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COVID-19 Safety Plan
Effective November 20, 2020 – June 30, 2021

1. General COVID-19 safety precautions

The following list of precautions and rules are applicable for all staff and clients:

- Wash Hands often and thoroughly with soap and water.
- Avoid contact with people displaying symptoms of sickness.
- Avoid touching mouth, nose and eyes with unwashed hands.
- Avoid close contact with other people such as hugging, shaking hands, touching or kissing when greeting.
- Practice good health habits. (Eating and sleeping well, keeping physically active).
- Practice good respiratory etiquette such as covering coughs and sneezes with arm.
- Self-isolate for 14 days if you come in contact with someone who has been diagnosed positively with COVID 19. Immediately inform your agency contact (the CEO) if this is the case.

If you get sick:

- Stay home.
- Separate yourself from other people and animals.
- Inform your agency contact of your illness.

2. Risks

VDICSS is a medium risk organization in terms of potential exposure and contraction of COVID-19 or other communicable diseases. VDICSS offers a variety of services that are each unique in terms of preventative measure to ensure the safety of clients and staff. For the purpose of this plan we have defined the service offerings into the following categories:

- Individualized one on one support service (Settlement, Work BC, language assessment, Community connections and Career Paths for Skilled immigrants)
- Classroom setting activities (language classes, group exercises, conversation circles).
- Child care (childminding services)

Workplace risk assessment:

Common areas within the agency include the staff kitchen, bathrooms, front reception area, shared computers and classrooms.

High traffic-touch areas include door knobs, light switches, classroom tables, coffee pots, telephones, shared computers including keyboards, screen and cursor devices. Within the childminding room these areas include toys, books, tables and other accessible items within the center.

The following is a list of employee job tasks where preventative measures need to be considered:

a. In-office one-on-one services including settlement services, language assessment, employment counselling and community connections.
b. Teaching in a classroom setting.
c. Childminding Center attendants supervising children.
d. Front desk reception interacting with guests and visitors.
e. Common Spaces.

Generally, employees do not share computers, communication devices or other tools minimizing the risk of cross contamination.

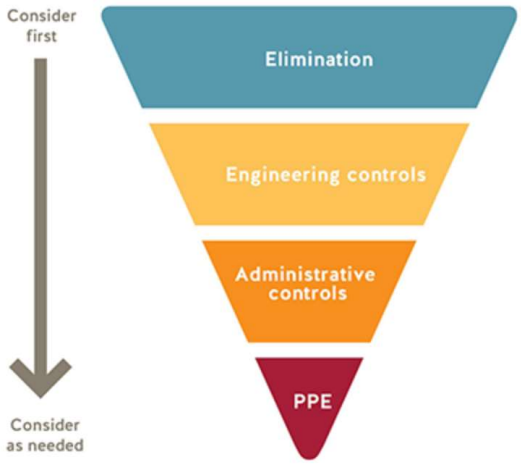
Protocols of reducing risks.

In accordance with the guidance of Work Safe BC we are adopting the 4 levels of protection.

First level protection (elimination): Limit the number of people in your workplace where possible by implementing work-from-home arrangements, establishing occupancy limits, rescheduling work tasks, or other means. Rearrange work spaces to ensure that workers are at least 2 m (6 ft) from co-workers, customers, and members of the public.

Second level protection (engineering controls): If you can't always maintain physical distancing, install barriers such as plexiglass to separate people.

Third level protection (administrative controls): Establish rules and guidelines, such as cleaning protocols, telling workers to not share tools, or implementing one-way doors or walkways.



Fourth level protection (PPE): If the first three levels of protection aren't enough to control the risk, consider the use of non-medical masks. Be aware of the limitation of non-medical masks to protect the wearer from respiratory droplets. Ensure workers are using masks appropriately.

a) In-office one-on-one services:

First level protection:

- Individualized services will continue through remote options until further notice. Clients will be served through online platforms such as Zoom or via telephone.
- Client visits to the office will be suspended starting November 2nd, 2020- January 31st, 2021
- All staff will be working from home effective November 2nd, 2020 until January 18th, 2021. A return to work will be re-evaluated at that time.
- In person one-on-one services are now suspended until January 31st. We will re-evaluate at that time.
- A special arrangement may be made in an emergency but must be approved by the CEO.

Second level protection:

- The second level protection protocol will only apply if a special circumstance emergency meeting has been approved by the CEO. In such a case, the client can be met in a designated room that is equipped with a plexiglass barrier and is large enough to maintain social distancing (min of 2 meters or 6 feet).
- The room will be equipped with designated writing utensils for the staff member and the client to prevent cross contamination.
- While in the room, both the staff member and the client are to wear masks throughout the entire consultation. The client will be made aware that he/she is to bring her/his own mask to the session. Should the client not have a mask available, the agency will supply a mask at nominal cost.

Third level protection:

- As part of this procedural roll out, staff members will be made aware of protocols around tight hallways, not sharing office supplies and minimizing surface contacts in common areas. Masks are now mandatory for staff outside their office.
- Disinfectant wipes will be made available at shared equipment such as photocopiers and printers.
- Hand sanitizing dispensers will be made available in each office for individual use. Non-touch sanitizing dispensers will be installed in common areas such as high-traffic areas and entrances.
- Staff will utilize a designated entry and exit door separate from clients to minimize potential cross contamination.
- Appropriate signage will be installed in certain areas to remind staff and clients of proper protocols. These signs may include narrow hallway procedures, handwashing and hand sanitizing reminders and workstation best practices.
- Employees will receive instruction and communication in regards to precautionary measures.

Fourth level protection:

- VDICSS will make PPE available to staff. This may include but is not limited to N95 or surgical masks, latex gloves, or safety glasses. Masks are now mandatory in office areas outside of the individual offices.

b) Teaching in a classroom setting

UPDATE: All in person teaching is suspended until January 31st, 2021. All teaching will continue via Zoom remotely. A gradual return to in person teaching will be re-evaluated in January of 2021. The protection levels listed below well apply when in-person classes resume.

First level protection:

- For the time being, English classes will continue online through distant learning. The agency has been using Zoom for this task. Until restrictions continue to ease online class delivery will continue.
- Once classes resume to an in-person delivery model, classes will be capped at 6 students per classroom per lesson.
- The classroom will be set up with social distancing practices. (minimum of 2 meters or 6 feet apart per student and away from the teachers).
- If there are additional students beyond the class limits, students will be invited to join via video conferencing.
- Students will have their own writing utensils, stationery and supplies. No sharing of supplies will be permitted in the classroom.

Second level protection:

- No other separation barriers can be engineered effectively in the classroom setting. The classrooms are large enough to maintain social distancing effectively.

Third level protection:

- Maximum capacity limits will be posted inside the classrooms.
- Students will be expected to wash their hands prior to entry into the classroom in the washroom.

- Jackets, strollers and bags are to remain in designated areas outside of the classroom.
- Students will be asked to disinfect their work desks and arm chair surfaces prior to the start of the class and post class with agency-provided wipes.
- Teachers will ensure students maintain social distancing between each other and the staff.
- Traffic in and out of the classroom during classes will be restricted/limited.
- Students will consume snacks or drinks inside the classroom. The usage of the staff kitchen is not permitted for students as long as the COVID-19 procedure is in effect.
- Coffee or other beverages will not be available to students. Students are encouraged to bring their own beverages.
- Students will be encouraged to enter and exit the building before and after the class as efficiently and quickly as possible.
- Wall hand sanitizers are available in the classroom. Teachers will remind students to constantly sanitize hands throughout the sessions.
- Employees will receive instruction and communication in regards to precautionary measures.

Fourth level protection:

- PPE such as face masks and/or safety goggles will be available for the teacher if they choose to wear them.
- Students will be encouraged to bring their own face masks (Surgical or N95). The agency has a limited stock available for a nominal fee.
- Since the primary purpose of the class is language training, masks may not be practical in this setting. During class, as long as social distancing is ensured, masks are not compulsory in the classroom.
- Students will be required to wear masks when entering the building, exiting the building and if they need to leave the classroom to use the washroom.

c) Childminding Center

All Childminding activities are now suspended until January 31st, 2021. Services will be re-evaluated at that time.

Childcare programs in B.C are licensed and regulated through the Ministry of Health, Child Care Licensing. As a result, The Childminding Centre will always strictly adhere to all restrictions and mandates provided by this governing body. The Ministry of Health, Child Care Licensing has instructed child care providers to follow all directives provided by the Ministry of Health and the British Columbia Centre for Disease Control (BCCDC) for procedures and safety protocols. We continue to monitor these guidelines and will modifying this plan as applicable.

First level protection

- In-person child care programs are currently suspended.
- Children's activities are currently provided via online services such as Zoom.
- Once in-person services return, the activity room will be divided into separate areas to maintain social distancing between children and staff.
- Children that are ill will not be permitted into the Childminding Center. (Symptoms include but not limited to fever, chills, diarrhea, body aches, cough or runny nose.)
- Children will have designated craft materials such as crayons, glue, paper etc. (No sharing will be permitted).
- The maximum children permitted in the room will be capped at 8 units at any given time.

Second level protection

- Separate areas will be designated in the Childminding Center to maintain social distancing.
- No other barriers are applicable to the Childminding Center.
- Cleaning and sanitizing of surfaces, door knobs, toys will occur after each Childminding class.

Third level protection

- Maximum capacity limits will be posted inside the classrooms.
- Children will be expected to wash their hands in the washrooms prior to entry into the Childminding Center.
- Jackets, strollers and bags are to remain in designated areas outside of the Childminding Center.
- Children are to change their outside shoes to inside shoes. Outside shoes are be left outside of the Childminding Center.
- Teacher will ensure children maintain social distancing between each other and the staff.
- Traffic in and out of the Childminding Center will restricted/limited to children, parents and childminding staff. Other staff are only permitted in special circumstances.
- Parents will feed their children inside the Childminding Center. The usage of the staff kitchen is not permitted for students, clients or children as long as the COVID-19 procedure is in effect.
- VDICSS will have emergency bottled water and pre-packaged snacks available.
- Parents and children will be encouraged to enter and exit the building before and after the class as efficiently and quickly as possible.
- Wall hand sanitizers dispensers are available in the Childminding center. Childminders will help sanitize children's hands constantly throughout the visit in the Childminding Center.
- Parents and staff will receive instruction and communication in regards to precautionary measures. (See Appendix B).

Fourth level protection

- VDICSS will make PPE available to staff. This may include but is not limited to N95 or surgical masks, latex gloves, or safety glasses.

d) Front desk reception

All in-person client access to the office is suspended until January 31st, 2021 unless in an emergency that is pre-approved by the CEO. The Protection levels listed below would apply in this situation.

First level protection

- VDICSS employs a front desk employee.
- No more than 2 clients are permitted in the reception area which will be posted at the entry door.
- All clients will be screened through the COVID-19 Questionnaire.
- Reception seating will be spaced appropriately to meet the 2 meter or 6 feet social distancing requirement.
- In-person visitations to VDICSS will be kept to a minimum and only if absolutely required. Appropriate notifications will be posted on entry doors and social media outlets.
- The client will be advised to disinfect their hands immediately with one of the wall-mounted hand sanitizer dispensers available in the reception area.
- The door sign will also encourage visiting clients to wear a mask when entering VDICSS.

Second level protection

- A plexiglass barrier will be installed on the reception desk to ensure distancing between the staff member and clients.
- The barrier is to be sprayed with disinfectant and cleaned after each encounter.
- Other areas the client may have touched will be disinfected, including the door handles and or seats, computers etc.
- The front desk area is secured with electronic locks to control public traffic flow.

Third level protection

- The reception worker will remain behind the plexiglass barrier throughout the encounter.
- The reception worker will also manage the maximum number of visitors and ask visitors to wait outside, if possible.
- The entrance doors will be designated as in and out specific doors.
- Cleaning and disinfection will always be done with the use of fresh rubber gloves and a surgical mask.

Fourth level protection

- VDICSS will make PPE available to staff. This may include but is not limited to N95 or surgical masks, latex gloves or safety glasses.
- The Reception worker will be required to wear a mask during each encounter.

e) Common Spaces

Update: All staff will be working from home effective November 25th, 2020 until January 18th, 2021. A gradual return to work plan will be re-evaluated at that time.

First level protection

- Common spaces within VDICSS are defined as the Kitchen, filing room and bathrooms. Clients are not permitted in the kitchen or filing room.
- Masks are mandatory in all common spaces for staff.
- The kitchen will have a maximum of 2 staff members at the same time. This will be posted accordingly.
- Staff will be advised to wipe down surfaces, handles and cupboards after each use in all common rooms.
- Until further notice only disposable cups, towels and cutlery will be used in the kitchen.
- Bathrooms will be cleaned daily.
- Only disposable towels will be made available.
- Disinfectant wipes will be available in the file rooms. Staff are expected to wipe down surfaces and handles they touch within the file room.
- Signage of the above-mentioned rules and suggestions will be posted in the appropriate areas.

Second level protection

- The usage of barriers is not applicable in the common spaces.
- The File room is locked and only accessible by a select few employees.

Third Level protection

- The cleaning expectations will be communicated to staff.
- Signage will be posted in all areas to advise of appropriate measures in place.

Fourth level protection

- PPE such as face masks, goggles and gloves will be made available to all staff.
- Generally, there is no requirement to wear masks within the agency with the exception of close proximity situations and client interactions.

3. Policies

Refer to Appendix A - **Coronavirus (COVID-19) VDICSS Society policy**

4. Training and Roll out plan

This revised plan is rolled out on November 20th, 2020. The Changes will be discussed at the general staff meeting on November 24th, 2020. The following will be discussed during the general staff meeting:

- Joint walk-through the changes of the COVID-19 procedural document including Q/A (Signoff required).
- Discussion around work from home process.
- Review of signage
- Review of correct usage of PPE

5. Monitor and update plan

- Weekly staff meetings will begin with a safety topic and COVID-19 updates will be discussed weekly.
- Government updates will be monitored and shared at the weekly meetings.
- Joint Health and Safety committee will be tasked to monitor and review updates.
- Changes to the procedure and policies will be tracked through document/version control.

6. Assess and address risks from resuming operations

- A return to the office and in person client services will be re-evaluated in January 2021.
- New employees will be made aware and oriented with the COVID 19 plans, policies and procedures.
- If the agency experiences a confirmed positive Covid-19 encounter, all processes, procedures and policies will be reviewed and re-assessed.

Appendices:

A) Coronavirus (COVID-19) VDICSS Society policy