

ENCOMPASS SUPPORT SERVICES COVID-19 Safety Plan

Residential Services

Step 1: Risk Assessment of Workplace

The virus that causes COVID-19 spreads in several ways. It can spread in droplets when a person coughs or sneezes. It can also spread if you touch a contaminated surface and then touch your face.

The risk of person-to-person transmission increases the closer you come to other people, the more time you spend near them, and the more people you come near to.

The risk of surface transmission increases when many people contact the same surface and when those contacts happen over short periods.

Residential Services: Risk Areas/Activities

- **Shared Spaces:** Office, kitchen, washroom and common areas
- **High touch surfaces:**
 - **Office:** Desk, computer, keyboard, cellphone, landline, fax/printer, desk chair, mini fridge, filing cabinets, drawers, pens
 - **Kitchen:** Counters, taps, cabinets, coffee maker, microwave, fridge/freezer, stove, food items from pantry, cutlery, dishes, pots, pans, dining table + chairs
 - **Common areas:** TV remotes, couches, chairs, lamps, foosball tables, PS4/Xbox remotes, PS4/Xbox games
 - **Bathrooms:** Tap, soap dispenser, toilet seat, flush handle
 - **Other:** doorknobs and handles throughout resource, keys, doors, light switches
 - **Outdoors:** lawnmower, weed eater, hedge trimmer, BBQ, sports equipment, patio furniture, patio rails, gardening tools
- **Other:** Staff may be required to work closer together when completing a task that requires teamwork such as building furniture, shift change, etc. Staff may also be at higher risk when working with clientele that engage in high risk activities or if clientele should require care such as First Aid.

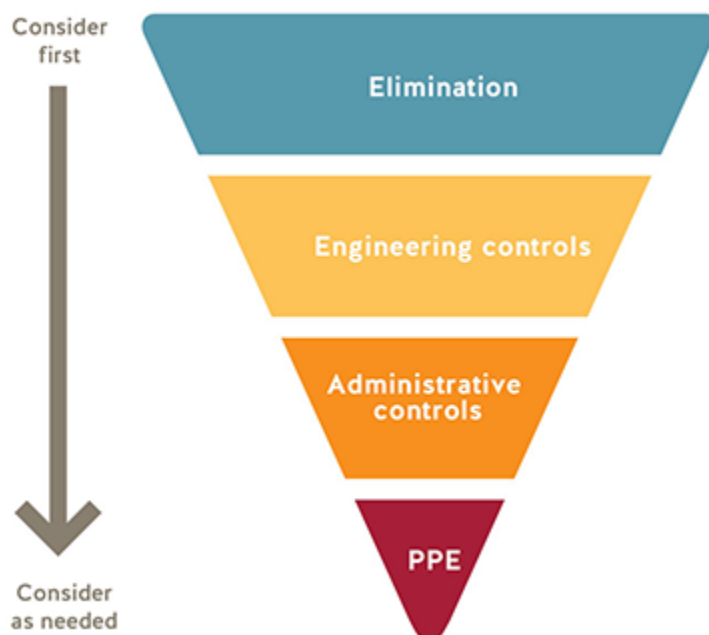
Step 2: Protocols Implemented to Reduce Risk

As an organization, Encompass has selected and implemented protocols to minimize the risks of transmission. Look to the appendix for further information, and on site-specific posted information. *

Encompass also follows feedback from the Provincial Health Office, and Fraser Health. Updates are routinely emailed out to staff from Leadership with up to date practices and guidelines.

Reduce the risk of person-to-person transmission

To reduce the risk of the virus spreading through droplets in the air, Encompass has implemented protocols to protect against your identified risks. Different protocols offer different levels of protection. Wherever possible, use the protocol that offers the highest level of protection. Consider controls from additional levels if the first level is not practicable or does not completely control the risk. You might likely need to incorporate controls from various levels to address the risk at your worksite or program.



First level protection (elimination): Use policies and procedures to keep people at a safe physical distance from one another. Limit the number of people at your worksite at any one time, and implement protocols to keep workers at least 2 metres from other workers, participants, and members of the public.

Second level protection (engineering controls): If we are unable to maintain physical distancing, we will and have installed barriers such as Plexiglas to separate people.

Third level protection (administrative controls): Follow established rules and guidelines, such as cleaning protocols (3x per day at minimum), telling workers to not share tools, cutlery, or to gather in common areas.

Fourth level protection (PPE): If the first three levels of protection are not enough to control the risk, we are to use 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](#). Post at program sites. See Appendix 3 for printable copy

Residential Services: Reducing Risk of Person to Person Transmission

First Level Protection (Elimination) - Measures in Place

Maximum Occupancy: 4-5 people per residence (including clientele)

Signs with maximum occupancy posted at each program. (See Appendix 4)

- 4 people in Cardinal House → if more person present, a staff member needs to go to the yard or the back suite
- 4-5 people in Topham House
- 4-5 people in Foxhouse
- Office Occupancy for all locations: 2 people

Staff will be encouraged to ensure that there are not more than four individuals in a resource at any given time. This number includes persons served. To help mitigate risk, the float staff and any other mobile staff within residential services are encouraged to ensure that they are not present at resources during shift change

We have implemented measures to keep workers and others at least 2 metres apart, wherever possible. This includes revising work schedules and reorganizing tasks, where possible. These measures include:

- Revision to float work schedule (coming in earlier on Tuesdays and Thursdays so they can purchase groceries for the houses before the afternoon rush)
- Changes to how tasks are done
- Occupancy limit for the residences is 4-5 people (including participants)
- Limiting or prohibiting visitors
- Using Zoom for Virtual Staff Meetings

The Residential COVID – 19 Response Plan is saved on the server: **S:\Residential Services\COVID – 19\Residential COVID19 Response Guide**. This response plan is posted at each site and all staff have read and signed a copy of plan.

Second level protection (Engineering Controls) – Measures in Place

- Should we have clientele that need a ride to school or appointments, the float staff can use the minivan to help with transport. A barrier may be installed in the vehicle to help mitigate risk and provide a sense of security to staff. If a barrier is not installed, participants and staff will wear a mask during transportation

Third level protection (Administrative) - Measures in Place:

- We have identified rules and guidelines for how workers should conduct themselves.
- We have clearly communicated these rules and guidelines to workers through a combination of training and signage.

Modification to Services

Resource & program activities have been modified to reduce the risk of the spread of the virus. This includes:

- Avoiding areas where there are large crowds (50 or more people) and/or crowded areas, including public facilities, events and public transit
- Ensuring social distance wherever possible (2 meters from others) and avoiding any unnecessary contact, including handshakes and hugs
- Canceling activities that may risk exposure
- Taking special precautions for those with compromised immune systems
- Coaching and/or educating self-advocates and families on risks
- Wearing masks whenever preparing and handling food
- Limiting staff in resource office to two persons at a time (i.e. for shift change)
- Having the float staff purchase groceries for the resources (Tuesday – Topham House and Thursday – Cardinal House)
- Any other precautions outlined in your Health & Safety Manual

Infection Control

All staff should exercise enhanced universal precautions, including proper handwashing, using personal protective equipment when needed (e.g. gloves and masks), and following sneezing and coughing etiquette. Persons served should also be supported with infection control as much as possible (access to hand washing, and or hand sanitizer). Posters have been provided for each resource to post on hand

washing and coughing/sneezing etiquette. If you are supporting someone who is exhibiting symptoms or has tested positive for COVID-19, consult with your supervisor and your local health unit around additional precautions.

Cleaning and Sanitizing

Ensure that thorough cleaning and disinfecting happens of all surfaces being touched/exposed to germs (e.g. handles, counters, faucets, phones, keyboards, equipment, etc.) as follows:

- Staffed residential – enhanced cleaning/disinfecting at least 3x per shift (morning, evening, night)
- Other sites – enhanced cleaning/disinfecting at least 3x per day
- All sites – spot clean/disinfect throughout the day (morning, noon, afternoon) or as often as needed

Transporting Clientele

Staff will follow all relevant ESSS transportation and vehicle policies when using the agency mini-van.

- If a Plexiglas vehicle partition is not available, employees and participants will wear masks during transportation
- The participant may be required to sit in the back seat, to maintain 6 feet physical distancing
- Seat covers will be used by both employees and participants; these will be disposed of after use.
- When employees are finished using the agency van, they will clean all touch surfaces in the vehicle, using universal precautions.

Other:

We have identified rules and guidelines for how workers should conduct themselves.

We have clearly communicated these rules and guidelines to workers through a combination of training and signage.

- Posters on hand washing and coughing/sneezing etiquette have been posted in all residential programs
- A COVID-19 Response Guide specific to residential programs has been distributed to and posted in all house
- Enhanced cleaning protocols
- Staff have been provided with a separate coffee maker which is kept in the residential office for staff use
 - Staff will clean the coffee maker after each use

- Staff will clean the microwave after each use
- Staff are encouraged to bring their own dishes and cutlery work
 - All residential dishes used on each shift must be placed in the dishwasher and the sanitize mode will be used
 - For items that are not dishwasher safe, staff will follow the three sink handwashing process (poster will be provided)

Some of this information can be found in the Residential COVID – 19 Response Guide which is saved on the server: **S:\Residential Services\COVID – 19\Residential COVID19 Response Guide**. This response plan has been posted at each site and all staff have read and signed a copy of plan.

Fourth level protection: Using masks

- We have reviewed the information on selecting and using masks and instructions on how to use a mask.
- We understand the limitations of masks to protect the wearer from respiratory droplets. We understand that masks should only be considered when other control measures cannot be implemented.
- We have trained workers in the proper use of masks.

Measures in Place

- Staff will wear masks whenever they are handling and/or preparing food
- Staff will be required to wear masks and other PPE should a client test positive for COVID-19
- If a Plexiglas vehicle partition is not available, staff and youth will wear masks during transportation
- Signage on the proper usage of masks will be posted in all residential programs

Reduce the risk of surface transmission through effective cleaning and hygiene practices

- We have reviewed the information on cleaning and disinfecting surfaces, setting up on site procedures that are posted in each residence
- Our workplace has enough handwashing facilities on site for all our workers. Handwashing locations and access to hand sanitizer are visible and easily accessed.
- We have policies that specify when workers must wash their hands (regularly, between visits, and on entrance and exit of work sites) and we have communicated good hygiene practices to workers. Frequent handwashing and good hygiene practices are essential to reduce the spread of the virus. [Handwashing and Cover coughs and sneezes posters are available at worksafebc.com.]
- We have implemented cleaning protocols for all common areas and surfaces — e.g., washrooms, tools, equipment, vehicle interiors, shared tables, desks, light switches, and door handles. This includes the frequency that these items must be cleaned as well as the timing (before and after shift, after lunch, after use).
- Workers who are cleaning have adequate training and materials.

Cleaning protocols

- This information can be found in the Residential COVID – 19 Response Guide which is saved on the server: **S:\Residential Services\COVID – 19\Residential COVID19 Response Guide**. This response plan has been posted at each site and all staff have read and signed a copy of plan.

Cleaning and Sanitizing

Ensure that thorough cleaning and disinfecting happens of all surfaces being touched/exposed to germs (e.g. handles, counters, faucets, phones, keyboards, equipment, etc.) as follows:

- enhanced cleaning/disinfecting at least 3x per shift (morning, evening, night)

Cleaning Routine and Protocol should a client become ill:

All essential services at Cardinal House will continue to operate as out lined in the following pandemic response mode:

- 1) Advise families, guardians, employers of the individuals. Advise other staff not in program at the time.
- 2) Post notice restricting entry to those that are sick. Cancel all outside activities, including work for the individuals.
- 3) Wash hands often, put on personal face mask, gloves, and goggles. Arrange for all people in the program to wear face masks when they are not staying within their own rooms.
- 4) Separate and quarantine all sick people from those that are well. Hang a sheet in doorway of sick rooms to further prevent air born germs from travelling.
- 5) Disinfect all hard services using 1/9 bleach solution.
- 6) Be vigilant, consistently use universal precautions.
- 7) Be sure to wash dishes and laundry of unwell individuals separate from others.

Step 3: Develop policies

Policies to manage our work sites, including policies around who can be at the workplace, how to address illness that arises at the workplace, and how workers can be kept safe in adjusted working conditions.

Our workplace policies ensure that workers and others showing symptoms of COVID-19 are prohibited from the workplace.

- Anyone who has had symptoms of COVID-19 in the last 10 days. Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache.
- Anyone directed by Public Health to self-isolate.
- Anyone who has arrived from outside of Canada or who has had contact with a confirmed COVID-19 case must self-isolate for 14 days and monitor for symptoms.
- Visitors are prohibited or limited in the workplace
- All residences have been provided OFAA protocols for use during the COVID-19 pandemic. S:\Leadership Team\COVID PANDEMIC\safety protocols – add to appendix
- We have a **working alone policy** in place (if needed). S:\Administration\Policy and Procedures\Agency Procedures – See Appendix 4
- Ensure workers have the training and strategies required to address the risk of violence that may arise as participants and members of the public adapt to restrictions or modifications to the workplace.

Our policy addresses workers who may start to feel ill at work. It includes the following:

- Sick workers will report to their supervisors, even with mild symptoms.
- Sick workers will be asked to wash or sanitize their hands, provided with a mask, and isolated. Ask the worker to go straight home. [Consult the BC COVID-19 Self-Assessment Tool, or call 811 for further guidance related to testing and self-isolation.]
- If the worker is severely ill (e.g., difficulty breathing, chest pain), call 911.
- Clean and disinfect any surfaces that the ill worker has come into contact with.

Step 4: Develop communication plans and training

Everyone entering our programs and spaces, including workers from other employers, knows how to keep themselves safe while at your workplace.

- We have a training plan to ensure everyone is trained in workplace policies and procedures. (emailed & posted policies and procedures)
- All workers have received the policies for staying home when sick.

- We will communicate our illness policy, safety protocols and service delivery changes with participants through emails, phone and/or website before entry into the workplace.
- We have posted signage at the workplace, including occupancy limits and effective hygiene practices.
- We have posted signage at the main entrance indicating who is restricted from entering the premises, including visitors and workers with symptoms.
- Supervisors have been trained on monitoring workers and the workplace to ensure policies and procedures are being followed.

Step 5: Monitoring our workplaces and updating plans

Things may change as we operate. If you identify a new area of concern, or if it seems like something isn't working, take steps to report it to your supervisor, leadership or Health & Safety Committee so we can update our policies and procedures. Program teams will be involved in this process.

- We have a plan in place to monitor risks. We make changes to our policies and procedures as necessary.
- Workers know who to go to with health and safety concerns.
- When resolving safety issues, we will involve joint health and safety committees or worker health and safety representatives

Step 6: Assess and address risks from resuming operations

If your work site has not been operating for a period of time during the COVID-19 pandemic, you may need to manage risks arising from restarting.

- Have a training plan for new staff.
- Have a training plan for staff taking on new roles or responsibilities.

APPENDIX 1: Residential Related Protocols

Building access

- Signage will be posted indicating that employees, contractors, or visitors exhibiting COVID-like symptoms are not allowed to enter the office building.

Workplace operations

- Avoid meetings or gatherings where physical distances cannot be maintained. Consider using larger rooms, moving meetings outside, or having all or some attendees attend virtually.
- Consider creating cohorts of workers who work together and who do not interact with other cohorts. This will assist in reducing transmission throughout the workplace in the event that a staff member becomes ill.

Workstations

- Where possible, cancel in-person meetings and hold meetings by teleconference, video conference, or email instead.
- All shared equipment must be sanitized 3 times per shift (beginning, middle and end of shift)

Communal spaces

- Ensure that whatever changes made to the usage of communal areas is clearly communicated to workers.
- The number of people in each residence will be limited to **4 persons**.
- If breaching the physical distancing requirement is unavoidable, plan the work task and provide instructions to workers to ensure that time spent in close proximity is minimized.
- Encourage workers to bring their own dishes and utensils. Alternatively, workers are requested to put all communal dishes in the dishwasher and clean using the sanitize button
- Shared equipment should be cleaned and disinfected after each use. Each residence has been provided a separate coffee maker from the youth that is kept in the office and must be sanitized after each use

Hygiene protocols

Implementing hand hygiene practices and avoiding face touching with unwashed hands can prevent infection transmission. This is particularly effective before and after breaks or meeting participants, even in the absence of physical contact.

Refer to server for Cleaning & Disinfecting guidelines S:\Leadership Team\COVID PANDEMIC\safety protocols, maybe post in appendix, make available to staff and review with them

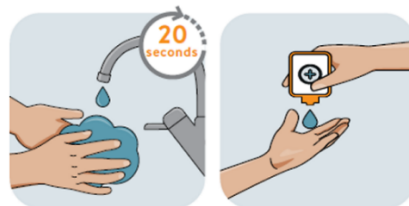
- Masks will be used at the workplace, for specific tasks and signs regarding correct use of masks has been posted

- Ensure good respiratory etiquette by covering the mouth and nose with the crease of the elbow or with a disposable tissue when coughing or sneezing. Encourage participants to do the same.
- Where practicable, use of touchless hand sanitizer dispensers, garbage bins, etc. can be helpful to minimize the transmission of infection through physical contact.
- Ensure used tissues, disinfectant wipes, and safety equipment are properly disposed of in a lined waste receptacle that is emptied at least daily. Waste receptacles should not require physical contact (e.g., removal of lid) to discard items.

Other sanitation considerations

- Employees should ensure that they are sanitizing all high touch services (e.g., door handles, light switches) before and after a participant attends an in-person appointment.
 - Establish [hygiene practices](#) that address the needs of the workplace and that includes the requirement to wash or sanitize hands after coming into contact with public items. See server for document “Help Prevent the Spread of Covid” S:\Leadership Team\COVID PANDEMIC\safety protocols – post at sites and in the washrooms

Help prevent the spread of COVID-19



Wash your hands often with soap and water for 20 seconds. If soap and water aren't available, use an alcohol-based hand sanitizer.

Wash your hands:

- When you arrive at work
- Before and after going on a break
- After using the washroom
- After handling cash or other materials that have come into contact with the public
- Before and after handling shared tools and equipment
- Before and after using masks or other personal protective equipment

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Transportation

- Non-essential transportation or business travel will be limited and on an exceptional basis only.
- Minimize the use of shared vehicles.
 - If required, follow appropriate disinfection procedures before and after travel for vehicle surfaces such as the steering wheel, gear-shift, and door handles. (disposable seat covers are available)
 - Where travel or vehicle transportation is required staff are to consider practices that encourage physical distancing
 - If able use one of our vans to stagger passenger seating
 - If unable to stagger seating, wear masks
- Where possible, communicate using telephone, text message, or other communication technology.

Deliveries

- Request contactless delivery to maintain physical distancing requirement (e.g., delivery person leaves packages in a pre-arranged location) where possible.

APPENDIX 2: Health & Safety: Roles, rights & responsibilities

When it comes to health and safety, everyone in the workplace has distinct responsibilities. Whether you're a part of the leadership, supervisor, contractor, or employee, you have a role to play in keeping the workplace safe. As a worker, you have rights to a safe and healthy workplace, which includes the right to [refuse unsafe work](#).

At Encompass everyone has a role to play in workplace safety. The following lists show the various role and responsibilities of all who are involved.

Encompass Leadership Responsibilities

- Establish a valid occupational [health and safety program](#).
- [Train](#) employees to do their work safely and provide proper supervision.
- Provide [supervisors](#) with the necessary support and training to carry out health and safety responsibilities.
- Ensure adequate [first aid](#) equipment, supplies, and trained attendants are on site to handle injuries.
- Regularly [inspect](#) your workplace to make sure everything is working properly.
- Fix problems reported by workers.
- Transport injured workers to the nearest location for medical treatment.
- Report all injuries to WorkSafeBC that required medical attention.
- Investigate incidents where workers are injured or equipment is damaged.
- Submit the necessary forms to WorkSafeBC.

Supervisors

Supervisors play a key role with very specific health and safety responsibilities that need to be understood.

A supervisor is a person who instructs, directs, and controls workers in the performance of their duties. A supervisor can be any worker — management or staff — who meets this definition, whether or not he or she has the supervisor title. If someone in the workplace has a supervisor's responsibilities, that person is responsible for worker health and safety.

Your responsibilities

- Ensure the health and safety of all workers under your direct supervision.
- Know the WorkSafeBC requirements that apply to the work under your supervision and make sure those requirements are met.
- Ensure workers under your supervision are aware of all known hazards.
- Ensure workers under your supervision have the appropriate [personal protective equipment](#), which is being used properly, regularly inspected, and maintained.

Worker

On a worksite, everyone has varying levels of responsibility for workplace health and safety. You should know and understand your responsibilities — and those of others. If you're a worker, you also have three key rights.

Your rights

- The right to know about hazards in the workplace.
- The right to participate in health and safety activities in the workplace.
- The right to refuse unsafe work.*

**By law, employers are prohibited from penalizing workers for raising a health and safety issue.*

Your responsibilities

As a worker, you play an important role in making sure you — and your fellow workers — stay healthy and safe on the job. As a worker, you must:

- Be alert to hazards. Report them immediately to your supervisor or employer.
- Follow safe work procedures and act safely in the workplace at all times.

- Use the protective clothing, devices, and equipment provided. Be sure to wear them properly.
- Co-operate with [joint occupational health and safety committees](#), worker health and safety representatives, WorkSafeBC prevention officers, and anybody with health and safety duties.
- Get treatment quickly should an injury happen on the job and tell the health care provider that the injury is work-related.
- Follow the treatment advice of health care providers.
- Return to work safely after an injury by modifying your duties and not immediately starting with your full, regular responsibilities.

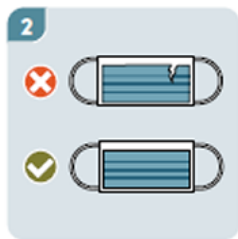
Never work under the influence of alcohol, drugs or any other substance, or if you're overly tired

APPENDIX 3: HOW TO WEAR A MASK

Help prevent the spread of COVID-19: How to use a mask



1 Wash your hands with soap and water for at least 20 seconds before touching the mask. If you don't have soap and water, use an alcohol-based hand sanitizer.



2 Inspect the mask to ensure it's not damaged.



3 Turn the mask so the coloured side is facing outward.



4 Put the mask over your face and if there is a metallic strip, press it to fit the bridge of your nose



5 Put the loops around each of your ears, or tie the top and bottom straps.



6 Make sure your mouth and nose are covered and there are no gaps. Expand the mask by pulling the bottom of it under your chin.



7 Press the metallic strip again so it moulds to the shape of your nose, and wash your hands again.



8 Don't touch the mask while you're wearing it. If you do, wash your hands.



9 Don't wear the mask if it gets wet or dirty. Don't reuse the mask. Follow correct procedure for removing the mask.

Removing the mask

1 Wash your hands with soap and water or use an alcohol-based hand sanitizer.

2 Lean forward to remove your mask. Touch only the ear loops or ties, not the front of the mask.

3 Dispose of the mask safely.

4 Wash your hands. If required, follow the procedure for putting on a new mask.

Note: Graphics adapted from BC Centre for Disease Control (BC Ministry of Health), "How to wear a face mask."

APPENDIX 4: OCCUPANCY SIGN

SOCIAL DISTANCING

Please maintain a minimum of 6 feet of space between yourself and others.



How Can I Protect Myself and Others??

- Wash your hands often with soap and water for at least 20 seconds.
- Avoid touching your eyes, nose or mouth with unwashed hands.
- Avoid close contact with people who are sick.

This area: _____

Maximum amount of people: _____

Date: _____

APPENDIX 5: WORKING ALONE POLICY