

**Ministry of Long-Term Care**

Assistant Deputy Minister  
Long-Term Care Operations

11th Floor, 1075 Bay Street  
Toronto ON M5S 2B1  
Tel.: (416) 327-7461  
Fax: (416) 327-7603

**Ministère des Soins de longue durée**

Sous-ministre adjointe  
Opérations relatives aux soins de longue durée

1075, rue Bay, 11e étage  
Toronto ON M5S 2B1  
Téléphone: (416) 327-7461  
Télécopieur: (416) 327-7603

March 09, 2020

**MEMORANDUM TO:** Long-Term Care Homes Sector

**FROM:** Brian Pollard  
Assistant Deputy Minister, Operations  
Ministry of Long-Term Care

**SUBJECT:** **COVID-19 Updates**

---

The Ministry of Health continues to coordinate the response to the 2019 novel coronavirus with support from the Ministry of Long-Term Care and other key stakeholders. We will keep the sector updated as relevant recommendations and plans arise from these discussions.

**\*\* At this point, we are instructing long-term care homes to begin the active screening of all visitors, resident admissions, re-admissions and returning residents. \*\***

- Long-term care homes should conduct active screening (when possible, over-the-phone screening) for visitors, new admissions, re-admissions, and returning residents.
- Long-term care homes must consult with the local public health unit if exposure to, or transmission of, COVID-19 has been confirmed in order to determine any additional public health actions (i.e. implementing active staff screening).
- Long-term care homes should instruct all staff, students and volunteers to self-screen for COVID-19 at home. All staff, students and volunteers with symptoms of an acute respiratory infection must not come to work and must report their symptoms to the long-term care home. All staff should be aware of early signs and symptoms of acute respiratory infection.
- See the [latest case definition](#), as well as the up to date [COVID-19 Affected Areas List](#).

Emerging information on COVID-19 suggests elderly individuals and those with underlying health conditions are at increased risk of severe outcomes. In addition to active screening, long-term care homes should follow the guidance for [respiratory outbreak](#) and [COVID-19](#) prevention from the Ministry of Health. This includes prevention activities such as:

- Posting signage and advising visitors who have travelled to [affected areas](#) or been exposed to a case of COVID-19 in the last 14 days to postpone their visit.
- Posting signage and advising all visitors who are ill to postpone their visit.
- Ensuring availability and accessibility of hand hygiene throughout the facility.
- Keeping staff and residents informed on COVID-19.
- Reminding staff to be [monitoring themselves for illness](#) and to stay at home when they are sick.
- Developing policies for managing staff who may have been exposed to a case of COVID-19.
- Assessing incoming residents for respiratory symptoms and potential exposures to COVID-19.
- Monitoring residents for new respiratory symptoms or fever.

- Quickly identifying and isolating any resident with acute respiratory illness or fever.
- Ensuring signage is clear and that personal protective equipment (gowns, gloves, masks and eye protection) for health care workers are available and accessible for care of patients with acute respiratory illness.
- Helping visitors with personal protective equipment if they are visiting residents under precautions.
- Reporting any suspected COVID-19 illness in residents or staff to the local public health unit.

**As of March 09, 2020, when homes submit specimens for standard respiratory testing, these specimens will also be tested for COVID-19 automatically. There is no change to your usual practices for submitting respiratory outbreak specimens.**

We would also like to draw your attention to important resources that will help the long-term care sector prepare for, and address this issue:

▶ **[Guidance for the Health Sector](#)**

This website provides:

- a series of guidance documents;
- the latest case definition for COVID-19;
- signage for long-term care homes; and
- related links.

▶ **[Public Health Ontario, COVID-19](#)**

This website provides regularly updated statistics on cases in Ontario as well as other COVID-19 resource material. Public Health Ontario also has guidelines on [how to self-isolate and self-monitor](#).

▶ **[Additional Information](#)**

- A guide for the [Control of Respiratory Infection Outbreaks in Long-Term Care Homes](#).
- [General information](#) for the public regarding COVID-19 in Ontario.

The well-being of residents in long-term care is our top priority. We will continue to monitor this situation closely and ensure that we are prepared. If there are any related questions or concerns, we encourage our health care sector partners to contact the Health System Emergency Management Branch at 1-866-212-2272 (24/7) or during business hours at [eocoperations.moh@ontario.ca](mailto:eocoperations.moh@ontario.ca).

We thank you for your attention to this matter.

Sincerely,

Stacey Colameco, on behalf of Brian Pollard  
Assistant Deputy Minister

c: Deputy Minister of Long-Term Care