



Ottawa Children's Treatment Centre
Centre de traitement pour enfants d'Ottawa
Founded in 1951 Fondé en 1951

Ottawa Children's Treatment Centre Pandemic Plan

What is a pandemic?

A pandemic is an epidemic of a highly transmissible disease with widespread effects, such as influenza.

Objectives of the Pandemic Plan include:

- To decrease, to the extent possible, health and safety risks for OCTC clients and their families, visitors to OCTC, staff, volunteers and students
- To follow an approach to pandemic management and infection prevention and control consistent with the plans and directives of the Ottawa Public Health Department
- To work collaboratively with community partners and other stakeholders to ensure that the needs of OCTC clients continue to be met.

Who is responsible for pandemic planning?

- Pandemic Planning is a joint federal, provincial/territorial and municipal responsibility. The Public Health Agency of Canada is the lead federal agency responsible but OCTC follows the guidelines of Ottawa Public Health on a day to day basis.
- The Board of Directors of OCTC will make the final decision on closures based on the recommendations of Public Health and OCTC Management
- OCTC will work with community partners, including CHEO and the City of Ottawa, amongst others, to provide a consistent and cooperative approach to prevention and management activities

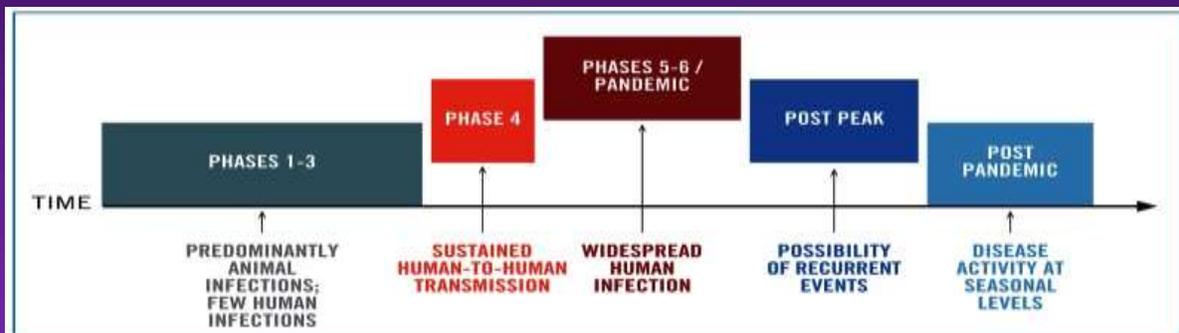
Who declares a pandemic?

A pandemic is declared by the World Health Organization, but OCTC will be guided in our response by the Public Health Agency of Canada and the Ottawa Public Health.

What kind of communication can be anticipated?

- Signage in both official languages will instruct all people entering the building how to self-screen.
- OCTC will communicate with families, staff, students and volunteers through a variety of methods, including phone calls, emails
- Check the OCTC web-site to ensure you are aware of any changes in service delivery or closures.
- Families are also encouraged to watch the Ottawa Public Health web site for any alerts.

Pandemic Phases (ref. World Health Organization)



The WHO has identified 6 phases in a pandemic. The focus of this document is Phases 4, 5 and 6. We

OCTC's goal during a pandemic will be to maintain services where it is safe to do so, and to minimize the impact of services that are temporarily discontinued. The level of service provided by OCTC will vary depending on the severity of the pandemic within the region and the associated recommendations issued by Ottawa Public Health. The following chart describes what can be expected to happen at OCTC during phases 4, 5 and 6 of a pandemic.

What can be expected to happen at OCTC during a pandemic (phases 4, 5, 6)?

Early Pandemic (Phase 4)

Significant increase in the risk of a pandemic but not a foregone conclusion)

- a) OCTC will continue to provide services.
- b) There will be an increased emphasis on routine precautions such as advanced telephone screening to ensure all clients, their families, staff, volunteers and visitors only come if healthy.
- c) Self-screening instructions, masks and hand sanitizers will be provided at the front entrance of all sites and at various locations as required.
- d) There will be an increased emphasis on routine precautions (good hand hygiene, sleeve sneeze, etc) by staff, clients, families and visitors.
- e) Personal protective equipment, including masks and gloves will be available at entry points to OCTC sites for both staff and clients and family members.
- f) If clients have been ill, they must remain away until they no longer have a fever and they are feeling well. If the family has waited an extended period for an appointment due to a wait list, they will not go to the bottom of the wait list but will instead be re-scheduled at the earliest possible opportunity according to availability of professional staff.

Mid Pandemic (Phase 5)

This is when there is verified human to human transmission and a strong signal that a pandemic is imminent).

During this period at OCTC:

- a) OCTC will maintain operations to the extent possible, within available resources;
- b) There will be active screening of clients and families by phone in advance of appointments and at the entrances at the time of appointments;
- c) There will be heightened attention to cleaning and sterilization;
- d) Staff may be redeployed (based on need and skill set) to work in different locations;
- e) There may also be adjustments to **levels** of service provided with increased staff absenteeism;
- f) Some services for high risk clients may be temporarily discontinued (e.g. respite programs for medically fragile populations);
- g) The OCTC preschool, school, recreation therapy and therapy groups may be temporarily discontinued;
- h) Clinic appointments may be temporarily discontinued;
- i) Optional visits (such as for observation purposes by students and visitors) will be curtailed.

Late Pandemic (Phase 6)

Where a global pandemic is underway (this can occur in more than one wave).

During this period at OCTC:

- a) There will be significant restriction of service delivery;
- b) Partial or total closure of different or all OCTC sites can be anticipated;
- c) The level of closure will depend on OCTC's capacity to safely provide the service within available resources;
- d) The level of service provided will depend on severity of client/family need;
- e) The decision to close will be guided by Ottawa Public Health and the OCTC Senior Administration and made by the OCTC Board.

What standards does OCTC follow in planning for a Pandemic?

OCTC followed the Accreditation Canada Standards in developing and implementing its Pandemic and Emergency Plan. The standards and how they are met is outlined below:

emergencies.	minimum every 3 years and are also revised based on drill findings.
2. The organization's leaders develop and implement a disaster and emergency preparedness plan.	The Pandemic and disaster plans are developed with broad internal and external consultation and are reviewed and approved by the OCTC Quality, Risk and Safety Committee, the Joint Health and Safety Committee and the OCTC Board after each revision.
3. The organization's leaders coordinate the emergency and disaster preparedness plan with those of partner organizations and governments, as required.	OCTC partners with the City of Ottawa and Ottawa Public Health, CHEO, Roger's House and the Ontario Association of Children's Treatment Centres and community partners in developing, reviewing and coordinating its emergency plans.
4. The organization's leaders ensure that staff, service providers, volunteers, clients/residents, and families are provided with appropriate information on what to do in the event of an emergency or disaster according to their role.	All staff, students and volunteers receive emergency planning at orientation as well as ongoing training through drills and safety sessions. Emergency code information, including fire exits and safety zones is posted across all sites and available on the website, in the client safety brochures. During a drill or event, staff are trained to guide visitors to safe zones and exits.
5. The organization carries out regular drills of the emergency and disaster preparedness plan.	Regular safety drills and annual evacuation drills are held at each site.
6. The organization's leaders use the results of the drills to review and revise the disaster and emergency plan as necessary.	The results from drills are used to refine the disaster and emergency plan when reviewed and to make other operational changes as required.
7. The organization's leaders develop and implement plans for preventing and mitigating potential disasters and emergencies.	OCTC has fire plans and codes for each site and an organization-wide Disaster and Pandemic Plan.