Welcome!

• Close other running applications to help maintain a stable connection

• Recording and slides will be posted on the website

• School Board e-Forum will be coming
Presenters

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E-Forum: SLP Practice in a Pandemic

Topics:

Re-Starting Patient Care (flow charts)
- For clinics, businesses and employers
- For SLPs providing patient care during the pandemic

Profession Specific Questions received
- Practice adaptations in speech therapy (children, virtual care)
- PPE requirement clarifications
- Home visits
- Documentation

Your Questions today
How is the E-Forum going to work?

- Please write questions in the box on your screen

- **Samidha Joglekar**, Audiology Advisor & Manager of Mentorship will monitor the questions

- We will send out answers to FAQs or respond personally to unanswered questions
• Today’s E-Forum is based on current information from the Ministry of Health and Public Health authorities

• Information is rapidly changing

• We will continue to update you when we receive new information

• Please review CASLPO e-mail communications and refer to the Pandemic Practice Advice documents that we are actively revising

Providing Patient Care in a Pandemic
CASLPO’S Home Page (www.caslpo.com)

WE REGULATE
Oversight to ensure professionalism

Public
General information for the public about who we are and what we do.

Registrants
Information for Ontario’s registered audiologists & speech-language pathologists.

Applicants
How to become an audiologist or speech-language pathologist in the province of Ontario.

COVID-19 Information
Information and resources for health care professionals and the public about novel coronavirus (COVID-19). Links to resources and more.

Providing Patient Care in a Pandemic - Links to Pandemic Practice Advice Topics and more.
Where to find information on the CASLPO website

For Audiologists and Speech-Language Pathologists - Updates from CASLPO
Providing Patient Care in a Pandemic - Access Pandemic Practice Advice Topics and more

Missing important emails? Update your email address in CASLPO's 'Registrant Portal'.

1. COVID-19 Response Update Sent March 17, 2020
3. Essential and Non Essential Services - March 20, 2020
6. Further Guidance Related to Telepractice - Sent March 26, 2020
7. High Risk Areas Of Practice For Registrants - Sent March 27, 2020
8. Minister’s Order - Personal Protective Equipment - Sent April 1, 2020
10. Ontario Launches Online Workforce Matching Portal (Sent April 9, 2020)
11. MOH EOC Released Advisory - Cyber Security Advisory - Zoom (Sent April 10, 2020)
12. MOH Safety of Patients and all Health Care Providers - Guidance - LTCH (Sent April 16, 2020)
13. Emergency Order-Deployment of Employees of Service Provider Organizations (Sent April 21, 2020)
14. MOH Guidance - Primary Care Providers in a Community Setting (Sent April 28, 2020)
15. MOH Guidance - Home and Community Care and Hospice Care (Sent May 5, 2020)
16. Update - Extension of Emergency Orders and Non-Essential Workplaces (Sent May 7, 2020)
17. Update - CASLPO COVID-19 Town Hall - (Sent May 14, 2020)
18. Clarification - Ontario Announcement - Phase 1 Reopening (Sent May 14, 2020)
19. Pandemic Practice Advice for Audiologists and SLPS (Sent May 19, 2020)
20. Extended Invitation to Attend - CASLPO Town Hall - COVID-19 (Sent May 21, 2020)
21. MOH Update - Directive 3 for Long-Term Care Homes (Sent May 22, 2020)
22. Update - Information on Two COVID-19 Pandemic Topics (Sent May 25, 2020)
23. Important Revision to Ministry of Health Directive #2 - Health Sector Gradual Restart of Deferred Services (Sent May 27, 2020)
24. Answers to Your Questions - Two Upcoming CASLPO E-Forums (Sent June 10, 2020)
25. Answers to Your Questions - Two Sets of FAQs (Sent June 15, 2020)
26. Professional Liability Insurance Coverage During the Pandemic (Sent June 16, 2020)

FAQs - AUD & SLP Services - COVID-19

1. FAQ Telepractice and Audiology Office/Clinics and COVID-19 (April 6, 2020)
2. FAQ Redeployment and COVID-19 (April 14, 2020)
3. FAQ For Audiologists - COVID-19 (April 28, 2020)

Signage for health care settings (available in multiple languages)
Where to find information on the CASLPO website

PROVIDING PATIENT CARE IN A PANDEMIC

Providing Patient Care In A Pandemic

Please consult this page and CASLPO’s COVID-19 Information Page regularly for the latest information and for revisions to the Pandemic Practice Advice documents.

Always weigh the risk of seeing patients in-person and the transmission of the COVID-19 virus. Consider continuing to provide all, or some, patient services virtually. If you are seeing the patient in-person, please follow the advice in these Pandemic Practice Advice documents.

Pandemic Practice Advice Topics

1. General Infection Prevention and Control
2. Point of Care Risk Assessment
3. COVID-19 Screening
4. Personal Protective Equipment including the Ministry’s PPE Supplier Directory
5. Physical Distance in the Clinic and Community
6. Additional and Continued Virtual Care
7. Office and Clinic Cleaning
8. Equipment and Materials Cleaning
9. Assessment and Treatment Adaptations
10. Sound Booth Cleaning
11. Flow Chart - Preparing for Restart of Services, Employers, Clinics and Business Owners
12. Flow Chart - Providing Patient Care in A Pandemic

Frequently Asked Questions (FAQs)

- Personal Protective Equipment (PPE) (June 10, 2020)
- Point of Care Risk Assessment (June 15, 2020)
- COVID-19 Screening (June 15, 2020)
- Assessment and Treatment Adaptations - Audiology (June 25, 2020)

CASLPO COVID-19 Town Hall (May 28, 2020)

- Access Slides
- Webinar Recording
Re-Starting Patient Care (flow charts)

For clinics, businesses and employers
Preparing for a Gradual Re-start of Services
Ministry of Health Amended Directive #2, as of May 26, 2020
MOH Covid-19 Operational Requirements: Health Sector Restart

Employers, Clinics and Business Owners

Organizational Risk Assessment (ORA)
Pre-condition for re-starting services.
Ensure control measures are in place to mitigate the transmission of infection.
Training and education to professionals on the ORA.

Point of Care Risk Assessment (PCRA)
Ensure PCRAs are routinely carried out for all patients, all care and all interactions.
Assess the clinical task, patient and environment.

See Pandemic Practice Advice #2

1. Modify and Adapt Service Delivery
Have a system to decide if patients need to come into the clinic.
Implement a system of virtual care
See Pandemic Practice Advice #6 & #9

2. Physical Distancing Measures
Plexiglass barriers, re-design physical setting, spacing out chairs, limiting number of patients, floor markings.
Provide masks when distancing isn’t possible
See Pandemic Practice Advice # 5

3. Infection Prevention and Control & Screening
Hand hygiene policy, signage, office and equipment cleaning protocol
Active and passive screening, signage, restricting visitors policy
See Pandemic Practice Advice #1, #3, #5, #7, #8 & #10

4. Personal Protective Equipment (PPE)
Determine use of PPE based on screening and PCRA.
Ensure staff have PPE supply.
Ensure staff have education & training on selection, use and disposal of PPE.
See Pandemic Practice Advice #4
FOR CLINICS, BUSINESSES AND EMPLOYERS

Preparing for a Gradual Re-start of Services
Ministry of Health Amended Directive #2, as of May 26, 2020
MOH Covid-19 Operational Requirements: Health Sector Restart

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Ensure staff have education & training on selection, use and disposal of PPE.
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1. Modify and Adapt Service Delivery

Have a system to decide if patients need to come into the clinic.

Implement a system of virtual care

See Pandemic Practice Advice #6 & #9
2. Physical Distancing Measures

Plexiglass barriers, re-design physical setting, spacing **out** chairs, limiting number of patients, floor markings.

Provide masks when distancing isn't possible

*See Pandemic Practice Advice # 5*
3. Infection Prevention and Control & Screening

Hand hygiene policy, signage, office and equipment cleaning protocol

Active and passive screening, signage, restricting visitors policy

See Pandemic Practice Advice #1, #3, #5, #7, #8 & #10
SIGNAGE EXAMPLES

Recommended Steps: Putting On Personal Protective Equipment (PPE)

1. Perform Hand Hygiene
   - Wash hands with soap and water for at least 20 seconds.
   - Use hand sanitizer if soap and water are not available.

2. Put on Gown
   - Wear a gown over your clothes.
   - Ensure it covers your entire body.

3. Put on Mask/N95 Respirator
   - Place mask over nose and mouth.
   - Secure ties, loops or straps.
   - Make sure the mask fits snugly.
   - For respirators, perform a seal check.

4. Put on Protective Eyewear
   - Wear glasses or goggles for eye protection.
   - Adjust to fit.
   - Ensure it covers the eyes and nose.

5. Put on Gloves
   - Put on gloves, taking care not to touch or contaminate their inner surface.
   - If a gown is worn, the gloves fit over the gown’s cuff.

For more information, please contact Public Health Ontario’s Infection Prevention and Control Department at pia@eohlpp.ca or visit www.publichealthontario.ca.

Ministry of Labour, Training and Skills Development

Retail: Guidance for Health and Safety

Employer Responsibilities:
If you find out a worker has been exposed to COVID-19 at work, or a related claim has been filed with the WSIB, make sure to notify the ministry and your workplace joint health and safety committee, health and safety representative and trade union. Call ministry’s Health and Safety Contact Centre at 1-877-202-0008.

Worker Rights:
Workers have the right to refuse unsafe work. If health and safety concerns are not resolved internally, a worker can seek enforcement by filing a complaint with the ministry’s Health and Safety Contact Centre at 1-877-202-0008.

Attention Patients

If you have any of the following symptoms of COVID-19:

- Fever
- New onset of cough
- Chills
- Unexplained fatigue
- Headache
- Sore throat
- Runny nose
- Muscle aches
- Difficult breathing
- Difficulty swallowing
- Pink eye
- Digestive issues
- Loss of taste or smell

Report immediately to triage or reception.

Avis aux visiteurs

Si vous présentez l’un des symptômes suivants de la COVID-19 :

- Fièvre
- Apparition d’une nouvelle toux
- Frissons
- Fatigue inexplicable
- Maux de tête
- Maux de gorge
- Écoulement nasal

Ou si vous avez été exposé à une personne ayant reçu un résultat positif au test de dépistage de la COVID-19 ou ayant développé de nouveaux symptômes respiratoires, veuillez reporter votre visite à un de nos Centres d’évaluation pour effectuer un test de dépistage.

Ontario

CASPO - OACO

Find more resources related to Retail Guidance or all resources of Ontario/COVID.
Signage Links

https://www.ontario.ca/page/resources-prevent-covid-19-workplace


4. Personal Protective Equipment (PPE)

Determine use of PPE based on screening and PCRA.

Ensure staff have PPE supply.

Ensure staff have education & training on selection, use and disposal of PPE.

See Pandemic Practice Advice #4
Preparing for a Gradual Re-start of Services
Ministry of Health Amended Directive #2, as of May 26, 2020
MOH Covid-19 Operational Requirements: Health Sector Restart

Employers, Clinics and Business Owners

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Assess the clinical task, patient and environment.
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Provide masks when distancing isn't possible
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Hand hygiene policy, signage, office and equipment cleaning protocol
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4. Personal Protective Equipment (PPE)
Determine use of PPE based on screening and PCRA.
Ensure staff have PPE supply.
Ensure staff have education & training on selection, use and disposal of PPE.
See Pandemic Practice Advice #4
Patient Safety

Citizen Advisory Group (CAG) recommendations:

Let the public, patients and families know what to expect and the steps you are taking to keep them and yourselves safe.

- Publish your Infection Prevention and Control (IPaC) measures on your website or in the clinic

- Inform your patients that you will answer any questions they have on IPaC
Re-Starting Patient Care (flow charts)

For SLPs providing patient care during the pandemic
Providing Patient Care in a Pandemic – Restart of Services (Flow Chart)

Pandemic Practice Advice Topics

1. General Infection Prevention and Control
2. Point of Care Risk Assessment
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4. Personal Protective Equipment Including the Ministry’s PPE Supplier Directory
5. Physical Distance in the Clinic and Community
6. Additional and Continued Virtual Care
7. Office and Clinic Cleaning
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10. Sound Booth Cleaning
Providing Patient Care in a Pandemic – Restart of Services (Flow Chart)

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POINT OF CARE RISK ASSESSMENT (PCRA)

Pandemic Practice Advisory #2 Point of Care Risk Assessment
A point of care risk assessment (PCRA) must be performed by every health care worker before every patient interaction.

(Chief Medical Officer of Health, Ontario, March 30, 2020-Directive #1)
The PCRA is a routine practice before every clinical encounter regardless of COVID-19 status.

Based on professional judgment (i.e. knowledge, skills, reasoning & education).

To assess risk of exposure to infectious agents, in each interaction, task, patient, and each environment.
Ask yourself a series of questions before every patient interaction:

- Is the hazard **present** in the situation?
- What is the **health status** of the patient?
- What **type of task** am I doing?
- **Where** am I doing the task?
- What **actions** do I need to take?
A PCRA focuses on what you have control over and helps you decide what actions to take to protect patients and yourself against exposure to infections

- choice of PPE
- adapting services
- physical distancing
- cleaning
- equipment use
COVID-19 SCREENING

Pandemic Practice Advice #3 COVID-19 Screening
COVID-19 SCREENING

• All patients and essential visitors **must be screened for COVID-19** before an in-person visit

• Screen by telephone or virtual care before the in-person appointment preferred

• Screening should occur the day of the in-person appointment or **as close to the appointment as possible**
In-person screening

• If you must screen a patient or essential visitor in person, stay behind a plexiglass barrier and wear a surgical/procedure mask.

• If there is no plexiglass barrier, keep a 6-foot distance from the patient and wear a surgical/procedure mask & eye protection (goggles or a face shield).
COVID-19 SCREENING

- Taking patient temperatures is optional.
- If you choose to take this step, use a thermometer with disposable tips or a non-contact thermometer.
COVID-19 SCREENING: Negative Result

• If the response to all questions is NO, the COVID-19 screen is negative, you may see the patient in-person.

• You will require a surgical/procedure mask, or a clear mask or face shield, when with or within a 6 foot distance of the patient.

• You must perform hand-hygiene before and after each session.
COVID-19 SCREENING: Positive Result

• If the response to any of the COVID-19 screening questions is YES, defer seeing the patient in-person

  OR:

• Follow Droplet and Contact Precautions to see the patient in-person (Public Health Ontario):
  – Wear the appropriate PPE (gloves, isolation gown, surgical/procedure mask and eye protection) and know how to don, doff and dispose the PPE safely.
  – Consider the intervention required and how to best mitigate the risks.
COVID-19 SCREENING: Positive Result

• Make sure the patient is well masked, carries out hand hygiene and is isolated from everyone else.

• If urgent, send the patient to the nearest hospital emergency department.

• If non-urgent, recommend the patient is tested for COVID-19 a.s.a.p.

  Recommend the nearest Assessment Centre, provide information on the local Public Health Unit or contact Telehealth Ontario at 1-866-797-0000 for advice.
COVID-19 SCREENING

When you are providing in-person services to patients you should **screen yourself** for COVID-19 on a daily basis.
Putting Patient Care in a Pandemic – Restart of Services (Flow Chart)

Step 1 (A)
Carry out a point of care risk assessment.
(See Pandemic Practice Advice 2)

Step 1 (B)
Carry out active Covid-19 screening as close to the in-person appointment as possible.
(See Pandemic Practice Advice 3)

Patient screens positive for Covid-19.
Defer the in-person appointment unless urgent.
Recommend the patient get tested.
(See Pandemic Practice Advice 3)

Patient screens negative for Covid-19.
Proceed with in-person appointment.

Pandemic Practice Advice Topics
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Step 2

Re-evaluate the point of care risk assessment for each patient.
Determine selection and use of Personal Protective Equipment (PPE).
Ensure hand hygiene before in-person appointment.
Limit visitors to those who are essential and have undergone Covid-19 screening.

(See Pandemic Practice Advice 1 to 5)
Providing Patient Care in a Pandemic – Restart of Services (Flow Chart)

Pandemic Practice Advice Topics

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Step 3
Provide in-person care
Focus on clinical activities that must be done with the patient in-person. Continue to adapt your services as needed.

Implement and follow organizational policies around:
• Infection prevention and control between patients (office area, clinical spaces, sound booth and equipment cleaning).
• Physical distancing measures.
• Hand hygiene & proper donning, doffing and disposal of PPE.

(See Pandemic Practice Advice Documents)
Providing Patient Care in a Pandemic – Restart of Services (Flow Chart)

Pandemic Practice Advice Topics

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Questions?
Profession Specific Questions

• Practice adaptations in speech pathology (children and in person services, virtual care assessment)
• PPE requirement clarifications
• Home visits
• Documentation
Is continued virtual care acceptable?

**Answer: Yes.**

You have the knowledge, skills and judgement to:

- plan, conduct and adjust assessments and treatment plans
- use evidence and clinical reasoning to guide professional decisions
- monitor, adapt and/or redesign intervention plans based on patient’s responses, needs and the environment

Ask yourself before every patient interaction:

- How can I adapt my services to meet my patient’s needs?
- If I don’t have adequate PPE, what can I do virtually?
Answer:

Virtual care can include, but is not limited to:

- case history and background referral information
- screening and assessment
- sharing results and discussing recommendations
- treatment
- counselling
- consultation and follow up
- review of video and audio clip recordings
- parent coaching with live video
- partner communication training
What preparation can be done ahead of the virtual sessions?

• written instruction sheets
• technology troubleshooting
• instructional videos
• use of facilitators/helpers
• clinical instructional apps
• formal/informal assessment options
• research online clinical assessment/equipment options, questionnaires, screening tools, self-evaluations.
Are additional consent, privacy and documentation requirements needed for virtual care?

Yes.

- See the Consent Tool for the section on Virtual Care. Suggestions for obtaining consent for treatment and personal health information are provided
CONSENT TOOL: VIRTUAL CARE SERVICES

As you move your cursor over the specific practice setting and the facet of consent, give careful thought to your own practice environment and the services you provide.

Select a Setting and Consent Facet

Setting

Virtual Care Services

Consent Facet

Select a Consent Type

Collect, Use and Disclose Information Service

Areas
Select a Setting and Consent Facet for Areas.

Suggestions for Discussion Points
Move you mouse cursor over an Area to view suggestions.
Are additional consent, privacy and documentation requirements needed for virtual care?

Yes.

- Documentation must include consent for virtual care as well as the assessment or treatment plan. Also, document the vehicle of assessment or treatment, i.e. virtual care

- Follow the recommended privacy information in [COVID-19 Telepractice FAQs](https://www.covid-19-telepracticeFAQs.com)
New **Virtual Care Practice Standards** are out now for stakeholder feedback.

Please send the College your feedback. Thank you if you have done so already!

A reminder email with links is being sent.
PPE
Should children wear masks?

**Answer: No.**

- Preschoolers, toddlers and infants are not required to wear masks.

- School age children are required to wear masks **ONLY if tolerated.**
Should children wear masks?

Answer: No. . . but

- Parents or guardians of the child must wear a mask or face covering (scarf across the mouth and nose)
- You must wear a surgical/procedure mask OR a clear mask approved by Health Canada OR a face shield.
- Consider wearing eye protection (goggles unless wearing a face shield).
- You must conduct hand hygiene pre and post each patient interaction.
Face Shields

Public Health Ontario recommendations for face shields:

• For optimal protection, the face shield should extend below the chin anteriorly, to the ears laterally, and there should be no exposed gap between the forehead and the shield’s headpiece. It is essential to ensure that no part of the face is exposed.

From Pandemic Practice Advice 4 & FAQ on PPE
Do SLPs need to wear full PPE with every patient including gloves and an isolation gown?

**Answer: No, only for certain patients.**

- Choice of PPE is based on the COVID-19 patient screen and the point of care risk assessment (PCRA).
- For patients who screen positive, additional PPE is required ([Droplet and Contact Precautions Public Health Ontario](https://www.publichealthontario.ca/en/health-topics/coronavirus-disease-2019/coronavirus-precautions.aspx)).
- You will determine the level of precaution to take to mitigate any risk of infection.
What about home made masks that are washed daily or other non-medical grade PPE?

**Answer:**

- Health professionals are advised by the Ministry to use only medical grade PPE.

- Patients and family members can use home made masks, face shields, scarves, etc. However, this is *not advised* by the Ministry for SLPs providing in-person patient care.
Should face to face be deemed necessary for a child, but they can’t keep a mask on for the session- would a plexiglass barrier between the clinician and the child be sufficient?

Answer: No, not on its own.

- Plexiglass is an additional physical barrier, but Public Health Ontario is recommending specific PPE for SLPs, when patients screen COVID-19 negative and are with or within 6 feet distance.
- You must wear a surgical/procedure mask, OR a clear mask approved by Health Canada OR a face shield.
- Consider wearing eye protection (unless wearing a face shield).
- Hand hygiene pre and post each patient interaction is imperative.
Can the College provide PPE guidance for video fluoroscopic swallow assessments so there is consistency in the province?

**Answer: Lets discuss . . .**

- The Ministry of Health has developed directives which must be followed
- The expectation is that all hospitals will follow advice from Public Health Ontario
- It is not a level playing field, different areas of the province have different experiences with COVID-19
- Follow the hospital’s IPaC department’s requirements and recommendations for hospital-based procedures
- The point of care risk assessment will still be **unique to each patient**
Questions
Are home visits considered acceptable in this climate?

**Answer: Yes.**

- Each employer or organisation will have their own specific requirements around home and community visits.

- Carry out the active COVID-19 screening and a PCRA to determine the risks.

- The PCRA helps you to determine choice of PPE, physical distancing measures, equipment use, cleaning and adaptations to in-person care.

- Determine if any part of the care can be provided virtually.
Are home visits considered acceptable in this climate?

**Answer: Yes.**

Refer to CASLPO’s “Patient Care in a Pandemic” topics

Pandemic Practice Advice Topics
1. General Infection Prevention and Control
2. Point of Care Risk Assessment
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11. Flow Chart - Preparing for Restart of Services, Employers, Clinics and Business Owners
12. Flow Chart - Providing Patient Care in A Pandemic
Is additional documentation required by the College?

**Answer: Yes.**

You need to document any relevant information. If your organisation has a policy on infection prevention and control (IPAC), you can document that you followed the IPAC policies. (for example, a check box)

Registrant principles for maintaining records:

- vehicle of reliable communication
- accountability
- clinical judgement
- risk management
Your Questions
Ongoing Registrant Support

- Additional E-Forums: areas of practice
- Additional/revised Pandemic Practice Advisories as required
- Answers to FAQs from this E-Forum
- Contact CASLPO’s Practice Advisors for information & discussion of issues
THANK YOU!

Connect with CASLPO:

facebook.caslpo.com
youtube.com/user/caslpo

Visit us at caslpo.com