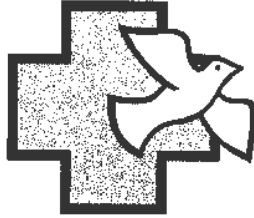


# **W-K United Mennonite Church**



## **Pandemic Preparedness Manual**



**Parish Nursing  
Ministry**

**Developed for Waterloo-Kitchener  
United Mennonite Church  
by the  
Pandemic Preparedness Subcommittee  
of the  
Health and Wellness Committee  
and the  
Parish Nursing Ministry  
Original Version -2009  
Revised – 2012  
Revised – Winter 2015**

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# Introduction

**“When [Jesus] went ashore, he saw a great crowd; and he had compassion for them and cured their sick.” Matthew 14:14**

A health pandemic is not a new or unique event in human history. The world has faced health crises and epidemics throughout its history, the memories of which continue to provoke dread in people. Names like “bubonic plague” and “black death” still evoke fear because they are embedded deep in our collective human memory. Similarly, diseases like smallpox, cholera, influenza, typhus, measles, tuberculosis, leprosy, malaria, yellow fever, HIV/AIDS and many more have all been unleashed as global pandemics or continental epidemics in the past. In some of these outbreaks, hundreds of millions of people died and continents were depopulated, losing anywhere from a third to two thirds of their population. Unfortunately, some of these diseases continue to devastate part of the world (e.g. malaria, tuberculosis, and HIV/AIDS in Africa.)

If pandemics are not new, neither is the church’s experience with them. It was in times of a health pandemic that the true nature of the church and its mission was often revealed. Instead of fighting wars, the church turned to the fighting of disease. Indeed, in some cases, the spread of pandemics had been enabled as a direct consequence of war’s devastation – a war in which religion, unfortunately, often played a part. When the church turned to caring for those afflicted by disease, the world saw great advances in health care with the founding of many new hospitals, the bridging of human divides and the provision of resources for benevolent care rather than hate and destruction. (Of course, there were ugly incidents also, where ethno-religious minorities (e.g. Jews) were blamed for an outbreak and mercilessly persecuted and killed.) It was, however, when the church showed compassion and love for others that it rediscovered the spirit of its founder, Jesus Christ. It was when the church learned again to breathe with the Spirit of Jesus that it was able to turn from anti-Christian activities such as

war and hatred and return again to kindness and care for those afflicted with disease and those caught in unfortunate circumstances – those identified by Jesus as “the least of these, my sisters and brothers.” (Matthew 25: 31-46)

The New Testament Gospels record 27 (or 28) stories of Jesus physically healing people. He also fed people spiritually and restored them to mental health. The church’s ministry, like the ministry of Jesus (see Matthew 14:14 above), is a holistic ministry of compassion and healing. A pandemic in our community, whether it is the H1N1 virus declared by the World Health Organization (WHO) to be a pandemic, or another pandemic around the corner, can provoke a variety of responses. Some persons will be motivated to withdraw; other will seek health and security for themselves in other defensive and self-preservationist ways. The challenge for followers of Jesus is how to respond with greater compassion and caring love for each other as members of a Christian community and, equally importantly, how to demonstrate that same compassionate care to the wider community in which we live during a time of pandemic health crisis. This is what this Pandemic Preparedness Manual is really all about: to help us to respond to a crisis with love and compassion and a caring concern for the health of everyone. As followers of Jesus Christ it is our mission to extend God’s love and peace to all (c.f. our congregation’s Mission Statement [www.wkumchurch.ca](http://www.wkumchurch.ca)). As followers of Jesus Christ, we wish to breathe with the Spirit of Jesus as we reach out to support and care for each other and for persons in our community. Jesus had no preconditions for those receiving his love and compassion. Therefore, neither do we.

May the compassionate love of Christ be our enduring response in every pandemic as we truly love each other and our neighbours as ourselves.

*Edmund Pries,  
Chairperson, Health and Wellness Committee from 2006-2012  
W-K United Mennonite Church*

# W-K United Mennonite Church Pandemic Preparedness Manual

## Glossary & Definitions:

**Note:** *Throughout this document we have used the term pandemic. The W-K Pandemic Preparedness Plan could be implemented for either a pandemic or a severe, wide-spread epidemic. The terms pandemic and epidemic should be considered interchangeable for the purposes of this document.*

### Outbreak: (WebMD definition)

A disease outbreak happens when an infectious disease occurs in greater numbers than expected in a community or region or during a season. An outbreak may occur in one community or even extend to several countries. It can last from days to years. Sometimes a single case of a contagious disease is considered an outbreak. This may be true if it is an unknown disease, is new to a community, or has been absent from a population for a long time.

### Epidemic: (WebMD definition)

An epidemic occurs when an infectious disease spreads rapidly to many people within a given population.

### Pandemic: (WHO Definition)

A Pandemic is “an epidemic occurring worldwide, or over a very wide area, crossing international boundaries and usually affecting a large number of people”.

### Pandemic: (Medical News today definition)

A pandemic is an outbreak of global proportions. It happens when a novel virus emerges among humans - it causes serious illness and is easily human transmissible (spreads easily from person-to-person).





# **Risk and Planning**

## **Risk Assessment and Congregational Preparedness**

### ***Preamble:***

During times of crisis, many people turn to the faith community for assistance and support. During a widespread health crisis such as a pandemic outbreak, a certain level of risk for the spread of infections, especially respiratory illnesses, are inherent in places where we gather as community, such as at W-K United Mennonite Church (W-KUMC).

Therefore we plan and prepare to reduce and manage these risks and to prevent the spread of disease without sacrificing the things that we value as Christian community – gathering together and responding to needs with compassion, love, care and concern.

### ***Policy # 1: Risk Assessment and Congregational Preparedness***

#### **Congregational Risks**

- Shaking hands with greeters, ministers and fellow parishioners before and after the service
- Passing the peace
- Receiving communion
- Shared spaces such as nursery, Sunday School rooms and children's toys
- Coffee hour and other social events, such as Silver Spoons and Church Suppers
- Inter-Mennonite Children's Choir and others using the facility
- Visitation to hospitals, retirement homes, long term care facilities and shut-ins

#### **1. Managing the Risks: Planning and Preparation**

The Parish Nurse, in collaboration with ministry staff, church staff and volunteers will:

- Provide reassurance and encouragement to the congregation during seasonal flu or pending pandemic

- Maintain the church as a refuge of healing to others within the community
- Assess ongoing risks during “flu season” (generally October to April)
- Assist the congregation in preparing for pandemic outbreaks
- Minister to those affected by an influenza or other infectious disease outbreak
- Provide training for pastoral visits as needed
- Initiate Telephone Tree and protocols when appropriate

## 2. Managing the Risks: Pastoral Visiting

All persons visiting in hospitals and other care facilities on behalf of the church will:

- Practice diligence in hand washing procedures at all times
- Abide by restrictions put in place by hospitals and other care facilities



## 3. Managing the Risks: Routine Activities

The Parish Nurse will:

- Ensure ongoing awareness of prevention strategies:
  - a. Provide education and reminders re influenza prevention and the prevention of spread of infectious diseases with emphasis on Hand and Respiratory Hygiene, Safe Food Handling Practices and immunization information
  - b. Collaborate with the Health and Wellness Committee and other congregational volunteers to review and maintain the W-KUM Pandemic Preparedness Plan
- Monitor Public Health information re current trends and spread of communicable diseases
- Communicate with pastors, church staff, volunteers, Deacons, Church Council, and the Health and Wellness Committee re relevant health threats and determine appropriate responses (see Policy # 5, page 17, Pandemic Outbreak: Communications and Response)
- Provide relevant seasonal information to the congregation using usual methods of communication such as bulletin boards, Healthy Reflections, health promotion program, church bulletin and church e-mail lists

- Maintain appropriate medical supplies to last approximately 6 months:
  - a. First Aid: dressings, bandages, band-aids, cleansing solutions
  - b. Personal Protective Equipment: N95 Masks, Surgical Masks, gloves, etc.

#### **4. Congregational Preparedness**

##### **Church Supplies:**

- The church custodian will maintain the following supplies to last at least 6 months:
  - Janitorial: Toilet paper, paper towels, facial tissues, soap, hand sanitizer, disinfectant and general cleaning supplies
  - Kitchen: Paper towels, coffee, tea, soap, etc.
- The office administrator will maintain office supplies at an appropriate level to last several months
- The Parish Nurse will maintain an inventory of medical supplies, bandages and Personal Protective Equipment (see this policy above – Managing Risks – Routine Activities)

# Prevention and Education

## Policy # 2: Prevention, Education and Infection Control

### ***Preamble:***

Prevention is always the first line of defence; therefore vibrant health of body, mind and spirit is stressed through ongoing health education and health promotion provided by the Parish Nurse.

Regular education will help ensure that the congregation is aware of infection prevention and control practices prior to and during a pandemic.

Everyone is encouraged to improve and maintain their general health through the following health practices:

- Drink plenty of fluids
- Exercise regularly
- Eat a healthy, balanced diet, including a variety of foods and plenty of vegetables and fruits
- Get sufficient rest
- Reduce stress and maintain a balanced lifestyle
- Maintain good mental and spiritual health



The annual influenza vaccine (Flu Shot) is an important key to the prevention of local influenza outbreaks and pandemic outbreaks. **All are encouraged to get the flu shot annually.**

The single most effective method to prevent spread and avoid contracting respiratory illnesses and other infectious diseases is through **frequent and proper hand hygiene**. Additional care with “**respiratory hygiene**” (cough and sneeze etiquette) is also important for preventing the spread of respiratory illnesses.



Everyone is encouraged to limit contact with others (stay at home) when they do not feel well, for example, when you have a cough, cold, sneezing, runny nose or other signs of respiratory infection.

## **Procedures:**

### **1. Education:**

The Parish Nurse will provide information and education on

- methods to attain and maintain a strong, healthy immune system
- how to protect oneself and one's family from influenza and other infections
- ways to prepare for a pandemic, individually and as a congregation
- how to prevent the spread of infection within the church and community, emphasizing hand and respiratory hygiene and immunization
- how to cope with influenza / respiratory illness
- any influenza or other pandemic and the Waterloo Regional Pandemic Preparedness Plan

**Note:** Education and health information specific to influenza and pandemic will be provided at least annually.

### **2. Hand Hygiene (Hand Washing and Hand Sanitizing Procedure):**

The church custodian will

- ensure that hand hygiene procedures are always posted in church washrooms
- maintain and replenish hand sanitizer stations at strategic places throughout the church building (e.g. beside the front door, courtyard door, washrooms, coffee station in the hall, at the pulpit, and in classrooms.)

#### **Hand Washing Procedure:**

- turn on the faucets to obtain warm water
- hold hands down, fingertips at lowest level
- rinse hands
- dispense soap into palm of hand
- lather and rub hands together for at least 20 seconds
- scrub well around nails and between fingers
- rinse hands

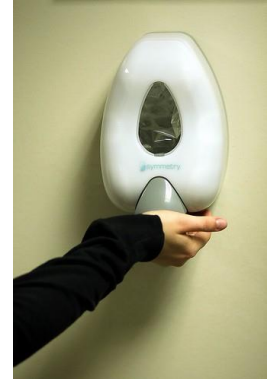


- obtain paper towels
- dry hands
- use the paper towel to turn off faucets
- discard paper towel into wastebasket

### **Hand Sanitizing Procedure:**

Alcohol hand sanitizer should be used when soap and water are not available and as an adjunct to hand washing with soap and water.

- hands should be free of any visible debris
- apply sufficient amount of sanitizer to thoroughly cover both hands
- rub hands together and rub thoroughly around fingernails and between fingers
- continue to rub hands together until hands are dry



### **3. Respiratory Hygiene (cough and sneeze etiquette):**



- always cover your cough / sneeze, preferably into the crook of your arm or sleeve
- alternately, cover your cough or sneeze with your hand or a tissue
- **immediately** dispose of used tissues in the waste
- **immediately** wash or sanitize your hands using proper techniques

### **4. Worship and Sunday School:**

- Alcohol based sanitizer must be readily available to greeters, clergy and members of the congregation
- Sunday School rooms must be stocked with hand sanitizer, tissues and a waste basket
- Nursery: Clean/sanitize toys weekly or after each use.

**Note:** The nursery may be the first service to be closed during a pandemic

## 5. Food Related Activities:

- Wash hands before handling food
- Use the dishwasher to wash coffee mugs and other dishes
- Follow safe food handling procedures at all times - as posted in the kitchen and food preparation areas (Safe Food Handling Manual and posters)



## Policy # 3: Pandemic Outbreak: Spiritual and Pastoral Care

### A. Managing Fear and Anxiety during a Pandemic



**Preamble:** As a congregation, we are called to be a refuge and a focal point for hope and healing in the community. Fear for the safety of our family, our own personal safety, and anxiety about the future are normal emotions one may feel during a pandemic; but fear can also hinder us from helping those in need.

As a congregation we will therefore model faith in God and work together for the common good of congregants and members of the community. We will offer hope and healing of body, mind and spirit and remind one another that nothing can separate us from the love of God. We will provide education, reassurance and referrals as needed.

#### **Procedure:**

The Parish Nurse, in collaboration with Ministry Staff, Volunteers and Church Leadership will:

- Attempt to prevent and allay fears, anxieties and panic attacks through education and pastoral support
- Provide reassurance and support to persons who are expressing or experiencing fear and anxiety
- Maintain regular contact with those who are ill and offer assistance and support as needed
- Assess for psychosocial and spiritual distress during a pandemic
- Provide follow-up and referral to pastoral, medical, mental health or counselling services as appropriate

**Mental Health CRISIS SERVICES: AT ANY TIME  
1-844-437-3247**



## **B. Spiritual and Pastoral Care**

Spiritual and Pastoral Care remains extremely important and will continue, however, our usual practices may need to be adjusted.

During a Pandemic Outbreak, W-KUMC will follow the guidelines and direction of Waterloo Regional Community Health and the Ministry of Health and Long Term Care.

Church Ministry Staff and the Parish Nurse will collaborate with church leadership to maintain appropriate spiritual and pastoral care.

The Prayer Support Line will be activated, as required, to provide prayer support for those who are sick.

Regular worship services, children and youth programs, and other gatherings at the church may be altered or curtailed to prevent illness and the spread of disease. Committee meetings, Silver Spoons luncheons and other social gatherings may be suspended during a Pandemic Outbreak.

All pastoral care visiting at health care and long term care facilities will comply with guidelines or procedures in place at the facility.

Those providing pastoral care must use every precaution to prevent the spread of infection. Excellent hand hygiene is essential and as appropriate, the use of Droplet Precautions and personal protective equipment (masks, gloves), see Appendix 4 and 5, pages 28 and 29.

During a Pandemic Outbreak, Spiritual and Pastoral Care may be provided over the phone by pastors, the Parish Nurse, Deacons, Caring Friends, and other volunteers. The Pandemic Screening tool and the Telephone Script and Log (see Appendix 1, 2 and 3, pages 21 - 27) will be used as deemed appropriate by the Parish Nurse.



### C. Alterations to Communion

- Individuals preparing the elements for communion must observe excellent hygiene; wash hands thoroughly, wear disposable gloves and use disposable cups for the wine and water
- Those serving communion must also wear gloves and / or use small tongs to give the bread to each person. Wine and water will be served to each person using the communion tray as usual
- The Intinction method for sharing communion will not be used during a pandemic
- After communion, discard disposable communion cups and clean and disinfect all other equipment



# Pandemic Outbreak

## **Policy # 4: Infection Control During Pandemic Outbreak**

During a pending pandemic or a Pandemic Outbreak, Infection Prevention and Control is imperative and necessary to prevent the spread of pathogens from one person to another. Additional Infection Control procedures will be implemented.

Infection Prevention and Control techniques will be shared through e-mail, the church website, church bulletins, Healthy Reflections, and/or mail.

### **Procedures:**

#### **1. Cleaning and Disinfection:**

During a pending pandemic or Pandemic Outbreak, the custodian will:

- Check and replenish hand sanitizer stations weekly or as needed
- Clean and disinfect Sunday School classrooms after each use
- Disinfect all shared surfaces daily and after Sunday School Worship Services (phone, light switches, door handles, keyboards, faucets and other frequently touched items)
- Conduct a thorough cleaning and disinfection after all social events at the church

During a pending pandemic or Pandemic Outbreak, the congregation will be:

- Reminded to use hand sanitizers before, during and after worship services
- Reminded to avoid touching the nose, mouth and eyes
- Reminded to keep a personal distance of three feet
- Encouraged to bow or nod in place of traditional hand shaking or during passing the peace
- Encouraged to stay at home if anyone in the home is experiencing cough, cold or other symptoms of a respiratory infection

- Encouraged to call the church office/Parish Nurse if they have needs or concerns

**2. Nursery:**

After consultation with the Pastors and the Parish Nurse, the Nursery will be closed during a Pandemic Outbreak.

Prior to re-opening, the Nursery and all children's toys will be thoroughly cleaned and disinfected by the custodian.



Parents are encouraged to use appropriate precautions with their children to prevent them from contracting and spreading respiratory infections (see Policy # 2 – Prevention, Education and Infection Control)

# Response

## Policy # 5: Pandemic Outbreak: Communications and Response

### Procedures:

#### 1. Response to Pending Pandemic/Pandemic Outbreak

**Note:** A Pandemic Outbreak may necessitate that the Parish Nurse curtail / suspend other programs, activities and duties to focus on rolling out the Pandemic Plan.

The Parish Nurse will:

- Maintain monitoring of Public Health information and pandemic outbreak alerts
- Initiate communication with Public Health, Waterloo Regional Community Health Department, and/or the Ministry of Health and Long Term Care
- Provide reassurance and encouragement during pending or actual pandemic outbreak
- Discuss congregational risks with Pastors, Council Chair and the Health and Wellness Committee Chair to determine appropriate responses and prevention strategies, which may include the following: (See Policy # 4 Pandemic Outbreak: Infection Control During Pandemic Outbreak, Policy # 3 Spiritual and Pastoral Care)
  - Modifying traditional greetings such as hand-shaking and Passing of the Peace
  - Determine appropriate communication strategies
  - Discuss plans for emergency church closure if appropriate
- Collaborate with Pastors and Health and Wellness Chair in communicating with Church Leadership
- Activate health sector Pandemic Plans as instructed by the Ministry of Health and Long Term Care and / or the Waterloo Regional Community Health Department
- Determine whether / when to initiate W-KUMC Pandemic Plan

- Identify congregants in high risk categories - e.g. pregnant women, those with underlying chronic illness, frail elderly, risks relevant to specific viral strain (EG. H1N1, H2H2 attacked young health people
  - Pandemic Screening Tool (Appendix 1, page 21)
- Delegate procedures and communication functions as appropriate
  - Communicate and collaborate with identified volunteers to activate Telephone Tree Procedures
  - Telephone Script and Log (Appendix 2 and 3, pages 23 – 27)

## **2. Emergency Church Closure:**

W-KUMC will abide by the recommendations and direction of the Waterloo Regional Community Health Services and / or the Ministry of Health and Long Term Care during a pandemic outbreak.

If an emergency church closure is required, the Church Council executive, the Pastors and the Parish Nurse will collaborate to determine appropriate communication strategies and updates for the congregation.

Communications may include

- Church phone message updates
- E-mail distribution lists
- Website updates
- Public media

### **3. Activating Telephone Tree (See Appendix 1, 2 and 3, pages 21 - 27)**

#### **Policy:**

We will communicate regularly with congregants who are ill and with those assessed as high risk to ensure their needs are being met and to offer assistance when appropriate.



All communications completed by phone volunteers will be kept strictly confidential.

Written Telephone logs of these communications will be maintained by the Phoners and shared only with the Parish Nurse.

Following the Pandemic Outbreak the Telephone Logs will be turned over to the Parish Nurse to be stored in the same manner as other confidential client records.

### **4. Use of Pandemic Screening Tool: (for Influenza-like Illness)**

#### **Policy:**

The Pandemic Screening Tool may be used to assess oneself, or by a professional to assess others, for the presence of influenza-like respiratory illness.

During a Pandemic Outbreak, the Parish Nurse may train volunteers in the use of the Pandemic Screening Tool. When the Pandemic Screening Tool is used by volunteers, the results of the "Screen" will be reviewed by the Parish Nurse.

Referral and follow-up by a nurse or physician will be advised if influenza-like illness is suspected.

When interviewing a sick person – in person – use appropriate precautions and personal protective equipment. (See Appendix 4 and 5, pages 28 – 29 for procedures.)



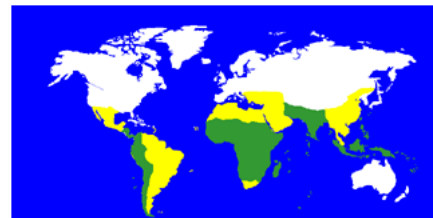


# Appendices

## Appendix 1

### Pandemic Screening Tool for Influenza-like Illness

1. Do you have a new or worse cough?
2. Do you have shortness of breath?
  - If “no” to 1-2 no further questions needed.
3. Do you have a fever?
4. Have you had the shakes or chills in the last 24 hours?
  - If “yes” and temperature is 38C or higher go to next question.
  - Where individual is unable to take temperature but reports positive symptoms go to the next question.
  - If “no” no further questions. To be considered “yes” the individual should be experiencing symptoms of a process that puts others at risk of respiratory infection, not the symptoms that are expected given the individual’s current condition e.g. undergoing chemotherapy.
5. Within the last 10 days have you lived in or visited: (**Note:** See current Public Health information for travel advisories or areas of current outbreaks relevant to the viral strain(s) – this information may change each season)
  - Africa
  - Asia
  - East Asia
  - Europe
  - Mexico
  - Middle East
  - Have you had contact in the last 10 days with a sick person who has travelled to these areas?
  - Have you had contact with poultry or other fowl or pigs while living or travelling in these areas?



### Interpretation of Pandemic Screen

If answer is “no” to one or all of questions 1- 4:

- Negative Screen
- Use routine practices.

If answer is “**yes**” to question 1- 4 only:

- Positive Screen
- Initiate droplet precautions.
- Should see physician or primary care provider if symptoms don't improve in 72 hours.

If answer is “**yes**” to all questions:

- Positive Screen
- Initiate droplet precautions.
- Phone physician, primary care provider, Parish Nurse or Telehealth Ontario 1-866-797-0000

## Appendix 2

### Telephone Script

#### *Procedure:*

- When pandemic illness is suspected ask the questions on the Screening tool clearly and distinctly
- Explain using simple language if the question is not understood
- One or more Telephone Logs will be kept for each person
- Frequency of contact will be determined by the Parish Nurse
- Identify the symptoms, problems and needs and the date they occurred or started on the Telephone Log
- Refer to the Parish Nurse for further interpretation and follow-up
- Report symptoms/needs immediately to the Parish Nurse who will provide and/or delegate appropriate follow-up care
- The Parish Nurse will assist in co-ordinating the response to identified needs for supplies such as groceries, medication or rides for medical appointments
- Completed Telephone Logs will be kept on file by the Parish Nurse

Note: If completing a Screening Tool in person, follow Droplet Precaution and use the required Personal Protective Equipment.

(see pages 28 and 29)

#### **Script for Phoners**

(Sample opening greeting)

Good Morning Anne Smith, my name is Sara White from WK United Mennonite Church. I will be phoning you regularly during the pandemic to make sure you are getting along alright.

Any information you share with me will be kept confidential and will only be shared with the Parish Nurse.

1. I trust you are well.
2. Follow the questions on the Screening Tool – (see Appendix 1)
3. If the person begins to describe an ailment /symptoms, you may ask additional questions for specifics, such as:
  - When did your symptoms start?
  - Are these new symptoms?

- Refer back to Screening Tool.....
    - i. Do you have a fever? What is your temperature?
    - ii. Do you have chills? Shakes? In the past 24 hours
  - Do you have pain, headaches or body aches?
  - Do you have a cold or runny nose?
  - Do you cough up mucous? Describe the colour.
  - Do you have diarrhea?
  - Have you been sick to your stomach – or vomited?
4. If the person is ill (or if others in the household are ill), ask specific questions about other needs or support the person / family may require, such as:
- Do you have someone you can call on for assistance?
  - Do you have enough medication? Is your drug store able to deliver?
  - Do you need any food? As for specific foods: proteins, milk products, grains/bread, vegetables and fruit.
  - Are you able to manage in your home? Cooking? Cleaning? Laundry?
  - Is your environment comfortable? Are you too cold or hot?
  - Do you have any other problems or needs?
5. Needs identified by the above additional questions will be brought to the attention of the Parish Nurse.



Appendix 3

**Pandemic Telephone Log**

Name of Phoner: \_\_\_\_\_

Date	Time	Name of Person	Phone Number	Screening Tool Completed? Neg or Pos?

<b>Need Identified</b>	<b>Referred to</b>	<b>Outcome</b>

## Appendix 4

### Droplet Precautions

#### Procedure:

- Surgical mask covering nose and mouth must be worn when within one meter of the person who is ill
- Protective eye wear is recommended
- Protective gown is recommended for children and frail elderly
- Hand hygiene: wash hands thoroughly or use hand sanitizer before and after interview or providing care to an ill person
- Gloves are required if one is likely to have contact with the ill person
- Sit next to rather than in front of a coughing person



## Appendix 5

### Personal Protective Equipment

#### Procedure:

Use the following protective equipment when visiting, providing care or within one meter of the person who is ill:

- Surgical mask or N 95 Mask covering mouth and nose is essential
- Protective eye wear is recommended
- Protective gown is recommended when caring for or visiting children and the frail elderly
- Hand hygiene: wash hands thoroughly or use hand sanitizer before and after seeing the person who is ill and after removing protective equipment
- Gloves may be required if one is likely to touch the person who is ill or have contact with contaminated surfaces.
- Refrain from touching one's face
- Communal or shared equipment must be cleaned and disinfected after use

## Appendix 6

### Church Contacts:

Waterloo-Kitchener United Mennonite Church  
15 George Street, Waterloo Ontario N2J 1K6  
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Jennifer Krotz

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Treasurer,  
Paul Eitzen

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## Appendix 7

### K-W Health Information and Emergency Contacts

*Ministry of Health:* [www.health.gov.on.ca](http://www.health.gov.on.ca)

*Region of Waterloo:* [www.waterlooregionpandemic.ca](http://www.waterlooregionpandemic.ca)

*Public Health Agency of Canada*  
[www.publichealth.gc.ca](http://www.publichealth.gc.ca) [www.fighflu.ca](http://www.fighflu.ca)

*World Health Organization:* [www.who.int/](http://www.who.int/)

*Telehealth Ontario:* 1-866-797-0000

*Region of Waterloo Public Health – Waterloo*  
99 Regina Street  
Waterloo, ON N2J 4V3  
Tel: 519-575-4400

*Region of Waterloo Public Health – Cambridge*  
150 Main Street  
Cambridge, ON N1R 6P9  
Tel: 519-883-2000  
[www.region.waterloo.on.ca](http://www.region.waterloo.on.ca)

*Wellington-Dufferin-Guelph Public Health*  
160 Chancellors Way  
Guelph, ON N1G 0E1  
Tel: 1-800-265-7293

*Waterloo/Wellington Community Care Access Centre*  
141 Weber Street South  
Waterloo, ON N2J 2A9  
519-748-2222 (Kitchener/Waterloo/Cambridge)  
After hours: 519-883-5500

**Toll-Free:** 1-888-883-3313

*Grand River Hospital – K-W Health Centre*  
835 King Street West  
Kitchener, ON N2G 1G3  
Tel: 519-742-3611

*St. Mary's Hospital*  
911 Queen's Boulevard  
Kitchener, ON N2M 1B2  
Tel: 519-744-3311

*Cambridge Memorial Hospital*  
700 Coronation Boulevard  
Cambridge, ON N1R 3G2  
Tel: 519-621-2330

*Medi Go (non-emergency patient transport)*  
72 St. Leger Street  
Kitchener, ON N2H 6R4  
Tel: 519-570-3619

*Specialized Patient Transfers Ltd (non-emergency patient transport)*  
25 McIntyre Place  
Kitchener, ON N2R 1H1  
Tel: 519-725-1112