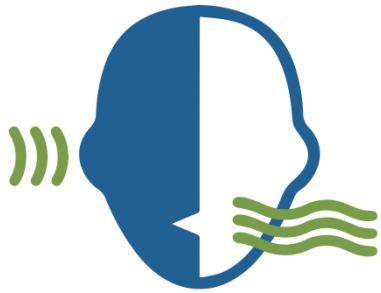


COVID-19 Town Hall



Brian O’Riordan, Registrar

Alex Carling, Director of Professional Practice
and Quality Assurance

May 28th 2020

COVID-19 Town Hall

Welcome!

Recording will be posted on the website.



COVID-19 Town Hall

May is Speech and Hearing Month -

Dedicated to those **who risk their health** to help patients in need.



Hospitals, rehab centres,

Long-Term Care Homes and the community

Redeployed

COVID-19 Town Hall

May is Speech and Hearing Month -

Dedicated to those **who have put their practices on hold** to protect patients.



COVID-19 Town Hall

May is Speech and Hearing Month -

Dedicated to those **who found new ways to connect** with patients.



Virtual Care

COVID-19 Town Hall

Who sends CASLPO COVID-19 information?

- Government of Canada
- Government of Ontario
 - Ministry of Health
 - Ministry of Long-Term Care
 - Chief Medical Officer of Ontario
- Public Health Ontario

What is CASLPO's role in the pandemic?

- To regulate audiologists and SLPs in the public interest
- To keep you updated with information from the Governments and Public Health Ontario

How?

- Dedicated COVID-19 webpage
- Review of information at daily communications meeting
- Develop communications to send to registrants
- Develop Pandemic Practice Advisories and FAQs

COVID-19 Town Hall

How is the Town Hall going to work?

- Submitted questions will be addressed
- Please ask additional questions by writing them in the question box on your screen
- [Samidha Joglekar](#), Audiology Advisor and Manager of Mentorship, will facilitate the process
- We will send out FAQs for any unanswered questions

COVID-19 Town Hall

Topics:

Patient-care

- In-person care: Health Sector Restart
- Virtual care
- Infection Prevention and Control (IPAC) and physical distancing
- Personal Protective Equipment (PPE)
- Cleaning and Disinfection

Regulatory

- Registration
- Insurance
- Work Refusal

Patient Care Questions



COVID-19 Town Hall

The Government of Ontario declared an emergency under s 7.0.1 (1) the *Emergency Management and Civil Protection Act*

- The Ministry of Health Emergency Operations Centre issued: **Directive # 2 for Health Care Providers.**
- The Directive stopped all in-person non-essential health service to reduce viral spread and consolidate healthcare to where it was needed.

COVID-19 Town Hall

On May 26th 2020, the Chief Medical Officer of Health revoked the March 19th Directive 2 and replaced it with a new [Directive # 2](#) which provides instruction on the gradual restart of in-person non-essential services.

The Ministry's view is that restart of in-person non-essential care should be gradual and phased-in only when all appropriate safety and infection prevention and control precautions are in place.

Health Care Providers must understand that they have to adjust to the "New Normal". This is not business as usual.

COVID-19 Town Hall

Revised Directive # 2 Key Messages:

- 1) Determine which services can continue to be offered through virtual care
- 2) Limit the number of in-person visits for the safety of patients and health care providers (HCPs)
- 3) **All HCPs should implement a system for virtual (including telephone) consultations when and where possible**
- 4) Source Personal Protective Equipment (PPE) and follow the Hierarchy of Hazard Controls

COVID-19 Town Hall

Directive # 2 Principles:

1. **Proportionality.** Decision to restart services should be proportionate to the real or anticipated capacities to provide those services.
2. **Minimizing Harm to Patients.** Decisions should strive to limit harm to patients wherever possible. This requires considering the differential benefits and burdens to patients as well as available alternatives.

COVID-19 Town Hall

Directive # 2 Principles:

3. **Equity.** Equity requires that all persons with the same clinical needs should be treated in the same way unless relevant differences exist (e.g. different levels of clinical urgency). Special attention is paid to actions that might further disadvantage the disadvantaged or vulnerable.
4. **Reciprocity.** Certain patients and patient populations will be particularly burdened as a result of our health system's limited capacity to restart services. Those who continue to be burdened should have their health monitored, receive appropriate care, and be re-evaluated for emergent activities should they require them.

COVID-19 Town Hall

COVID-19 Operational Requirements: Health Sector Restart

- Conduct both organizational and point of care risk assessments
- Apply the recommended Hierarchy of Hazard Controls
- Follow the screening and testing recommendations
- Ensure you have the physical capacity and environment for physical distancing, waste management, hand hygiene, signage (passive screening), etc.
- Source sufficient Personal Protective Equipment (PPE)
- Ensure safe and appropriate human resources are in place
- Put in place Infection Prevention and Control policies & procedures

COVID-19 Town Hall

Question:

Who decides what appointments should occur in-person or virtually?

COVID-19 Town Hall

Response:

You do. You have the knowledge, skills and judgement to make that determination.

You will follow the four principles:

Proportionality, Minimising Harm to Patients, Equity and Reciprocity

Questions?



COVID-19 Town Hall

Virtual Care Questions:

- Are assessments valid if conducted virtually?
- How would swallow assessments work virtually?

COVID-19 Town Hall

Virtual Care Response:

- The College does not require standardized assessments
- Adhere to Copyright Laws
- View SAC's, CAA's and OSLA's webinars on virtual care
- Research on virtual care in different areas of practice for the two professions
- SAC [COVID-19 Update: Dysphagia Management via Telepractice](#)

Virtual Care Questions:

- Does it matter if the server is not based in Canada?
- How do we do remote audiometry e.g., shoebox audiometry?

COVID-19 Town Hall

Virtual Care Response:

- [FAQ Telepractice and COVID-19](#)
- PHIPA compliance
- Remote hearing assessments. The College is reviewing the Standards for Hearing Assessments. Remote audiometry will be discussed.

Questions?



COVID-19 Town Hall

Infection Prevention and Control – Physical Distance Questions:

- Could COVID-19 spread through bodily fluids found in the ear i.e. Ear wax, middle ear drainage, ear canal fungus?

COVID-19 Town Hall

Infection Prevention and Control – Physical Distance Response:

- COVID-19 is spread through respiratory droplets produced when an infected person coughs, sneezes, or talks. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.

Public Health Ontario

COVID-19 Town Hall

Infection Prevention and Control – Physical Distance Questions:

- Will we have to stay 6 feet apart if seeing adults or children in private practice?
- “Whenever possible maintain ideally 6 feet social distancing between people in room and avoid being in proximity of less than 3 feet” I have heard nothing that its ok to be within 3-6 ft.

COVID-19 Town Hall

Infection Prevention and Control – Physical Distance Response:

- [Pandemic Practice Advice 5: Physical Distance in Clinics and Community](#)
- When you have to be closer, wear PPE to protect the patient and yourself from infection

COVID-19 Town Hall

Infection Prevention and Control – Physical Distance Questions:

- I primarily work in a hospital setting but have a second job in the community (home and LTC assessment and treatment).
- Am I allowed to work both jobs if there are no outbreaks of COVID-19 in either places?

COVID-19 Town Hall

Infection Prevention and Control – Physical Distance Response:

- [Directive # 3 – Long Term Care Homes](#)
- Limiting Work Locations: Wherever possible, employers should work with contractors and volunteers to limit the number of work locations that contractors and volunteers are working at, to minimize risk to residents of exposure to COVID-19.

Questions?



COVID-19 Town Hall

Personal Protective Equipment – PPE Questions:

- What PPE do we need in private practice?
- What is the expected policy for gloves in sessions? If we are hand-washing prior to each session, is this required?

COVID-19 Town Hall

Personal Protective Equipment – PPE Response:

- [Pandemic Practice Advice 4: Personal Protective Equipment](#)

COVID-19 Town Hall

Personal Protective Equipment – PPE Question:

- If I supply PPE, does that make me responsible if a staff and/or a patient becomes ill despite our best efforts?

COVID-19 Town Hall

Personal Protective Equipment – PPE Response:

- You must undertake efforts to comply with directives, requirements and advice regarding PPE, COVID-19 active and passive screening and IPAC. Should an allegation be made against you, demonstrating these efforts is important.
- Provide staff with appropriate PPE.
- Posting your PPE requirements on your website or in the waiting room is additional evidence that you followed Public Health Ontario's requirements and advice.

COVID-19 Town Hall

Personal Protective Equipment – PPE Questions:

- Can SLPs wear face shields so children can see the SLP's face?
- Hearing impaired patients and clear masks – where can they be sourced?

COVID-19 Town Hall

Personal Protective Equipment – PPE Response:

- [Pandemic Practice Advice 4: Personal Protective Equipment](#)

Clearmask Transparent Face Mask has been authorized for importation and sale by Health Canada Medical Devices Directorate

COVID-19 Town Hall

Personal Protective Equipment – PPE Question:

- What do we do if we don't have the PPE?

COVID-19 Town Hall

Personal Protective Equipment – PPE Response:

You cannot provide in-person health care

- [Pandemic Practice Advice 4: Personal Protective Equipment](#)
- [Pandemic Practice Advice 9: Assessment and Treatment Adaptations](#)



Questions?



Cleaning and Disinfection Questions

What type of cleaning and disinfection should we do?

What should infection control look like for the sound booth? (ie: Is ventilation advised or discouraged, as there is no air filtering system? How long should we wait in-between patients when using the sound booth?)

COVID-19 Town Hall

Cleaning and Disinfection Response:

[Pandemic Practice Advice 7: Office and Clinic Cleaning](#)

[Pandemic Practice Advice 8: Equipment and Materials Cleaning](#)

[Pandemic Practice Advice 10: Sound Booth Cleaning](#)



Questions?



COVID-19 Town Hall

During this unprecedented time who is CASLPO communicating with?

- Ministry of Health
- Health Profession Regulators of Ontario, especially rehab colleges
- Canadian audiology and SLP regulators
- Audiology and SLP Associations
 - OSLA
 - SAC
 - CAA



COVID-19 Town Hall

Registration Renewal

- My question is whether there will be any consideration for extending our registration based on not practicing?
- Are you going to give us a break with fees because we are not working?
- Can we pay in installments?

Registration Renewal

- The College is actively considering different options while balancing our public protection mandate and funding our statutory obligations
- Registrants will be informed about registration renewal in the summer

Questions?



Professional Liability Insurance

- Should we be increasing or modifying our insurance coverage in case staff and/or a patient becomes ill despite our best efforts?
- Any consideration for new insurance coverage to resume in-person, non-essential services?

COVID-19 Town Hall

Professional Liability Insurance

- You must comply with the College's [By-Law # 6](#)
- Contact your Insurance Company
- Inform your Insurance Company that CASLPO has had standards regarding telepractice or virtual care since 2004

Questions?



Work Refusal

- Do we have to agree to in-person if a client requests? (I have a clinician working for me who may not yet be comfortable going into homes).
- I have a family member with an immune deficiency disease. Do I have to see patients in-person?

COVID-19 Town Hall

Work Refusal

- [FAQs Redeployment and COVID-19](#) and work refusal
- Discuss issues with your employers/employees
- Consider alternative modes of health care
- Seek legal advice from lawyer versed in labour and employment law

Questions?



COVID-19 Town Hall

Ongoing Registrant Support

- Profession specific e-Forums
 - Audiology patient care in a pandemic – June
 - SLP patient care in a pandemic – July
- Additional Pandemic Practice Advisories, if required
- FAQs developed from this Town Hall
- Contact audiology and SLP [Practice Advisors](#) for information and discussion of issues
- MOHEOC Health Care Provider Hotline 1-866 212 2272

THANK YOU!

[COVID-19 Information](#)

Follow CASLPO.com on social media:

|

facebook.caslpo.com

youtube.com/user/caslpo

www.caslpo.com



Publications:

www.caslpo.com/express

www.caslpo.com/members/resources

