
To: Friends and Family of Copernicus Lodge
From: Copernicus Lodge & Unity Health Toronto Leadership
Subject: Family Update – Jan. 22, 2021

Jan. 22, 2020

Hello family and friends of Copernicus Lodge,

We are providing an update on the following:

1. Today's COVID-19 report
2. Town Hall Follow Up
3. Communications updates

Today's COVID-19 Report

Copernicus Lodge Resident Cases

There are no new COVID-19 positive residents in Copernicus Lodge. There are currently 17 active COVID-19 positive residents.

Copernicus Lodge Staff Cases

There is 1 new COVID-19 positive staff. There are currently 9 active COVID-19 positive staff.

Copernicus Lodge Apartment Tenant Cases

There are currently no active positive COVID-19 tenant cases.

Please find today's report attached.

Town Hall follow-up

Thank you to those of you who joined our Family Town Hall yesterday evening. The recording from the Town Hall is accessible by clicking [this link](#).

Time code	Content
0:00 – 1:23	Opening Remarks Home Update from Copernicus Lodge
1:23 – 13:09	Unity Health Toronto updates
13:09 – 18:14	Communications update
18:14 – 53:30	Question and answer period
53:30 – 55:35	Closing remarks

There was a lot of discussion and recurring questions in yesterday's meeting. We have recapped the major discussions for you below:

What has Unity Health Toronto accomplished in its first week at Copernicus Lodge?

- In our first week on site, Unity Health focused on identifying key leaders in the home, touring the home to understand the layout and cohorting opportunities, becoming familiar with the infection control processes in place, and huddling with unit staff.
- We have also been gathering information around policies and standard operating procedures in place so that we can identify gaps and opportunities, such as Agency staff onboarding and orientation, swab clinic processes etc. We have also conducted a communications audit and are working on a new communications strategy.
- As part of our work plan for the home, we've identified four areas to focus on: infection prevention and control (including EVS/housekeeping), Quality of Care (including clinical and physician practice), Leadership & Human Resources (including staffing and employee health & wellness) and Operational effectiveness (this includes policies & procedures and resident and family communications).

What is being done to address staff burnout?

- We recognize burnout is a very real concern and we understand that many feel the 12 hour shifts have added to this for our staff. We introduced 12 hour shifts as a short-term mitigation strategy to address the staffing gaps created by increasing COVID-19 positive staff cases and the number of staff who were off work isolating. Our intention is to move back to 8 hour shifts as soon as our staffing resources permit.
- A key piece of information for you to be aware of is that the home census is not currently full. There are currently 44 vacant beds in the home and this significant decrease in census provides some additional capacity and reduced resident to staff ratio to assist with staff workload.
- Unity Health will be working closely with the home's HR and unions in terms of recruitment and staffing, and we will also engage Unity Health Human Resources to support this work.

Why is there low uptake of the COVID-19 vaccine among staff and what is being done to promote and educate staff about the vaccine?

- We recognize that some people are hesitant about the vaccine and that it is a personal choice. Many staff are waiting to see how their colleagues react to the full two doses before feeling comfortable to get the vaccine themselves.
- Some staff were not available or suitable for vaccination due to having COVID-19 or being home on isolation.
- We do encourage all staff to get vaccinated and a plain language, fact-based infographic has been developed by Unity Health and has been shared with all staff at Copernicus to address many frequently asked questions.
- Education about the benefits of the vaccine is critically important to motivate staff to get vaccinated, as is seeing their peers feel well after getting vaccinated.
- We will be incorporating some additional strategies over the coming days to assist with removing barriers to getting vaccinated that staff identify, as well as injecting some fun into the process.

Why didn't my loved one get a receipt of their COVID-19 vaccination?

- When the very first vaccination clinic was set up at Copernicus Lodge, our priority was to get into the home as quickly as possible and ensure residents were vaccinated. At this time, the I.T. infrastructure was not yet set up to print out the “receipt” that confirms an individual was vaccinated. This is why there was initial confusion around who was vaccinated; we apologize for that.
- As of last weekend at the second vaccination clinic, the I.T. infrastructure has been put in place and people were receiving their vaccination receipts, which have been filed on their chart.
- If you are still unsure if your loved one has received the COVID-19 vaccine, contact Brenda Luu at (416) 536-7122, extension 235.

We’re hearing in the news that there is a shortage of supply with the vaccine. How does this impact Copernicus Lodge?

- This week, we were informed by the province that the supply issue for the Pfizer-BioNTech COVID-19 vaccine is going to be a lot more significant over the coming weeks than originally projected.
- The Ministry of Health has directed all vaccination clinics and mobile teams to immediately pause any new first doses until we are able to confirm more vaccine shipments and fulfill second dose requirements.
- In response to the change in supply of the Pfizer-BioNTech vaccine, the Ministry of Health has directed that long-term care and high-risk retirement home staff and essential caregivers, who have received their first dose of the Pfizer-BioNTech vaccine will receive their second dose in 21 to 27 days of getting their first dose.
- To manage our supply of second doses, our Unity Health vaccination clinics may be reaching out to individuals to reschedule some second dose appointments in upcoming weeks. Any rescheduled appointments will be within the safe 21-27 day period. All those who received their first dose at one of Unity Health’s clinics will need to return to the same location for their second dose appointment.
- As part of this assessment, they have also directed to temporarily pause first doses of the Moderna vaccine. Second doses for Moderna vaccines are not impacted and deliveries are on track as anticipated.
- We will share updates with you as the Ministry and Toronto Public Health has more information on vaccine supply.

If my second dose of the COVID-19 vaccination is cancelled or delayed, will I be notified?

- Yes. The vaccination team has your information and if your second dose of the vaccine is cancelled, they will reach out to you.
- Here are some resources to support the safety of extending the period between doses:
 - [Health Canada](#)
 - [The BMJ](#)

Is there evidence of the COVID-19 variant in Copernicus?

- No, there is no evidence of a COVID-19 variant among Copernicus residents or staff that we are aware of.

- We are aware that a long-term care home in Barrie does have a variant of COVID-19 circulating. The origins of the variant (from Brazil, South Africa or the United Kingdom) will be confirmed in the next couple of days.
- The province is re-testing every swab in Ontario taken on Jan. 20th to test for the variant. This will give us a snapshot of how the widespread the variant is across the province.

Communications Updates

We've been working to review communications in the home and to understand what's working, what's not, and where are the biggest areas for improvement. We've developed a plan going forward that considers your needs – namely, timely and transparent information – as well as best practices. We've restructured communications in the home with a major focus on timeliness, transparency, consistency and efficiency.

As of next week, we will begin a new communications cycle – meaning for the duration of the outbreak our updates via email and Cliniconex will be on Tuesdays and Fridays, with a Family Town Hall on Thursday evenings.

The website will continue to be updated daily with the outbreak report. **Please find the updated communications cycle outlined in the below chart.** When the outbreak has stabilized/ended, the frequency of these communications will be revisited as regular operations resume.

OUTBREAK COMMS	
TACTIC	FREQUENCY
Family Town Halls	1x a week, Thursday evenings
Family emails, will include outbreak report	2x a week Tuesdays and Fridays
Cliniconex updates, will include outbreak report	2x a week Tuesdays and Fridays
Website updates	Daily with outbreak numbers
Family Council Chair Meeting	1x a week Wednesday ahead of Town Hall

Communications survey

We will be launching a survey to gain insight on your preferred methods of communications. The results of this survey will help inform our primary communications channels moving forward, and we would

particularly like to get a sense of how effective the Cliniconex automated voice mails are. Like all process changes, we want to hear your feedback so we can continue to make changes to enhance communications. Please look out for this survey in your inbox next week.

Communications Chain

- If you have questions about your loved ones' day to day care, please continue to contact the nurses on the floors. It's important to recognize that they are spending a great deal of time out on the floor to assist with care, so we ask for your continued patience and understanding as they may take some time to get back to you.
- If your relative has a significant change in their clinical condition or requires transfer to hospital, you will be contacted directly.
- If you don't receive a response from the unit nurses within 24 hours or have concerns related to unit process, staffing or other operational issues, please reach out Ela Chabelska, Assistant Director of Care, at 416-536-7122, ext. 242 or Carmen Miller, Director of Care at 416-536-7122 ext. 240.
- Due to significant workload on our teams and leaders during Outbreak, we ask that you designate one person for your family as the spokesperson in order to reduce the number of calls. We have all hands on deck working to control this outbreak, so if your question or item can wait for the weekly Family Town Hall, please consider utilizing that forum.
- As always, Roxanne Adams, the Administrator, is also here to respond to any concerns that can't be addressed by the Assistant Director of Care and Director of Care. She can be reached at 416-536-7122 ext. 230.
- We ask that you follow this chain of communication process for all concerns and ask that you refrain from contacting our Toronto Public Health physician or the Board of Directors directly. We have existing meetings and processes in place to ensure that they are aware of any questions or concerns that require their consultation.

Reminders

Scheduling a virtual visit

Virtual visits are helping to keep you and your loved one connected. When scheduling your next virtual visit [by using our online booking process](#), please remember to provide us with the platform link you plan to connect through (Zoom/Teams/Facebook etc.) because it helps our teams to better facilitate your visit.

Please contact us if you have any questions by calling the Activation staff at 416-536-7122 ext. 237 or email communications@copernicuslodge.com.

PPE Training for Essential Care Providers

Personal Protective Equipment (PPE) Training is mandatory for all essential care providers who are coming to Copernicus Lodge. This training provides you with information on proper hand hygiene practices along with proper donning and doffing of PPE. Please contact Michal Kwadrans in Communications at 416-536-7122 ext. 277 to schedule your appointment.

Email communications

If you know of a family member who is not receiving our emails, please ask them to share their email address with communications@copernicuslodge.com so we can add them to the mailing list.

Please do not hesitate to contact Unity Health with questions about what we are doing in collaboration with Copernicus Lodge by emailing communications@unityhealth.to.

**Please note – we cannot share any resident information over email; this email is for general updates only. If you have any questions about your loved one, please call the unit nurse.*