

COVID-19: What to Expect

KidsInclusive Home Visit/Community Appointments

It is an extraordinary time in health and children's services, and we remain dedicated to providing you with the best and most appropriate care possible. While most of our interactions will be virtual; it is possible that you may be able to receive an in-person appointment at your home or in a community setting. Below you will find more information on what to expect for these appointments.

- Before the appointment at the time of booking you will be asked a series of screening questions that may include:
 - Do you have a **NEW ONSET COUGH, SORE THROAT, SHORTNESS OF BREATH, OR FEVER/CHILLS** (onset in the last 7 days)? (temperature of $\geq 37.8^{\circ}\text{C}$)
 - 2. Do you have **any NEW symptom** of a **RESPIRATORY ILLNESS** (onset in the past 7 days) including (posted sign with symptoms): A runny nose or sneezing, nasal congestion (not due to allergies); Unexplained fatigue or malaise; Nausea, diarrhea; Changes in your sense of taste/smell
 - Have you been tested for COVID-19 due to symptoms and are awaiting results, or ever tested positive for COVID-19 in the last 30 days? (Asymptomatic/Surveillance testing does not apply)
 - In the last 14 days, have you **TRAVELLED** outside of Canada, or been in contact with a sick traveler?
 - In the past 14 days, have you had close contact with someone who is **sick with a respiratory infection OR is suspected or confirmed to have COVID-19?**
- If you answer yes to any screening questions, it is likely that your appointment at KidsInclusive will take place virtually or be postponed.
- If you cleared the screening, you are still instructed to contact the clinician if anything changes. The clinician will call ahead the day of the appointment to ask you the screening questions again. If any of the answers are yes, the appointment will likely be rescheduled.
- All staff, clients and caregivers will be asked to wear a mask for the duration of the visit. If you don't have your own clean mask, the clinician will bring masks with them for you/client to wear during the visit. Please limit the attendees at the appointment to **one** caregiver.
- You can find more information here about mask wearing and use:
<https://kingstonhsc.ca/patients-families-and-visitors/covid-19-information/required-use-masks-and-face-coverings> **Please note, children under 2 years of age should never be masked**
- You will be asked to sanitize or wash your hands with soap and water prior to the start of the visit and once it is completed. Staff from KidsInclusive will sanitize their hands with alcohol based hand sanitizer provided by KHSC.
- Staff and clients are still required to practice physical distancing during the appointment. As this can be difficult in the type of appointments we offer at KidsInclusive, staff, clients and families will wear PPE (personal protective equipment) and/or use other precautions.

FREQUENTLY ASKED QUESTIONS:

What do I do if my care team recommends an in-person appointment, but I don't want one?

Outpatient treatment is voluntary, and you have the choice to decline an in-person appointment. If you are not comfortable with a face-to-face visit, please share your concerns with your care team.

Who is my Care Team?

Your care team is any clinician you are currently working with at KidsInclusive.

What if I disclose that I have symptoms such as a fever or cough during the screening process?

If you believe you have symptoms of COVID-19, you should share this with your care team at screening so your appointment can be rescheduled. It is important to answer the screening questions honestly; for your safety and the safety of KidsInclusive staff.

What is Personal Protective Equipment (PPE)?

PPE refers to any protective gear such as masks, gowns, gloves or other garments intended to protect individuals against things like injury or infection

Why will I be screened again when the clinician arrives for the appointment?

KidsInclusive clinicians will call ahead the day of the appointment and repeat the screen and/ or they may ask again when they arrive for the appointment. The screen helps to determine whether you are at risk of having or transmitting COVID-19. It is important to keep staff safe and limit the potential of transmission of COVID-19.

What if I would prefer an in-person appointment instead of a virtual visit? If it is not required, face-to-face appointments are not recommended. Please speak with your care team about your concerns.

This process may change at any time and your care team will update you on any changes prior to your visit.

June 25, 2020