

# Outbreaks in Long Term Care

## Frequently Asked Questions

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### Questions and Answers for Residents and Families

Although preventative measures are taken in an effort to prevent outbreaks, sometimes they still occur! The following are some frequently asked questions and answers.

How does staff know what procedures to follow during an outbreak?

The Ministry of Health and Long-Term Care provide guidelines for control of outbreaks in long term care homes. We are also guided by information from Public Health, the Medical Advisor and the County's Infection Control policies and procedures.

Why are some residents allowed to go out of the building?

Residents are discouraged from leaving the home during an outbreak especially to attend a large group gathering. As a healthcare organization, we have an obligation to the greater public. When residents go out while we are in outbreak, this places the community at risk of contracting the illness. Residents who go out during an outbreak (for non-emergency reasons) do so against the outlined recommendations.

Who makes decisions related to visitor restrictions?

Visitor restrictions are based on set guidelines from Public Health and discussed by the interdisciplinary team. The health and safety of the residents as well as the greater public is considered when this decision is made.

## Why are they different from one outbreak to another?

It is different from one outbreak to another as no two outbreaks are the same and there are different considerations each time.

## How are residents and families notified of the outbreak?

Residents become aware through announcements and posters. There are also changes within the home to programs and services.

The Power of Attorney for Care is called by home staff to inform the family of the outbreak as soon as possible. People are encouraged to check the Grey County website for outbreak status and updates before visiting. Information is located at the [County of Grey website long-term care page \(www.grey.ca/health-social-services/long-term-care\)](http://www.grey.ca/health-social-services/long-term-care), "Current Outbreak Status".

## If the home is closed to visitors, are there any exceptions?

Exceptions are made for dying or critically ill residents.

## What can I do to support my loved one?

- Maintain your own good health
- Don't visit if you are not feeling well
- Use hand sanitizers often when entering and leaving the home and the resident's room
- Choose to be immunized for influenza
- Email a message to the home where your loved one resides using the list below:
  - [greygablesresident@grey.ca](mailto:greygablesresident@grey.ca)
  - [leemanorresident@grey.ca](mailto:leemanorresident@grey.ca)
  - [rockwoodresident@grey.ca](mailto:rockwoodresident@grey.ca)
- Send cards, gifts or flowers
- Use Skype to converse with your family member
- Keep informed - visit [www.grey.ca](http://www.grey.ca) for regular updates



**We appreciate your assistance to keep our residents healthy.  
If you are not feeling well, please visit another day.**

County of Grey Long Term Care Homes:

Grey Gables, Markdale 519-986-3010  
Lee Manor, Owen Sound 519-376-4420  
Rockwood Terrace, Durham 519-369-6035