
YELLOWHEAD COMMUNITY SERVICES SOCIETY SAFETY PLAN FOR OPERATION DURING COVID-19 – PHASE 3

These protocols have been developed by referencing up to date information released by the Federal, Provincial and Local Governments, BC CDC, Interior Health Authority and Work Safe BC. Staff, Managers and the YCS Health and Safety Committee have been involved in developing a plan specific to each work site. The plan will be displayed at each entrance and at various locations throughout buildings. Plans will be updated regularly as new information and alterations to precautionary measures are identified.

Understanding risks at Yellowhead Community Services Society

Site address: -----

Yellowhead Community Services provides a wide range of services from various locations in the North Thompson Valley and Cariboo. Each site may differ slightly, however, site specific policy and procedure will ensure compliance with WorkSafeBC requirements.

The community visits our offices to access individual counselling services. Adults with disabilities gather for group and individual programs and we provide child care services. It is a base for Transit, a hub for YCS financial and administrative programs, child, youth and family services and where the public access a community garden. We facilitate the Trusted Third Party, literacy for youth and adults, a business center, drop in play groups, employment and senior's services. We also operate a community garden.

Our staff provide a range of services that require close contact with community members and each other. Staff cook, take part in activities, transport and care for participants. Educators provide children with a safe and home like environment while parents work. Counsellors support community members, both adults and children. Transit drivers collect fares and share the bus while riders travel to their destinations. Administration staff work closely with everyone who enters the building. In home and public visits to families and children are organised from the office and seniors are provided with services to help them remain independent.

As you can see, almost all of our work relies on human interaction. It is the very foundation of our services. We love to connect with people, read emotions, observe successes and challenges and learn so much from people by the way they react. This

means that on a daily basis there are multiple opportunities for potential new infection simply by providing the services. This puts staff, clients and children, attending our premises at increased risk of COVID-19. It also puts our families and group of people we are connected with outside of work at a greater elevation of risk.

The purpose of this document is to detail procedures and policies in place to help understand and mitigate risk, allowing us to continue working in a safe and healthy environment.

What is COVID-19?

The virus that causes COVID-19 spreads in several ways, including through droplets when a person coughs or sneezes, and from touching a contaminated surface before touching ones face. Higher risk situations require adequate protocols to address the risk.

- The risk of person-to-person transmission is increased the closer you come to other people, the amount of time you spend near them, and the number of people you come near. Much of our work calls for close physical proximity to clients. Physical distancing measures help mitigate this risk.
- The risk of surface transmission is increased when many people contact the same surface, and when those contacts happen in short intervals of time. Effective cleaning and hygiene practices help mitigate this risk.

Remember, people who are infected with COVID-19 may transmit the disease even though they have little to no symptoms. You may not know you have symptoms of COVID-19 because they are similar to a cold or flu. This includes people who:

- have not yet developed symptoms (pre-symptomatic)
- never develop symptoms (asymptomatic)

Symptoms may take up to 14 days to appear after exposure to COVID-19. This is the longest known incubation period for this disease.

Health and wellness policy during COVID-19

Our health and wellness policy has been updated for the duration of COVID-19. Staff are required to complete daily health check, assessing themselves for symptoms listed below. By arriving for work you are confirming that you have completed a self-health check and agree that you are in good health.

Symptoms, as identified by the BC CDC, include:

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- new or worsening cough
 - shortness of breath or difficulty breathing
 - temperature equal to or over 38°C
 - feeling feverish
 - chills
 - fatigue or weakness
 - muscle or body aches
 - new loss of smell or taste
 - headache
 - gastrointestinal symptoms (abdominal pain, diarrhea, vomiting)
 - feeling very unwell

Children have similar symptoms to adults, but are less likely to have fever, shortness of breath or cough. COVID-19 causes mild illness in the majority of cases in children.

COVID-19 symptoms can range from mild to severe. Sometimes people with COVID-19 have mild illness, but their symptoms may suddenly worsen in a few days.

What to do if you have symptoms of COVID-19

If staff are experiencing any of the listed COVID-19 symptoms they must remain away from work until;

1. they have completed an assessment by phoning 8-1-1 or
2. have been assessed by a physician or nurse practitioner
3. completed the B.C. COVID-19 Self-Assessment Tool

AND followed instructions provided through participating in the assessment prior to returning to work;

- **If the COVID-19 test is negative**, return to work once you are well enough to participate in normal activities.
- **If a COVID-19 test is recommended but not done**, you must isolate for 10 days after the onset of symptoms. You may return when you are well enough to participate in normal activities.
- **If a COVID-19 test is not recommended**, you may return when you are well enough to participate in normal activities.
- **If the COVID-19 test is positive**, self isolate and follow the directions of public health.

Testing is available for anyone with COVID-19-like symptoms. Testing is especially important for staff who care for vulnerable individuals or belong to a vulnerable group of people themselves. Older people and people with a weakened immune system or underlying medical conditions are considered at higher risk of severe disease.

Some symptoms can also be signs of other conditions. If unsure, staff should contact their health care provider or call 8-1-1. If someone is having severe difficulty breathing, severe chest pain, having a hard time waking up, feeling confused or losing consciousness, you should seek emergency medical care by calling 9-1-1 or going to your nearest emergency department.

If staff develop symptoms, they will need to self-isolate while they wait for test results so they do not potentially spread illness to others. Those who get diagnosed with COVID-19 will need to self-isolate for at least 10 days from when their symptoms started.

If you receive a positive test result for COVID-19 Interior Health Authority will be in contact with you providing instructions for care and isolation. Anyone directed by the provincial health officer to self-isolate must follow those instructions.

Anyone who has arrived from outside of Canada, who has been in contact with a person arriving from outside of Canada or who is a contact of a confirmed COVID-19 case is required to self-isolate for 14 days and monitor symptoms.

When staff participate in a COVID-19 test and the result is negative they may return to work as soon as symptoms are resolved. A copy of the negative test result must be provided to Human Resources.

It is expected that staff will monitor their health throughout the day and should they begin to display symptoms associated with COVID-19, will immediately notify their supervisor. Arrangements will be made for the staff to leave work as soon as possible.

Staff may still attend work if a person living with them has **symptoms** of COVID -19 (but not a positive test) as long as they do not have symptoms themselves. The staff person must monitor themselves throughout the day for their continued good health. In certain circumstances staff may work from home while they are unwell as long as they can be productive.

Severe cases of COVID-19 may lead to death. We must take all reasonable precautions to protect our friends, colleagues and service users.

Protocols in place at YCS offices

Different protocols offer different protection. We have implemented strategies that, if adhered to, will protect our staff and visitors to the greatest extent possible at this time.

All persons entering the building must be healthy and have no signs or symptoms of COVID-19.

Everyone using YCS facilities must wash their hands: **see the WorkSafe BC hand washing poster*

- Wet hands with warm running water
- Apply a small amount of liquid soap
- Rub hands together for at least 20 seconds. Rub the palms, backs of hands, between fingers and under nails creating a lather
- Rinse off all soap with running water
- Dry hands with a clean, disposable paper towel
- Discard the towel in the waste bin

Staff and visitors must wash their hands frequently during the day but always

- on entry
- after touching shared equipment (office equipment, door handles etc.)
- after coughing or sneezing
- after touching their face
- after using the toilet
- before and after using kitchen items
- before and after eating
- after handling money
- when ever hands are visibly dirty
- after any cleaning task

Coughing and sneezing

Please use a tissue to catch sneezes, then throw the tissue in the garbage. If you do not have a tissue available, you may sneeze into the corner of your elbow.

Everyone must always wash hands after sneezing.

Face touching

Please wash or sanitize your hands if you touch your eyes, nose or mouth.

Cleaning and disinfecting

We don't yet know how long the virus causing COVID-19 lives on surfaces, but early evidence suggests it can live on objects and surfaces from a few hours to days. Regular cleaning and disinfecting of objects and high touch surfaces is very important to help to prevent the transmission of viruses from contaminated objects and surfaces.

- everyone entering the facility will be required to wash their hands
- posters will demonstrate protocols for hand washing and health requirements
- spray bottles with sanitizing liquid inside are placed strategically throughout the office for frequent and readily available use
- garbage cans are emptied regularly
- signs and information is laminated to allow for easy sanitation
- all vehicles will be sanitized before and after use
- all office space that has been touched during a visit will be sanitized before the next client enters the space
- deep office cleaning occurs every weekend
- all surfaces that are regularly touched during the day must be cleaned/sanitized immediately
- staff are responsible for cleaning their work station daily at a minimum, particularly at the end of every shift
- staff must sanitize shared objects after use
- Plexiglas will be cleaned regularly through the day
- prior to flushing the toilet, users must ensure there are no bodily fluids in locations that will not be flushed away. The toilet lid must be lowered prior to flushing.
- Please note the kitchen will remain accessible but staff use the space and items at their own risk and must sanitize before and after use.

First level protection (eliminations):

Our goal is to limit the number of people at the work place and ensure physical distancing whenever possible

- the front door will be used to enter and exit the building, frequent daily sanitizing
- side doors will be used to exit when ever possible
- arrows will provide visual clues to support directional instruction
- maximum occupancy for each area will be will be displayed at the entrance to that space
- staff and visitors may not enter an area that is at maximum occupancy
- clients are asked not to enter the building until 5 minutes before their scheduled appointment
- receptionists and staff will ask clients about their health and well-being before services begin
- staff should reassure clients that they are also healthy and are not symptomatic
- taped lines on the floor provide guidance showing visitors where to stand while maintaining a safe distance between themselves, others and reception areas
- staff and visitors may not shake hands or hug when greeting each other. Hand waves, toe taps and other forms of greeting are encouraged if a safe distance can be maintained

- seating has been arranged to accommodate a 2-meter gap between chairs
- visitors and staff must not move chairs to be closer to each other
- additional seating has been removed from offices and communal rooms to deter close proximal seating
- when using a vehicle for work purposes and to transport a client as much distance as possible between driver and passenger should be established.
 - Maximum of two people per vehicle – one driver and one passenger in the rear seat diagonally from driver
- each office space has a supply of tissues and a lidless garbage cans, emptied regularly
- staff are encouraged to bring their coffee in a cup from home
- general reading material has been removed from public areas
- staff continue to work from home when necessary, *see attached*:
 - Working from home, telework arrangement which references
 - Health & Safety 7. Safety Check-In Policy
 - Human Resources 15. Use of Equipment & Premises
 - Human Resources 16. Internet Usage
 - Human Resources 17. Social Media
 - Technology Policy – Security & Confidentiality
- virtual services will be offered when possible and suit individual client needs
- in person meetings in well ventilated, open environments are encouraged
- clients must read, understand and sign the 'Informed consent for in-person to occur during COVID-19' *see attached*
- any deliveries to the facility will be left outside the main doors to be brought in by staff already in the building once items fully sanitized
- if clients access a service for which there is a fee they are encouraged to pay with e-transfer
- where possible, work schedules have been adapted to allow staff to work alone or in a 'safe pod'
- Group sizes for social and work related gatherings will comply with the current CDC BC group size limit

Second level protections(engineering):

Barriers and partitions form a physical barrier for air borne droplets that may not be stopped by first level protection methods

- Plexiglass has been installed at reception
- physical barriers, such as back to front chairs, may be used to block access or approach

Third level protection:

Rules and guidelines have been implemented to keep everyone staff

- staff have reviewed and are familiar with the following procedures
 - hand washing
 - coughs and sneezing
 - health and wellness policy
 - occupancy limits
 - cleaning and disinfecting
 - informed consent
 - visitor expectations
 - virtual services
 - social distancing expectations
 - use of masks
- **Masks are mandatory in**
 - all public spaces
 - offices and shared spaces
- Staff must review the safety poster "How to use a mask".

Efforts must be made to ensure masks worn correctly in conjunction with protective eye wear if necessary.

1. Wash hands
2. Inspect to make sure mask is not damaged
3. Use the dark colour on the outside
4. Place the mask over face (if there is a metallic clip press it to the bridge of your nose)
5. Put the loops around your ears
6. Make sure your mouth, chin and nose is covered
7. Wash hands
8. Do not touch the mask while you are wearing it
9. Don't wear the mask if it is wet or soiled

Responsible practise

As part of our safety plan all staff have a responsibility to be familiar with the new protocols in place. Each employee will be required to read our safe practise policy and sign it to acknowledge they have received a copy and understand it.

Staff are expected to model good practise while at work. This will consolidate learning and understanding for our clients, and each other throughout the COVID-19 pandemic.

At times efforts might feel inadequate or overwhelming which may lead to anxiety and stress for you. Please know that your health and safety is most important to us. Here are some links that you might find helpful

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/mental-well-being-during-covid-19>

Service users

A service user must notify their program staff if they have any of the following symptoms and are scheduled to access services within ten days of the onset of symptoms;

- new or worsening cough
- shortness of breath or difficulty breathing
- temperature equal to or over 38°C
- feeling feverish
- chills
- fatigue or weakness
- muscle or body aches
- new loss of smell or taste
- headache
- gastrointestinal symptoms (abdominal pain, diarrhea, vomiting)
- feeling very unwell

Service users will also be excluded from services for two full weeks if they have

- Been out of Canada within the last 14 days
- Been in contact with someone who has been out of Canada within the last 14 days
- Been in contact with someone who has tested positive for COVID-19

Resuming services:

Services users may access programs once more when;

1. they have completed an assessment by phoning 8-1-1 OR
2. have been assessed by a physician or nurse practitioner OR
3. completed the B.C. COVID-19 Self-Assessment Tool
 - a. and the service user has followed instructions provided through the assessment and they are symptom free
4. a COVID-19 swab returns a negative result
 - a. and the service user is symptom free. Please bring a copy of the test result for the service provider.

Services will not be provided in a client's home if a person living in the same residence has symptoms of cold, influenza or COVID-19 or respiratory disease.

Services may be provided in spaces outside of the home if a person residing at the same address as the service user has COVID-19 symptoms, as long as the service user does not have symptoms themselves. Children and staff who are ill may not attend the center.

All service users will be expected to sanitize their hands before, during and at the end of service provision, **maintain a social distance of at least 2 meters, respect the use of barriers and wear a mask while on Yellowhead Community Services Property**

Questions

If you have concerns, ideas or questions, please speak with your manager or a member of the Health and Safety Committee. This plan will be adapted as we learn more about COVID-19. We will keep all staff up to date via email and through regular meetings. You may also contact WorkSafeBC's Prevention Information Line at 604.276.3100 in the Lower Mainland (toll-free within B.C. at 1.888.621.SAFE). You'll be able to speak to a prevention officer to get answers to your questions, and if required, a prevention officer will be assigned to assess the health and safety risk at your workplace.

Yellowhead Community Service User COVID-19 Agreement

As always, Yellowhead Community Services has the well-being of our children, families, service users and staff at the front of all planning and program operations. During a pandemic we look to the Federal, Provincial and Local Government, Interior Health Authority and Canadian Center for Disease Control to help guide us ensuring we meet all recommended safety standards.

To receive services, you must;

1. Be healthy. Anyone displaying COVID-19 symptoms may not attend a YCS site.
2. Wear a mask in a shared indoor space, with the exception of eating in a communal lunch room.
3. Wash or sanitize hands on entry to the YCS site and frequently throughout the length of time spent at the YCS site.
4. Maintain a safe social distance of at least two meters.
5. Sanitize all shared/communal items after touching.
6. Comply with all occupancy level restrictions.
7. Read and be familiar with the COVID-19 operational policy as per January 7, 2021

You may not receive services from YCS staff if you have any of the following **symptoms**;

- new or worsening cough
- shortness of breath or difficulty breathing
- temperature equal to or over 38°C
- feeling feverish
- chills
- fatigue or weakness
- muscle or body aches
- new loss of smell or taste
- headache
- gastrointestinal symptoms (abdominal pain, diarrhea, vomiting)
- feeling very unwell

You must also isolate for two full weeks if you have

- Been out of Canada within the last 14 days
- Been in contact with someone who has been out of Canada within the last 14 days
- Been in contact with someone who has tested positive for COVID-19

Resuming services

If you experience any symptoms and a COVID-19 test is recommended as a result of the health assessment, you must isolate while waiting for results.

You may access programs once more;

- **If the COVID-19 test is negative**, return to programs once you are well enough to participate in normal activities.
- **If a COVID-19 test is recommended but not done**, you must isolate for 10 days after the onset of symptoms. You may return when you are well enough to participate in normal activities.

- **If a COVID-19 test is not recommended**, you may return when you are well enough to participate in normal activities.
- **If the COVID-19 test is positive**, self isolate and follow the directions of public health.

Services will not be provided in a client's home if a person living in the same residence has any of the symptoms listed above. However, services may be provided in spaces outside of the home as long as the service user does not have symptoms themselves.

All service users will be expected to sanitize their hands before, during and at the end of service provision, comply with social distancing to the best of their ability and **wear a mask.**

I have read and understand this agreement;

Signed: _____ Dated: _____