VIRAL GASTROINTESTINAL
(GASTROENTERITIS/GI)
ILLNESS OUTBREAK PROTOCOL
and TOOLKIT
FOR RESIDENTIAL CARE AND
MENTAL HEALTH AND SUBSTANCE USE
FACILITIES
Version
October 2015

This document is produced by the Gastrointestinal Illness Outbreak Protocol Working Group to provide guidance and useful tools for the prevention, detection and management of viral gastrointestinal illness and outbreaks.

This Protocol and Toolkit is intended only for Residential Care Facilities with 15 or more Residents, whether regulated under the Hospital Act or the Community Care and Assisted Living Act.

This Protocol and Toolkit is not intended for use in Assisted Living or Hospice settings. Assisted Living sites have a separate Toolkit.

For Communities of Care, a viral Gastrointestinal Illness in one area may affect individuals in other areas of the Community. Contact your Public Health Contact (CD Environmental Health Officer if concerned about potential for spread of viral Gastrointestinal Illness from one area to another within your Community of Care.

*For full use of the internal hyperlinks in this document (eg. from the single page protocol to a tool in the toolkit and back), you will need to right click on the adobe toolbar and select "NEXT VIEW and PREVIOUS VIEW from the PAGE NAVIGATION TOOLS"

The current Fraser Health Gastrointestinal Illness Outbreak Protocol for Residential Care Facilities is found at www.fraserhealth.ca – PROFESSIONALS – RESIDENTIAL CARE PROVIDERS – GASTROINTESTINAL section.
Quick Notes

Viral Gastrointestinal Illness **CASE DEFINITION**

Case Definition for Viral Gastrointestinal Illness (Gastroenteritis) in staff or resident:
- 2 or more episodes of diarrhea* within a 24 hour period, OR
- 2 or more episodes of vomiting* within a 24-hour period, OR
- 1 episode diarrhea AND 1 episode of vomiting* within a 24 hour period

*Above what is considered normal for that person, or otherwise explained by underlying conditions or medications [Tool 19]

Viral Gastrointestinal Illness **OUTBREAK DEFINITION**

Three or more cases of Viral Gastrointestinal Illness (Gastroenteritis) in residents and/or staff in a 4 day period, where the causative agent is known or suspected to be a virus [Tool 20]

Reporting an Outbreak:

Your Public Health **CONTACT** [Tool 2a]
- For all Residential Care Facilities in the Fraser Health Authority area with 15 or more residents, including:
  - Fraser Health -Operated Residential Care Facilities
  - Contracted and Private Pay Residential Care Facilities
  - Mental Health and Substance Use Residential Facilities

**WEEKDAYS:** Between 0830 and 1630, FAX the OUTBREAK NOTIFICATION SHEET [Tool 21] to Central CD Intake 604-476-7088 or toll free 1-844-476-7088. Confirm by calling 604-476-7059 or 1-866-990-9941 ‘toll free’. A Communicable Disease Environmental Health Officer (CDEHO) will contact you promptly

**WEEKENDS/STAT HOLIDAYS:** Between 0830 and 1630, call the Medical Health Officer on call through the Fraser Health Public Health Answering Service at 604-527-4806

**EVENING/OVERNIGHT:** Contact as above on the NEXT DAY

*For full use of the internal hyperlinks in this document (eg. from the single page protocol to a tool in the toolkit and back), you will need to right click on the adobe toolbar and select ‘NEXT VIEW and PREVIOUS VIEW from the PAGE NAVIGATION TOOLS*
PROTOCOL
This 3 page Protocol is divided into 3 components and a ‘Cheat Sheet’, each with links to relevant tools in the toolkit:

1. **PLANNING, PREPARATION AND PREVENTION CHECKLIST**
   - This one-page CHECKLIST assists you to ensure that appropriate steps have been taken to prevent an outbreak due to viruses that cause gastrointestinal (GI) illness and to be ready to detect and manage an VIRAL GASTROINTESTINAL (GI) OUTBREAK should one occur

2. **OUTBREAK DETECTION, CONSULTATION AND LAB TESTING CHECKLIST**
   - This one-page CHECKLIST covers the Detection of a SUSPECT VIRAL GASTROINTESTINAL ILLNESS (GI) OUTBREAK, Initial Response including Laboratory Testing, Reporting and Consultation

3. **VIRAL GASTROINTESTINAL ILLNESS OUTBREAK CONTROL MEASURES CHECKLIST**
   - This one-page CHECKLIST lists comprehensive Outbreak Control Measures in a CHECKLIST format with links to important tools designed to assist you in your facility’s response

4. **‘CHEAT SHEET’ AND CONTACT INFORMATION**

TOOLKIT
The Toolkit is a collection of tools designed to assist in using the Protocol. The tools are referenced in the Checklists. A particular tool may also reference another relevant tool contained in the Toolkit. Some of the tools are references to materials that are on reliable and generally routinely updated websites including, but not limited to Fraser Health, the BC Centre for Disease Control, HealthLinkBC, the Office of the Provincial Health Officer and the Public Health Agency of Canada

Additional tools may be added and existing tools amended from time to time. Tools have Tool Numbers, not page numbers. This allows easy changes to the tools as needed

*Three additional resources accompany the Protocol and Toolkit on-line.*
1. Recommendation for Easy Use (electronic or paper versions)
2. Large Print versions of the CHECKLISTS
3. Updates – Any updates to the Protocol or Toolkit are listed on the Seasonal Updates link at www.fraserhealth.ca - PROFESSIONALS – RESIDENTIAL CARE PROVIDERS – GASTROINTESTINAL ILLNESS section. Notice is sent to Residential Care Facilities in Fraser Health if and when updates are posted
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## Toolkit

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PROTOCOL:

PLANNING, PREPARATION AND PREVENTION CHECKLIST

ANNUAL REVIEW: Though the majority of viral gastrointestinal illness (GI) outbreaks occur in winter, outbreaks may occur at any time of year. All facilities should review this checklist at least annually

PLANNING

☐ DESIGNATE the ‘Outbreak Prevention and Management Team’ for your Facility (Tool 1)
☐ FAMILIARIZE your staff with the Public Health reporting and contact information (Tool 2), Public Health Contact (Tool 2a) and Infection Prevention and Control Consultant (Tool 2b)
☐ REMEMBER-AVOID use of antibiotics for suspected viral gastrointestinal illness (Tool 3)
☐ REVIEW SOURCE CONTROLS: Engineering and Administrative (Tool 4)
☐ REVIEW the BC HealthGuide file #87 http://www.healthlinkbc.ca/healthfiles/pdf/hfile87.pdf

PREPARATION

☐ ASSEMBLE your VIRAL GASTROINTESTINAL ILLNESS Outbreak Resource Kit (Tool 5) including DISINFECTANTS that are ‘Approved for effectiveness against Norovirus’ (Tools 16, 17, 18). FOR STOOL OR VOMITUS SPECIMENS USE EMPTY STERILE CONTAINERS THAT DO NOT CONTAIN PRESERVATIVES or CONTAINERS PROVIDED BY PUBLIC HEALTH (Tool 6)
☐ MAKE A LIST of important contact numbers. A template is provided (Tool 7)
☐ REVIEW AND UPDATE SIGNAGE FOR GASTROINTESTINAL OUTBREAKS (Tool 8)
☐ REVIEW THE 4 BASIC ELEMENTS OF ROUTINE PRACTICES (Tool 9) including HAND HYGIENE (Tool 10)
☐ REVIEW ROUTINE PRACTICES (Tool 9) and ADDITIONAL PRECAUTIONS INCLUDING CONTACT PRECAUTIONS (Tool 11) AND DROPLET CONTACT PRECAUTIONS (Tool 12) To appreciate the need for Droplet Contact precautions, meet Vomiting Larry at: http://www.youtube.com/watch?v=sLDSNvQiXe8 and http://www.youtube.com/watch?v=pmy8x2Lm7rE
☐ TAKE AN INVENTORY OF Infection Prevention and Control supplies needed in preparation for viral gastrointestinal illness including Personal Protective Equipment (PPE) (Tool 13)

PREVENTION

REMAINING PREPARED THROUGHOUT THE YEAR:
☐ REMIND staff of the CASE DEFINITION (Tool 19) and OUTBREAK DEFINITION for VIRAL GASTROINTESTINAL ILLNESS (GASTROENTERITIS) (Tool 20)
☐ BE READY TO IMPLEMENT CONTROL MEASURES for a SINGLE/SPORADIC CASE OF VIRAL GASTROINTESTINAL ILLNESS (First day and ongoing) (Tool 23)
☐ REVIEW AND PROMOTE HAND HYGIENE (Tool 10)
☐ ENSURE STAFF USE OF ROUTINE PRACTICES (Tool 9) at all times
☐ ENSURE STAFF ARE KNOWLEDGEABLE REGARDING CONTACT and DROPLET/CONTACT PRECAUTIONS (Tools 11, 12) and BE READY TO IMPLEMENT when indicated, including proper use of Personal Protective Equipment (PPE) (Tool 13) and techniques for donning and doffing (Tool 14)
PROTOCOL:
OUTBREAK DETECTION, CONSULTATION and LAB TESTING CHECKLIST

INITIATE THE FOLLOWING DETECTION AND NOTIFICATION STEPS promptly when 3 or more cases of gastrointestinal illness occur in residents and/or staff in a neighbourhood, floor or other specified area within a 4-day period (Tools 19, 20)

☐ ISOLATE symptomatic residents using Routine Practices plus Contact precautions (Droplet/Contact if resident vomiting or for cleaning up spills) and other recommended control measures (Tools 9, 11, 27)

☐ NOTIFY Public Health using the FAX notification sheet (Tool 21)
  ➔ WEEKDAYS: Between 0830 and 1630, FAX the OUTBREAK NOTIFICATION SHEET to CD EHO Team at 604-476-7088. Confirm by calling 604-476-7059 or 1-866-990-9941 ‘toll free’. A Communicable Disease Environmental Health Officer will contact you promptly
  ➔ WEEKENDS/STAT HOLIDAYS: Between 0830 and 1630, call the Medical Health Officer on call through the Fraser Health Public Health Answering Service at 604-527-4806
  ➔ EVENING/OVERNIGHT: Contact as above on the NEXT DAY
  ➔ Inform your facility MEDICAL DIRECTOR (if applicable as per your facility practice)

☐ COLLECT STOOL OR VOMITUS SPECIMENS FOR LAB TESTING for testing from 3 to 6 people with new onset of diarrhea and/or vomiting (within the last 48 hours) (Tool 22). Use Droplet/Contact precautions including gloves, mask and eye protection when collecting stool or vomitus specimens (Tool 12)

☐ FOLLOW INSTRUCTIONS below to ensure quality specimens and fastest possible turnaround time
  ➔ For Stool or Vomitus specimens, use an empty sterile container that does not contain preservatives or use containers provided by Public Health (Tool 6)
  ➔ Discuss method of shipment of specimens with your CD EHO (Tool 2a). DO NOT ship specimens through your normal private or hospital lab services unless advised by your CD EHO
  ➔ Store specimens cool (10 – 20 degrees C) (Tool 22) unless advised otherwise by your CD EHO (Tool 2a)
  ➔ Note that identification of the cause of the outbreak is most likely if:
     ▪ A specimen is collected soon after symptoms first appear, and
     ▪ The specimen is delivered to the lab as soon as possible after collection

☐ INITIATE DAILY SURVEILLANCE (Tool 24)

☐ IMPLEMENT OUTBREAK CONTROL MEASURES in consultation with your CD EHO (Tool 2a) and referring to the Outbreak Control Measures CHECKLIST

☐ DESIGNATE a staff member and back-up to be responsible for daily outbreak tracking and reporting updates

☐ RECORD specimens taken on the Resident and/or Staff Illness Report (Tools 25, 26)

☐ COMPLETE the Resident and Staff viral Gastrointestinal Illness Reports daily (Tools 25, 26) FAX to your CD EHO (Tool 21) each weekday. Use a different sheet for each neighbourhood, floor or other specified area and update Resident and Staff illness forms each day. You do not need to start a new sheet each day—just add updated information and then FAX all reporting sheets each day. Please remember to update sheets with the ‘Date Symptoms Ended’ as this is important information for monitoring and declaring the Outbreak over
PROTOCOL: OUTBREAK CONTROL MEASURES CHECKLIST: Viral GI ILLNESS

☐ MANAGEMENT OF ILL RESIDENTS/PATIENTS: Isolate in their rooms as much as possible with contact or droplet/contact precautions (Tools 11, 12, 27) until at least 48 hours after symptoms have ended. Provide meals in rooms, regular trays can be used. Ensure that staff and visitors use hand hygiene and personal protective equipment (PPE) when caring for an ill resident (Tools 10, 13, 14). Keep up appropriate activities as the resident recovers. If a resident needs transfer to acute care, inform BC Ambulance at time of booking and the receiving institution of your GI Outbreak. Indicate this on the Communication form (Tool 39).

☐ PREVENTIVE MEASURES FOR WELL RESIDENTS: Increase surveillance to twice daily (Tool 24, 28).

☐ CONTROL MEASURES FOR ILL HEALTH CARE WORKERS: Exclude ill food handlers from work for at least 48 hours after symptoms have ended regardless of whether she/he feels well enough to work. Exclude other ill staff from the workplace until at least 48 hours after symptoms have ended. Ill staff should not work in any other setting involving food handling or provision of care until at least 48 hours after symptoms have ended (Tool 29). Practice good hand hygiene on return to work (Tool 10).

☐ PREVENTIVE MEASURES FOR WELL HEALTH WORKERS: Encourage vigilance in self-assessment for signs and symptoms of viral gastrointestinal illness (Tool 30).

☐ NOTIFICATION TO STAFF AND DEPARTMENTS OF OUTBREAK

☐ IMPLEMENTATION OF WORK DUTY-SPECIFIC PRECAUTIONS FOR NURSING CARE (Tool 31), LAUNDRY (Tool 33), KITCHEN STAFF (Tool 34) and WASTE MANAGEMENT (Tool 35).

☐ EDUCATION: Teach staff and volunteers early signs and symptoms of viral gastrointestinal illness, how to prevent spread and to educate residents, their families and visitors (Tool 36). Model, encourage and post signage about hand hygiene practices (Tool 10). Provide BC HealthGuide file #87 (http://www.healthlinkbc.ca/healthfiles/pdf/hfile87.pdf) to staff and visitors.

☐ IMPLEMENTATION OF PRECAUTIONS: Review causes of gastrointestinal illness outbreaks (Tool 40) and mechanisms of spread (Tool 41). As feasible, in an affected area under outbreak control measures, consider cohorting residents for group activities (well with well, ill with ill when well enough to participate). Visitor education: precautions are important for visiting to continue safely. Visitors should visit only one resident. Implement other measures recommended by your CD EHO (Tool 2a).

Avoid shared snacks that people or staff may contaminate unintentionally.

☐ POSTING OF OUTBREAK SIGNAGE: Use signs (Tool 8) and information sheets (Tool 36) (eg. BC HealthGuide file #87 http://www.healthlinkbc.ca/healthfiles/pdf/hfile87.pdf) to advise visitors of outbreak and precautions to use in facility and home.

☐ UTILIZATION OF COHORTING: As possible, assign groups of staff to work in either affected or unaffected areas, but not both, or with either ill or well residents, but not both. If this is not possible, staff should work first in unaffected areas or with well residents. Ensure PPE used appropriately with strict hand hygiene between residents and areas (Tools 10, 13, 14, 37).

☐ ADHERENCE TO INFECTION PREVENTION AND CONTROL PRACTICES: Remind staff and visitors to practice hand hygiene before and after contact with each resident and their environment. Post signs requiring contact or droplet/contact precautions when caring for ill residents and use of PPE (gloves, gowns, masks and eye protection) appropriately (Tools 9, 10, 11, 12, 13, 14).

☐ ENHANCEMENT OF HOUSEKEEPING AND CLEANING OF EQUIPMENT: During a GI outbreak, a disinfectant effective against Norovirus should be used for the entire facility for the duration of the outbreak (Tool 18). Introduce enhanced cleaningregimens, including more frequent cleaning and disinfection of commonly touched surfaces or items such as handrails, elevator buttons, door handles (Tools 15, 16, 17, 18). Provide for safe disposal of contaminated items. Clean/disinfect equipment between use for different residents or areas, using a hospital grade disinfectant effective against Norovirus and with a Drug Identification Number DIN (Tool 16, 17 and 18 and also see Residential Care Infection Control Manual: IC13). Complete ‘Post-Isolation clean’ of ill resident’s room when precautions have been discontinued.

☐ CONSIDERATIONS re: MOVING IN AND TRANSFERS: Generally, avoid moving a well resident to a room with an ill resident. Review how people and things move in and around the facility. Depending on the advice from your Public Health Contact (CD EHO) (Tool 2a), restrictions might be applied to one neighbourhood, floor, other specified area or the whole facility (Tool 37). Consider postponing transfers of residents out of the facility unless medically warranted (Tool 37). If transfers out are required, inform the receiving institution of your outbreak (Tools 37, 39). Review moving into and back to the facility during the outbreak with your Public Health Contact (CD EHO) (Tool 37).

☐ NOTIFICATION OF VIRAL GASTROINTESTINAL ILLNESS OUTBREAK:

• Your Public Health Contact (CD EHO or Medical Health Officer), depending on time/day of notification (Tool 2a).
• Community Care Facility Licensing (if a licensed facility) or FH Residential Care Contracts and Services (if operating under Hospital Act).
• Any facility/institution that may have received a resident from you (Tool 37).
• BC Ambulance, HandyDART, oxygen services, laboratory services, and other service providers of any outbreak control measures that may affect their provision of services if called to your facility.
• Your ACCESS Coordinator (or equivalent placement service such as Centralized Referral Coordinator for Mental Health Facilities) regarding any restrictions on moves into your facility or transfers.

☐ DAILY REPORTING: Update the Resident and Staff Illness Reporting forms each day (just adding in new information) (Tools 25, 26) and FAX each weekday to your CD EHO (Tool 2a).

☐ ONGOING SURVEILLANCE: Remain alert for possible new cases. Daily surveillance of residents for symptoms is advised. When there is a community outbreak or an outbreak in your facility, twice daily surveillance is recommended.

☐ TREATMENT: Symptomatic treatment is indicated, including maintaining adequate fluid intake in accordance with your facility care plans and in consultation with your Facility Medical Director or the resident’s physician, as indicated. Generally, for viral gastrointestinal illness, AVOID use of antibiotics or medications to stop diarrhea—Use only if specifically ordered by your Facility Medical Director or the resident’s physician (Tool 3).

☐ REVIEW PROBLEM-SOLVING if outbreak management is not progressing as expected, CONSULT with your CD EHO and/or Infection Prevention and Control Practitioner (IPPC) (Tools 2a, 2b and 42).

☐ CALLING OUTBREAK OVER: Consult with your CD EHO (Tool 2a). A viral GI outbreak will usually be declared over 72 hours after symptoms ended for the last ill resident and after the last time a staff member with symptoms worked in the facility, whichever is longer (Tool 43). Outbreak Control Measures are stopped when the outbreak is declared over by the CD EHO (Tool 2a).
OUTBREAK ‘CHEAT SHEET’ – QUICK REFERENCE AND FAX FORM

Managing Viral Gastrointestinal Illness (GI) Outbreaks in Residential Care Facilities

The complete PROTOCOL is available online at:

http://www.fraserhealth.ca/professionals/residential_careProviders/(select ‘Managing Outbreaks of Viral Gastrointestinal Illness’ at bottom of page)

1. Notify your Public Health Communicable Disease Environmental Health Officer (‘CD EHO’) when 3 or more cases of gastrointestinal illness occur in residents and/or staff within a 4 day period:
   - On weekdays 0830 to 1630
     - FAX with Phone confirmation (FAX form reverse of this page)
   - After-hours/weekend notification:
     - On weekends or STAT holidays 0830 to 1630 – call Public Health answering service 604-527-4806
     - If detected evenings or overnight – contact as above the NEXT day

2. Implement Outbreak Control Measures
   - If your CD EHO declares a suspect outbreak, establish outbreak control measures:
     - Confine ill residents to their rooms until 48 hours after symptoms have ended
     - Exclude any ill employees from work until 48 hours after symptoms have ended
     - In addition to routine practices, use contact precautions when caring for ill residents or droplet contact precautions for residents actively vomiting and when cleaning grossly contaminated areas due to risk of droplet spread
       - Gloves and gowns – for all contact with resident and the environment
       - Masks (surgical/procedure type) – when there is a risk of droplet spread of infectious into the air (e.g. splashes or sprays, cleaning up areas grossly contaminated with feces or vomitus)
     - Generally, avoid moving a well resident into a room containing an ill resident
     - Review hand hygiene using soap and water with all staff and volunteers
     - Ensure surfaces contaminated by feces or vomitus are immediately cleaned and disinfected
     - Increase cleaning and disinfection frequency of common touch surfaces (such as door handles, handrails, light switches, chair arms, sink/toilet handles, etc.) with a disinfectant effective against viral causes of gastrointestinal illness (gastroenteritis)
     - Ensure soiled laundry is handled as little as possible, with minimum agitation, and transported in closed bags, prior to washing and drying
     - Advise visitors of the outbreak and appropriate precautions to take; limit their visit to one resident
     - Postpone transfers to other facilities and new moves into facility unless medically warranted
     - Cohort staff/nursing to reduce the potential of spread from ill to well residents
     - Review cohorting, decreasing or discontinuing group activities and outings until the outbreak is over
     - Implement other measures deemed appropriate by your CD EHO or Facility Medical Director

3. Maintain Detailed Surveillance --- Monitoring
   - Maintain Gastrointestinal Illness surveillance for both residents and staff
   - FAX updated surveillance forms (Tools 25, 26 in Protocol) to your CD EHO each weekday, or as directed

4. Collect Specimens --- Lab Testing
   - Collect stool or vomitus specimens in any empty sterile container that does not contain preservatives or the containers provided by Public Health
   - Contact your CD EHO to determine the method of shipment and obtain the required “PHSA GI Outbreak Requisition” before you ship any specimens to BCCDC
   - Collect specimens as per directions on the BACK of the requisition. Ensure each specimen container is labeled with the person’s name and date of collection, and that the requisition is complete
   - Store specimens cool (10-20 Deg C.) or refrigerated unless otherwise advised by your CD EHO
   - Collect no more than 6 specimens unless advised by your CD EHO
   - Note that the organism causing the outbreak is most likely to be identified if:
     - A specimen is collected soon after symptoms first appear: AND
     - The specimen is delivered to the lab as soon as possible after collection

(Public Health phone/fax numbers on reverse)
Urgent FAX
Gastrointestinal Illness Outbreak Notification or Update to Public Health

Date _____________________ # pages faxed ___________

Facility sending Report ________________________________

Facility Address _______________________________________

Facility Contact Person ________________________________

Facility Phone __________ Fax ________________

To report a new or suspect outbreak, FAX this notification to Fraser Health:

Fax: 604-476-7088
Attn: CD EHO

- For Fax confirmation, Phone 604-476-7059
- A CD EHO will follow up with you by phone and advise where to fax outbreak updates

We are reporting:

Suspect Outbreak ____  Outbreak Update ____  Outbreak Over ____

For initial report of suspect outbreak, please provide:

Number of Residents ill ____  Current number of Residents / Total capacity ____/_____

Number of Staff ill ____  Number of Staff that work in facility _____

Onset date of first case ______________

Typical Symptoms______________________________________________

Other information ________________________________________________

________________________________________________________________

Important: Use this form to notify Public Health weekdays between 0830 and 1630
CALL the Public Health Office Telephone Number to confirm receipt of this FAX
For weekends and statutory holidays, between 0830 and 1630, contact the Fraser Health Public
Health answering service at 604-527-4806
If detected during evening or overnight hours, contact as above the NEXT day
VIRAL GASTROINTESTINAL ILLNESS OUTBREAK

TOOLKIT

TOOLS 1 to 43
Tool 1: **Outbreak Prevention and Management Team**

(adapted from PICNet BC Reference for Gastrointestinal Outbreak Guidelines for Health Care Facilities, June 2010)

Organizational Leadership for infection prevention and control should be established and maintained in all health care settings, including residential care facilities, to ensure effective and efficient outbreak prevention and management. Most residential care facilities will find that formation of an **Outbreak Prevention and Management Team** is the best way to prevent, prepare for and manage viral gastrointestinal or respiratory outbreaks. Specific members of the Outbreak Prevention and Management Team are designated to:

- Know the Outbreak Prevention and Management Protocols well
- Link with the **Infection Prevention and Control Consultant (IPCC)** (Tool 2b) to better understand the FH Infection Prevention and Control Manual, measures to prevent or manage viral outbreaks and the role of the Infection Prevention and Control Consultant when an outbreak is declared ([http://www.fraserhealth.ca/professionals/residential-care-providers/infection_control_manual/](http://www.fraserhealth.ca/professionals/residential-care-providers/infection_control_manual/))
- Communicate with the **Public Health Outbreak Management Contact** (Tool 2a) when questions arise, especially when the Suspect Outbreak definition is met (Tool 19, 20)
- Ensure that actions recommended in the Protocols are used in the facility

Individuals should be designated to perform these functions such that there is coverage at all times, including after normal work hours, on weekends and on holidays

**Outbreak Prevention and Management Team (OPMT)**

Individuals responsible for prevention and control efforts should review the strategic Pre-Season Planning, Preparation and Prevention CHECKLIST to update facility policies and practices and take all recommended preparative steps, especially:

- Prevention strategies
- Strategies to increase resident, staff and facility resilience to viral outbreaks
- Surveillance steps to be able to recognize an outbreak and promptly take the appropriate actions, including taking and submitting laboratory specimens, contacting Public Health (Tool 2a) and promptly introducing indicated control measures, and
- Working with your Infection Prevention and Control Consultant on day to day prevention and control practices and special consultation as needed in the event of an outbreak (Tool 2b)

Though the number and designations of members of an OPMT may vary with the type and size of a facility, the following list is useful to consider in building an effective Gastrointestinal (GI) Outbreak Prevention and Management Team:

- Facility Medical Director
- Administrator
- Director of Nursing or Director of Residential Care
- Person at the facility responsible for Infection Prevention and Control
- Housekeeping/Laundry Supervisor
- Food Services Supervisor
- Front-Line Staff Member
- Union Representative
- Communications Representative

Clear definitions, communication and assumption of specific roles and responsibilities are particularly important for effective Outbreak Prevention and Management

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**FOR OUTBREAK PREVENTION, RECOGNITION AND QUALITY MANAGEMENT, THIS IS THE MOST IMPORTANT TOOL IN THIS TOOLKIT! HAVING A DEDICATED OUTBREAK PREVENTION AND MANAGEMENT TEAM WILL REDUCE YOUR ‘STRESS’ LEVEL EXPONENTIALLY!**

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GASTROINTESTINAL ILLNESS OUTBREAK PROTOCOL AND TOOLKIT FOR RESIDENTIAL CARE AND MENTAL HEALTH AND SUBSTANCE USE FACILITIES

VERSION OCTOBER 2015
Tool 2: Contacts and Consultants

REPORT EVERY viral GASTROINTESTINAL ILLNESS OUTBREAK to your PUBLIC HEALTH CONTACT

Tool 2a: Public Health Contact

A Public Health Contact is available for all residential care facilities with 15 or more residents within the Fraser Health area. Your Public Health Contact is your ‘go to’ person from initial suspicion that you have an outbreak until the outbreak is declared over.

For Gastrointestinal Illness Outbreaks, your Public Health Contact is a Communicable Disease Environmental Health Officer (CD EHO) weekdays and the Medical Health Officer on-call weekends and holidays

- **WEEKDAYS:** Between 0830 and 1630, FAX the Gastrointestinal Illness Outbreak REPORT FORM to Health Protection CD 604-476-7088. Confirm by calling 604-476-7059 or 1-866-990-9941 ‘toll free’. A CD EHO will contact you promptly.
- **WEEKENDS/STAT HOLIDAYS:** Between 0830 and 1630, call the Medical Health Officer on call through the Fraser Health Public Health Answering Service at 604-527-4806. This contact will refer your outbreak to a Health Protection Manager for further consultation/communication
- **EVENING/OVERNIGHT:** Contact your CD EHO or Medical Health Officer (as above), promptly on the NEXT day

During an outbreak in a residential care facility, your CD EHO can assist you by:
- Confirming and declaring that an outbreak is occurring
- Verifying the nature and extent of the outbreak
- Defining the areas for control measures
- Instructing on control measures
- Advising on and assisting in specimen testing--Assisting in coordinating stool and/or vomitus specimens and if relevant, suspect foods, for prompt laboratory analysis
- Forming a hypothesis as to the causative agent, source and mode of transmission of the illness
- Visiting your site and inspecting the facility, or part of the facility, as necessary
- Communicating laboratory results with your facility
- Notifying others by means of the Gastrointestinal Illness Outbreak Notification (GION) list
- Declaring the outbreak over

Tool 2b: Infection Prevention and Control Consultant (IPCC)

When a viral Gastrointestinal Illness Outbreak is declared, your Infection Prevention and Control Consultant (IPC Consultant) will contact you to assist with the specific infection control measures that are indicated. Your IPCC serves in collaboration with your Public Health Contact/CD EHO to support you in effective use of the required infection prevention and control measures as instructed by your Public Health Contact/CD EHO. If necessary, your IPCC will visit your facility. To reach your IPCC, see contact information below.

NOTE: Consultation with your CD EHO determines what control measures are needed and for how long. Your IPCC is available to assist with questions about putting the control measures in place and adhering to them consistently throughout the outbreak

For Fraser Health-operated Residential Care Facilities with 15 or more residents
- **WEEKDAYS:** 0800 to 1600, **CALL** your IPC Consultant at 604-364-3986

For Contracted and Private Pay Residential Care Facilities with 15 or more residents
- **WEEKDAYS:** 0800 to 1600, **CALL** your IPC Consultant at 604-561-7344

For Mental Health and Substance Use and Specialized Residential Care Facilities with 15 or more residents
- **WEEKDAYS:** 0800 to 1600, **CALL** your IPC Consultant at 604-369-5194
Tool 3: Treatment

Watch for signs of volume depletion (dehydration). The goal of treatment is to prevent volume depletion by making sure the body has as much fluids and electrolytes as it should. Fluids and electrolytes lost through diarrhea and/or vomiting must be replaced by drinking extra fluids. Use electrolyte and fluid replacement solutions as needed and safe for the individual. Manage as per your care plan for viral gastrointestinal illness and, when necessary, in consultation with your Facility Medical Director or the resident’s physician.

Provide small amounts of fluid (2-4 oz.) every 30-60 minutes, rather than trying to force large amounts at one time, since too much fluid is likely to result in vomiting. Use of a spoon may be helpful.

Food may be offered frequently in small amounts. Suggested foods include:
- Cereals, bread, potatoes, lean meats
- Plain yogurt, bananas, fresh apples
- Vegetables

The need for intravenous fluids can usually be avoided and whenever possible should be avoided through quality care and appropriate use of oral fluids and small amounts of food appropriately given.

**Antibiotics** do not work for viruses and should not be used for viral gastrointestinal illness. Inappropriate use can lead to complications and contribute to the development of antibiotic-resistant strains of bacteria. Consult with your Facility Medical Director or the resident’s physician if a need for antibiotics is considered.

**Anti-motility drugs** to slow down the amount of diarrhea (antidiarrheal medications) should not be given unless ordered specifically by the Facility Medical Director or resident’s physician. They are potentially dangerous, may contribute to serious complications and may cause the diarrhea and vomiting to last longer.

Sometimes, people with diarrhea as a result of viral gastrointestinal illness who are taking diuretics (water pills) may be told to stop taking the diuretic during the acute episode. However, DO NOT stop providing any prescription medicine without first checking the care plan and promptly consulting with your Facility Medical Director or the resident’s physician.
Tool 4: Source Controls--Ways to Minimize the Risk of Viral Gastrointestinal Illness in your Facility

SOURCE CONTROLS can help your facility and all who reside, visit or work in it to be less likely to be affected by gastrointestinal viruses. Collaboration with workplace health and safety groups and building engineers has led to a framework that includes three tiers or levels of controls: Engineering controls, Administrative controls and Personal Protective Equipment (PPE) controls. Early fall is a good time to review Source Controls.

Engineering Controls
Engineering controls remove or reduce a hazard by applying methods of minimization, isolation or ventilation. Practical engineering controls include, but are not limited to:

- Availability of hand hygiene stations (hand washing facilities or Alcohol Based Hand Rub ABHR stations);
- Ability to arrange 2 metre spacing in multi-bed rooms; and
- Use of curtains or other partitions, especially if 2 metre spacing is not possible

Administrative Controls
Administrative controls are decisions for the facility that promote resilience, provide protection, reduce the likelihood of viruses being brought into the facility by ill workers or visitors and interrupt transmission when viruses are introduced to the facility. Administrative controls also include surveillance, early recognition and timely introduction of appropriate control measures when there is illness in the facility. For viral gastrointestinal illness, Practical administrative controls include, but are not limited to:

- Passive and active screening of visitors, volunteers and service providers [signage, limitations, personal protective equipment (as and when indicated) and appropriate restrictions]. Passive screening relies on general education and signage, leaving responsibility with those who have signs or symptoms of illness to report illness and follow advice. Active screening requires measures to actively screen those coming into the facility and may be recommended by your CD EHO in certain situations such as high levels of Norovirus or other gastrointestinal virus in the surrounding community
- Staff self-assessment for signs and symptoms of viral gastrointestinal illness or active screening for staff if recommended by your CD EHO due to certain situations such as a virus circulating in the community that puts residents at significant risk
- Enhanced screening of residents for signs and symptoms of viral gastrointestinal illness
- Education on hand hygiene and toileting hygiene
- Appropriate use of Routine Practices and, as indicated, Additional Precautions (Contact and Droplet/Contact Precautions)
- Cleaning and disinfection of frequently touched objects with special consideration of objects frequently touched by residents who may have difficulty with hand and toileting hygiene

Personal Protective Equipment (PPE) Controls (Tools 13, 14)
PPE is an important control, but one that should not be counted on in place of engineering and administrative controls. PPE supplements rather than replaces other important controls. Each type of PPE has specific applications, advantages and limitations. Facilities and staff members should select PPE compatible with the hazard potentially encountered. PPE effectiveness depends on proper use. Improperly used PPE can actually increase risk of exposure. Staff should be fully knowledgeable of the applications, advantages and limitations of the PPE available within the facility.

*NOTE that PPE is meant both to protect staff from being exposed as well as protect the next resident from being exposed to infectious organisms the previous resident may have had
Tool 5: Facility Viral Gastrointestinal Illness Outbreak Resource Kit

Assemble your viral gastrointestinal illness kit
- Fraser Health Viral Gastrointestinal Illness Outbreak Protocol for Residential Care and Mental Health and Substance Use Facilities
- List of all staff, volunteers, etc.
- List of residents
- List of phone numbers (Tool 7)
- Supply of empty sterile containers (Tool 6)
- Be sure to have a Facility Protocol outlining responsibilities for receiving telephone reports of lab results, notifying management and implementing outbreak response in evenings and on weekends

Infection Prevention and Control supplies
- Hand soap (anti-bacterial soap not required)
- Alcohol Based Hand Rub ABHR (70-90% ethyl alcohol base)
- Personal Protective Equipment (Tool 13)
  - Gowns
  - Gloves
  - Masks (procedure or surgical masks)
  - Goggles or other acceptable eye protection (glasses do not count as eye protection)
- Tissues
- Surface disinfectants (solutions or wipes with active ingredients effective against Norovirus to clean equipment entering/exiting isolation room)
- ‘Approved Disinfectants’ -- Hospital Grade Disinfectants with a DIN number and a virucidal kill claim against ‘non-enveloped’ viruses, often worded as claimed effectiveness against Norovirus, Poliovirus and/or Hepatitis A virus (Tool 16, 17, 18)
  (*See Residential Care Infection Control Manual IC 13)
- Waste-bins
- Preventive Signage (Tool 8)
Tool 6: *Viral Gastrointestinal Outbreak Lab Testing Specimen Kit*

*Contact your CD EHO* *(Tool 2a)*

- Before sending specimens (The Lab will **not** test specimens until an Outbreak I.D. is assigned by Public Health)
- As soon as possible after collecting specimens

**Specimen Kits**

- A. Any appropriate size, empty sterile container that DOES NOT contain preservatives; OR
- B. Containers provided by your CD EHO *(Tool 2a)*
Tool 7: Template for List of Important Contact Numbers

Check your list of phone and FAX numbers

- Public Health Contact (Tool 2a)
  - CD EHO weekdays and Medical Health Officer on call (weekends and holidays)
  - Medical Health Officer on call
- Fraser Health Infection Prevention and Control Consultant (Tool 2b)
- Local Health Unit for Community Care Facility Licensing (if your facility is licensed)
- FH Residential Care Contracts and Services (if your facility is operating under Hospital Act)
- Others to notify in event of an outbreak if you are calling for service
  o BC Ambulance
  o HandyDART
  o Laboratory serving your facility
  o Pharmacy serving your facility
  o Medical Gas/Oxygen provider
  o Cleaning service
  o Hairdresser, Physiotherapist, Podiatrist, and other service providers

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<tr>
<th>NAME</th>
<th>PHONE</th>
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Tool 8:  Signage for Viral Gastrointestinal Illness

- See 2 samples of SIGNS on the following pages
Attention Visitors

Some residents are ill with diarrhea and vomiting

VISITOR RECOMMENDATIONS

• **STOP:** Do not visit if you are sick
• Check at ‘Welcome Desk’ for other necessary instructions before your visit
• Please wash your hands with soap and water or use Alcohol-based hand rub when entering and leaving the facility
• Please visit only one resident

THANK YOU
ATTENTION VISITORS!

☑ We presently have a number of ill residents
☑ You may wish to reconsider visiting at this time
☑ Do not visit if you are sick
☑ Please let the staff know who you will be visiting and they will give you any other necessary instructions
☑ Please wash your hands or apply Alcohol Based Hand Rub to your hands before visiting and before leaving
Tool 9: *Routine Practices: Four Basic Elements*

The term ‘Routine Practices’ is commonly used in Canada

**From the Public Health Agency of Canada (PHAC)**

In this document the term ‘Routine Practices’ will be used, however, some settings may use the term “Standard Precautions” (formerly known as universal precautions). Mitigating or preventing the transmission of common gastrointestinal and respiratory infections is effectively achieved through strict compliance with ‘Routine Practices’ and the use of Additional Precautions as needed.

Routine Practices are infection control practices used by all employees and medical staff at all times in all health care settings to prevent exposure to all body substances from all persons.

**Included in Routine Practices are**

- Hand Hygiene;
- Continuous use of ‘Respiratory Etiquette’; and
- Personal protective equipment
  “In accordance with Routine Practices, staff members should assess their likelihood of being exposed to any body fluids by direct or indirect contact, by splashes, or by fine mist sprays. They should then choose and don the appropriate personal protective equipment (i.e. gloves, surgical mask, and eye protection) prior to entering the space where the exposure may occur.”

**The link to the Public Health Agency of Canada document on “Routine Practices and Additional Precautions for Preventing the Transmission of Infection in Healthcare Settings” is:**


**Also, see the Fraser Health Residential Care Infection Control Manual section IC5 at:**


OR

[www.fraserhealth.ca –PROFESSIONALS-RESIDENTIAL-CARE PROVIDERS-INFECTION CONTROL MANUAL](http://www.fraserhealth.ca)

OR

**If you have access to the Fraser Health Network, on the Fraser Health ‘Pulse’ page**

[http://fhpulse/quality_and_patient_safety/infection_control/Pages/Residential%20Care.aspx](http://fhpulse/quality_and_patient_safety/infection_control/Pages/Residential%20Care.aspx)
**Routine Practices (continued):**

1. **Hand Hygiene**
   Hand hygiene is everybody’s responsibility: Health Care Providers (HCPs), residents, visitors and volunteers. Hand hygiene is the most effective way to prevent the transmission of microorganisms.

   Compliance with hand hygiene recommendations requires continuous reinforcement.
   - Use either soap and warm water or alcohol-based hand rub (ABHR).
     - Soap and water is required if hands are visibly soiled and when caring for residents with active gastrointestinal (GI) symptoms.
   - Residents who are able to participate in self-care should be taught, encouraged and reminded of the importance of hand hygiene before eating or preparing food, after using the toilet or other personal hygiene activities, before leaving their homes for common/public areas and when returning home from public places.

2. **Point of Care Risk Assessment**
   A Point of Care Risk Assessment (PCA) is the evaluation of the interaction between the HCP, the resident and the environment to determine the potential for exposure to pathogens. Prior to any resident interaction all HCPs have a responsibility to always assess the infectious risk posed to themselves and to others (eg. other residents/visitors/HCPs).

   Risk Assessments for any interaction includes:
   - The resident’s symptoms and whether they may be consistent with an infectious process
   - The type of interaction will occur (eg. direct care vs. bringing something into the room for them)
   - The potential for contamination of themselves or any equipment used
   - Identification of barriers (eg. PPE) required to prevent transmission
   - Whether all secretion/excretions are contained (eg. continence, wounds well covered)
   - Whether the person is able to follow instructions (eg. cognitive abilities, mental health condition)
   - The setting in which the interaction will take place (eg. single room vs. multi-bed room, vs. outpatient or common area)

   In reality, HCP do Point of Care Risk Assessments many times a day for their safety and the safety of others in the healthcare environment. During a GI infection outbreak PCA should be especially vigilant in identifying risk of exposure to GI pathogens, especially when assisting those who are ill (eg. actively vomiting).

3. **Risk Reduction Strategies**
   Risk reduction strategies include: engineering measures, resident screening, using personal protective equipment (PPE), cleaning of environment, equipment, and laundry, using "single use" only equipment or ensuring proper disinfection and sterilization of reusable equipment, appropriate waste management and safe sharps handling, resident placement and using preventative workplace practices such as HCPs immunization policies.

4. **Education of Health Care Providers, Residents and Families/Visitors/Volunteers**
   All health care providers should receive general education on facility policies, which includes information regarding the principles of infection prevention and control. Review of hand hygiene; Routine Practices and additional precautions; and chain of infection should be included and refreshed at intervals. Specific information should be emphasized as it relates to the work environment.

   Education for residents/family members should include specific information about their general condition (usually this is provided by the attending physician), and specific information concerning any infection. If the resident has an infection, this information should include practices necessary to reduce the risk of spread. The health care provider should provide education for the resident and family as appropriate for the presenting condition.
**Tool 10: Hand Hygiene**

**REMEMBER: Gloves are NOT a replacement for Hand Hygiene**

*Hand Hygiene (should NOT wear hand jewelry when providing care)*

**Alcohol Based Hand Rub**
- Place a loonie sized amount of the product in the palm of hand
- Spread the product to cover all surfaces of both hands, including nail beds
- Rub hands together for 15-20 seconds or until dry
- If hands are visibly soiled, or when caring for residents with diarrhea and dealing with their environment, use soap and water

**Hand Washing with Soap and Water**
- Wet hands under a steady flow of warm water and apply soap (*if wearing jewelry, remove first*)
- Use friction to wash all surfaces of both hands, including web spaces, thumbs, wrists, and the back of the hands, rubbing the nail beds against the opposite palm
- Wash for a minimum of 15-20 seconds
- Rinse thoroughly and dry hands gently with clean paper towel
- Use paper towel to turn off tap
- Discard paper towel

**NOTE:** Ensure your clothing does not touch the sink

Fraser Health Hand Hygiene Information available on the Internet:
http://www.fraserhealth.ca/professionals/residential-care-providers/hand_hygiene/hand-hygiene

See—Clean Your Hands Using Soap and Water:

See—Clean Your Hands Using Alcohol-based Hand Rub:
http://www.fraserhealth.ca/media/Clean%20Your%20Hands%20Alcohol%20Based%20Hand%20Rub%20-%20PS256525.pdf

**Hand Hygiene Clinical Practice Guideline for Residential Care**

**4 Moments of Hand Hygiene PowerPoint Presentation**
http://www.fraserhealth.ca/media/4%20moments%20PPT%20Jan%202013.pdf

**POSTERS: 4 Moments of Hand Hygiene**

**Summary:**
http://www.fraserhealth.ca/media/4%20Moments%20Summary%20PS256500.pdf

**Your 4 Moments:**
http://www.fraserhealth.ca/media/4%20Moments%20for%20Hand%20Hygiene%20PS256496%2011x17.pdf

*Even on a busy day, don’t forget Hand Hygiene—it saves time and protects health*

- After removal of gloves (including after cleaning and disinfecting procedures)
- Before and after touching the face, nose-blowing, etc.
- After using the washroom
- Before eating
- Between providing care to different residents
- If hands are visibly soiled, use soap and water
- If hands are not visibly soiled, alcohol-based hand rub is an alternative to hand washing

**Hand Hygiene Pamphlets**
- Included on the following pages;
  - Hand Hygiene Practice (summary pamphlet)
  - STAFF pamphlet
  - PUBLIC pamphlet
Hand hygiene is universally accepted as the single most important practice to prevent the spread of infections.

**Hand Hygiene** is performed using soap and water or alcohol based hand rub (ABHR). Hand hygiene is indicated:

- When arriving and leaving the work area
- Before Initial Resident / Resident Environment Contact
- Before An Aseptic Task
- After Body Fluid Exposure Risk
- After Patient Contact
- Before and after using gloves
- When moving from a contaminated body site to a clean body site during direct patient care
- After handling contaminated equipment
- After contact with animals
- After smoking and blowing your nose
- Before handling food or drinks
- Before preparing medication
- Whenever in doubt

**Hand hygiene with plain soap and water** is indicated:

- When caring for residents with diarrhea and their environment
- When hands are visibly soiled
- After 5 to 6 applications of an alcohol-based hand rub to remove residual emollients

**Alcohol Based Hand Rub (ABHR)**

- Take a loonie size of the product in the palm
- Spread the product to cover all surfaces of both hands including, web spaces, thumbs, wrists and the back of hands
- Rub hands together for 15-20 seconds or until dry

**Hand Hygiene: Plain Soap and Water**

- Wet hands under a steady flow of warm water
- Apply an adequate amount of the appropriate soap, i.e. one pump from the dispenser
- Using friction to wash all surfaces of both hands, including web spaces, thumbs, wrist and the back of the hands
- Rub nail beds against the opposite palm
- Wash for a minimum of 15-20 seconds
- Rinse thoroughly and dry hands gently with clean paper towel
- Use paper towel to turn off taps
- Discard paper towel
Cleaning your hands is the single most important procedure to prevent infection.

**Remember!**

- Direct patient care providers must not wear artificial fingernails or extenders.
- Keep fingernails short (less than 3 mm) and clean to prevent the spread of infection.
- Direct patient care providers must not wear chipped nail polish, as bacteria may become trapped along edges.
- Direct patient care providers must wear a minimum amount of hand jewelry.
- Remove hand jewelry before performing hand hygiene.

**For more information:**

See the Acute Care Infection Prevention and Control Manual or the Residential Care Infection Prevention and Control Manual. Both are available on FH Pulse.

or

Contact the Infection Control Practitioner in your area (phone numbers are available on the Infection Prevention & Control FH Pulse pages).

**Search ‘hand hygiene’ on FH Pulse for additional resources**

Contracted care providers and sites please see the “Professionals” drop down menu on www.fraserhealth.ca for more information.

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**fraserrhealth**

It’s okay to ask your healthcare worker to clean their hands!

Healthcare workers are busy people and want to do everything to get you well.

Sometimes they may forget to clean their hands in front of you.

Before your healthcare worker begins examining you or providing care – or if you are not sure if he/she has cleaned his/her hands - it’s okay to ask.

“Would you mind cleaning your hands in front of me?”

While you’re receiving care...

We can help you keep your hands clean and reduce the spread of infection.

Remember:

• It’s okay to ask your healthcare provider for alcohol-based hand rub or for soap and a wet cloth.

• It’s also okay to ask your healthcare provider if they’ve washed their hands at any point in your care.

• It’s okay to encourage family and friends to use alcohol-based hand rub when arriving and leaving the hospital and when entering and leaving your room.

Questions?

Your healthcare provider would be happy to answer any questions you may have.

For more information, visit www.fraserhealth.ca
Tool 11: Contact Precautions

To be followed in addition to Routine Practices (Standard Precautions) (Tool 9)

VISITORS REPORT TO THE NURSES’ STATION BEFORE ENTERING ROOM

RESIDENT PLACEMENT
- Private room preferred when possible
- Maintain a distance of at least 2 metres between residents
- Door may remain open

GLOVES
- Wear gloves when caring for resident
- Remove gloves and perform hand hygiene after completing care of residents and before leaving resident’s bedspace
- Hand Hygiene after removing gloves

GOWNS
- Wear a long sleeved protective gown
- Remove gown before leaving resident’s room or bedspace

HAND HYGIENE
Must be done:
- Before and after any contact with resident
- After touching contaminated articles
- After removing gloves

Wash with soap and water if hands are visibly soiled or caring for residents with diarrhea or dealing with their environment

EQUIPMENT
- Dedicate equipment for resident care
- Disinfect all equipment before removing from resident’s room or bedspace

RESIDENT TRANSPORT
- Limit transport of resident to other areas to essential purposes only
- Notify receiving facilities of isolation precautions
**Tool 12: Droplet>Contact Precautions**

To be followed in addition to Routine Practices (Standard Precautions) for residents actively vomiting AND when cleaning grossly contaminated areas due to risk of droplet spread (Tool 9)

---

### VISITORS REPORT TO THE NURSES’ STATION BEFORE ENTERING ROOM

---

### RESIDENT PLACEMENT
- Private room preferred when possible
- Maintain a distance of at least 2 metres between residents
- Door may remain open

---

### GLOVES
- Wear gloves when caring for resident or environment
- Remove gloves and perform hand hygiene after completing care of residents and before leaving resident’s bedspace
- Hand Hygiene after removing gloves

---

### GOWNS
- Wear a long sleeved protective gown
- Remove gown before leaving resident’s room or bedspace

---

### MASK/PROTECTIVE EYEWEAR
- Wear procedure mask and protective eyewear for close contact: within 2 metres of the resident

---

### HAND HYGIENE

**Must be done:**
- Before and after any contact with resident
- After touching contaminated articles
- After removing gloves

Wash with soap and water if hands are visibly soiled or caring for residents with diarrhea or dealing with their environment

---

### EQUIPMENT
- Dedicate equipment for resident care
- Disinfect all equipment before removing from resident’s room or bedspace

---

### RESIDENT TRANSPORT
- Limit transport of resident to other areas to essential purposes only
- Resident must wear procedure mask during transport, if able to tolerate
- Notify receiving facilities of isolation precautions
Tool 13: Personal Protective Equipment

Personal Protective Equipment

During an outbreak of viral Gastrointestinal Illness, everyone entering the room of an ill resident on precautions should wear the following PPE when entering a room, giving direct care, cleaning up vomit or diarrhea:

- Gloves – for providing any direct care
- Gowns – for all entries into the residents room
- Surgical or procedural mask with eye protection/face shield to protect mucous membranes from exposure to viral particles when:
  - assisting someone who is actively vomiting or has explosive uncontained diarrhea or
  - cleaning an area contaminated with vomitus or feces
Tool 14: *Removal of Personal Protective Equipment (PPE)*

**How to Remove PPE When Leaving an Isolation Room**

**In the room**
- Undo waist ties of gown
- Remove gloves
- Undo neck ties of gown
- Remove gown from sleeves without touching outside of gown, roll gown and discard in laundry or garbage
- Perform hand hygiene

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<th>If wearing a procedure mask - in room</th>
<th>If wearing an N95 respirator - in hallway or anteroom</th>
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<tr>
<td>Remove protective eyewear by straps and place in garbage *</td>
<td>Remove protective eyewear by straps and place in garbage *</td>
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<tr>
<td>Perform hand hygiene</td>
<td>Perform hand hygiene</td>
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<tr>
<td>Remove mask</td>
<td>Remove mask</td>
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<tr>
<td>Perform hand hygiene</td>
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<tr>
<td>Use paper towel to open door to exit room</td>
<td>Use paper towel to open door to exit room</td>
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* See Work instructions for reprocessing instructions if reusable goggles used

**Hand Hygiene**

**Alcohol Based Hand Rub**
- Place a loonie sized amount of the product in the palm of hand
- Spread the product to cover all surfaces of both hands, including nail beds
- Rub hands together for 15-20 seconds or until dry
- If hands are visibly soiled, or when dealing with diarrhea or the environment, use soap and water

**Hand Washing with Soap and Water**
- Wet hands under a steady flow of warm water and apply soap
- Use friction to wash all surfaces of both hands, including web spaces, thumbs, wrists, and the back of the hands, rubbing the rub nail beds against the opposite palm
- Wash for a minimum of 15-20 seconds
- Rinse thoroughly and dry hands gently with clean paper towel
- Use paper towel to turn off tap
- Discard paper towel

**NOTE:** Ensure your clothing does not touch the sink

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FHA Infection Prevention and Control
Tool 15: *Enhanced Cleaning and Disinfecting—Enhanced Environmental Sanitation*

**Cleaning**
Dirt, organic material and debris acts to protect microbes from contact with disinfectants. Thorough cleaning removes this protection and facilitates effective disinfection. Consistent, regular cleaning assists in reducing the potential for environmental transmission of microorganisms and processes should already be in place to ensure effective cleaning.

Cleaning methods that use firm contact and friction reduce the numbers of organisms. Use a separate cloth for cleaning and another for disinfection. Cleaning cloths should be changed frequently to prevent spreading microorganisms from surface to surface.

*Do not “double dip” a cloth into disinfectant solution*

Increased frequency of cleaning high touch surfaces is an important contribution to the control of spread of gastrointestinal viruses. Surfaces that are considered to be “high touch” include:

- Bed rails
- Call bell cords
- Bathroom surfaces (taps, toilet handle)
- Door knobs, light switches
- Hand rails in rooms and hallways
- Elevator buttons
- Tables, counter tops
- Nourishment areas (fridges, ice machines, cupboard handles)
- Nursing station
- Equipment that is shared between patients/residents/residents should be thoroughly cleaned and disinfected in between each use
- Floors

*Increase cleaning of objects and surfaces that people touch with their hands (recommended minimum at least 2 times per day)*

**Sanitizing**
Sanitizing is defined as a process that reduces microorganisms on an inanimate object to a level below that of infectious hazard (e.g. dishes and eating utensils are sanitized)

**Disinfection**
Disinfection is the inactivation of disease-producing microorganisms. Disinfection generally does not destroy bacterial spores. Disinfectants are used on inanimate objects in contrast to antiseptics, which are used on living tissue. Disinfection usually involves chemicals, heat or ultraviolet light. The nature of chemical disinfection varies with the type of product used.

Currently, available solutions that are effective for common organisms responsible for GI outbreaks are accelerated hydrogen peroxide 0.5% and sodium hypochlorite 1000ppm. Other disinfectants with a Health Canada-assigned Drug Identification Number (DIN) and a virucidal claim (including the non-enveloped viruses—Norovirus, Poliovirus and/or Hepatitis A virus) can also be used effectively. Follow the manufacturer’s instructions regarding dilution and contact time required to be effective. When organic matter is present (e.g. vomitus, feces) many disinfectants require the surfaces to be cleaned with a detergent prior to disinfection. If in doubt about a cleaning product please contact your Communicable Disease Environmental Health Officer (CD EHO) (Tool 2a).

See Tool 16 for a Table of Commonly Used Products
See Tool 17 for a Disinfection Guide
See Tool 18 for a Definition of Disinfectant and a Guide to Effective Use of Disinfectants
Cleaning Up Vomit and Feces
To appreciate the cleaning challenges and need for Droplet Contact precautions when cleaning, meet 'Vomiting Larry' at: http://www.youtube.com/watch?v=sLDSNvQjXe8 and http://www.youtube.com/watch?v=pmy8x2Lm7rE to see just how challenging clean-up can be!

During an outbreak of GI infection, special consideration must be given to the cleaning of areas contaminated from either a vomiting or fecal accident. The area should be cordoned off to prevent other patients/residents/residents from unintentional exposure and cleaned immediately. Failing to immediately clean contaminated areas may contribute to rapid spread and continuation of outbreaks

- Attend to the Resident first, if necessary
- Isolate the area, if possible, and place a wet floor sign/flag to prevent slipping
- Wear disposable gloves as well as other personal protective equipment (surgical mask, eye protection, gloves, gown)
- Gross soil must be removed prior to cleaning and disinfecting. Wipe up excrement using absorbent disposable material (eg. paper towels). Use a wipe up technique that does not agitate excrement and place directly into a regular garbage bag
- Clean the surface with neutral detergent to remove any trace residual dirt or body fluid
- Disinfect the area to a radius of 2 meters with an ‘approved disinfectant’ such as accelerated hydrogen peroxide 0.5% ensuring a 5 minute contact time or with a fresh 1:50 dilution of household bleach 5.25% and allow to air dry naturally. **Note: Ensure area is very well ventilated** (Tool 16, 18)
- Discard waste including gloves into regular garbage immediately
- If the area involved was so large that a mop had to be used, wash the mop head, soak in disinfectant and place into a leak proof laundry bag when finished. The bucket contents should be carefully poured into the available sewage outlet (eg. utility sink), and the bucket rinsed and wiped with the disinfectant
- Remove personal protective equipment and discard in regular garbage
- Perform hand hygiene at the end of the procedure
- If a vomiting or fecal accident occurs in an area where food is prepared served or displayed or stored, dispose of any food that has been handled by the ill person since symptom onset, or been present within 2 meters of a vomiting incident
- Wash all dishes, utensils and trays in hot water and detergent (minimum of 74°C. for 10 seconds).

Treatment of Specific Materials

- Contaminated linens, clothes, towels, cloths etc., should be washed in the hottest water available and detergent, using the maximum cycle length, and then machine dried on the hot cycle
- Vinyl covered furniture or mattresses should be thoroughly cleaned with detergent and hot water then wiped down with one of the ‘approved disinfectant’ solutions
- Soft furnishings or cloth-covered mattresses should be thoroughly cleaned with detergent and hot water. For disinfection they can be placed outside in the sun for a few hours. As this is not usually feasible, after being cleaned they should be steam cleaned (strongly recommended) or disinfected with one of the ‘approved disinfectant’ solutions (Note: some fabrics may not be bleach resistant)
- Contaminated carpets should be cleaned with detergent and hot water then disinfected with one of the recommended disinfectant solutions or steam cleaned using the hottest water available (Note: some carpets may not be bleach resistant)
- Contaminated hard surfaces should be washed with detergent and water, using a single-use cloth, then disinfected with one of the ‘approved disinfectant’ solutions/wipes (as per facility policy)
- Non-disposable mop heads should be laundered in the hottest water available and detergent, using the maximum machine cycle length, and then machine dried on the hot cycle
- Fixtures in bathrooms should be cleaned with detergent and hot water using a single-use cloth, and then disinfected with one of the ‘approved disinfectant’ solutions/wipes (as per facility policy)
### Enhanced Cleaning Guidelines for GI Outbreaks

<table>
<thead>
<tr>
<th>Frequently Touched Surfaces</th>
<th>Check off as completed</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cleaning agent to be used:</strong></td>
<td></td>
</tr>
<tr>
<td>1. Nursing Station:</td>
<td></td>
</tr>
<tr>
<td>(a) Counters</td>
<td></td>
</tr>
<tr>
<td>(b) Chairs</td>
<td></td>
</tr>
<tr>
<td>(c) Light Switches</td>
<td></td>
</tr>
<tr>
<td>(d) Telephone(s)</td>
<td></td>
</tr>
<tr>
<td>(e) Keyboard(s)</td>
<td></td>
</tr>
<tr>
<td>(f) Nurse Call Monitoring System</td>
<td></td>
</tr>
<tr>
<td>2. Medication Room:</td>
<td></td>
</tr>
<tr>
<td>(a) Door (i.e., where hands commonly touch to push open)</td>
<td></td>
</tr>
<tr>
<td>(b) Door knob on entry and exit</td>
<td></td>
</tr>
<tr>
<td>(c) Counters</td>
<td></td>
</tr>
<tr>
<td>(d) Light switches</td>
<td></td>
</tr>
<tr>
<td>(e) Sink</td>
<td></td>
</tr>
<tr>
<td>3. Clean Utility/Storage Room:</td>
<td></td>
</tr>
<tr>
<td>(a) Door and knob on entry and exit</td>
<td></td>
</tr>
<tr>
<td>(b) Sink and counter</td>
<td></td>
</tr>
<tr>
<td>4. Dirty Utility/Storage Room:</td>
<td></td>
</tr>
<tr>
<td>(a) Door and knob on entry and exit</td>
<td></td>
</tr>
<tr>
<td>(b) Sink and counter</td>
<td></td>
</tr>
<tr>
<td>5. Staff washroom(s):</td>
<td></td>
</tr>
<tr>
<td>(a) Sink basin and faucet</td>
<td></td>
</tr>
<tr>
<td>(b) Toilet (lever/flush, horizontal surfaces, seat)</td>
<td></td>
</tr>
<tr>
<td>(c) Soap dispenser</td>
<td></td>
</tr>
<tr>
<td>(d) Paper towel dispenser</td>
<td></td>
</tr>
<tr>
<td>(e) Light switches</td>
<td></td>
</tr>
<tr>
<td>(f) Door and handles on entry and exit</td>
<td></td>
</tr>
<tr>
<td>6. Staff Meeting Room(s):</td>
<td></td>
</tr>
<tr>
<td>(a) Door and knob on entry and exit</td>
<td></td>
</tr>
<tr>
<td>(b) Telephone</td>
<td></td>
</tr>
<tr>
<td>7. Resident Common Areas, including Dining Areas:</td>
<td></td>
</tr>
<tr>
<td>(a) Chairs and end tables</td>
<td></td>
</tr>
<tr>
<td>(b) Kitchenette</td>
<td></td>
</tr>
</tbody>
</table>
### Frequently Touched Surfaces

<table>
<thead>
<tr>
<th>Cleaning agent to be used:</th>
<th>Check off as completed</th>
</tr>
</thead>
</table>

8. Hallways:

<table>
<thead>
<tr>
<th>(a) Mobile Lifts</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(b) Resident Doors and Handles</td>
<td></td>
</tr>
<tr>
<td>(c) Elevator buttons</td>
<td></td>
</tr>
<tr>
<td>(d) Key pads</td>
<td></td>
</tr>
<tr>
<td>(e) Handrails</td>
<td></td>
</tr>
</tbody>
</table>

9. Resident Room Surfaces to be cleaned:

<table>
<thead>
<tr>
<th>(a) Light Switches</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(b) Bedrails</td>
<td></td>
</tr>
<tr>
<td>(c) Bedside tables</td>
<td></td>
</tr>
<tr>
<td>(d) Over-bed light</td>
<td></td>
</tr>
<tr>
<td>(e) Over bed tables including framework</td>
<td></td>
</tr>
<tr>
<td>(f) Bedside Chairs</td>
<td></td>
</tr>
<tr>
<td>(g) Wheelchair and/or Walker</td>
<td></td>
</tr>
<tr>
<td>(h) TV Controller</td>
<td></td>
</tr>
<tr>
<td>(i) Call button/ pull chord</td>
<td></td>
</tr>
<tr>
<td>(j) Telephone</td>
<td></td>
</tr>
</tbody>
</table>

10. Resident Washroom(s):

<table>
<thead>
<tr>
<th>(a) Light Switch</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(b) Safety – pull up bars</td>
<td></td>
</tr>
<tr>
<td>(c) Faucets, sink, counter</td>
<td></td>
</tr>
<tr>
<td>(d) Commode/ toilet (lever/flush, horizontal surfaces, seat)</td>
<td></td>
</tr>
<tr>
<td>(e) Door</td>
<td></td>
</tr>
<tr>
<td>(f) Floor</td>
<td></td>
</tr>
</tbody>
</table>

11. Shelves and items handled regularly

12. Dedicated Laundry Hamper

13. Floors

Employee Signature: _______________________ Date: __________

Time it took to complete: ____________

Supervisor Signature:______________________  Date:____________
### Tool 16: Disinfectants commonly used in GI Outbreaks

(adapted from PICNet BC GI Outbreak Guidelines for Healthcare Facilities June 2010)

<table>
<thead>
<tr>
<th>Agent and Concentration</th>
<th>Uses</th>
<th>Active Against</th>
<th>Properties/Cautions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CHLORINE:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Household Bleach (5.25%)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1:100 (500 ppm solution)</td>
<td>Used for disinfecting general household surfaces</td>
<td>Vegetative bacteria (<em>Salmonella, E. coli</em>)</td>
<td>All organic matter must be cleaned from surface first</td>
</tr>
<tr>
<td>10mL bleach to 990mL water</td>
<td>Make Fresh Daily</td>
<td>Enveloped Viruses (Hepatitis B and C)</td>
<td>Make fresh daily as shelf life shortens when diluted</td>
</tr>
<tr>
<td></td>
<td>Allow surface to air dry naturally</td>
<td><em>Not a strong enough solution for Norovirus</em></td>
<td>Store in closed containers that do not allow light to pass through</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Area should be well ventilated to prevent respiratory tract irritation</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Corrosive to metals</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Discourages carpets and clothing</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><em>NEVER mix bleach with any other cleaning solution</em></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Household Bleach (5.25%)</td>
<td>Used for disinfecting surfaces contaminated with bodily fluids and waste like vomitus, diarrhoea, mucous or feces</td>
<td>Vegetative bacteria (<em>Salmonella, E. coli</em>)</td>
<td></td>
</tr>
<tr>
<td>1:50 (1,000 ppm solution)</td>
<td>Make fresh daily</td>
<td>Enveloped Viruses (Hepatitis B and C)</td>
<td></td>
</tr>
<tr>
<td>20mL bleach to 980mL water</td>
<td>Allow surface to air dry naturally</td>
<td><em>Non-enveloped viruses (Norovirus, Hepatitis A)</em></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Household Bleach (5.25%)</td>
<td>Used for disinfecting surfaces contaminated by blood</td>
<td>As above plus: Bacterial spores (eg. <em>C. difficile</em>)</td>
<td></td>
</tr>
<tr>
<td>1:10 (5,000 ppm solution)</td>
<td>Make fresh daily</td>
<td></td>
<td></td>
</tr>
<tr>
<td>100mL bleach to 900mL water</td>
<td>Allow surface to air dry naturally</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Accelerated Hydrogen Peroxide 0.5%</strong></td>
<td>Used for disinfecting general surfaces and surfaces contaminated with body fluids and waste</td>
<td>Vegetative bacteria (<em>Salmonella, E. coli</em>)</td>
<td>Active in the presence of organic matter</td>
</tr>
<tr>
<td>(Virucidal contact time depends on the product, use only products with a Drug identification Number (DIN) and use as directed for non-enveloped viruses such as Norovirus, Poliovirus, Hepatitis A virus)</td>
<td>Refer to product instructions for required contact time</td>
<td>Enveloped Viruses (Hepatitis B and C)</td>
<td>Good cleaning ability due to detergent properties and Non-toxic</td>
</tr>
<tr>
<td></td>
<td>Use when <em>C. difficile</em> is suspected</td>
<td><em>Non-enveloped viruses (Norovirus, Hepatitis A)</em></td>
<td>Ensure that at least the minimum contact time for Norovirus is met</td>
</tr>
<tr>
<td><strong>Accelerated Hydrogen Peroxide 4.5%</strong></td>
<td>Use for cleaning and disinfecting toilet bowls, basins and commodes <strong>Sporicidal efficacy in 10 minutes</strong></td>
<td>Use when <em>C. difficile</em> is suspected</td>
<td><strong>SPORICIDAL</strong></td>
</tr>
<tr>
<td><strong>Quaternary Ammonium Products (QUATs)</strong></td>
<td>Use for general cleaning of floors, walls and furnishings</td>
<td>Vegetative bacteria (<em>Salmonella, E. coli</em>)</td>
<td>Good cleaning ability as usually has detergent properties</td>
</tr>
<tr>
<td></td>
<td>Allow surface to air dry naturally</td>
<td>Enveloped Viruses (Hepatitis B and C)</td>
<td>Non-corrosive</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Some fungi</td>
<td>Do NOT use to disinfect instruments</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Many commonly used preparations have limited effectiveness against the common organisms that cause GI infections (eg. Norovirus)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Use in well-ventilated areas</strong></td>
</tr>
</tbody>
</table>
Tool 17: **Disinfectant Selection Guide**

**CLASSES OF ORGANISMS RANKED IN ORDER OF SUSCEPTIBILITY TO DISINFECTANTS**

<table>
<thead>
<tr>
<th>Least Susceptible</th>
<th>Most Susceptible</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bacteria with Spores <em>(B. subtilis, C. tetani, C. difficile, C. botulinum)</em></td>
<td>Fungi <em>(Candida species, Cryptococcus species, Aspergillus species, Dermatophytes)</em></td>
</tr>
<tr>
<td>Protozoa with Cysts <em>(Giardia lamblia, Cryptosporidium parvum)</em></td>
<td>Vegetative Bacteria <em>(Staphylococcus aureus, Salmonella typhi, Pseudomonas aeruginosa, coliforms)</em></td>
</tr>
<tr>
<td>Mycobacteria <em>(M. tuberculosis, M. avium-intracellulare, M. chelonae)</em></td>
<td>Enveloped Viruses <em>(Herpes simplex, varicella-zoster virus, cytomegalovirus, measles virus, mumps virus, rubella virus, influenza virus, respiratory syncytial virus, hepatitis B &amp; C viruses, hantavirus and human immunodeficiency virus)</em></td>
</tr>
</tbody>
</table>

**Disinfection Guidelines are posted on the BCCDC Website at:**


**NOTES:**

- Be sure that the disinfectant product has a DIN number
- Check manufacturers information to ensure that product is effective against the organisms in question (non-enveloped viruses such as norovirus or poliovirus)
- Follow product instructions for dilution and contact time
- Unless otherwise stated on the product, use a detergent to clean surface of all visible debris prior to application of the disinfectant
- Alcohol may be used on some small equipment such as stethoscopes, but not as a general surface disinfectant
- **Do not confuse Accelerated Hydrogen Peroxide solutions with basic hydrogen peroxide cleaning solutions—they are very different**
Tool 18: Definition and Effective Use of Disinfectants

Gastrointestinal (GI) Outbreak Decontamination Protocol

(Adapted from the BC Centre for Disease Control - Guide to Managing Outbreaks of Gastroenteritis 2003)

Norovirus is considered to be very resistant to many disinfectants commonly in use in Residential Care Facilities

In the event of an outbreak of gastrointestinal illness (gastroenteritis), special consideration must be given to the cleaning of areas contaminated from either a vomiting or fecal accident. The area should be cordoned off and cleaned immediately. Failing to properly clean contaminated areas before disinfecting will lead to failed disinfection and continuation of outbreaks. Note that an effective disinfectant should be used throughout the entire facility on a regular basis during an outbreak. The Norovirus and other viruses that are common causes of gastrointestinal illness and outbreaks are ‘non-enveloped viruses’. Non-enveloped viruses are much harder to kill. Special care is required in selection and proper use of the disinfectant in order to be successful

REMEMBER, it only takes a few of the microscopic gastrointestinal viruses to cause an infection

| DEFINITION of ‘Approved Disinfectant’ for use against Viruses causing GI Illness and Outbreaks |
| Many commonly used disinfectants are unable to kill the viruses that cause gastrointestinal infections and outbreaks. If the disinfectant selected is not approved for use against viruses that cause gastrointestinal illness or if an ‘approved disinfectant’ is not used at the recommended strength and in the recommended manner (eg. allowing adequate contact time), we will not see the benefit of all the extra work we are doing and our outbreaks WILL last longer with more residents, staff and visitors becoming ill. Disinfection is a very important tool in preventing spread, but one we often do not use properly |
| SELECTION of and Approved Disinfectant |
| Use a disinfectant that has Hospital Grade DIN and virucidal kill claim against ‘non-enveloped’ viruses, often worded as claimed effectiveness against Norovirus, Poliovirus and/or Hepatitis A virus. Ensure that the product you use is claimed to be effective against Norovirus, Poliovirus and/or Hepatitis A virus and always use as recommended, including initial cleaning and then adequate disinfectant contact time on the surfaces |

Don’t forget Hand Hygiene after cleaning, disinfecting and removing gloves

Recommended Disinfectant Solutions

1. Hypochlorite (Bleach) Solution
   - The recommended level of 1:50 bleach solution is made by:
     - Adding 1 part of household bleach (5.25% hypochlorite) to 50 parts water
     - (or 1/3 cup of bleach to 1 gallon of water or 80ml of bleach to 4 litres of water).
   - This will give an approximately 1000ppm hypochlorite solution
     - Note that hypochlorite is corrosive and may bleach fabrics. Mixing bleach with other cleaning/disinfecting agents can be dangerous. Never mix bleach with other products unless the product label specifically allows it
     - Applying the bleach solution to surfaces and leaving to air dry should provide adequate contact time
     - The solution should be freshly made to be most effective. Don’t use diluted bleach solutions that are over 24 hours old

2. Accelerated Hydrogen Peroxide Solution 0.5%
   - There is documented evidence suggesting that this product is effective against Norovirus, a common cause of viral gastrointestinal outbreaks in residential care facilities, schools, day cares, and other institutions
     - Use as recommended in the product use and safety information, ensuring that the manufacturer’s stated contact time is met. A minimum contact time is necessary to be effective against gastrointestinal viruses. Check product information for virucidal contact time required for Norovirus at appropriate temperature (eg. room temperature)

3. Accelerated Hydrogen Peroxide Solution 4.5%
   - Used for cleaning and disinfecting toilet bowls, basins and commodes when needed for sporcidial activity against C. difficile

NOTE: Accelerated Hydrogen Peroxide solutions differ from basic hydrogen peroxide cleaning solutions

Accelerated Hydrogen Peroxide (AHP) is a cleaning and disinfectant solution that must not be confused with standard Hydrogen Peroxide solutions. AHP is a combination of commonly used ingredients that when mixed with low levels of hydrogen peroxide dramatically increases its germicidal potency and cleaning performance. It is sold by various distributors so you will see different brand names. The important ingredient to look for is ‘accelerated’ hydrogen peroxide
Tool 19: **Viral Gastrointestinal Illness Case Definition**

**Definition of Diarrhea**

For these guidelines, diarrhea is defined as loose or watery stool which would take the shape of a container, is atypical for the individual, and cannot be explained by non-infectious causes such as medications, sensitivities, abrupt changes in diet or other explainable causes. Bristol stool chart # 6 or #7

**Case Definition for viral Gastrointestinal Illness (viral Gastroenteritis)**

Gastroenteritis caused by a virus (eg., *Norovirus*) and usually presenting as a self-limited, mild to moderate illness with symptoms of nausea, vomiting, non-bloody diarrhea, abdominal pain, muscle ache, headache, malaise, low grade fever, or a combination of these symptoms. Illness may be more severe or prolonged in the elderly

At least **one** of the following must be met:

- 2 or more episodes of diarrhea within a 24 hour period, OR
- 2 or more episodes of vomiting within a 24-hour period, OR
- 1 episode diarrhea AND 1 episode of vomiting within a 24 hour period; OR

Both of the following:

- Lab confirmation of a known enteric pathogen; AND
- At least 1 symptom compatible with gastrointestinal tract infection (nausea, vomiting, diarrhea, abdominal pain or tenderness)

*Above what is considered normal for that person, or otherwise explained by underlying conditions or medications* (Tool 20)

---

**Note:**

Care must be taken to rule out non-infectious causes of signs and symptoms such as new medications, use of laxatives, vomiting caused by gallbladder disease, etc.

Some residents may not be able to report symptoms of nausea or abdominal pain

Staff members need to use careful observation to determine if these symptoms are occurring in a resident and recognize subtle signs of acute illness

---

A summary of common viral agents involved in outbreaks of gastrointestinal illness in residential care facilities is included in Tool 40 *Organisms, Illness and Mechanisms of Spread*. Information on bacterial causes of gastroenteritis is also included.
Tool 20: *Suspect Viral Gastrointestinal Illness Outbreak*

**Outbreak – Alert Stage**

When **one or two suspect cases** of Gastrointestinal (GI) infection occur within a 4-day period, it is recommended that the facility:

- Segregate residents with GI illness and continue to use Routine Practices plus Contact Precautions when providing direct care
- Ensure implementation of thorough Hand Hygiene and Routine Practices throughout entire facility
- Increase monitoring and recording of GI symptoms on remainder of residents
- Record self-reported GI symptoms among staff

**Viral Gastrointestinal Illness Outbreak Definition**

**Three or more cases** in residents and/or staff in a 4 day period, where the causative agent is known or suspected to be a virus

This definition may be restricted by time and place (eg. “3 cases since November 3rd in Fraser Lane”) and expanded or otherwise modified as the investigation proceeds

In residential care facilities, **viral gastrointestinal illness (gastroenteritis)** is the leading cause of gastrointestinal illness spread from person to person and **Norovirus** is the most common viral agent identified

Residential care facilities are at high risk of having viral gastrointestinal illness outbreaks because of the many people living in close quarters and the difficulties in maintaining personal hygiene among residents who may be challenged by incontinence, immobility, and/or dementia

**Other information about viral gastrointestinal illness outbreaks**

- The virus can easily spread person to person by workers, visitors, and residents not practicing good hand washing or glove techniques
- Infected people (residents, workers, and visitors) can spread the virus to others:
  - while they are ill
  - for several days after they are ill
- There is the possibility that some people can become infected, show little or no signs or symptoms, but still be able to spread the virus to others
- Outbreaks can start suddenly and spread quickly
- The outbreak can start by:
  - an infected food handler contaminating a food item that residents or workers eat
  - an infected worker or visitor contaminating a surface commonly touched by others
  - an infected worker or visitor with unclean hands or gloves directly contacting other workers or residents
  - a resident infected while visiting outside the facility "brings the virus home"
- Attack rates (the proportion ill) can be very high with over 50% of residents and staff becoming ill
- Projectile vomiting can be a common feature with the illness. This can help spread the virus to others as the virus travels on droplets sprayed into the air
- The virus can be very hard to eliminate from environmental surfaces, like furniture, equipment, and other commonly touched surfaces (door handles, tap handles, toilets, hand rails, etc)
- Correct cleaning and disinfection practices, using effective products, are critically important
Tool 21: Outbreak Reporting: Urgent FAX Sheet

Urgent FAX
Suspect Gastroenteritis Outbreak Notification or Update to Public Health

Date _____________________ # pages faxed _________

Facility sending Report: ____________________________________________________________

Facility Address ___________________________________________________________________

City _____________________ Facility Contact Person: ________________________________

Facility Phone ____________Fax ____________

FAX this notification to Fraser Health:

Fax: 604-476-7088
Attn: CD EHO

• For Fax confirmation, Phone 604-476-7059
• A CD EHO will follow up with you by phone and advise where to fax outbreak updates

We are reporting:

New Outbreak _______ Outbreak Update _______ Outbreak Over _______

For initial report of suspect outbreak, please provide:

Number of residents ill ____ Total beds/current occupancy ____/_____

Number of Staff ill ____ Number of Staff that work in facility _____

Onset date of first case ______________

Typical Symptoms ______________________________________________________________

Other information __________________________________________________________________

________________________________ _______________________________________________________

Important: Use this form to notify Public Health weekdays between 0830 and 1630
Telephone the Public Health Office to confirm receipt of this FAX
For weekends and statutory holidays, between 0830 and 1630
Contact the Fraser Health Public Health answering service at 604-527-4806
If detected during evening or overnight hours, contact as above the NEXT day
Tool 22: Collection of Specimens for Laboratory Testing

It works best if you contact Public Health (Tool 2a) as soon as you suspect a Gastrointestinal Illness Outbreak. Your CD EHO will review the situation with you to decide the most likely type of outbreak, most appropriate testing and best method of taking specimens and sending them to the lab (and storing them before sending if necessary)

Any empty sterile container that DOES NOT contain preservatives (eg. urine specimen bottle) may be used for collection of stool or vomitus specimens

Make sure each specimen container is labeled with the person’s name and the date of collection, and that the requisition is complete along with the OUTBREAK ID.# that the CD EHO has provided

Arrange with your CD EHO regarding the method of transport of the specimens (stool or vomitus) to the BCCDC laboratory

DO NOT ship specimens through your normal private or hospital lab services unless advised by your CD EHO

When to collect specimens - As early in the course of illness if possible. For many viruses, the greater likelihood of laboratory identification is from specimens collected within the first two days of illness

How to store specimens - Store specimens at 10-20 deg C. If specimens are collected late in the day or on weekend and shipment to the BCCDC lab will be delayed, then store under refrigeration

How many specimens to collect - No more than 6 specimens from different residents are needed to confirm the source of the outbreak

How to find out the results? – the CD EHO will phone the facility as soon as results are available from the lab

Environmental Samples

If food or water is suspected as the source of the outbreak, a Public Health Environmental Health Officer (EHO) may collect samples of food served recently (if available) or samples of the water. Food that has been implicated should be submitted in the original containers or placed into sterile plastic containers or ‘whirlpak’ plastic bags and refrigerated. Requirements for water vary with the suspected microorganism. The EHO will provide direction regarding water specimen collection, if required
Tool 23: Control Measures for single (sporadic) Resident case of suspect viral Gastrointestinal infection (diarrhea and/or vomiting)

Suspect viral Gastrointestinal Illness (Gastroenteritis) (Tools 19, 20) among residents and staff should be monitored on an ongoing basis

Surveillance data helps to:
- establish the normal background level of gastrointestinal disease in a facility
- identify the index case of a potential outbreak
- allow prompt introduction of control activities
- quickly recognize and effectively control outbreaks

IF 1 OR 2 SUSPECT GASTROENTERITIS CASES OCCUR

When 1 or 2 suspect cases of gastroenteritis occur:
- Isolate residents with suspected gastroenteritis using facility standards for “Contact Precautions” (Tool 11 and Residential IC Manual)
- Ensure conscientious implementation of hand hygiene practices and “Routine Practices (Standard Precautions)” (see Tool 9 and Residential IC Manual)
- Increase surveillance and recording of gastrointestinal symptoms on remainder of residents to at least twice per day and start the Resident Illness Report and Tracking Form (Tool 25)
- Record self-reported gastrointestinal signs and symptoms among staff and start the Staff Illness Report and Tracking Form (Tool 26)
- An ill staff member should stay off work until 48 hours after symptoms have ended
- Enhance Cleaning and Disinfection practice in the rooms and for the equipment of the ill residents

Think about the Source

Although it is often not initially clear what the source of the outbreak may be, it is important to think about this from the beginning. The type of specimens to collect and send may depend upon the suspected source (e.g., food borne versus viral pathogen). To determine the source one must understand the possible common sources, potential modes of transmission, usual reservoirs, incubation periods and the microbiological traits of the pathogen of concern. This information will enable one to formulate a hypothesis on the type of organism, index case or source, initiate the appropriate observation strategy and ensure the correct specimens are collected and sent for confirming the hypothesis. The ability to identify the source will also provide information that will be helpful in bringing the outbreak to an end. Your IPCC (Tool 2a, 2b) will provide consultation for this process

A common-source GI infection outbreak occurs from exposure to a pathogen in food or water. This can result from a single exposure to the agent or from repeated exposures. Usually, common-vehicle outbreaks are characterized by explosiveness of onset and limitation or localization in time, place and people. A typical example of this is a single source of exposure such as a pathogen from a food item. If a large number of people become ill within a very short time period and within a limited location, one should consider a “common source” such as food or water

A propagated source occurs when there is successive transfer from person to person. These situations may begin as a few cases and each day bring a few more cases as the first ones recover. This usually occurs when someone introduces the infectious agent into the facility making one or two people ill, who in turn infect others, and so on

Clusters of residents who develop diarrhea, nausea and vomiting lasting only a few days, accompanied by symptomatic healthcare workers should lead to seeking a viral cause
Tool 24: *Daily Surveillance and Reporting: Things to watch for and report after the first day until the end of the outbreak*

**Initial Outbreak Report**

**Date:** _________________

**Brief Description of Outbreak**
Name of Facility: ________________________________________________________________
Location of cases: __________________________________________________________________
Date of first case: ___________________________________________________________________
Predominant signs and symptoms: __________________________________________________________________

Progression to other areas:

Is affected area completely separate? (Tool 38) ______________________________
  - If yes, can it be kept completely separate? ________________________________
  - If no, can it be made and kept completely separate? ________________________________

**Actions Taken**
Date and time reported to Public Health (Tool 2a) ___________________________________________
Activation of Outbreak Management Team: ____________________________________________
Notification of external service providers (eg. BC Ambulance, Medigas):

  “Just in time” in-services to staff: ____________________________________________

Cohorting of residents and/or staff: ____________________________________________
Enhanced cleaning: ____________________________________________
Restrictions in place: ____________________________________________
Signage: ____________________________________________
Extra hand hygiene stations: ____________________________________________
Specimens sent: ____________________________________________

**Current Status:**
Number of symptomatic patients/residents: ________ Number of symptomatic staff: ______
Name of Reporting Person: _________________________
Daytime Contact _________________ After hours contact: _________________________

**Daily Surveillance**
- Look for new cases of viral gastrointestinal illness in residents. All residents should be monitored at least once a day
- During a facility outbreak and in the event of a local community or community-of-care outbreak, monitoring should be increased to twice daily
- Ask about new onset of illness in staff members

**Daily Reporting**
- Every day, update your Illness Reporting forms (just add new information onto the same sheet; start a new sheet whenever the old one is full)
- Record new cases, date of onset of symptoms and date of specimen (if submitted)
- Be sure to update for date of recovery as this is very helpful in management and analysis of the outbreak
- Use a separate sheet for each neighbourhood, floor or other specified area
- Use a staff illness report form for staff and a resident illness report form for residents
- Fax your completed Resident and Staff Illness Reporting forms (Tools 25, 26) each weekday to your CD EHO (Tool 2a)
- Report any problems or questions you have to your CD EHO (Tool 2a)
Tool 25: Resident Illness Reporting Form

GASTROINTESTINAL ILLNESS OUTBREAK: RESIDENT INFORMATION

Name of Facility

Please list residents affected and with which symptoms as of _____________________________(date)
Updated on: _____________________________(date)
______________________________________ (date)
______________________________________ (date)

Form complete by _____________________________

Please complete the chart below. Indicate with a tick which symptoms have been experienced by each case.
Each day, add new cases to the same list. (Please be sure that the onset date is completed)

FAX UPDATES TO YOUR CD EHO USING THE FAX COVER SHEET (Tool 21) PLEASE PRINT NEATLY SO FAXED FORM IS READABLE

<table>
<thead>
<tr>
<th>Name</th>
<th>DOB</th>
<th>Sex</th>
<th>Nausea</th>
<th>Vomiting</th>
<th>Diarrhoea</th>
<th>Abdominal Pain</th>
<th>Muscular Ache</th>
<th>Headache</th>
<th>Fever</th>
<th>Cough</th>
<th>Cold Symptoms</th>
<th>Extreme Fatigue</th>
<th>Date of onset of first symptom (d/m)</th>
<th>Date Symptoms ended (d/m)</th>
<th>Specimen taken? If yes, date (d/m)</th>
<th>Resident Area and Room #</th>
<th># of Residents in Resident's Room</th>
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Tool 26: Staff Illness Reporting Form

GASTROINTESTINAL ILLNESS OUTBREAK

STAFF INFORMATION (including volunteers)

Name of Facility

Please list staff affected and with which symptoms:

Form completed by:_______________________

as of ___________________________(date)

Updated on: ___________________________(date)

________________________(date)

________________________(date)

Please complete the chart below. Indicate with a tick which symptoms have been experienced by each case

Each day, add new cases to the same list. (Please be sure that the onset date is completed)

FAX UPDATES TO YOUR CD EHO USING THE FAX COVER SHEET (Tool 21) PLEASE PRINT NEATLY SO FAXED FORM IS READABLE

<table>
<thead>
<tr>
<th>Name</th>
<th>DOB</th>
<th>Sex</th>
<th>Nausea</th>
<th>Vomiting</th>
<th>Diarrhoea</th>
<th>Abdominal pain</th>
<th>Muscle Ache</th>
<th>Headache</th>
<th>Fever</th>
<th>Cough</th>
<th>Cold Symptoms</th>
<th>Extreme Fatigue</th>
<th>Onset Date - first symptom (d/m)</th>
<th>Date Symptoms ended (d/m)</th>
<th>Specimen taken? If yes, date (d/m)</th>
<th>Staff occupation</th>
<th>Casual or Reg?</th>
<th>Does staff member work at another facility? If so, name of other facility or facilities</th>
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Tool 27: Management of ill Residents

If, based on the definition of a gastrointestinal illness outbreak, an outbreak of gastrointestinal illness appears to be likely, appropriate outbreak control measures should be put in place immediately. Please don’t delay outbreak control measures waiting for lab confirmation.

In implementing control measures, the right balance between the greatest effectiveness, and the least impact on residents' routines and facility operations should be the target. While control measures must obviously be tailored to the facility and the situation, the following review highlights key considerations.

Prevent Resident Transmission of Disease

- **Isolate ill residents to their room** - Any resident with symptoms that suggest infection should stay in her/his room until at least 48 hours after symptoms have stopped. All meals should be served in the room. Bring only the tray into the room, do not bring the cart. It should be noted that for residents confinement to their room for even a few days can have adverse effects on their well-being, especially for those with dementia or with a mental illness. Staff need to make an effort to avoid socially isolating these residents.

- **Generally, avoid transfer of a well resident into the room of an ill resident** - In multi-bed rooms, transfer of well residents into an ill resident's room should not occur.

- **Consider how to best manage a well resident already sharing a room with an ill resident** - In multi-bed rooms, the management of the well roommates of a resident with symptoms presents a challenge in determining an appropriate level of intervention. If droplet transmission is considered a factor in the outbreak (e.g. Norovirus), vomiting is an early symptom and incubation periods are short, then confining well roommates of an ill resident to the room may be a helpful control measure. When droplet spread is a factor in the outbreak, vomiting in the dining room or other common areas where well residents are in close proximity can facilitate spread throughout the facility. Consultation with your CD EHO (Tool 2a) will be helpful in determining an appropriate level of confinement to rooms (based on what is known of the outbreak and the likely cause). Again, the potential benefits in outbreak control will need to be considered in light of the potential difficulties in keeping well individuals confined and the negative consequences of confinement for the well roommates of an ill resident.

- **Restrict group activities** - Consideration should be given to decreasing or discontinuing group activities and outings until the outbreak is resolved. Cohorting for activities may allow some activities to continue.

- **Keep well residents away from affected neighbourhoods, floors or other specified outbreak areas**

- **Use precautions with food, dishes and cutlery** - Care must be taken to observe that there is not mixing of clean and soiled dishes in the food preparation area and that hand washing protocols are followed. The use of disposable dishes and cutlery is not necessary as regular dishwashing practices effectively clean and disinfect dishes and utensils. Avoid all food items shared from a common container or dish.

- **Avoid providing foods/snacks in ‘common’ servings, such as shared platters or containers**

Research has shown an increase in feelings of depression and anxiety and adverse events in residents who are isolated. Time spent segregated or isolated should be kept as short as possible. When isolation cannot be avoided, strategies designed to diminish the negative impact and protect the residents should be implemented. Examples of these are:

- One to one supervision of meals for those who have difficulty swallowing
- Monitoring of residents to ensure adequate nutritional and fluid intake
- Increasing frequency of rounds to provide oral fluids for residents
- Planned one to one (or room to room) interactions with priority given to those with cognitive issues
- Physiotherapy or other rehabilitative therapy should continue if individual well enough.
Tool 28: *Preventive Measures for well, unaffected Residents*

- Generally, avoid transfer of a well resident into the room of an ill resident - In multi-bed rooms, transfer of well residents into an ill resident's room has significant potential for spreading illness and prolonging the outbreak.

- Consider how to best manage a well resident already sharing a room with an ill resident - In multi-bed rooms, the management of the well roommates of a resident with symptoms presents a challenge in determining an appropriate level of intervention. If droplet transmission is considered a factor in the outbreak (e.g., Norovirus), vomiting is an early symptom and incubation periods are short, then confining well roommates of an ill resident to the room may be a helpful control measure. When droplet spread is a factor in the outbreak, vomiting in the dining room or other common areas where well residents are in close proximity will facilitate spread throughout the facility. Consultation with your Infection Prevention and Control Consultant or your CD EHO will be helpful in determining an appropriate level of confinement to rooms (based on what is known of the outbreak and the likely cause). Again, the potential benefits in outbreak control will need to be considered in light of the potential difficulties in keeping well individuals confined and the negative consequences of confinement for the well roommates of an ill resident.

- Restrict group activities - Consideration should be given to modifying, decreasing or discontinuing group activities and outings until the outbreak is resolved.

- Keep well residents from other areas at the site away from affected neighbourhoods, floors or other specified outbreak areas.

- Use precautions with food, dishes and cutlery - Care must be taken to observe that there is not mixing of clean and soiled dishes in the food preparation area and that hand washing protocols are enforced. The use of disposable dishes and cutlery is not necessary as regular dishwashing practices effectively clean and disinfect dishes and utensils. Avoid all food items shared from a common container or dish.

- Avoid providing foods/snacks in ‘common’ servings, such as shared platters or containers.

- Well residents should still be permitted to have home visits with family or friends. Family or friends should be advised of the outbreak and measures that they can take to reduce their risk of infection. Provide them with a copy of The HealthGuideBC file # 87 Norovirus (Stomach Flu) [http://www.healthlinkbc.ca/healthfiles/pdf/hfile87.pdf](http://www.healthlinkbc.ca/healthfiles/pdf/hfile87.pdf).
Tool 29: Management of ill Staff

- **Exclude ill food handlers from work** - In viral gastrointestinal illness outbreaks, an ill food handler who contaminates food may have been an initial source. Any food handler with symptoms that suggest gastrointestinal illness should be **excluded from work while ill and until at least 48 hours after symptoms have stopped** regardless of whether she/he feels well enough to work. All food prepared by an ill food handler should be discarded unless the food will undergo further cooking.

- **Exclude any ill health care workers from work** - Other care providers, because of their many contacts with residents, are at high risk of transmitting illness to residents. During an outbreak, any health care worker with symptoms that suggest gastrointestinal illness should be **excluded from work while ill and until at least 48 hours after symptoms have stopped** regardless of whether she/he feels well enough to work.

- **Restrict ill workers from working at other care facilities** - Employees should be instructed to not work in other facilities while they are ill and until at least 48 hours after symptoms have stopped.

- **Well employees who work at more than one care facility** may continue to work at other facilities. These employees should remain vigilant regarding hygiene practices and if any symptom(s) of gastrointestinal illness develop, should immediately cease work and report their illness to all facilities in which they work.
Tool 30: Preventive Measures for well, unaffected Staff

- Review and reinforce hand hygiene protocols with all staff

- Protect workers
  - Use Work Duty-specific Precautions for Nursing Care (Tool 31)
  - Use Work Duty-specific Precautions for Housekeeping (Tool 32)
  - Use Work Duty-specific Precautions for Laundry (Tool 33)
  - Use Work Duty-specific Precautions for Kitchen Staff (Tool 34)
  - Use Work Duty-specific Precautions for Waste Management (Tool 35)

- Use gloves when appropriate - Health care workers coming into direct contact with ill residents or potentially contaminated materials/o bjects should wear disposable gloves

- Wear gowns when appropriate – as per contact precautions, gowns are to be worn when contamination of clothing with vomit or fecal material is possible

- Change gloves and gowns between contact with different residents

- Wash hands each time gloves are removed

- Wear a standard procedure mask and protective eyewear/face shield when cleaning up fecal or vomitus spills, or caring for an ill resident who is vomiting - Since transmission through airborne droplets of infectious material occurs, workers who clean up areas or materials grossly contaminated by feces or vomitus, or care for an ill resident where vomiting is a significant part of the illness, should wear a standard procedure mask

- Avoid staff sharing any food items from a common container
Tool 31:  *Work Duty-Specific Precautions for NURSING CARE*

**Managing Outbreaks of viral Gastrointestinal Illness in Residential Care Facilities**

**Outbreak Control Measures – Work duty-specific precautions**

### Nursing Care

- Attempt to care for ill residents in their rooms or a contained area until at least 48 hours after their symptoms have cleared
- Attempt to keep well residents away from areas with ill residents until at least 48 hours after symptoms have cleared
- Serve meals to ill residents in their rooms or a separate contained area for ill residents until at least 48 hours after symptoms have cleared
- Cohort nursing staff when possible (i.e. specific cohorting - staff caring for ill residents should not care for well residents, or spatial cohorting - staff caring for residents on affected wing or floor not moving to unaffected wing or floor to work)
- Ensure mattresses and pillows have a water-resistant plastic cover that is washed and disinfected as required (pillows without water-resistant plastic covers must be laundered when soiled)
- Ensure bathtubs and lifts are cleaned and disinfected between uses. Avoid using Jacuzzi jet while bathing residents until outbreak is over to prevent droplet spread of infectious material into the air.
- Ensure toilet lid is closed before flushing (where possible) to reduce possible droplet spread of the toilet water into the air
- Attempt to have separate toilet for ill residents
- Safely dispose of feces, urine, aspirates and vomitus. Closed waste disposal systems are recommended (washer/disinfector, macerator) for the disposal. When closed systems are not available, consider using fecal containment systems. Use a standard procedure mask if there is potential for droplet spread of infectious material into the air
- Ensure residents hand wash before leaving their room, prior to entering the dining room, and after toileting. (An alcohol-based hand rub may be useful for this purpose if residents are unable to wash their own hands with soap and water)
- Ensure that dentures or partials are protected from potential contamination by droplets spread into the air and are properly cleaned before use
- Ensure that any food that was sitting out near where anyone throws up is thrown out
- Ensure excellent hand hygiene. (Ensure that your hands are washed after using the toilet, before eating, touching your face, touching any food or drink, or anything that will touch anyone’s face and refrain from chewing on pens, pencils etc.)

### Personal Protective Equipment

- Gowns and gloves are required during the care of ill residents and the environment and for any contact with infectious material while cleaning or laundering
- A standard procedure mask should be worn when assisting a resident who is vomiting, having diarrhea or during the cleaning of vomit or fecal matter (i.e., while housecleaning, toilet flushing, handling contaminated laundry or clearing of dishes grossly contaminated with infectious material)
In the event of an outbreak of viral gastrointestinal illness, special consideration must be given to the cleaning of areas contaminated from either a vomiting or fecal accident. The area should be cordoned off and cleaned immediately. Failing to properly clean contaminated areas will lead to rapid spread and continuation of outbreaks. Note that an ‘approved disinfectant’ should be used throughout the entire facility on a regular basis during an outbreak.

**Cleaning Vomit and Feces**

People, who clean up vomit or feces, should minimize the risk of infection to themselves and others by:
- Wearing disposable gloves, standard procedure mask (or face shield), and a long-sleeved, protective gown
- Using paper towels to soak up excess liquid. Transferring these and any solid matter directly into a plastic garbage bag
- Cleaning the soiled area with detergent and water, using a “single-use” cloth
- Disinfecting the contaminated area with an ‘approved disinfectant’ solution
- Depositing disposable gloves, masks and aprons into a garbage bag and re-usable gowns into a laundry bag
- Washing hands thoroughly using soap and warm running water for at least 15-20 seconds

If cleaning up vomit in food preparation areas:
- Disinfect the area (including vertical surfaces) with an ‘approved disinfectant’ solution (as per facility policy) *(Tool 16)*
- Dispose of any exposed food (food that has been handled by an infected person or food that may have been exposed to the virus by someone vomiting nearby)
- Wash all dishes, utensils and trays in a commercial dishwasher; or wash and rinse by hand in hot water and then rinse with an ‘approved disinfectant’ solution (as per facility policy)

**Notes:**
- **All staff with symptoms that suggest infection are excluded from work until at least 48 hours after symptoms have stopped**
- **Staff are not to work in other facilities while they are ill or convalescing**
- If working a shift at another facility immediately after finishing a shift at a facility that is experiencing a viral gastrointestinal illness outbreak, it is strongly recommended to shower and change clothing prior to entering the second facility
- **Snacks for staff in common containers in lunchroom, nursing station etc. are discouraged**

* An ‘Approved Disinfectant’ will have a DIN and virucidal (virus kill) claim for effectiveness against non-enveloped viruses (Norovirus, Poliovirus and/or Hepatitis A virus) *(Tool 18)*
Tool 32: *Work Duty-Specific Precautions for HOUSEKEEPING*

Managing Outbreaks of viral Gastrointestinal Illness in Residential Care Facilities Outbreak Control Measures – Work duty-specific precautions

**Housekeeping**

In the event of an outbreak of viral gastrointestinal illness, special consideration must be given to the cleaning and disinfecting of areas contaminated from either a vomiting or fecal accident. The area should be cordoned off and cleaned immediately. Failing to properly clean contaminated areas will contribute to rapid spread and continuation of outbreaks. Note that an ‘approved disinfectant’* should be used throughout the entire facility on a regular basis during an outbreak.

In addition to routine housekeeping duties, those responsible for housekeeping shall:

- Increase cleaning and disinfection of the facility to at least twice daily, including floors, and with additional emphasis on surfaces where frequent hand contact occurs (e.g. railings, chair arms, light switches, door handles, faucets, thermostats, telephones, keypads, keyboards and other surfaces that people touch frequently) and on equipment that is shared (e.g. commodes, walker handles, wheelchair arms and rooms on precautions).
- Clean rooms of well residents first.
- Ensure mattresses and pillows have a water resistant plastic cover that is washed and disinfected as required (pillows without water-resistant plastic covers must be laundered when soiled). Disinfect with an ‘approved disinfectant’* according to manufacturer’s directions.
- Safely dispose of faces, urine, aspirates and vomitus. Closed waste disposal systems are recommended (washer/disinfector, macerator) for the disposal. When closed systems are not available, consider using fecal containment systems. Use a standard procedure mask if there is potential for droplet spread of infectious material into the air.
- Change cleaning cloth between rooms of all residents. Place used cleaning cloth into plastic bag or water resistant laundry bag.
- Change mop heads after cleaning rooms of ill residents. Place wet mop head into plastic bag or water resistant laundry bag.
- Ensure bathtubs are cleaned and disinfected between use.
- Ensure public washrooms and washrooms of ill residents are cleaned and disinfected at least daily or more frequently as required. (Ensure both horizontal and vertical surfaces as high as you can reach are cleaned and disinfected).
- Use a standard procedure mask (or face shield) while cleaning areas grossly contaminated by vomit or fecal matter.
- Ensure excellent hand hygiene. (Ensure that your hands are washed after using the toilet, before eating, touching your face, touching any food or drink, or anything that will touch anyone’s face and refrain from chewing on pens, pencils etc.)

**Personal Protective Equipment**

- Gowns and gloves are required for any contact with infectious material while cleaning.
- A standard procedure mask should be worn when cleaning up vomit or fecal matter.

**Notes:**

- All staff with symptoms that suggest infection are excluded from work until at least 48 hours after symptoms have stopped.
- Staff are not to work in other facilities while they are ill or convalescing.
- If working a shift at another facility immediately after finishing a shift at a facility that is experiencing a viral gastrointestinal illness outbreak it is strongly recommended to shower and change clothing prior to entering the second facility.
- Snacks for staff in common containers in lunchroom, nursing station etc. are discouraged.
Viral Gastrointestinal Outbreak Decontamination Protocol
Specific to Housekeeping

(Adapted from the BC Centre for Disease Control - Guide to Managing Outbreaks of Gastroenteritis 2003)

In the event of an outbreak of viral gastrointestinal illness, special consideration must be given to the cleaning of areas contaminated from either a vomiting or fecal accident. The area should be cordoned off and cleaned immediately. Failing to properly clean contaminated areas will lead to rapid spread and continuation of outbreaks. Note that an ‘approved disinfectant’* should be used throughout the entire facility on a regular basis during an outbreak.

**Cleaning Vomit and Feces**

People, who clean up vomit or feces, should minimize the risk of infection to themselves and others by:

- Wearing disposable gloves, standard procedure mask (or face shield), and a long-sleeved, protective gown
- Using paper towels to soak up excess liquid. Transferring these and any solid matter directly into a plastic garbage bag
- Cleaning the soiled area with detergent and water, using a “single-use” cloth
- Disinfecting the contaminated area with an ‘approved disinfectant’* solution
- Depositing disposable gloves, masks and aprons into a garbage bag and re-usable aprons/gowns into a laundry bag
- Washing hands thoroughly using soap and warm running water for at least 20 seconds

*If cleaning up vomit in food preparation areas:*

- Disinfect the area (including vertical surfaces) with an ‘approved disinfectant’* solution (as per facility policy) *(Tool 16)*
- Dispose of any exposed food (food that has been handled by an infected person or food that may have been exposed to the virus by someone vomiting nearby)
- Wash all dishes, utensils and trays in a commercial dishwasher; or wash and rinse by hand in hot water and then rinse with an ‘approved disinfectant’* solution

**Treatment of Specific Materials**

- Contaminated linens, clothes, towels, cloths etc., should be washed in the hottest water available and detergent using the maximum cycle length, and then machine dried on the hot cycle
- Vinyl covered furniture or mattresses should be thoroughly cleaned with detergent and hot water then wiped down with an ‘approved disinfectant’* solution
- Soft furnishings or cloth-covered mattresses should be thoroughly cleaned with detergent and hot water. For disinfection they can be placed outside in the sun for a few hours. As this is often not feasible, after being cleaned they should be steam cleaned (strongly recommended) or disinfected with an ‘approved disinfectant’* solution. (Note: some fabrics may not be bleach resistant)
- Contaminated carpets should be cleaned with detergent and hot water then disinfected with an ‘approved disinfectant’* solution (Note: some carpets may not be bleach resistant) or steam cleaned using the hottest water available
- Contaminated hard surfaces should be washed with detergent and water, using a single-use cloth, then disinfected with an ‘approved disinfectant’* solution
- Non-disposable mop heads should be laundered in the hottest water available and detergent using the maximum machine cycle length, and then machine dried on the hot cycle
- Fixtures in bathrooms should be cleaned with detergent and hot water using a single-use cloth, and then disinfected with an ‘approved disinfectant’* solution

* An ‘Approved Disinfectant’ will have a DIN and virucidal (virus kill) claim for effectiveness against non-enveloped viruses (Norovirus, Poliovirus and/or Hepatitis A virus) *(Tool 18)*
Tool 33: *Work Duty-Specific Precautions for LAUNDRY*

Managing Outbreaks of viral Gastrointestinal Illness in Residential Care Facilities Outbreak Control Measures – Work duty-specific Precautions

**Laundry**

- Separate laundry in accordance with facility policy
- Handle soiled linen as little as possible to prevent microbial contamination of the air and persons handling linens
- Wear long sleeved, protective gown when handling soiled linen, dispose (if disposable) or launder gown after use and wash hands after removing gown
- Wear gloves at all times when handling soiled linen and **wash hands after removing gloves.**
- Use a standard procedure mask if there is a potential of droplets of infectious material to spread into the air
- Place and transport soiled wet linen in bags that prevent leakage. Double bagging linen is not necessary unless the first bag is leaking
- Soiled laundry should be washed in water temperature suitable for the detergent then machine (hot air) dried
- Ensure hand hygiene. (Ensure that your hands are washed after using the toilet, before eating, touching your face, touching any food or drink, or anything that will touch anyone’s face and refrain from chewing on pens, pencils etc.)

**Personal Protective Equipment**

- Gowns and gloves are required during contact with infectious material while laundring.
- A standard procedure mask should be worn when handling laundry grossly contaminated with infectious material

**Notes:**

- **All staff with symptoms that suggest infection are excluded from work until at least 48 hours after symptoms have stopped**
- **Staff are not to work in other facilities while they are ill or convalescing**
- If working a shift at another facility immediately after finishing a shift at a facility that is experiencing a viral gastrointestinal illness outbreak it is strongly recommended to shower and change clothing prior to entering the second facility
- **Snacks for staff in common containers in lunchroom, nursing station etc. are discouraged**
Viral Gastrointestinal Outbreak Decontamination Protocol
Specific to Laundry

(Adapted from the BC Centre for Disease Control - Guide to Managing Outbreaks of Gastroenteritis 2003)

In the event of an outbreak of viral Gastrointestinal Illness, special consideration must be given to the cleaning of areas contaminated from either a vomiting or fecal accident. The area should be cordoned off and cleaned immediately. Failing to properly clean contaminated areas will lead to rapid spread and continuation of outbreaks. Note that an ‘approved disinfectant’* should be used throughout the entire facility on a regular basis during an outbreak.

Cleaning Vomit and Feces

People, who clean up vomit or feces, should minimize the risk of infection to themselves and others by:

- Wearing disposable gloves, standard procedure mask (or face shield), and a long-sleeved, protective gown
- Using paper towels to soak up excess liquid. Transferring these and any solid matter directly into a plastic garbage bag
- Cleaning the soiled area with detergent and water, using a “single-use” cloth
- Disinfecting the contaminated area with an ‘approved disinfectant’*
- Depositing disposable gloves, masks and aprons into a garbage bag and re-usable aprons/gowns into a laundry bag
- Washing hands thoroughly using soap and warm running water for at least 15-20 seconds

* An ‘Approved Disinfectant’ will have a DIN and virucidal (virus kill) claim for effectiveness against non-enveloped viruses (Norovirus, Poliovirus and/or Hepatitis A virus) (Tool 18)
Tool 34: *Work Duty-Specific Precautions for KITCHEN STAFF*

Managing Outbreaks of viral Gastrointestinal Illness in Residential Care Facilities Outbreak Control Measures – Work duty-specific precautions

**Kitchen Staff**

- A standard procedure mask (or face shield) is required when cleaning trays of ill residents if there is risk of droplet spread of infectious material into the air (i.e. spraying gross debris from dishes prior to washing them. This method of pre-rinsing dishes is not recommended during an outbreak as there is a potential of droplet spread of infectious material into the air)
- If cleaning up vomit in a food preparation area:
  - Disinfect the area (including vertical surfaces) with an ‘approved disinfectant’* solution
  - Dispose of any exposed food (food that has been handled by an infected person or food that may have been exposed to the virus by someone vomiting nearby)
- Kitchen staff shall wash all dishes, utensils and trays in a commercial dishwasher; or wash and rinse by hand in hot water and then rinse with disinfectant solution
- Be careful not to cross-contaminate dirty and clean dishes
- Ensure hand hygiene. (Ensure that your hands are washed after using the toilet, before eating, touching your face, touching any food or drink, or anything that will touch anyone’s face and refrain from chewing on pens, pencils etc.)

**Personal Protective Equipment**

- A standard procedure mask or face shield should be worn when cleaning dishes or trays of ill residents if there is risk of droplet spread of infectious material into the air

**Notes:**

- **All staff with symptoms that suggest infection are excluded from work until at least 48 hours after symptoms have stopped**
- **Staff are not to work in other facilities while they are ill or convalescing**
- If working a shift at another facility immediately after finishing a shift at a facility that is experiencing a viral gastrointestinal illness outbreak it is strongly recommended to shower and change clothing prior to entering the second facility
- **Snacks for staff in common containers in lunchroom, nursing station etc. are discouraged**

*An ‘Approved Disinfectant’ will have a DIN and virucidal (virus kill) claim for effectiveness against non-enveloped viruses (Norovirus, Poliovirus and/or Hepatitis A virus) (Tool 18)*
Viral Gastrointestinal Outbreak Decontamination Protocol  
Specific to Kitchen staff

(Adapted from the BC Centre for Disease Control - Guide to Managing Outbreaks of Gastroenteritis 2003)

In the event of an outbreak of viral gastrointestinal illness, special consideration must be given to the cleaning of areas contaminated from either a vomiting or fecal accident. The area should be cordoned off and cleaned immediately. Failing to properly clean contaminated areas will lead to rapid spread and continuation of outbreaks. Note that an ‘approved disinfectant’* should be used throughout the entire facility on a regular basis during an outbreak.

**Cleaning Vomit and Feces**
People, who clean up vomit or feces, should minimize the risk of infection to themselves and others by:
- Wearing disposable gloves, standard procedure mask (or face shield), and a long-sleeved, protective gown
- Using paper towels to soak up excess liquid. Transferring these and any solid matter directly into a plastic garbage bag
- Cleaning the soiled area with detergent and water, using a “single-use” cloth
- Disinfecting the contaminated area with an ‘approved disinfectant’* solution
- Depositing disposable gloves, masks and aprons into a garbage bag and re-usable aprons/gowns into a laundry bag
- Washing hands thoroughly using soap and warm running water for at least 15-20 seconds

If cleaning up vomit in food preparation areas:
- Disinfect the area (including vertical surfaces) with an ‘approved disinfectant’* solution (Tool 16)
- Dispose of any exposed food (food that has been handled by an infected person or food that may have been exposed to the virus by someone vomiting nearby)
- Wash all dishes, utensils and trays in a commercial dishwasher; or wash and rinse by hand in hot water and then rinse with a virucidal disinfectant solution (as per facility policy)

* An ‘Approved Disinfectant’ will have a DIN and virucidal (virus kill) claim for effectiveness against non-enveloped viruses (Norovirus, Poliovirus and/or Hepatitis A virus) (Tool 18)
Tool 35: Work Duty-Specific Precautions for WASTE MANAGEMENT

Managing Outbreaks of viral Gastroenteritis in Residential Care Facilities
Outbreak Control Measures – Work duty-specific precautions

Waste Management

- Place garbage in a leak-proof bag and close securely before removal from resident's room. Double bagging is not necessary unless the first bag is leaking. (Try to avoid a “whoosh” of air in your face as the bag is tied shut as this may spread droplets of infectious material into the air)
- Safely dispose of feces, urine, aspirates and vomitus. Closed waste disposal systems are recommended (washer/disinfector, macerator) for the disposal. When closed systems are not available, consider using fecal containment systems. Use a standard procedure mask if there is potential for droplet spread of infectious material into the air
- Empty disposable containers in the toilet and place container in a leak-proof bag and discard with regular waste
- Ensure hand hygiene. (Ensure that your hands are washed after using the toilet, before eating, touching your face, touching any food or drink, or anything that will touch anyone’s face and refrain from chewing on pens, pencils etc.)

Personal Protective Equipment

- Gowns and gloves are required for any contact with infectious material.
- A standard procedure mask should be worn when assisting a resident who is vomiting, having diarrhea or during the cleaning of vomit or fecal matter (i.e., while housecleaning, toilet flushing, handling contaminated laundry or clearing of dishes grossly contaminated with infectious material)

Notes:

- All staff with symptoms that suggest infection are excluded from work until at least 48 hours after symptoms have stopped
- Staff are not to work in other facilities while they are ill or convalescing
- If working a shift at another facility immediately after finishing a shift at a facility that is experiencing a viral gastrointestinal illness outbreak, it is strongly recommended to shower and change clothing prior to entering the second facility
- Snacks for staff in common containers in lunchroom, nursing station etc. are discouraged
Viral Gastrointestinal Outbreak Decontamination Protocol
Specific to Waste Management

(Adapted from the BC Centre for Disease Control - Guide to Managing Outbreaks of Gastroenteritis 2003)

In the event of an outbreak of viral gastrointestinal illness, special consideration must be given to the cleaning of areas contaminated from either a vomiting or fecal accident. The area should be cordoned off and cleaned immediately. Failing to properly clean contaminated areas will lead to rapid spread and continuation of outbreaks. Note that an ‘approved disinfectant’* should be used throughout the entire facility on a regular basis during an outbreak

Cleaning Vomit and Feces
People, who clean up vomit or feces, should minimize the risk of infection to themselves and others by:

- Wearing disposable gloves, standard procedure mask (or face shield), and a plastic disposable apron or water-resistant gown
- Using paper towels to soak up excess liquid. Transferring these and any solid matter directly into a plastic garbage bag
- Cleaning the soiled area with detergent and water, using a “single-use” cloth
- Disinfecting the contaminated area with an ‘approved disinfectant’* solution (Tool 16)
- Depositing disposable gloves, masks and aprons into a garbage bag and re-usable aprons/gowns into a laundry bag
- Washing hands thoroughly using soap and warm running water for at least 15-20 seconds

* An ‘Approved Disinfectant’ will have a DIN and virucidal (virus kill) claim for effectiveness against non-enveloped viruses (Norovirus, Poliovirus and/or Hepatitis A virus) (Tool 18)
Tool 36: Visitor Education, Precautions and Restrictions

- Post outbreak signage strategically (Tool 8)
- Encourage Hand Hygiene (Tool 10)

- **Keep staff and visitors informed about the outbreak** – Staff and visitors that are kept informed about the nature and progress of the outbreak are more likely to take steps to help control its spread. The most common cause of viral Gastrointestinal Illness outbreaks in residential care facilities is an enteric virus (eg. Norovirus).

- Make the HealthGuideBC file # 87 Norovirus (Stomach Flu) available as an information source for staff, visitors, and residents. Use it as a seasonal review for the entire facility in September/October of each year (the usual start of the ‘Norovirus Season’)

- **Control or restrict visitors** – An ill visitor can not only bring an illness into the facility, but a well visitor can unknowingly spread an illness to other residents and staff during an outbreak. Visitors should be provided education about prevention of transmission of illness and be cautioned of the risk of visiting when ill or visiting a resident who is ill or recovering from a viral gastrointestinal illness. **Visitors should be restricted to visiting only one resident**
Tool 37: Control Measures to Prevent Spread within a Facility and to other Facilities (including Return of Residents to a Facility during a viral Gastrointestinal Illness Outbreak)

Other Measures and Restrictions

Usually, the measures and restrictions contained in this section should be maintained until the Outbreak is declared over

Under recommendations of the CD EHO modifications to measures and restrictions may occur during the outbreak

In certain circumstances the CD EHO will advise continued enhanced cleaning for a specified duration after the outbreak has been declared over

Restriction of Movements and Activities within the Facility

- Post signs at the entrance(s) and other strategic locations around your facility
  - Initiate Passive Screening for gastrointestineal illness symptoms by Posting “Attention Visitors” signage (Tool 9) and reminding visitors:
    - Not to visit if unwell
    - To limit visiting to one resident
    - To follow Infection Prevention and Control recommendations including the use of Personal Protective Equipment, as indicated
    - To practice hand hygiene at all times
  - Initiate Active Screening (having visitors report to the desk before visiting) if recommended by your CD EHO

- Movement of people within and into the facility
  - Suspend social activities of groups of residents in the facility. Where feasible, consider cohorting as below
  - Families and visitors should be alerted that the facility is experiencing an outbreak of gastrointestinal illness. Ask families and friends to consider whether visits to relatives are necessary at this time
  - Those who do visit should:
    - Visit only one person
    - Enter and leave directly
    - Wash or sanitize their hands before and after visiting
    - If giving direct care, use personal protective equipment as directed by contact or droplet/contact signage (Tools 13, 14)

- Restrict the movement of virus around your facility
  - Equipment must be cleaned/disinfected between use on different residents, using an ‘approved disinfectant’* solution (Tool 18)

- Consider postponing meetings in the facility that include outside participants

Cohorting

- Residents
  - A well room-mate can remain in the room with the ill resident because she/he has already been exposed to the outbreak virus and could be incubating illness or even already infectious, though not yet symptomatic
  - Where feasible, within an affected area under outbreak control measures, consider cohorting residents for group activities that are not suspended: well with well and ill with ill (when well enough to participate)

* An ‘Approved Disinfectant’ will have a DIN and virucidal (virus kill) claim for effectiveness against non-enveloped viruses (Norovirus, Poliovirus and/or Hepatitis A virus) (Tool 18)
**Cohorting**

- **Staff**

  Consider cohort staffing where feasible - Consideration should be given to cohort staffing during the course of the outbreak
  - In **specific cohorting**, individual staff members are designated to care for ill residents or well residents, but not both
  - In **spatial cohorting**, individual staff members are designated to work in the part of the facility with cases, or in the part with no cases, but not in both
  - Staffing situations rarely allow for full specific cohorting, but spatial cohorting is often feasible. If staff must work with both ill and well residents, as much as possible, they should move from well residents to infected residents with strict, thorough hand washing between
    - Staff should, if at all possible, work in either affected or unaffected areas, but not both
    - Staff should, if at all possible, work with either ill or well residents, but not both
    - If the above are not possible, staff should work first in unaffected areas or with well residents, with strict hand hygiene between areas or residents

**Considerations on Resident Moves in and out of the Facility**

**Prevent Disease Transmission to Individuals Outside the Facility**

- Generally, postpone transfers to other facilities except where medically necessary - If a resident is to be transferred to another facility, notify the receiving facility of the outbreak. Transfers of residents out of the facility should be restricted. Depending upon the extent of the outbreak and the physical layout of the building, this restriction might be applied to one neighbourhood, floor, other specified area or the entire facility (Tool 38, 41). To clarify the extent to which restrictions should be applied, consult with your CD EHO (Tool 2a)
  - If a resident needs to be transferred to acute care for treatment, notify the receiving hospital that your facility has an outbreak (and, if known, what virus/viruses are causing the outbreak). Complete and send the CommuniCARE Transfer Form as per instructions with it (Tool 39). Note on the CommuniCARE Transfer Form that there is a **VIRAL GASTROINTESTINAL ILLNESS OUTBREAK** in your facility
  - Notify receiving facilities if you have already transferred a resident to them during the outbreak-- Include any transfers up to 2 days before onset of symptoms in the first affected person (first case)
  - **Notify BC Ambulance of outbreak when called for transfer**
  - Consult with your CD EHO (Tool 2a) if considering any **elective** resident transfers

*Do not transport ill residents using public transport (eg. buses, taxis, HandyDART)*

**Prevent Disease Transmission to Individuals Inside the Facility**

- **Moving into or transferring back into one’s home in the facility**
  - (These restrictions do not apply to residents returning from home visits with family or friends)

**Return following transfers**

Residents who were considered to be viral Gastrointestinal Illness outbreak cases and were transferred to hospital for medically necessary reasons, may return to the facility when medically indicated. Return of residents who were not cases, but were transferred for other medically necessary reasons before or during the outbreak, require a risk/benefit assessment before returning. The CD EHO will contact you to review feasibility of the return. This assessment should include input from the discharging physician or most responsible physician, resident’s physician or nurse practitioner, the care facility, and the resident or resident’s decision maker and be done in consultation with your CD EHO (Tools 2a, 2b)

**Principles regarding new moves into one’s home in the facility**
Decisions about New Moves into one’s home in Residential Care reflect a balance of considerations that aim to protect the health and safety of residents, while respecting a normal preference to reside at home and recognizing that there are risks associated with moving in, but also with delaying a move in or prolonging time in hospital while awaiting return to the home facility.

In all cases, decisions about a move should include:
- The resident and/or decision maker of the resident, to be aware of the risks and benefits associated with the decision
- The discharging or most responsible physician, knowledgeable about the resident’s health status
- The receiving residential care facility physician and facility medical director (where applicable)
- Involvement of the CDEHO ([Tool 2a](#))
FLOWCHART 37-1:
Moves into or back to residential care when viral gastrointestinal illness outbreak is coming under control, but outbreak control measures are still in place

Please keep ALL vacancies ‘OPEN FOR MATCHING’ throughout the viral Gastrointestinal Illness outbreak. Though it may not be appropriate for residents to move into or back to the facility at certain stages of an outbreak, based on a careful risk-benefit assessment and with certain measures specified for the incoming resident, it may well be possible to safely accommodate a new or returning resident and do so in a manner that is not only in the best interests of that resident, but also safe for other residents.

A ‘Match’ by ‘Residential Access’ for a person to newly move into your facility (from hospital or from community)

Communication from ‘Acute Access’ that a resident is ready to return to her/his home in your facility

Your Communicable Disease Environmental Health Officer (CDEHO) (Tool 2a) will:
- Be informed by ‘Residential or Acute Access’ of the pending ‘match’ or ‘return’, and
- Contact you and review feasibility and steps that may be needed for ‘match’ or ‘return’ to be possible

Recommendation received, reviewed and decision to proceed with new move into or move back to

**YES**
- Review with the discharging physician or most responsible physician, newly matched or returning resident’s physician or nurse practitioner
- Inform Resident and/or Substitute Decision-maker
- Ensure that all recommendations from the CD EHO are in place as recommended (eg. placement, precautions, surveillance, activities)

**NO**
- Continue discussion and evaluation with your CD EHO until able to support the move or until the outbreak declared over

For TRANSFERS within your facility, consult with your Public Health Contact CD EHO (Tool 2a). This includes moving a resident to or from an area WITH a declared viral GASTROINTESTINAL illness outbreak to or from a completely separate (Tool 38) area WITHOUT a declared viral GASTROINTESTINAL illness outbreak.
Tool 38: Definition of Completely Separate Areas of Facility—Guidance for Implementation of Control Measures

Completely separate areas means

- Physically separate
- No movement of people (staff, visitors, service providers, others) between or through the areas
- No movement of things (equipment, books, recreational material, wheelchairs, meal carts, etc.) between the areas. Be aware of routine activities such as someone continuing rounds with a library cart going from affected to unaffected areas

If your Public Health Contact (CD EHO) (Tool 2a) is satisfied that these conditions are met and will be maintained throughout the Outbreak, then Control Measures may be recommended for only the affected area (as long as the remaining areas are unaffected by gastrointestinal illness staff or residents)

If your Public Health Contact (CD EHO) (Tool 2a) is NOT satisfied that these conditions are met or that they could be maintained throughout the Outbreak, then all areas that are not completely separate from the affected area should initiate and maintain outbreak control measures
Tool 39: **CommuniCARE Transfer Form**  
– **Resident Transfer to the Emergency Room**

**Guidelines for Use:** The CommuniCARE Transfer Form (posted on FH website with this PROTOCOL) is to be used by RN/RPN/LPN to provide information about a resident being transferred from residential care to the emergency room (ER). It is a method of communicating essential information about a resident’s condition to ensure that care requirements are safely met. As part of the CommuniCARE process, there is regular communication between the facility and the hospital—emergency or inpatient areas.

The Transfer Form **MUST indicate if there is an OUTBREAK of any kind in your Facility**

### General Considerations
- A completed CommuniCARE Form is to be sent with each resident being transferred to an ER.
- All notations are to be made in blue or black ink using a ballpoint pen.
- An RN/RPN/LPN can complete the CommuniCARE Transfer Form.
- After the form is completed, take a photocopy for the resident’s record and send the original with the resident to the receiving hospital site.
- The CommuniCARE Form (both the original and copy) is a permanent part of the Health Record.

### Specific Guidelines

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Label / Addressograph</strong></td>
<td>Place a label or addressograph with resident identification information in the upper right hand corner of the form. If a label is unavailable, record the resident’s last name, first name and birth date (DDMMYYYY) PHN and LTC#</td>
</tr>
<tr>
<td><strong>Sending Site</strong></td>
<td>Record the facility name and location</td>
</tr>
<tr>
<td><strong>Transfer To</strong></td>
<td>Record the name of the receiving ER</td>
</tr>
<tr>
<td><strong>Contact Person</strong></td>
<td>Record the resident’s contact person’s name and phone number</td>
</tr>
<tr>
<td><strong>Reason for Transfer</strong></td>
<td>Record the reason(s) the resident is being transferred to the ER. (i.e. resident’s condition or situation). Outline the steps of deterioration or improvement (eg. fell and has suspected broken hip)</td>
</tr>
<tr>
<td><strong>Recent Illness History</strong></td>
<td>Record all pertinent or relevant medical diagnoses and conditions affecting the provision of resident care (eg. left-sided neglect, Diabetes X20 years)</td>
</tr>
<tr>
<td><strong>Recommended Action</strong></td>
<td>Attach a copy of the Medical Orders for Scope of Treatment (MOST) form and place √ in the box to indicate this was done</td>
</tr>
<tr>
<td><strong>MOST Advanced Care Plan</strong></td>
<td>Attach current MAR (Medication Administration Record) and place a √ in box to indicate this was done. If there is no current MAR, leave the box blank</td>
</tr>
<tr>
<td><strong>MAR</strong></td>
<td>Record all known allergies to food, environmental substances and medications. Record the type of reaction to each allergen (eg. skin rash, hives, anaphylactic reaction)</td>
</tr>
<tr>
<td><strong>Allergies</strong></td>
<td>Place a √ in the box to identify usual cognitive status</td>
</tr>
<tr>
<td><strong>Usual Cognitive Status</strong></td>
<td>Place a √ in the box to identify behaviour concerns: verbal/physical triggers, interventions</td>
</tr>
<tr>
<td><strong>Behaviour</strong></td>
<td>Place a √ in the box to identify known infectious diseases (eg. MRSA/VRE)</td>
</tr>
<tr>
<td><strong>Infection Control</strong></td>
<td>Specify diet type, texture, Feeds self, Degree of assistance required</td>
</tr>
<tr>
<td><strong>Diet</strong></td>
<td>Place a √ to identify continence and last bowel movement/time voided</td>
</tr>
<tr>
<td><strong>Continence</strong></td>
<td>Place a √ in the box to identify appropriate mobility and aides</td>
</tr>
<tr>
<td><strong>Physical Status</strong></td>
<td>Place a √ in the box to identify if personal effects are being sent with resident</td>
</tr>
<tr>
<td><strong>Personal Effects</strong></td>
<td></td>
</tr>
</tbody>
</table>
## Indicate if there is an OUTBREAK of any kind in your facility

<table>
<thead>
<tr>
<th>Residential staff complete the following section upon transfer to hospital:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SENDING SITE INFORMATION</strong></td>
</tr>
<tr>
<td>Facility name:</td>
</tr>
<tr>
<td>Sender's contact name:</td>
</tr>
<tr>
<td>Sender's direct tel #:</td>
</tr>
<tr>
<td>Alternate contact name:</td>
</tr>
<tr>
<td>Alternate direct tel #:</td>
</tr>
<tr>
<td><strong>CONTACT INFORMATION</strong></td>
</tr>
<tr>
<td>Nearest health care decision maker notified of transfer:</td>
</tr>
<tr>
<td>Name of nearest health care decision maker:</td>
</tr>
<tr>
<td>Relationship to resident:</td>
</tr>
<tr>
<td>Family physician notified of transfer:</td>
</tr>
</tbody>
</table>

### REASON FOR TRANSFER (Situation)

### HISTORY OF RECENT ILLNESS AND RELEVANT TREATMENT (Background)

### RESULTS OF RECENT INVESTIGATIONS/OTHER RELEVANT MEDICAL HISTORY/DIAGNOSES (Assessment)

### RECOMMENDATION (Requested/recommended action)

### ATTACHMENTS

- Degree of intervention/options for care record attached: Yes | No
- Advance care planning document attached: Yes | No
- MAR attached: Yes | No
- Other attachment/comments/instructions:

### ADDITIONAL PATIENT INFORMATION

- Allergies (include reactions):
- Behaviour concerns: Physical aggression | Verbal aggression | Eloped
- Infection control: MRSA | C. difficile | VRE | Hepatitis | Other details:
- Usual cognitive status: Impaired | Sometimes Impaired | Very Impaired
- Diet: Feeds self | Intermittent help | Complete assistance | Enteral feeding | Last drink:
- Last eaten:
- Bathroom: Commode | Bed pan | Toilet | Incontinent
- Bowels: Continent | Incontinent | Last bowel movement:
- Bladder: Continent | Incontinent | Last voided:
- Catheter: Yes | No | Last changed:
- Usual ambulation/transfer:
  - Non-ambulatory 4 Mechanical lift: Yes | No
  - Walks: Independence | One assist | Two assist
  - Walker 4 Supervision needed: Yes | No
  - Transfers: Independence | One assist | Two assist
- **PERSONAL EFFECTS SENT WITH RESIDENT**
  - Glasses
  - Walker | Wheelchair
  - Dentures: Full | Partial | Upper | Lower | Personal belongings/valuables:

### COMPLETED BY (SIGN AND PRINT)

- Print Shop #: 2569999
Tool 40: Common Organisms Causing Gastrointestinal Illness and Outbreaks

Organisms, Illness and Mechanisms of Spread

<table>
<thead>
<tr>
<th>Organisms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Background</td>
</tr>
<tr>
<td>In care facilities, most gastrointestinal illness outbreaks are caused by the spread of germs. The CD EHO will, however, also consider other potential causes of cases, such as environmental or chemical agents or toxins produced by infectious organisms, as part of the outbreak investigation.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Organisms</th>
</tr>
</thead>
<tbody>
<tr>
<td>A number of organisms can cause outbreaks of gastrointestinal illness in residential care facilities</td>
</tr>
<tr>
<td>- Viruses are the most frequent causes (may be Enveloped of Non-Enveloped viruses)</td>
</tr>
<tr>
<td>- Bacteria are common causes</td>
</tr>
<tr>
<td>- Protozoa (parasites) can also cause outbreaks of gastrointestinal illness</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Incubation period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incubation period is the time interval between exposure to an infectious organism and the onset of illness. Incubation period can be as short as hours or as long as weeks, depending on the infectious organism</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Period of Communicability (Infectious Period)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Period of communicability is the time period in which an infected individual can spread the illness. This varies depending on the infectious organism and certain characteristics of the individual infected. It may be as short as two or three days or continue for extended periods of weeks or even months</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Accurate and timely information on the pattern of cases in a facility</th>
</tr>
</thead>
<tbody>
<tr>
<td>This information provides valuable clues to help determine the most likely cause and introduce the most effective and least disruptive steps to prevent or control an outbreak</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>This important information includes:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- People affected</td>
</tr>
<tr>
<td>- Location of people affected</td>
</tr>
<tr>
<td>- Symptoms</td>
</tr>
<tr>
<td>- Dates for onset of illness and duration of illness</td>
</tr>
<tr>
<td>- Other facilities where staff may work</td>
</tr>
<tr>
<td>- Viral Gastroenteritis activity in the community or other residential care facilities</td>
</tr>
<tr>
<td>Organism (Virus, Bacteria, and Protozoa)</td>
</tr>
<tr>
<td>-----------------------------------------</td>
</tr>
<tr>
<td><strong>Human Caliciviruses</strong> such as <em>Norovirus, Sapovirus and Astrovirus</em> and other Small Round Structured Non-Enveloped Viruses</td>
</tr>
<tr>
<td><strong>Rotavirus</strong></td>
</tr>
<tr>
<td><strong>Enteric Adenovirus</strong> (Adenoviruses also cause respiratory illness and conjunctivitis)</td>
</tr>
<tr>
<td><strong>Bacillus cereus</strong> (enterotoxin)</td>
</tr>
<tr>
<td><strong>Campylobacter</strong></td>
</tr>
<tr>
<td>Organism</td>
</tr>
<tr>
<td>------------------------------</td>
</tr>
<tr>
<td><em>Clostridium perfringens</em></td>
</tr>
<tr>
<td><em>Clostridium difficile</em></td>
</tr>
<tr>
<td><em>Staphylococcus aureus</em></td>
</tr>
<tr>
<td>Organism (Virus, Bacteria, and Protozoa)</td>
</tr>
<tr>
<td>-----------------------------------------</td>
</tr>
<tr>
<td><strong>E. coli</strong> (verotoxigenic eg. O157:H7)</td>
</tr>
<tr>
<td><strong>Salmonella</strong> species</td>
</tr>
<tr>
<td><strong>Shigella</strong> species</td>
</tr>
</tbody>
</table>
Tool 41: Mechanisms of Spread for Common Organisms Causing Gastrointestinal Illness and Outbreaks

Mechanisms of Spread

Spread of Viral Gastrointestinal Illness

Note: Very few virus particles are needed for infection.

Spread of viral gastrointestinal illness between people is usually by the fecal/oral route or the vomitus/oral route. However, outbreak investigations have indicated the importance of droplet spread and fomite transmission (a fomite being an object on which the virus can survive for a period of time). This helps to explain the rapid spread within care facilities.

Transmission can occur in the following manner:

- **Hands**, especially if unwashed after contact with stool or vomitus
- Soiled laundry
- Contaminated environmental surfaces (including condiment containers, chair rails, playing cards, etc.)
- Food or food contact surfaces
- Beverage ice after contact with contaminated hands
- Contaminated drinking water
- Possibly droplets spreading into the air created during vomiting, cleaning up fecal or vomitus spills
- Possibly droplets spreading into the air from toilet flushing

High risk activities that increase an individual’s likelihood of becoming infected or transmitting infection include:

- Direct contact with ill residents, staff or visitors
- Handling soiled laundry
- Being in close proximity when an infected person vomits
- Receiving care or medication from an infected person
- Sharing common washrooms during an outbreak
- Bathing in a pool or tub that has been contaminated with fecal matter and not cleaned and sanitized
- Consuming food prepared by a symptomatic food handler
- Shared food platters/snack bowls
- Consuming contaminated ice
- Working while symptomatic or recovering from symptoms of vomiting and diarrhea
- Improper hand washing after contact with infectious material

Spread of Bacterial Gastrointestinal Illness

*Note: Some cases of bacterial gastrointestinal illness require large numbers of bacteria to cause illness, some require very few organisms and some result from ingestion of toxins.* Bacterial gastrointestinal illness is varied. Depending on the organism and the setting, it may present as a common source outbreak involving food or water, as a nosocomial infection perhaps exacerbated by antibiotic use, as primary infection or secondary person-to-person spread or as disease caused by actions of the infectious organism directly or through a toxin.

The nature and timing of illness experienced by residents and/or staff may suggest the possible cause.
Tool 42: *Problem Solving*

**Problem solving if an outbreak isn’t stopping**

- Are potentially infectious people moving about in the facility (e.g., ill staff members returning to work too soon; ill visitors coming into the facility)?
- Are the proper disinfectant products being used at the recommended concentration for at least the minimum contact times, with solutions changed as per manufacturer’s instructions?
- Is any equipment being used for sick and well residents without being washed and disinfected in between?
- Is personal protective equipment not being changed properly when going from care of sick residents to care of well residents?
- Are there lapses in hand hygiene?
- **Consult with your Infection Prevention and Control Consultant** (Tool 2b) about adequacy of control measures and their implementation.
**Tool 43: Declaring the Outbreak Over**

**TERMINATION OF OUTBREAK CONTROL MEASURES**

Outbreak control measures will be terminated when the outbreak is declared over.

An outbreak in a Facility licensed under the *Community Care and Assisted Living Act*, in a Fraser Health-operated Residential Care Facility or in a community Facility regulated under the *Hospital Act (Private Hospital)* will be declared over by the CD EHO in conjunction with the Facility Manager/Director of Care.

In the case of a gastrointestinal illness outbreak caused by a viral agent (e.g., *Norovirus*), the outbreak will typically be declared over when 72 hours have passed since symptoms have ended for the last resident case.

The CD EHO (Tool 2a) via the Gastrointestinal Illness Outbreak (GION) notification e-mail will inform Fraser Health Residential Care, Assisted Living and Specialized Populations (RCALSP) Contracts and Services and Community Care Facility Licensing that the outbreak has been declared over and that Outbreak Control Measures have been terminated.