

Volunteering during COVID-19

The information in this presentation prepares you for volunteering at LHSC in the COVID-19 environment.

Please carefully review the information and let Volunteer Services know if you have any questions.

What is our approach to safe volunteering during COVID-19?

- Safety measures at LHSC are based on an Infection Prevention and Control (IPAC) risk matrix (assessment) that takes into consideration community transmission and the strain on our health human resources.
- Volunteer Services is resuming services gradually, with safety as our primary focus.
- In preparation for the safe return of volunteers, a safety assessment is completed for each role. Volunteer responsibilities are reviewed to ensure volunteer safety.
- COVID-19 training was developed to ensure your safety in the hospital environment.
- Resumption of services are subject to change as a result of LHSC's response to changes in the COVID-19 pandemic, which could include immediate deferral of volunteer services.
- We continue to assess the environment to assure timely responses to any changes to the COVID-19 pandemic.

Visitor Restrictions

- In alignment with LHSC's care partner presence and visitor restrictions policy, there are limits to the number of care partners. [Please read the updated policy here](#)
- Concerns raised by patients/care partners about the care partner/visitor restrictions should be directed to the charge nurse/in charge person or unit/program leader.
- These restrictions may have an impact on some of our volunteer roles, given the limited number of visitors.

Before you report to the Hospital

Self-Screen For Symptoms of COVID-19

Note: By completing the COVID-19 screening declaration, you declare you will self-monitor daily for symptoms and exposures to COVID-19, and will not report for volunteering if you have any symptoms or exposures.

- Are you currently experiencing any of these symptoms? Choose any that are new or worsening and not related to seasonal allergies or pre-existing medical conditions:
 - Fever
 - Chills
 - Cough (new or worsening)
 - Shortness of breath/difficulty breathing
 - Loss of smell
 - Taste disturbance
 - Sore throat
 - Difficulty swallowing
 - Extreme tiredness that is unusual (fatigue or loss of energy)
 - Generalized muscle aches (unusual or long lasting)
 - Pink eye (conjunctivitis)
 - Runny nose
 - Nasal congestion
 - Headache
 - Vomiting or Nausea
 - Diarrhea or abdominal pain

Before you report to the Hospital

Additional questions around travel and exposure to COVID-19

Do you have someone in your home who...

- Has received a positive COVID-19 test result within the last 10 days?
- Is symptomatic and awaiting test results?
- Had a high risk exposure and has had Public Health instructions to isolate?

Within the last 10 days have you...

- Had close, unprotected contact with a person with a CONFIRMED case of COVID-19?
- Worked in a clinical area at another organization with a declared COVID-19 outbreak?
- Been told to self-isolate?

Within the last 14 days have you...

- Travelled outside of Canada and been told to quarantine (federal requirement)?

Symptoms, travel, or exposure

- Do not report for your shift if:
 - You are not feeling well (remember – not all illnesses are COVID-19 related)
 - You are exhibiting any of the COVID-19 symptoms (page 3)
 - You answered ‘yes’ to any of the travel/exposure questions (page 4)
 - You have come in contact with a suspected or confirmed case of COVID-19

- Who to notify:
 - Contact Volunteer Services to advise.
 - Email: Volunteer_Services@lhsc.on.ca
 - Call: UH – 519-663-3134 OR VH – 519-685-8112

Preparing for your Shift

- Keep to a minimum the items you bring to the hospital.
- Bring a personal mask to wear into the hospital. Masks are required on LHSC property, including parking lots and parking garages.
- Remember your Hospital Volunteer ID for entry into the hospital
 - *Your ID picture and name must be clear.
 - *Swipe access is required for entry and all volunteers have swipe access on their ID cards.

Arriving at the hospital

- **Perimeter Screening:** Patients and care partners complete self-screening upon arrival at the hospital. Patients with symptoms of COVID-19, who require entry due to necessary treatment, should go directly to their appointment area and inform reception.
[Please read about entering the hospital here](#)
- There are designated entrances for staff and volunteers, different from those of patients. The specified entrances for volunteers are indicated below and also on the maps (VH map- slide 9, UH map- slide 10).
 - **Victoria Hospital:** Volunteers enter through the B2 staff entrance. We recommend parking in P8. Take the elevator within the P8 Parking Garage to level 2. Walk across the enclosed glass bridge from the garage into the B2 staff entrance.
 - **University Hospital:** Use the old Emerg (“A”) entrance
- **ID-** Please wear your hospital volunteer ID as you enter the building and swipe in when needed.
- **Hand Sanitizer-** You will sanitize your hands upon entry to the hospital.
- Please be mindful of the physical distancing decals on the floor.

Arriving at the hospital

- **Universal Masking:**

- All patients and care partners are required to wear a hospital provided mask upon entry, unless medically exempt or children under 5 years of age, or children under the age of 12 if not developmentally appropriate.
- Inpatients are not masked while in their rooms; however, should they leave their rooms, they are required to wear a mask. They are also asked to mask when staff walks into the room.
- All staff, physicians and affiliates (including volunteers) must mask at all times when on LHSC property. You must replace your personal mask with a hospital provided mask upon entry and wear the mask for the duration of your shift. [Please read about universal masking here](#)

- Level 3 masks are available at the designated staff entrance upon arrival to the hospital. There are masks with and without visors, at some locations. Mask with eye protection (visor) is not required, but available if preferred.
- Please take the appropriate mask and review how to properly put them on (donning) and remove them (doffing) (slide 15,16)
- You will use a new mask each time you come for a shift.



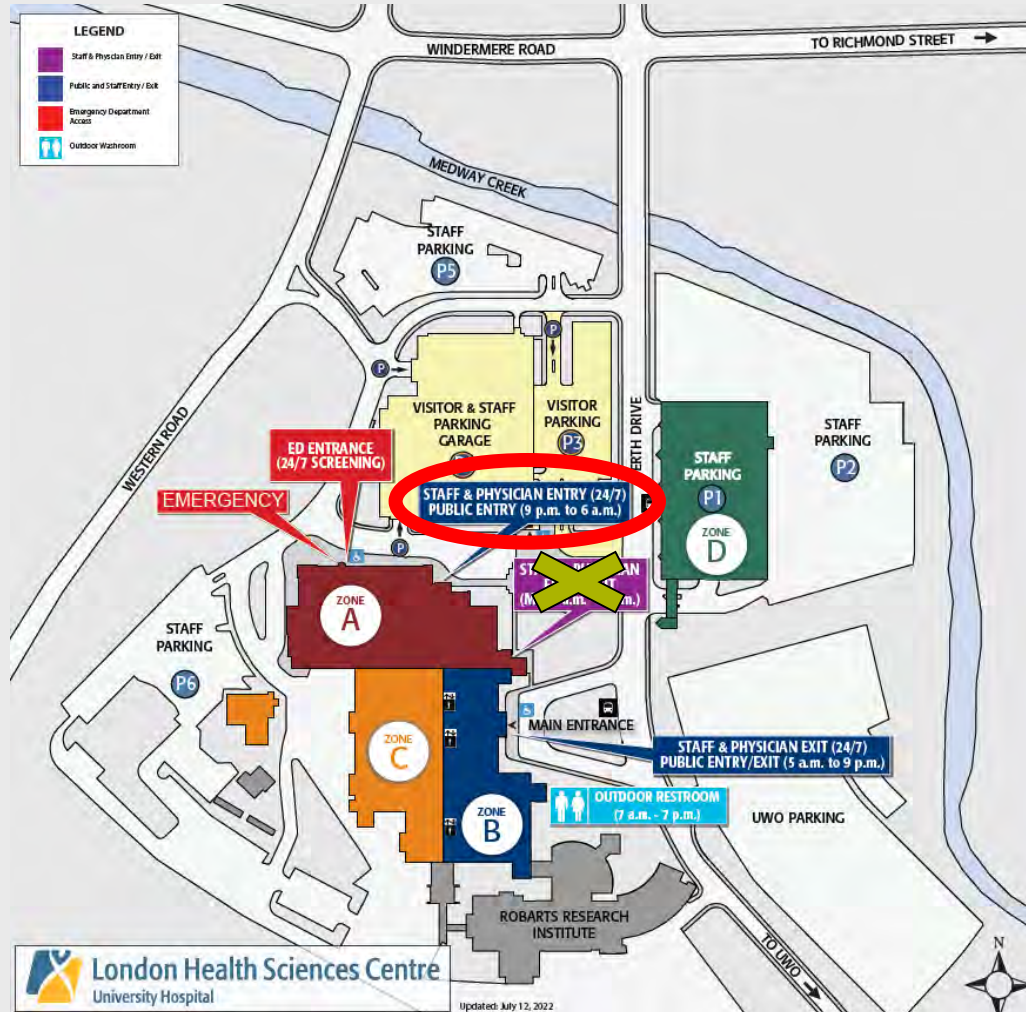
VH Entrances

Volunteers use the Staff Entrances



UH Entrances

*Volunteers use the Old Emerg (“A”) Staff entrance (*circled in red*)*



Hand Hygiene

Alcohol-Based Hand Sanitizer



- Hand hygiene is an important means of preventing the spread of infection
- Alcohol-based hand sanitizer is the preferred method when in a health care setting and hands are not visibly soiled.
- After cleaning, make sure your hands are dry before you touch anything. This is very important when you use the hand rub.

When to perform hand hygiene with alcohol-based hand sanitizer?

- Upon entry to and exit from:
 - Hospital
 - Each unit
- Before & after entering each patient space
- Before touching any clean supplies
- After touching your mask, any patient materials, or common spaces
- After escorting patients.

CLEAN HANDS PROTECT LIVES.
Your Health Care – Be Involved

How to HANDRUB

1. Apply hand rub gel or foam to palm of hand.
2. Spread over both sides of hands and between fingers.
3. Rub hands together for at least 15 seconds or until dry.
4. Once dry, your hands are safe.











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Hand Hygiene

Washing your hands

When washing with soap and water, including when visibly soiled, follow these best practices.

REDUCE THE SPREAD OF COVID-19.
WASH YOUR HANDS.



1

Wet hands with warm water



2

Apply soap



3

For at least 20 seconds, make sure to wash:



4

Rinse well



5

Dry hands well with paper towel



6

Turn off tap using paper towel



palm and back of each hand



between fingers



under nails



thumbs

📞 1-833-784-4397

@ canada.ca/coronavirus



Public Health
Agency of Canada

Agence de la santé
publique du Canada

Canada

Masking Procedures

Basic Extended Use Principles

- A mask is to be worn for the entire duration of your volunteer shift
- A mask can be worn for as long as possible, but once wet, damaged, or visibly soiled, it must be discarded in the garbage. In non-clinical areas, ask your leader for a new mask if you must discard.
- Do not touch the front of the mask; if you do, immediately perform hand hygiene.
- Always take adequate time when removing a mask to prevent self-contamination.
- Always perform hand hygiene after removal.

Masking reminders

- Replace mask if it is wet or soiled
- Do not pull mask under your chin, hang it off one ear, hang it off your neck, or wear it off your nose
- Do not touch the front of the mask
- Do not take it off when meeting with others, regardless of physical distance

If you need to cough, cough into your mask. The purpose of the mask is to help contain/collect droplets. Remember to also cough into the fold of your arm.

Masking Procedures

If you are doffing your mask to eat or drink:

- Food and drink only permitted in designated areas or breakrooms in the area. Masks can only be removed when actively eating/drinking in designated areas while maintaining 6 ft/ 2 m distance from others at all times. If you must hydrate, please ask unit/program leadership where their breakroom is located, as well as what the current guidelines are for break rooms (these are based on the current LHSC Risk Matrix).
- Mask should be carefully removed and may be folded so that the inner surface is facing inward,
- Masks should be stored in a way that keeps them clean, dry, and protected– e.g. clean space, on a tissue or placed in a paper bag
- If the mask becomes contaminated, remove and discard it
- It is important to keep hydrated, however, food and drink should not be consumed at your volunteer station.

Please remove your hospital provided mask and put on your personal mask as you exit the hospital. You will see garbage cans placed at each exit. You are encouraged to wear your mask on public transit on the way home or you can remove it once you get to your car.

Always clean your hands before putting on a mask and after removal.

Wearing a mask safely protects you and those around you.

Masking Procedures

How to wear a mask

Steps on putting on the mask safely:



Perform hand hygiene – wash your hands or use hand sanitizer.



Pick up mask using ear loops.



Expand the mask. (Blue side faces out).



Place mask on your face by securing loops around your ears.



Adjust mask to cover your chin and pinch metal nose piece to give a secure fit.

Masking Procedures

Steps on removing the mask safely:

- 

1 Perform hand hygiene – wash your hands or use hand sanitizer.
- 

2 Remove the mask using the ear loops only.
- 

3 Please conserve your mask for as long as possible.
Place the mask on a clean surface or a paper towel with the inner mask facing upwards to avoid contamination (white side facing up).
- 

4 Perform hand hygiene – wash your hands or use hand sanitizer.

For re-applying the mask:

- 

1 Pick up the mask from the clean surface using the ear loops.
- 

2 Adjust the mask to your face as indicated in the above steps.
- 

3 Perform hand hygiene (hand washing or sanitizer) after you're done.



Signing In & Out at Volunteer Services

- Please keep physical distancing in mind in the Volunteer Office, being mindful of decals, tape, and posters indicating appropriate distancing and flow.
- You will notice the flow is one way in the offices.
- Please:
 - Sanitize your hands before and after signing in/out with the computer, and also before leaving the office
 - Wear your volunteer uniform, ID badge and nametag.
 - Ensure all uniforms are put in the laundry, after your shift
 - Take a snack voucher at the end of your shift as snacks cannot be consumed at your volunteer station.

Note:

- There are designated entrances for staff and volunteers; however, any exit can be used when you leave the hospital.

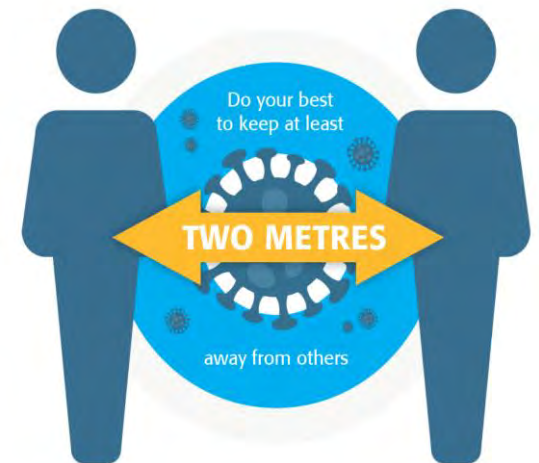
During your Shift

- There is a reduced activity level due to the Visitor/Care Partner Presence Policy.
- Maintain physical distancing (slide 19).
- Watch for capacity limit signage, when in effect (slide 20)
- Remain behind protective barrier as much as possible, where applicable
- Avoid touching your face, nose and eyes
- Wash/sanitize your hands frequently.
- Follow enhanced cleaning and disinfecting practices (slide 21)
- If you start to feel unwell (either with COVID-19 symptoms or other illness) while on duty, let Volunteer Services know and proceed home.

Physical Distancing

- Staying at least 2 meters/6 feet away from other people reduces the chances of catching COVID-19.
- Volunteers maintain 6 ft/2 m physical distancing as much as possible when assisting or escorting **masked** patients.
- If a patient/care partner is **unmasked**, encourage/educate and offer mask from nearest supply of masks. Once masked, offer assistance while maintaining physical distance. If the individual refuses to mask, or is exhibiting symptoms, provide them verbal direction from behind the barrier/from a distance, and ask for assistance from staff.
- Volunteer Roles have been assessed to determine how many volunteers can be in an area at one time.
- This can be difficult within some areas of the hospital which is one of the reasons why universal masking has been implemented.

PRACTICE PHYSICAL DISTANCING



Cleaning and Disinfecting



- Cleaning and disinfecting procedures within our facilities have increased
- Standardized cleaning protocols for patient exam rooms are completed by staff
- Volunteers will participate in disinfecting of their work space.
- Disinfect when you arrive to your work station and at the end of your shift.
- Use the unit/program provided Accel Intervention Wipes as per [LHSC Standard Wiping Protocol](#).
- Clean frequently touched and shared surfaces or materials. Frequently touched surfaces by others should be disinfected more often.
- Sanitize hands after disinfecting procedure is complete

Volunteer Expectations

As a volunteer, you are expected to:

- Follow all LHSC policies and procedures, including new processes and protocols outlined in this presentation. Visitor restrictions apply to volunteers and staff; please do not visit any patients while onsite.
- Masking best practices are a requirement at LHSC. If your mask is not on correctly, a member of TeamLHSC will advise you as such. All volunteers must follow proper masking techniques at all times. Should you find this too difficult, please speak with a member of the team in Volunteer Services.
- As staff and volunteers in health care, we have an added responsibility to lead by example to keep our patients and our community safe.

We ask that you please:

- Be flexible. This has been an ever changing environment and volunteering during a pandemic means flexibility and adherence to new best practices and procedures as they arise.
- Consult your family physician if you, or a family member, have health related questions
- Understand that you may be asked to change your assignment or discontinue service based on the hospital's situation
- Let a staff member in Volunteer Services know if you are having difficulties with any of the safety measures in place (masking, physical distancing, regular hand hygiene) or if at any point, you would like to step away from volunteering.

All safety procedures have been enacted to protect the health and well-being of everyone in the hospital environment to the greatest extent possible. If you cannot adhere to these expectations, we ask that you refrain from volunteering at this time.

Our Commitment

Volunteer Services will:

- Communicate to ensure you feel informed and prepared for volunteering in the hospital environment
- Provide ongoing updates to you
- Continue to monitor the hospital situation and make changes as needed
- Be available to support you and answer any questions you have.
- Ensure volunteers are part of the Occupational Health and Infection Control contact tracing process to all patients, staff, physicians and affiliates who had direct interaction with a confirmed COVID-19 positive individual. You will be notified if you are considered at risk of exposure. Please note: An exposure is considered if you were closer than 2 metres/6 feet to someone for more than 15 minutes, without proper Personal Protective Equipment (PPE – i.e. mask).

Questions?

Please call Volunteer Services

VH 519-685-8112

UH 519-663-3134