

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.
- COVID-19 training was developed to ensure your safety in the hospital environment.
- A safety assessment is completed for each role. Volunteer responsibilities are reviewed to ensure volunteer safety.
- 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? (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

If you have:

Respiratory symptoms

- Volunteers may return to work when fever free and symptoms have been improving for 24 hours.
- Continuous use of a level 3 medical mask (available at staff entrances) is required everywhere in the building until the end of Day 10 from the day of symptom onset.
- A two metre distance should be maintained if the mask is removed for eating or drinking in this 10-day period.

Gastrointestinal symptoms

- Volunteers may return to work when fever free and symptoms have been improving for 48 hours.
- Continuous use of a level 3 mask (available at staff entrances) is required everywhere in the building until the end of Day 10 from the day of symptom onset.
- A two metre distance should be maintained if the mask is removed for eating or drinking in this 10-day period.

Before you Report to the Hospital

Positive COVID-19 test while asymptomatic

- Volunteers can return to work if they are asymptomatic with masking required everywhere in the building until the end of Day 10 from the positive test. Level 3 masks are available at the staff entrances.
- If symptoms develop, see symptom guidelines (slide 4). There is no requirement to contact Occupational Health and Safety Services (OHSS).

After exposure

- Volunteers who are exposed to COVID-19 no longer need to contact OHSS and should instead attend work as long as they remain symptom free.
- Masks will be required in all areas of the building until the end of Day 10 from exposure. Level 3 masks are available at the staff entrances.
- If symptoms develop, see symptom guidelines (slide 4).

Who to notify:

- **Contact Volunteer Services** to advise.
 - Email: Volunteer_Services@lhsc.on.ca
 - Telephone:
 - **University Hospital** – 519-663-3134
 - **Victoria Hospital** – 519-685-8112

Preparing for Your Shift

- Keep to a minimum the items you bring to the hospital.
- Remember your Hospital Volunteer ID for entry into the hospital
 - **Your ID picture and name must be clear.**
 - **Swipe access is required for some entrances 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 Emergency A entrance
 - Note: Any exit can be used when you leave the hospital.
- **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.

Arriving at the Hospital

Measured approach in Universal Masking: [Please read about masking here](#)

For staff/physicians/volunteers:

- Masking is required in both inpatient and outpatient settings when providing direct patient care.
- Masks are not required in common spaces including hallways, the cafeteria, office spaces, auditoriums, communication desks, or laboratories.
- Masks are available at all entrances (although you are not required to don one until you have direct patient contact).
- If you would like to wear a mask, please take a new mask each time you arrive for your shift. Review how to properly put masks on (donning) and remove them (doffing) (slide 15-16)

For patients/visitors:

- Masking is recommended when receiving care directly from staff or physicians in both inpatient and outpatient settings, including waiting rooms and the Emergency Department.
- Patients with a fever or respiratory symptoms are required to mask in all clinical and non-clinical settings (except if in an inpatient room or bed space).
- Masks will continue to be available at all entrances.

Victoria Hospital (VH) Entrances

Volunteers use the Staff Entrances



University Hospital (UH) Entrances

Volunteers use the Old Emergency “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.

Hand Hygiene

How to use hand rub:

1. Apply hand rub gel or foam
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

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.

OHHA ONTARIO HOSPITAL ASSOCIATION
www.oha.com/patientsafetytips
Ontario

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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:
palm and back of each hand
between fingers
under nails
thumbs
- 4**
Rinse well
- 5**
Dry hands well with paper towel
- 6**
Turn off tap using paper towel

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 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.

If you are doffing your mask to eat or drink:

- 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
- Always clean your hands before putting on a mask and 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
- 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

How to wear a mask

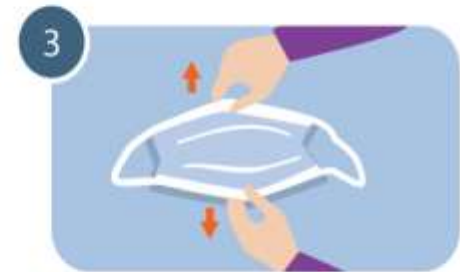
Steps on putting on the mask safely:



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.



When you're ready to dispose of your mask, please place the mask in the garbage by the exit door and sanitize your hands.



LHSC thanks Holland Bloorview Rehabilitation Hospital for permission to adapt its original work.

During Your Shift

- Sign in and out at Volunteer Services
 - 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
- Maintain physical distancing as much as possible when assisting or escorting patients.
- 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 18).
- If you start to feel unwell (either with COVID-19 symptoms or other illness) while on duty, notify your area leader and Volunteer Services, then proceed home. Follow the return to work guidelines for symptoms (slide 4).

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 disinfecting 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 processes and protocols outlined in this presentation.
- 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:

- 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.

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?

Call Volunteer Services at:

- Victoria Hospital (VH): 519-685-8112
- University Hospital (UH): 519-663-3134