
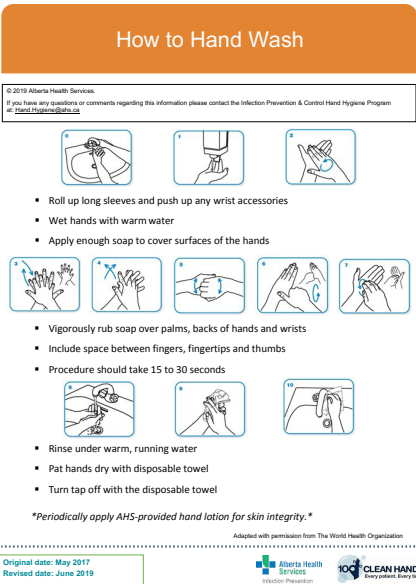
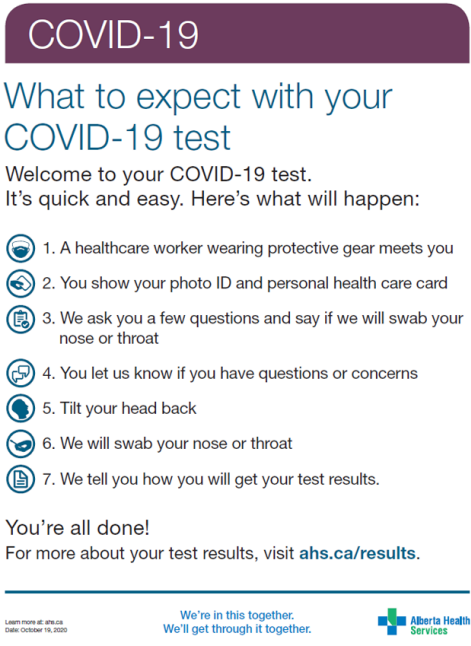


	<h2 style="text-align: center;">Quest Covid-19 101</h2> <h3 style="text-align: center;">All the information you need to know in one spot!</h3>
NOTE	<p>Quest Support Services works in unison with Alberta Health Services to develop protocols and responses to keep staff and individuals safe. Please follow all Quest Covid-19 related directives as they are specific to the agency requirements.</p>
HAND WASHING	<ul style="list-style-type: none"> • Hand washing must be done continuously throughout the day • Hand washing must be done before and after applying PPE • Avoid touching your face, nose, or mouth with unwashed hands <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  <p>Cover Your Cough Stop the spread of germs that make you and others sick!</p> <p>Cough or sneeze into your sleeve, not your hands OR Cover your mouth and nose with a tissue and put your used tissue in the waste basket</p> <p>Clean your hands after coughing or sneezing</p> <p>Wash your hands with soap and warm water, for at least 20 seconds OR Clean hands with alcohol-based hand rub or sanitizer</p> <p>You may be asked to put on a mask to protect others</p> <p><small>Original date: October 2009 Revised date: January 2020</small></p> <p>Alberta Health Services</p> </div> <div style="text-align: center;">  <p style="background-color: orange; color: white; padding: 5px; text-align: center;">How to Hand Wash</p> <p><small>© 2019 Alberta Health Services. If you have any questions or comments regarding this information please contact the Infection Prevention & Control Hand Hygiene Program Email: hand.hygiene@ahs.ca</small></p> <ul style="list-style-type: none"> • 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 <p><small>*Periodically apply AHS-provided hand lotion for skin integrity.*</small></p> <p><small>Adapted with permission from The World Health Organization</small></p> <p><small>Original date: May 2017 Revised date: June 2019</small></p> <p><small>Alberta Health Services Infection Prevention & Control</small></p> <p><small>CLEAN HANDS Every person. Every time.</small></p> </div> </div>
CLEANING	<ul style="list-style-type: none"> • The Agency has heightened cleaning routines. Continuous cleaning must be completed at each location. If you run out of cleaning supplies or have a question about cleaners used, notify your supervisor directly • Access, Impact, and Reach must complete hourly deep cleans at program • High touch surfaces such as microwaves, bathrooms and other high touch surfaces must be sanitized before and after use

	<ul style="list-style-type: none">• Quatsan is the primary chemical used to clean at LIVING and AIR locations. Refer to the Safety Data Sheet (SDS), and also the Quatsan Memo for information on how to use this product safely and correctly• For more information on WHMIS, contact your supervisor directly
MASKING	<ul style="list-style-type: none">• Staff must continuous mask. This means wearing a mask continuously while supporting someone• Staff must wear surgical masks- these are regulated. Cloth masks are not acceptable while on shift• Masks need to be discarded if they are visibly soiled, damp, damaged, or difficult to breathe through• Do not touch the fabric part of your mask
EYE PROTECTION	<ul style="list-style-type: none">• Staff must wear eye protection when working with individuals• Faceshields will be provided for staff who wear prescription glasses. Safety glasses will be provided for staff. It is staffs responsibility to ensure that they are using the correct PPE and sanitizing their PPE appropriately. Refer to the Eye Personal Protection Memo. <p>Instructions</p> <ul style="list-style-type: none">• Staff will select their Eye Protection PPE<ul style="list-style-type: none">○ Face Shields will not have foam banding as the foam cannot be sanitized before and after use○ For staff who wear prescription glasses, Face Shields are recommended <p>When to wear your Face Shield/ Safety Glasses</p> <ul style="list-style-type: none">• Supporting individuals with intimate care (toileting, bathing, changing, feeding, dressing)• Eye protection should be worn continuously while at shift <p>Do not wear your Face Shield/ Safety Glasses when:</p> <ul style="list-style-type: none">• When cooking or preparing food- remember, eye protection is made of plastic• Utilizing sharp utensils (cutlery, scissors etc.)• Driving/ Transporting individuals• While in the staff room or in designated “safe areas”

INDIVIDUALS & MASKING	<ul style="list-style-type: none"> • At Reach and Impact if an individual refuses to mask, they cannot attend program and/ or be transported • Access has special considerations due to the fact that individua's have varying levels of ability
PHYSICAL DISTANCING	<ul style="list-style-type: none"> • Keep at least 6 feet apart from others • Limit the number of times you go out into the public • Order products such as groceries online and have them delivered where possible • Access, Impact and Reach cannot have more than 50 people per building at any given time • COHORTS also known as bubbles or safe squads are small groups of the same people who can interact regularly without staying 6 feet apart. • Even with cohorts, staff and individuals should still physically distance where possible Staff and individuals must do their best to maintain physical distancing between themselves and others • All staff and individuals must minimize close contact and shared spaces <div data-bbox="1150 370 1650 987"> <p>COVID-19</p> <p>Physical Distancing</p> <p>To protect and support patients and colleagues at this site, you MUST:</p> <ul style="list-style-type: none"> Keep at least 2 arms' lengths (2 metres/6 feet) away from others. Restrict being in eating areas to the time it takes to eat. Refrain from touching your face. Wash your hands with soap and water OR clean your hands with alcohol-based hand rub BEFORE and AFTER eating. <p>Thank you for being safe, kind and patient. We're in this together. We'll get through it together.</p> <p>ahs.ca/covid</p> <p>Alberta Health Services</p> <p>Healthy Albertans. Healthy Communities. Together.</p> <p>100</p> </div>
DRINKING & EATING WHILE MASKING	<ul style="list-style-type: none"> • In order to eat or drink safely, staff must not remove their mask unless they are at least 6 ft apart from other staff/ individuals • Masks can be removed by the ear loophole in order to drink or eat <ol style="list-style-type: none"> 1. Sanitize your hands 2. Remove ear loop from over ear 3. Place mask on a clean surface 4. Sanitize hands again before touching mask again 5. Replace ear loop over ear

SCREENING PROCESS FOR STAFF AND INDIVIDUALS	<ul style="list-style-type: none"> • All staff must sanitize, take their temperature, and complete the screening tools each time staff enter the building • If you are experiencing symptoms, you must report to the Employee Resource Centre (ERC) directly • From there, you will be directed to take the online Covid-19 Screening Tool for Health Care Workers • It is important to stay in communication with the ERC throughout this process. This will help the agency identify if your shifts need to be covered • If you are working with an individual who is experiencing any symptoms, call your supervisor and they will assist the individual in taking the Covid-19 Screening Tool • If an individual is required to isolate and get tested, FULL PPE (see below) will be provided for all staff to wear at that location. Staff must wear full PPE until instructed otherwise • The individual will then have testing set up by their Supervisor <div data-bbox="1184 355 1652 997">  <p>COVID-19</p> <p>What to expect with your COVID-19 test</p> <p>Welcome to your COVID-19 test. It's quick and easy. Here's what will happen:</p> <ol style="list-style-type: none"> 1. A healthcare worker wearing protective gear meets you 2. You show your photo ID and personal health care card 3. We ask you a few questions and say if we will swab your nose or throat 4. You let us know if you have questions or concerns 5. Tilt your head back 6. We will swab your nose or throat 7. We tell you how you will get your test results. <p>You're all done! For more about your test results, visit ahs.ca/results.</p> <p><small>LIBERTY MEDIA INC. 09/20/20 CAREX OCTOBER 15, 2020</small></p> <p><small>We're in this together. We'll get through it together.</small></p> <p><small>Alberta Health Services</small></p> </div>
TRANSPORTING	<ul style="list-style-type: none"> • Minimize transportation where possible • Staff and individuals must wear masks at all times while transporting • Individuals should be instructed to sit as far away as possible from the driver
ISOLATED WORKPLACES	<ul style="list-style-type: none"> • Quest is still enforcing isolated workspaces • Isolated workplaces are one or more locations that work together, isolated from the rest of the Quest team, in order to contain the COVID-19 virus in case of an outbreak
WHAT IS FULL PPE? WHAT IS DONNING AND DOFFING	<ul style="list-style-type: none"> • Donning & Doffing narrated slideshow is being rolled out in December and January house meetings. All management and staff must complete this training.

- The PPE provided for staff to use is from Government Supply chains. While supplies might vary, it is regulated
- PPE stands for Personal Protective Equipment. While on shift, staff must wear surgical masks
- Full PPE includes eye protection, a surgical mask, gloves, and a gown. Full PPE is used anytime staff need to work in a location that they are not isolated to, or when an individual is isolating, symptomatic, or positive for Covid-19

Alberta Health Services Infection Prevention and Control

Putting on (Donning) Personal Protective Equipment (PPE)

1 HAND HYGIENE

A Using an alcohol-based hand rub is the preferred way to clean your hands.
B If your hands look or feel dirty, soap and water must be used to wash your hands.

2 Gown

A Make sure the gown covers from neck to knees to wrist.
B Tie at the back of neck and waist.

3a Procedure/Surgical mask

- Secure the ties or elastic around your head so the mask stays in place.
- Fit the movable band to the nose bridge. Fit snugly to your face and below chin.

3b N95 respirator

There are different styles of N95 respirators (pictured below). They include: a) molded cup, b) duckbill, c) flat-fold and d) v-fold.

All styles have the same basic steps for donning: molded cup and duckbill are pictured below. Refer to the manufacturer for specific donning instructions.

4 Eye protection or face shields

- Place over the eyes (or face).
- Adjust to fit.

5 Gloves

- Pull the cuffs of the gloves over the cuffs of the gown.

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Taking off (Doffing) Personal Protective Equipment (PPE)

1 Gloves

A Grasp the outside edge of the glove near the wrist and peel away from the hand, turning the glove inside-out.
B Hold the glove in the opposite gloved hand.
C Slide an ungloved finger or thumb under the wrist of the remaining glove.
D Peel the glove off and over the first glove, making a bag for both gloves.
E Put the gloves in the garbage.

2 HAND HYGIENE

A Using an alcohol-based hand rub is the preferred way to clean your hands.
B If your hands look or feel dirty, soap and water must be used to wash your hands.

3 Gown

A Carefully unfasten ties.
B Grasp the outside of the gown at the back of the shoulders and pull the gown down over the arms.
C Turn the gown inside out during removal.
D Put in hamper or, if disposable, put in garbage.

4 HAND HYGIENE

- Clean your hands. (See No. 2)
- Exit the patient room, close the door and clean your hands again.

5 Eye protection or face shield

- Handle only by headband or ear pieces.
- Carefully pull away from face.
- Put reusable items in appropriate area for cleaning.
- Put disposable items into garbage.

6 Mask or N95 respirator

- Bend forward slightly and carefully remove the mask from your face by touching only the ties or elastic bands.
- Start with the bottom tie, then remove the top tie.
- Throw the mask in the garbage.

There are different styles of N95 respirators but all styles have the same basic steps for doffing.


7 HAND HYGIENE

- Clean your hands. (See No. 2)

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VISITING OTHERS

- Individuals should be encouraged to use virtual platforms for visiting with friends, family and the Quest Community
- Management members can visit with individuals however if the 6 ft physical distancing cannot be maintained, they cannot remove their PPE at any time (i.e. Going to Tim Hortons. If an individual is drinking coffee and has their mask off, management must keep their PPE on)
- All staff and individuals must follow AHS recommendations on visiting and gatherings

RECREATION	<ul style="list-style-type: none"> If staff cannot wear PPE during an activity, they cannot complete the activity. For example, swimming is not permitted on work time due to the fact that staff cannot wear PPE
CLOSE CONTACTS	<ul style="list-style-type: none"> If you have been identified by AHS or a community member as being a “close contact” to someone who is positive for Covid-19, you must quarantine and get tested
ISOLATING VS QUARANTINE	<div data-bbox="1144 349 1596 397" data-label="Section-Header"> <h3>COVID-19</h3> </div> <div data-bbox="1165 479 1575 544" data-label="Section-Header"> <h4>Understanding what a positive COVID-19 test result means</h4> </div> <div data-bbox="1144 625 1585 933" data-label="Text"> <p>The COVID-19 test detects if the virus is in your nose or mouth.</p> <p>It is important that you understand what it means if your COVID-19 test is positive.</p> <p>By law, you must self-isolate for at least 10 days after the test, even if you do not have any symptoms.</p> <p>If you get any symptoms, you must stay in self-isolation for 10 days after your symptoms appear.</p> <p>Anyone who has been in close contact with you must also, by law, self-isolate for at least 14 days and watch for symptoms.</p> <p>Very rarely, the COVID-19 test is falsely positive. This means you do not have the virus and you cannot pass it to anyone. There is no way to tell if a false positive result is wrong.</p> <p>By taking the self-assessment and asking for a test, I acknowledge and I understand the information above.</p> </div> <div data-bbox="1144 1047 1596 1088" data-label="Page-Footer"> <p> ahs.ca/covid  </p> </div>
RESOURCES AND COMMUNICATION	<p>The Agency is working hard to ensure accurate communication is sent to the employees and individuals. The Agency uses various communication platforms including memos, website, newsletters, Instagram posts, and educational videos to connect with staff. All staff are responsible for staying up to date with information surrounding Covid-19 related responses. For more information, visit www.questsupport.com</p>

Revised December 14th, 2020

	Information retrieved from www.ahs.ca/covid
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