



## SARS Provincial Operations Centre

**Directive CC03-03**  
**April 18, 2003**

### **DIRECTIVES TO ALL ONTARIO** **COMMUNITY CARE ACCESS CENTRES CONCERNING** **THE PROVISION OF SERVICE TO NON-SARS CLIENTS**

*This Directive replaces the Directive issued to GTA/Simcoe Community Care Access Centres – March 29, 2003.*

In order to further contain the spread of SARS, the Ontario Ministry of Health and Long-Term Care advises that all Community Care Access Centres (CCACs) must undertake the following procedures **effective immediately**:

In reference to Directive 03-02(R) April 11, 2003 to all Ontario Acute Care Hospitals Concerning Discharge of Non-SARS Patients.

- CCACs will screen all new clients referred for in home, school and placement services from the community, Long-Term Care facilities, category 0 and 1 hospitals using the SARS screening tool.
- CCACs will confirm that clients discharged from hospital categories 2 and 3 have been screened prior to discharge.
- CCACs and service providers will screen client and household members prior to initiating service delivery.
- CCACs will implement screening for all staff at the beginning of each shift.
- CCAC service providers will implement screening for all care providers at the beginning of each shift.

**1. For clients referred to a CCAC from a Category 0 and 1 hospital**

CCACs will provide services to clients admitted to home care services from Category 0 and 1 hospitals.

CCAC staff and their service providers are required to wash their hands with soap and water if possible or otherwise use alcohol based hand rub before and after client care. Routine precautions should be used as part of client care.

**2. For clients referred to a CCAC from a Category 2 hospital**

CCACs will provide service to clients discharged from a Category 2 hospital who have PASSED the SARS screen administered by the hospital or have been medically assessed and no SARS is suspected. Clients will be discharged with instructions from the hospital to self-monitor for symptoms for a period of ten days.

CCAC staff and their service providers are required to wash their hands with soap and water if possible or otherwise use alcohol based hand rub before and after client care. Routine precautions should be used as part of client care.

**3. For clients referred to a CCAC from a Category 3 hospital**

CCAC staff and their service providers are required to use full droplet and contact precautions (gowns, gloves, N95 mask or equivalent, protective eye wear) for all direct client care.

CCACs will provide service providers with the required contact precaution supplies.

**4. For clients who are in voluntary 10-day home isolation**

CCAC staff and their service providers are required to use full droplet and contact precautions (gowns, gloves, N95 mask or equivalent, protective eye wear) for all direct client care.

CCACs will provide service providers with the required contact precaution supplies.

**5. For clients referred to a CCAC from the community**

CCAC staff and their service providers are required to wash their hands with soap and water if possible or otherwise use alcohol based hand rub at the time of starting their shifts as well as before and after client care. Routine precautions should be used as part of client care.

In the event a community referred client fails the SARS Screen, the client will be given a mask to wear and directed to contact TeleHealth Ontario at 1-866-797-0000. Full protective precautions should be employed until a medical assessment is completed.

**6. Clients who fail the SARS screening tool**

In the event a client fails the SARS screen, the client will be given a surgical mask to wear and will be directed to contact TeleHealth Ontario at 1-866-797-0000. CCAC staff and service providers will employ full protective precautions (gowns, gloves, N95 mask or equivalent, protective eye wear) until the client has received a medical assessment and a SARS diagnosis has been eliminated.

**7. Staff who fail the SARS screen**

Staff who fail the SARS screen should not report to work or should be sent home to isolation wearing a surgical mask. Staff should be directed to contact TeleHealth Ontario at 1-866-797-0000.

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Dr. James G. Young  
Commissioner of  
Public Security

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Dr. Colin D’Cunha  
Commissioner of  
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