

## Staffing on inpatient units

### 6. Can staff work across the three inpatient units?

- Yes, staff can work across the three inpatient units.
- Only identified staff can care for clients in isolation.
- Please refer to our [personal protective equipment \(PPE\) infographic](#) to ensure that proper PPE is being worn at all times.
- [Videos are available](#) on our website to support staff with proper donning and doffing of PPE.

## Isolation details related to impacted inpatient clients and family caregivers staying on-site

### 7. What is the start and end date of the isolation period?

- The end of the isolation period is measured 14-days after the positive result is declared.
- The isolation period for impacted clients and family caregivers began on Wednesday, November 4, and will end Tuesday November 17, should no additional COVID-19 positive cases be diagnosed.
- We will be deemed “clear” of the virus on November 18, and all regular activities can resume.

### 8. Are the family caregivers of the children in isolation allowed to leave the room?

- Family caregivers of all inpatient clients required to isolate are to remain in their room throughout the day.
- Recognizing the tremendous mental and physical health constraints on individuals, we are allowing family caregivers to leave the room for a short period of time to go outside or access our food services such as Tim Hortons.
- We have provided instructions on staying safe during the COVID-19 pandemic and limit potential exposure to the virus, such as increased hand-washing, wearing a mask and physical distancing.
- It is important to note that to date, all impacted children and family caregivers who have been tested for COVID-19 (with the exception of the one positive client) have tested negative for the virus. The risk to the Holland Bloorview community is considered low at this time.
- We will be closely monitoring all impacted clients and their family caregivers over the next two weeks.

### 9. Are family caregivers in isolation allowed to go into family kitchens?

- Family caregivers in isolation with their child are permitted to access to the unit kitchens, however, they have been instructed to do when no other families are accessing the space.

- It is important to note that to date, all impacted children and family caregivers who have been tested for COVID-19 (with the exception of the one positive client) have tested negative for the virus. The risk to the Holland Bloorview community is considered low at this time.
- We will be closely monitoring all impacted clients and their family caregivers over the next two weeks.

**10. Are family caregivers in isolation allowed to access the shared showers?**

- Yes, family caregivers in isolation are permitted to access the shared showers.
- The shared showers are cleaned two times every day, so there is little chance of the virus surviving on the surfaces of the shower stall.

**11. Are the inpatient clients in isolation allowed to leave their rooms for therapy or school?**

- The children in isolation are not permitted to leave their room.
- All necessary appointments will take place in the inpatient's room during the isolation period, or otherwise be rescheduled after November 17.
- Staff required to provide care or therapy to inpatient clients in isolation are required to wear appropriate personal protective equipment (PPE).

**12. Are family caregivers allowed to leave Holland Bloorview and return as they wish during this period?**

- Family caregivers in isolation can leave Holland Bloorview when relieved by their alternate caregiver.
- Family caregivers in isolation are allowed some limited movement around the hospital to ensure their mental and physical health during the 14-day isolation period.

**13. Are there any current changes to the caregiver/visitor policy for clients in isolation?**

- We are not making any changes to our on-site family caregiver policy at this time.
- Should an outbreak be declared by Toronto Public Health, they will provide us with guidance on new measures to keep everyone safe and reduce further transmission.

**14. How will inpatient clients in isolation attend appointments?**

- All necessary appointments will take place in the inpatient's room during the isolation period, or otherwise be rescheduled after November 17.

**15. If there are concerns that isolation will negatively impact the client's safety and rehab, what is the process to further discuss this?**

- It is up to the care team to determine what care and therapies should continue during the isolation period.
- Care teams may need to strategize on how to safely deliver care for clients in isolation with our infection control team should the isolation environment be harmful to a client's health.
- Some arrangements may include going home for the isolation period or finding a bigger room on the inpatient unit.
- The health and safety of everyone at Holland Bloorview is always our top priority and we will work with families to make sure all clients will continue to make progress towards their rehabilitation goals in a safe and healthy environment.

**16. How are we keeping the family engaged in their isolation?**

- In addition to the resources available to all families (i.e. TV, phone, board games, toys, connecting with youth mentors), our therapeutic recreation team have created “busy bags” for inpatient clients and comfort packages for family caregivers.

## Isolation details related to impacted inpatient clients and family caregivers eligible to go home for the duration of the isolation period

### **17. Can families go home with their loved one to isolate, rather than staying at Holland Bloorview?**

- Inpatient clients that have been asked to isolate may do so at home at the discretion of their care team.
- The health and safety of our clients and families is always a priority. Depending on the health of the child and their rehabilitation needs, isolation at home may not be recommended.

### **18. Are there resources for families that are going home to self-isolate?**

- Yes, there are a number of [fact sheets produced by Toronto Public Health](#) that provide guidance around self-monitoring and self-isolation to support families through this period.
- Families going home are asked to self-monitor for symptoms and to contact the unit that they were admitted to if they develop any symptoms.

### **19. Will families that are choosing to go home for 14 days receive therapy?**

- Yes, inpatient clients who are going home to isolate will be able to access virtual therapy in order to ensure they can continue to work on their rehabilitation goals.
- Please speak to your care team about accessing these resources while at home.

### **20. When will children who have been discharged to isolate at home be returning to hospital?**

- Should the inpatient clients isolating at home not develop any COVID-19 symptoms, they will be returning to the hospital on November 18.

### **21. Will a COVID-19 swab need to be completed for the child/family caregiver before returning on-site? Where will this be done?**

- No, if the child does not develop any COVID-19 symptoms, they will not be required to get tested before returning to the hospital.
- It is important to note that to date, all impacted children and family caregivers who have been tested for COVID-19 (with the exception of the one positive client) have tested negative for the virus. The risk to the Holland Bloorview community is considered low at this time.
- All clients isolating at home are required to report any new symptoms to their care team.

### **22. Will the length-of-stay be extended for inpatient clients that isolated at home?**

- Whether or not a client's length of stay will need to be extended depends on their health status and whether an extended stay is required to help them achieve their rehabilitation goals.



**23. What specific instructions will be provided to families in order to understand the risks of isolating at home and developing symptoms that may prevent them from returning to Bloorview?**

- All clients and families that are eligible to isolate at home have been shared a number of Toronto Public Health fact sheets and guidance documents to stay safe during this period, including how to self-isolate and self-monitor for new symptoms.
- It is important to note that to date, all impacted children and family caregivers who have been tested for COVID-19 (with the exception of the one positive client) have tested negative for the virus. The risk to the Holland Bloorview community is considered low at this time.
- All clients isolating at home are required to report any new symptoms to their care team.

**24. If community therapy is not available to inpatient clients being discharged early, would we offer virtual therapy in the interim?**

- Yes, inpatient clients who are going home to isolate will be able to access virtual therapy in order to ensure they can continue to work on their rehabilitation goals.
- Please speak to your care team about accessing these resources while at home.

**25. What should be done if a client on leave needed to access their family physician or be admitted into an acute care facility while at home?**

- An inpatient who has received an extended weekend pass to isolate at home would still be considered under our care, unless the care team decided to discharge the client for re-admission at a later date.
- Should additional care be required by the patient that is outside of Holland Bloorview's regular services, we would need to make alternate arrangements with our care partners as per regular practice. We may also decide to discharge the client in order to receive care in an acute care facility or family doctor.

## COVID-19 and temperature checks

**26. Is there a standard procedure to check all the client's/family's temperature when they come back from the LOA to HB- on Sunday evening/Monday morning?**

- Yes, we take temperatures of all inpatient clients every shift, except at time during the night when the client is sleeping and the family has asked us not to do so.
- We do not take the temperatures of family caregivers.

**27. Do we need temperature checks at the entrance of HB now that we have COVID positive cases in HB?**

- No. Temperature would not be a good indicator for those that have no symptoms and would give us a false sense of security.

## Possibility of additional COVID-19 positive cases at Holland Bloorview

**28. What is the potential of a second positive case at Holland Bloorview?**

- Contact tracing has been completed following the first positive case of COVID-19 at Holland Bloorview, which required additional swabbing to be performed on the impacted unit.

- To date, all returned test results have been negative for clients and family caregivers who have been tested.
- We will continue to monitor all clients and staff for the next two weeks. Sometime the virus does not appear until many days after coming into contact with the virus (up to 14 days).
- Everyone has a role in preventing the spread of COVID-19. Please continue to wash your hands frequently, wear a mask when indoors and social distance when possible.
- We encourage clients and families going home on weekends to limit their exposure to people outside of their home.

**29. What will it mean if there is a second case of COVID-19 on the unit?**

- If an inpatient client or staff tests positive for the COVID-19 virus, Toronto Public Health will declare an “outbreak” on the same unit.
- Should an outbreak be declared, additional safety and prevention will be taken to further reduce potential exposure to the COVID-19 virus, including:
  - i. Enhanced cleaning
  - ii. Cohorting of patients and staff
  - iii. Education around PPE use for staff
  - iv. Education to staff and inpatient clients on safety measure to reduce potential exposure to the COVID-19 virus
  - v. Additional screening on inpatient unit

**For staff: Testing and self-isolation**

**30. Do I need to get tested for COVID-19?**

- Occupational Health and Safety has completed contact tracing related to the inpatient COVID-19 positive case. All impacted staff have been contacted.
- If you wish to get tested on your own, you can do so and continue to come to work while you await test results. As always, wear appropriate PPE. Please provide a copy of your results to [occupational health and safety](#).

**31. Can I get tested for COVID-19 here at Holland Bloorview? What about my spouse or other family members?**

- Testing is not available at Holland Bloorview for staff and their family members at this time.
- If you are required to or would like to get tested as a precaution, please visit a COVID-19 testing centre.
- If you are symptomatic, please get in touch with Occupational Health and Safety (ext. 6313) and visit your local assessment centre for testing.
- Note that appointments are required at all testing centres across the province. Visit [Ontario's COVID-19 website](#) for a complete list of locations.

**32. Will I get paid when isolating at home?**

- If you are required to self-isolate for 14 days and not instructed to get tested for COVID-19, you will be paid your guaranteed hours during this time. You may be asked to work from home if this is possible in your role.

- If you get tested for COVID-19 and receive a **positive result**, we will be required to submit a claim to WSIB. Occupational health will support you through this process.
- If you are instructed to get tested, please share your results, whether positive or negative with occupational health as soon as you can to discuss next steps. You can reach OH at 416-425-6220 ext. 6313. Employees should contact occupational health when you reach the end of the 14-day isolation period for clearance to return to work.

**If COVID-19 positive from communal spread:**

- Staff members that test positive for COVID-19 or are required to self-isolate due to an exposure in the community (i.e. not at Holland Bloorview), will be asked to use sick leave while they isolate.

**33. I've been sent home. When can I come back?**

- Our occupational health and safety team will advise when you can return to work.

**34. I'm not comfortable coming into work. What should I do?**

- Please speak to your manager about your circumstances to evaluate whether alternate work arrangements can be made.
- The proper use of PPE continues to be in effect for all staff, family caregivers and clients. We are confident that Holland Bloorview remains a safe place.

## Personal protective equipment (PPE) Use

**35. I have questions about proper PPE. Where can I go for questions?**

- The staff section of our website has [a PPE infographic](#) for various clinical situations as well [as a series of donning/doffing videos](#).
- [See covid management policy here](#) that includes details on PPE.
- If your questions aren't answered above, please speak to IPAC or occupational health.

**36. When should eye protection be worn?**

- Eye protection and a mask must be worn at all times during the provision of clinical care. See [PPE infographic](#) for more details.
- The staff section of our website has [a PPE infographic](#) for various clinical situations as well [as a series of donning/doffing videos](#).
- [See COVID-19 management policy here](#) that includes details on PPE.
- If you have any additional questions, please send an email to [covid19@hollandbloorview.ca](mailto:covid19@hollandbloorview.ca) and we get back to you as soon as we can.

**37. I have questions about N95 fit and which model I should use.**

- Please speak to Chimine Li ([chimine.li@hollandbloorview.ca](mailto:chimine.li@hollandbloorview.ca)), our staff safety specialist for questions about the N95 mask.