

# At-Risk Populations

## SELF-CARE DECONTAMINATION PROTOCOL

### Training Guide: Self-Care Decontamination MADE Simple

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Move → Assist → Disrobe & Decontaminate → Evaluate

**Move** people away from the contaminant or hospital to a safe area 100 metres upwind, using buddies for assistance.

**Assist** and help each other in pairs or teams of buddies.

**Disrobe** and wipe off exposed hair and skin and remove outer garments.

**Escort** to shelter and evaluate the need for further decontamination, medical and psychosocial supports.

## Contents

Women who are pregnant .....	1
Older adults .....	1
People with chest pain .....	2
People with chronic illness.....	3
People with wheelchairs or low mobility .....	4
People with prosthetic limbs.....	5
People who are deaf, hard of hearing or use hearing aids .....	6
People who wear contact lenses .....	7
People who are blind .....	8
People with Autism Spectrum Disorder .....	8
Persons with High levels of anxiety .....	9
People with possible mental illness.....	10
Tourists and individuals who speak little or no English.....	11
Transpersons .....	12
People with Hijab, Turban, Burka or other religious coverings.....	13
Persons who are homeless .....	14
People who need to use the bathroom .....	14
People with pets, therapy, guide dogs or police dogs .....	15
Police, peace officers & police dogs.....	16
Police with suspect under arrest requiring decontamination.....	16
Criminal suspects .....	17
Deceased persons.....	18

Population	Key Messages	Considerations
<b>Women who are pregnant</b>	“This process will help protect the baby”	<p>Provide reassurance, explain that self-care will remove 80% of contaminants, reducing harm to the fetus</p> <p>Assure her she will receive a medical assessment following the shower</p>

Population	Key Messages	Considerations
<b>Older adults</b>	“We are here to help you”	<p>May need extra encouragement</p> <p>May have medications – place in Bag #1 &amp; keep with them</p> <p>May need to repeat instructions</p> <p>May be hard of hearing</p> <p>Do not rush</p>

Population	Key Messages	Considerations
<b>People with chest pain</b>	“Please, try to relax. Help is on the way.”	You will need to interrupt decontamination to communicate with dispatch  Ask person to sit, breathe normally & follow dispatch instructions  Have buddy keep casualty warm, possibly remaining in their clothing, if kits are available wrap them in foil blanket  Advise medical team & request immediate support

Population	Key Messages	Considerations
<p><b>People with chronic illness</b></p>	<p>“What do you need me to do to help you?”</p>	<p>Ask about their needs, may need two buddies</p> <p>If attached to their body, keep medical equipment in tact (e.g. catheter, etc.)</p> <p>Decontaminate medical equipment if possible</p> <p>Advise medical team the need for any replacement medication</p> <p>If medication injection is immediately required avoid doing so until after shower</p> <p>Will likely require additional time, reassurance &amp; assistance</p>

Population	Key Messages	Considerations
<p><b>People with wheelchairs or low mobility</b></p>	<p>“We will provide you with a mobility aid as soon as we can after you have showered. Meanwhile, how can we best help you?”</p>	<p>Assure the person they will be assisted as soon as their buddies have decontaminated (two are required)</p> <p>Advise casualty they will not be able to take their wheelchair or mobility aid out of the area</p> <p>Advise that specially trained firefighters will help them through the showers as follows:</p> <ul style="list-style-type: none"> <li>• They will ask how best to assist you</li> <li>• They will lift you out of your mobility aid</li> <li>• You will be put on a surface with wheels</li> <li>• They will help you remove your clothing, you will be rolled into the shower</li> <li>• They will help you scrub down</li> <li>• They will assist in covering you up</li> </ul>

Population	Key Messages	Considerations
<p><b>People with prosthetic limbs</b></p>	<p>“We will provide you with a mobility aid as soon as we can after you have showered. Meanwhile, how can we best help you?”</p>	<p>Wipe down the limb, removing it to clean thoroughly if possible</p> <p>Advise that specially trained firefighters will help them through the showers</p> <p>Ask how best to assist</p> <p>Put casualty on surface with wheels</p> <p>Assist in scrub down, rinsing and re-robing if necessary</p>

Population	Key Messages	Considerations
<p><b>People who are deaf, hard of hearing or use hearing aids</b></p>	<p>“We understand how important your hearing aid is, but you will have to remove it &amp; leave it with your possessions for your safety after hearing the instructions.”</p>	<p>Explain decontamination process to casualty before removing hearing aid</p> <p>Ask person to come closer to the front</p> <p>Do not raise your voice (could be interpreted as anger)</p> <p>Maintain eye contact, use exaggerated body</p>



<p><b>People who wear contact lenses</b></p>	<p>“Hard lenses may need to come out. If eyes are burning rinse immediately if possible.”</p>	<p>If the eyes are burning they should remove &amp; discard lenses</p> <p>If kit is available, wipe hands with cloths</p> <p>Open a clean cloth fully &amp; wipe your eyes &amp; face from forehead to your chin. Put dirty cloth into garbage bag</p> <p>Use rinse on eyes, rinsing from inside to outside</p> <p>If necessary, take out contacts &amp; place in a clean H2O wipes</p> <p>If eyes are still burning, place a RSDL wipe (on outside of kits) over closed eyes for several minutes. Burning will stop in 5 – 10 min</p>
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Population	Key Messages	Considerations
<b>People who are blind</b>	<p>“We will keep you safe. How can we best help you?”</p>	<p>Will require two buddies, who will have to decontaminate first &amp; then assist</p> <p>Advise the person of this process</p> <p>Buddies should NOT touch the blind person throughout the decontamination, instead giving clear instructions</p>

Population	Key Messages	Considerations
<b>People with Autism Spectrum Disorder</b>	<p>“I’m here to help you. You will be safe.”</p>	<p>Make eye contact</p> <p>Avoid touching the patient</p> <p>Avoid authoritative or commanding tone</p> <p>Speak slowly, clearly &amp; use simple language</p> <p>Inform person what they are going to be doing, to watch their buddy &amp; do it together</p> <p>Repeat instructions if necessary</p>

Population	Key Messages	Considerations
<p><b>Persons with High levels of anxiety</b></p>	<p>“Decontamination is very effective. Over 80% of chemicals will be removed. Please put up your hand if you need help at any time.”</p>	<p>Reassure about the effectiveness of the process &amp; tell them what to expect</p> <p>Try to provide a calm buddy</p> <p>Request medical assistance &amp; treat as you would chest pain should they demonstrate: muscle tension, rapid breathing, hyperventilation, sweating, &amp;/or tremor</p>

Population	Key Messages	Considerations
<p><b>People with possible mental illness</b></p>	<p>“I’m here to help you. You will be safe.”</p>	<p>Make eye contact</p> <p>Avoid touching the patient</p> <p>Avoid authoritative or commanding tone</p> <p>Speak slowly, clearly &amp; use simple language</p> <p>Inform person what they are going to be doing, to watch their buddy &amp; do it together</p> <p>Repeat instructions if necessary</p> <p>Avoid engaging in delusional conversation</p>

Population	Key Messages	Considerations
<p><b>Tourists and individuals who speak little or no English</b></p>	<p>“We will keep you safe.”</p>	<p>Communicate with diagrams, pictures or gestures. Speak slowly</p> <p>Maintain eye contact, unless culturally inappropriate</p> <p>Use interpreters if possible, but speak directly to the person</p> <p>Convene groups who speak the same language</p> <p>Indicate to them to watch the demonstrator, use the illustrated booklet in the kits &amp; the storyboard banner if possible</p> <p>Be aware of potential cultural differences and try to pair male responders with male casualties &amp; female responders with female casualties in the shower line</p>

Population	Key Messages	Considerations
<p><b>Transpersons</b></p>	<p>“What do you need from us to feel safe through this process?”</p>	<p>Publicly disrobing could be traumatizing so try to give extra privacy</p> <p>Let people choose the male or female shower line</p> <p>Recognize that the consequences for not acknowledging their needs or causing humiliation are serious</p>

Population	Key Messages	Considerations
<p><b>People with Hijab, Turban, Burka or other religious coverings</b></p>	<p>“We would not ask you to remove your covering unless it was an emergency. We will provide suitable covering after the shower.”</p>	<p>Pair males responders with males, female responders with females</p> <p>Explain the severity of the situation &amp; that all clothing &amp; coverings need to be removed for their safety</p> <p>Allow individuals to remove the item on their own</p> <p>Create a three-person shelter with orange garbage bags to provide privacy</p> <p>If the hair is in a knot, leave the hair knotted and wipe around it thoroughly</p> <p>Tell them they will be able to cover again once decontaminated (ESS/DPS can assist in replacing their covering)</p>

Population	Key Messages	Considerations
<p><b>Persons who are homeless</b></p>	<p>“We are here to help you get through this”</p>	<p>Be aware of potential mental illness or disability</p> <p>May be reluctant to remove clothing or have layers</p> <p>Be patient, calm, approachable</p> <p>Avoid authoritative, controlling or fear-driven language</p>

Population	Key Messages	Considerations
<p><b>People who need to use the bathroom</b></p>	<p>“We have a place for you to use with some privacy”</p>	<p>Ask the person to wait until decontaminated, if possible</p> <p>Show them where portable toilet is located</p> <p>Use bags &amp; create a three person tent to provide privacy screen. Ask those assisting to face outwards</p> <p>Ask anyone who needs to use the toilet to do so now</p>



Population	Key Messages	Considerations
<p><b>People with pets, therapy, guide dogs or police dogs</b></p>	<p>“We understand how important your pet is and will help you clean them. Please move to the side.”</p>	<p>Provide pet cleaning kit to handlers</p> <p>Persons should wipe down upper body, including hair &amp; face, then put on smock &amp; decontaminate the animal.</p> <p>Direct handler to decontaminate away from other people</p> <p>Kits contain leash and soft muzzle</p> <p>If kits are available use as many wet cloths as necessary</p> <p>Animals may be distressed, so allow them to see their handler as much as possible</p> <p>Police dogs should only be managed by their handler</p> <p>Guide dogs can be handled by others if necessary at the direction of the handler</p>

Population	Key Messages	Considerations
<b>Police, peace officers &amp; police dogs</b>	“Follow my directions and you will be OK”	<p>If a suspect is in custody, officer will go through decontamination with the suspect in full gear</p> <p>Once suspect is transferred to a “clean” officer, initial officer will go through a full decontamination</p> <p>Police dogs are decontaminated first, followed by handler</p>

Population	Key Messages	Considerations
<b>Police with suspect under arrest requiring decontamination</b>	“Follow my directions.”	<p>Provide the following instructions:</p> <ul style="list-style-type: none"> <li>• You will proceed through showers in full gear along side suspect</li> <li>• Suspect will strip down as required &amp; you will take them through showers</li> <li>• You will hand over suspect to receiving officer in clean zone</li> <li>• You will return and proceed through decontamination</li> </ul>

Population	Key Messages	Considerations
<b>Criminal suspects</b>	“We will make sure you are safe. Follow my instructions.”	Preferable for the suspect to cooperate & comply with the decontamination protocols. If not, follow “Suspect Under Arrest” protocol, & request an officer to take charge  If cooperative, they should be monitored closely by a designated police officer at a 5 metre distance

Population	Key Messages	Considerations
<p><b>Deceased persons</b></p>	<p>“We know this is distressing, but please do not touch the body.”</p>	<p>Corpses will be the last to be decontaminated &amp; will remain in Hot Zone until addressed</p> <p>First responders &amp; casualties should not handle the body</p> <p>All management of a deceased person will require accurate documentation from responders. Assign an official as soon as a person is declared deceased</p> <p>A coroner or medical examiner is the only authority to direct the management of the body in order to safe guard identification, cause of death, &amp; any evidence including findings to protect all responders</p> <p>The body will be decontaminated prior to medical examination &amp; release</p>