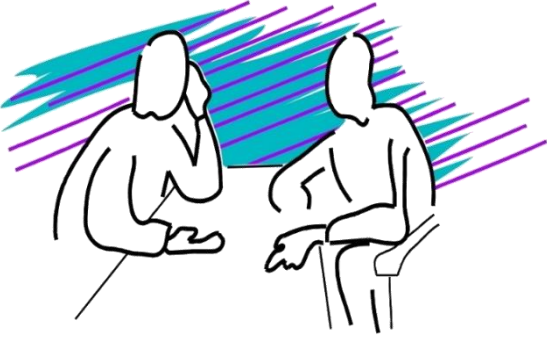


Extended periods of outbreak affecting your whole home or specific areas in your home can leave residents feeling frustrated, isolated and disconnected.



To assist long-term care home management and teams in their efforts to keep residents informed and engaged in home operations, OARC has created a simple template that can be customized and used to communicate changes in your home's outbreak situation and Infection Prevention and Control (IPAC) protocols.

OARC recommends that this tool be updated frequently and delivered to each resident. While some residents may indicate a preference for hardcopies, other forms of communication/information delivery may be more appropriate for others. We invite you to ASK residents and their loved ones the best way to receive communication. In addition to distributing copies, your communications tool may also be enlarged and posted in conspicuous, high-traffic areas of each floor that are accessible to residents and teams.

The contents of the tool may be incorporated into daily huddles/shift reports, with the intention that information could be delivered verbally during 1:1 interactions with residents or shared when small groups of residents are gathered for meals etc. We recognize that the tool contains sensitive information and we encourage you to work with your teams to identify the most appropriate people to relay details to residents in a clear, conscientious and timely manner.

Lastly, some residents have regular access to the internet and email accounts. Home communications may be sent electronically to individuals who have provided consent to be added to your distribution lists.

Consider bringing this topic forward at a future Residents' Councils meeting to brainstorm ways that residents may like to be informed during periods of outbreak in your home and consider the range of perspectives of those who might not attend meetings.

**Download a blank template here:**

[https://www.ontarc.com/tools/20210719ComTips\\_BlankTemplate.docx](https://www.ontarc.com/tools/20210719ComTips_BlankTemplate.docx)

**[Consider printing on home letterhead]**

**Resident Communications Update: [insert home name]**

**Date:**

Dear Resident:

At \_\_\_\_\_ LTC home, we are experiencing a \_\_\_\_\_ outbreak (specify gastrointestinal or respiratory etc.). We want to reassure you that we are following the direction of our local Public Health unit and are taking important steps to keep you safe and informed. We will be circulating and posting updates as we continue to monitor the situation in our home in addition to letting you know how these changes may impact your daily routines and interactions. Our team is always available to answer your questions and to ensure you feel supported during this time. Thank you!

**CURRENT OUTBREAK STATUS IN OUR HOME:**

Number of Resident Cases \_\_\_\_\_ Number of Staff Cases \_\_\_\_\_  
or include celebratory statement as appropriate such as, “Our Home is outbreak free!”

[insert specific information about testing if applicable]

- EXAMPLE: Starting today, all residents will be receiving an anti-viral medication to treat and prevent Influenza A and influenza B as a proactive measure...
- EXAMPLE: All residents/team members will receive routine testing (nasal swabs) 2X weekly
- 

**THIS IS HOW WE ARE KEEPING YOU SAFE:**

Infection Control: [include specific information about home efforts in this area]

- EXAMPLE: You will notice that all team members/staff are wearing masks and other protective equipment while interacting with you and providing care – this is to keep you safe! You may not easily recognize your care team while they’re donning these protective items, but we will continue to introduce ourselves by name and role to keep you at ease.
- EXAMPLE: You may be asked to self-isolate in your room or temporarily relocate to another part of our home. We have been advised by the Ministry and Public Health to try and keep non-affected residents apart from those experiencing symptoms to prevent further spread.

Bathing Schedules/Guidelines: [include specific information about changes affecting bathing/care]

- EXAMPLE: Bathing schedules have been temporarily adjusted to avoid using communal spaces– each resident will receive an in-room sponge bath in lieu of their regularly scheduled shower/bath in the tub or shower rooms.

Food/meal service: [include specific information about changes in meal service]

- EXAMPLE: Mealtimes will be staggered with 2 seatings to allow for residents to be more spaced out in the dining rooms OR meal service will temporarily take place in resident rooms

Miscellaneous: [include other areas of resident life that may be temporarily impacted]

- EXAMPLE: All resident mail and care packages received from family/friends will be kept securely in a room for 3-4 days and disinfected prior to delivery. Please excuse this delay.
- EXAMPLE: Access to outdoor courtyards has been temporarily limited (expand on rationale)

### **STAYING CONNECTED:**

[include updates on Residents' Council meetings (how you will adapt or meet virtually during the outbreak); highlight changes to recreation activities; explain the process for Leaves of Absence; outline any relevant Visitor restrictions and identify ways that residents can stay connected with resident peers, friends and family (phone, virtual visits etc.)]

Consider printing and attaching relevant OARC news bulletins or Ministry of LTC Directives or FAQ documents to help residents understand where information is flowing from and how they can elevate concerns

**Do you still have questions about our Outbreak? Please Contact:**

<b>Administrator/Director of Care</b>		Name:	
Tel:	Ext:	Email:	