



Essential Care Partner Guide

Working together to care for our loved ones.



Essential Care Partners (ECPs) are an essential part of the care team. They are defined as family or friends that provide patients with essential care including emotional, physical and/or psychological support.

Our goal is to partner with and support care partners to improve patient safety and outcomes.

Essential Care Partner Guide

St. Joseph’s General Hospital Elliot Lake (SJGHEL) wants to ensure you are supported in your role as an Essential Care Partner (ECP). Therefore, we have included several reference materials for your review and consideration.

These materials will help to keep both you and your loved one safe and knowledgeable on matters pertaining to your role as an Essential Care Partner.

Table of Contents

| | |
|--|-----------|
| A. Overview of the Role of Essential Care Partner..... | 2 |
| B. Identification and Management of Those at Risk of Violence ... | 5 |
| C. Hospital Codes..... | 6 |
| D. Privacy and Confidentiality..... | 7 |
| E. Personal Protective Equipment..... | 8 |
| F. Hand Hygiene..... | 14 |
| G. COVID-19 Guidance..... | 15 |
| H. Next Steps..... | 16 |

Overview of the Essential Care Partner Role

Working together to help protect our loved ones and our Hospital community.



Caregivers can face challenges and obstacles while trying to care for their loved ones. Becoming a recognized member of the Healthcare Team as an Essential Care Partner can help you as a caregiver, to make a difference by linking to the Hospital and the community resources available. This role allows for effective communication with health team members through the education and training provided. Essential Care Partners not only improve the care received by the patient but can help reduce the risk of preventable harm.



An Essential Care Partner (ECP) is not a COVID-19 related designation. Clinical Care Team Members (Physician, Charge Nurse, Manager, etc.) review patient cases at Daily Rounds and determine if a patient requires an ECP.

ECP visitation is unrestricted, regardless of COVID-19 related restrictions or any other Hospital restrictions.



An ECP is a support person whose presence is considered essential to the safety and well-being of a patient while they are in the Hospital. This person cares for the patient by providing comfort, social and cultural interaction, emotional and physical support, as well as helping to support communication when the patient cannot speak.

Overview of the Essential Care Partner Role (continued)



An Essential Care Partner is not a casual visitor. ECPs come to the Hospital to assist with the daily changing care requirements of the patient. Most ECPs are family or close friends of the patient who typically know the patient's health history, provided care, and know the patient's personal values.



ECPs may be a parent, a spouse, a child (at least 16 years of age), or a significant other. An appointed guardian, a cultural or community member, or translator may also become an ECP as every situation is unique to a patient's current condition.

Overview of the Essential Care Partner Role



An ECP does not have to be the Power of Attorney for Personal Care nor the Power of Attorney for Property.



An ECP can be a relative, a friend or a significant other not necessarily living with the patient.



An ECP can be anyone 16 years of age or older.



An ECP can provide support and care for short periods of time (i.e., days) or for extended periods of time.



ECPs can face challenges and obstacles, and yet experience very rewarding moments while caring for their family and friends.

Identification and Management of those at Risk of Violence

SJGHEL has a legal duty to protect our patients and staff.

At St. Joseph's General Hospital Elliot Lake (SJGHEL), we strive to provide a safe environment for all of our patients, visitors, and staff. When patients and/or family members act in a violent or aggressive manner, it impacts our ability to provide quality care to our patients.

For the protection of everyone within our Hospital, we have a zero-tolerance violence-prevention program in place. This includes a process for identifying and managing violent and aggressive behaviours in our patients, visitors and ECPs. Once this type of behaviour has been identified, SJGHEL staff will strive to understand the root causes and create a plan to protect everyone involved.

What happens if someone displays violent or aggressive behaviours?

- If someone becomes aggressive or violent, they may be asked to leave and may also be restricted from attending SJGHEL in the future outside of any urgent care needs.
- We may have to call the Police and take legal action.
- We need to let staff know when there is a risk of violence or abuse from patients and or family/members and identify these individuals to staff.
- Patients with a history of violence will have a coloured symbol on their door. This symbol is a way to communicate to others, the potential for violence or aggression. This helps prevent violent behaviours by managing risk and triggers for violence.

As an Essential Care Partner, our Hospital will communicate with you to prevent violence and keep you and your loved ones safe.

Hospital Codes

SJGHEL uses a series of coloured Emergency Codes to alert staff to incidents. Each colour represents a specific type of incident.

As an Essential Care Partner, you will hear these codes on the Hospital overhead sound system, so please review the following chart and become familiar with the various codes.

HOSPITAL EMERGENCY COLOUR CODE LIST

| | |
|------------------------|---|
| CODE YELLOW | Missing person |
| CODE AMBER | Missing Child/Child Abduction |
| CODE ORANGE | External Disaster |
| CODE RED | Fire |
| CODE WHITE | Violent Person/Behavioural Situation |
| CODE PURPLE | Hostage Situation |
| CODE SILVER | Person with a Weapon |
| CODE BLUE | Cardiac Arrest/Medical Emergency - Adult |
| CODE PINK | Cardiac Arrest/Medical Emergency - Child |
| CODE GREEN | Evacuation – Precautionary |
| CODE GREEN STAT | Evacuation - Crisis |
| CODE BROWN | Hazardous Material Spill |
| CODE BLACK | Bomb Threat |
| CODE GREY | Infrastructure Loss or Failure |

Privacy and Confidentiality

Protecting privacy is the law.

Our health information system makes it possible to share personal health information in a safe and secure digital format with Physicians and other Healthcare Providers within a patient's "Circle of Care".

This means authorized care providers can have immediate access to important personal health information when providing direct care to a patient, thus improving the care that a patient receives.

SJGHEL is committed to keeping personal health information (PHI) confidential and secure. We take steps to protect PHI from theft, unauthorized access, inappropriate collection, use and disclosure.

We collect PHI about patients directly from the patient or from the person acting on a patient's behalf. Occasionally, we collect PHI from other sources if we have obtained the appropriate consents to do so or if the law permits.

We assume consent to share health information with external Healthcare Providers involved in a patient's care, such as other Physicians, Hospitals, Clinics, Long-Term Care facilities, and community agencies. SJGHEL may also ask external Healthcare Providers for information about a patient if we need this information to facilitate patient care.



As an Essential Care Partner, you will be required to keep all patient information private and confidential at all times.

Personal Protective Equipment

Masks must be worn at all times in the Hospital.



Wash your hands with alcohol-based hand sanitizer or soap and water before and after touching your mask.



Cover your mouth and nose with your mask – make sure there are no gaps.



Avoid touching your mask while using it. If you do, clean hands with alcohol-based hand sanitizer or soap and water.



Do not pull your mask down and tuck under your chin or allow it to hang from your ear.



Remove the mask from the ear loop – do not touch the front of your mask. If you do, clean hands using alcohol-based hand sanitizer or soap and water.



Throw your mask in the garbage if it is soiled or wet and get a new, Hospital-issued mask from a member of the Healthcare Team.



Wash your hands with alcohol-based sanitizer or soap and water after you remove your mask when you leave the Hospital.

Personal Protective Equipment

What NOT To Do When Wearing A Mask

Do not
leave your chin
exposed



Do not
wear a mask
which is loose
and has gaps on
the side



Do not
push your mask
on your neck



Do not
wear your mask
such that it only
covers the tip of
your nose



Do not
wear the mask
below the nose



Wear your mask all the
way up, close to the
bridge of your nose and
all the way down under
your chin.



Personal Protective Equipment



Wear a mask.

Portez un masque.



Avoid touching your face.

Évitez de vous toucher le visage.



Wash your hands often – use hand sanitizer or soap and water.

Lavez-vous les mains souvent avec du désinfectant ou du savon et de l'eau.



Cough or sneeze into your sleeve/ elbow.

Toussez ou éternuez dans votre manche ou votre coude.

Personal Protective Equipment

COVID-19 Eye Protection

Due to the evolving nature of the pandemic, there might be times when additional personal protective equipment (PPE) requirements are necessary. At this time, ECPs are not required to wear appropriate eye protection in our Hospital.

If eye protection becomes essential to your protection, you will be provided with appropriate PPE by the Hospital when supplies are available.



Be sure to check in often with your Healthcare Team on any changes to COVID-19 policies that might apply to you in your role

Personal Protective Equipment

Patients on Isolation – Additional Isolation Equipment

If the patient you are visiting is on isolation, there will be a sign posted on the doorframe and/or on the curtain surrounding the patient area. Before entering the room or the patient area:

- Please consult the Nursing Staff for instructions on how to follow the directions on the isolation sign(s) and how to put on and take off isolation equipment.
- Nursing Staff may also call the Clinical Educator to aid in providing you with appropriate guidance and education on additional isolation equipment required during your time with the patient.



Additional isolation equipment/PPE may include:

- Eye protection, such as a face shield.
- Hospital-grade N95 mask that covers your nose and mouth.
- A surgical gown that covers the front and back of the body, as well as arms.
- Nitrile gloves worn over the cuff of the gown to cover skin/wrists.

Personal Protective Equipment

Patients on Isolation – Public Health Ontario Signage

VISITORS - GET INSTRUCTIONS FROM STAFF BEFORE ENTERING

DROPLET PRECAUTIONS
IN ADDITION TO ROUTINE PRACTICES
ACUTE CARE



Wear mask and eye protection within 2 metres of patient



Patient must wear a mask if they leave the room

Public Health Ontario | Santé publique Ontario | Ontario Health Services

VISITORS - GET INSTRUCTIONS FROM STAFF BEFORE ENTERING

AIRBORNE PRECAUTIONS
IN ADDITION TO ROUTINE PRACTICES
ACUTE CARE



Keep door closed



Wear N95. Be tested and not checked negative for TB
Fit testing, ventilation, or ultraviolet germicidal irradiation (UVGI) may allow staff who enter and fully is not required



Staff must wear an N95 respirator as per directions unless being transported



Transport patient if necessary patient to wear a procedure mask for transport

Public Health Ontario | Santé publique Ontario | Ontario Health Services

VISITORS - GET INSTRUCTIONS FROM STAFF BEFORE ENTERING

CONTACT PRECAUTIONS
IN ADDITION TO ROUTINE PRACTICES
ACUTE CARE



Wear long-sleeved gown



Wear gloves



Dedicate equipment to patient or disinfect before use with another

Public Health Ontario | Santé publique Ontario | Ontario Health Services

VISITORS - GET INSTRUCTIONS FROM STAFF BEFORE ENTERING

DROPLET CONTACT PRECAUTIONS
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ACUTE CARE



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Hand Hygiene

How to handrub

Rub hands for 15 seconds



1 Apply 1 to 2 pumps of product to palms of dry hands.



2 Rub hands together, palm to palm.



3 Rub in between and around fingers.



4 Rub back of each hand with palm of other hand.

Rub hands for 15 seconds



5 Rub fingertips of each hand in opposite palm.



6 Rub each thumb clasped in opposite hand.



7 Rub hands until product is dry. Do not use paper towels.



8 Once dry, your hands are safe.



JUST CLEAN
YOUR HANDS

For more information, please contact handhygiene@oahpp.ca or visit publichealthontario.ca/JCYH



COVID-19 Guidance

- Follow all regulatory Public Health, Ministry of Health, Provincial Infectious Diseases Advisory Committee (PIDAC) guidelines, as well as SJGHEL Infection Prevention and Control (IPAC) Guidelines.
- Hospital-issued surgical masks provided by SJGHEL must be worn at all times. **Compliance is required and may be audited.**
- Enter through the Main Entrance of our Hospital.
- Hand hygiene must be performed upon entry and frequently thereafter.
- If you are feeling unwell, even mild symptoms, please do not enter the Hospital and inform the Healthcare Team. Your return to the Hospital as an ECP will be managed by appropriate parties based on predetermined criteria.
- Maintain physical distancing (6 feet) as per public health guidelines.
- Essential Care Partner activities may be limited, and additional PPE may be required if patients are under additional precautions (i.e., droplet precautions).
- Non-compliance with Hospital guidelines will be addressed on an individual basis.

SJGHEL has the ability to remove or temporarily disable Essential Care Partner status as required.

Next Steps

Now that you have familiarized yourself with the role of Essential Care Partner and have clear expectations of your role and responsibilities, you can expect the following:

- You will be issued an Essential Care Partner ID Badge that visually demonstrates your role to the Healthcare Team. You must wear this ID Badge each time you come to the hospital. You will be turned away if you do not have the ID Badge.
- You will be integrated as part of the care team to provide supportive care to your loved one.
- The care team will provide you with additional demonstrations pertaining to the specific care needs of your loved one which may include:
 - Nutritional Assist
 - Emotional Support
 - Cognitive Support
 - Mobility Assist
 - Bathing Assist
 - Communication/Language Assist
 - Pre-transition Home Assist
 - Other (as agreed upon by the Healthcare Team).

Please note that you will be limited in providing care duties as agreed upon by the Healthcare Team. Performing tasks outside of this scope may result in consequences including but not limited to the removal of your ECP status/privileges.

PLEASE REMEMBER TO CHECK IN EACH TIME YOU COME TO THE HOSPITAL AT THE APPLICABLE NURSING STATION FOR SIGN-IN AND SCREENING.

Mission, Vision and Values

OUR MISSION

As a Catholic Healthcare Organization, our Mission is to build on the legacy of our Founders, the Sisters of St. Joseph of Sault Ste. Marie, and continue the healing ministry of Jesus, serving all who come to us for care.

OUR VISION

Our vision is to work in collaboration with health providers to establish a first-class Centre of Excellence for patient health care in our region.

OUR VALUES

Compassion: We will show kindness, caring and a willingness to help others, without judgement.

Humility & Harmony: We will lead and care with humility, putting the interest of others first to help build unity.

Respect: We value each other's time and opinions and treat each other as we would like to be treated.

Integrity: We will follow through on our commitments and remain accountable for our attitudes and our actions.

Social Responsibility: We will create conditions for marginalized voices to be heard, defend the vulnerable, and advocate for social justice.

The Sacredness of Life: We will ensure dignity and respect for life from conception to natural death.



ST. JOSEPH'S
GENERAL HOSPITAL
ELLIOT LAKE

Developed in partnership with
St. Joseph's General Hospital Elliot Lake
Patient and Family Advisors
