

Resource COVID-19 Response Guide

SUMMARIZED SAFETY PLAN

On Wednesday May 6th, 2020 the Premier announced the provincial government's "go forward/re-opening plans". Included in this announcement was a specific message that a true return to normal will not be possible until a vaccine has been developed and administered across the province, effective treatments are available or there is widespread immunity to the novel coronavirus. As we move forward in our Phase Forward Plan through this COVID-19 journey, our agency will continue to take thoughtful and cautionary steps to ensure we are not increasing any health risk to our employees or the community in which we support.

In this phase forward, we are continuing to utilize the precautionary measures as a part of our Phase Forward Plan while continuously re-evaluating our plan moving forward. We acknowledge that much of this dialogue may not affect or change the invaluable mandated support our residential employees continue to offer value that much of this dialogue may not affect or change their service provision.

Precautionary Measures

Modifications to Services

Resource & program activities will remain modified/virtual to reduce the risk of the spread of the virus. This will include:

- Not meeting face-to-face with participants unless the support is essential and appropriate (consult your supervisor prior to meeting face to face with participants)
- Keeping waiting areas in offices closed
- Avoiding areas where there is potential of crowding (10 or more people) including public facilities, events and public transit
- Ensuring social distancing wherever possible (2 meters from others) and avoiding any unnecessary contact, including handshakes and hugs
- Not providing transportation directly for participants/clients
- Not providing or attending activities that may risk exposure (utilize open areas or a controlled environment if/when meeting with participants)
- Taking special precautions for those with compromised immune systems
- Any other precautions outlined in your Health & Safety Manual

Infection Control

Staff will continue to exercise enhanced universal precautions, including proper handwashing, using personal protective equipment when needed and available (e.g. gloves, hand sanitizer and masks), and following sneezing and coughing etiquette. Persons served will also be supported with infection control as much as possible (access to hand washing, and/or hand sanitizer). Posters have been posted at each location 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 all surfaces (e.g. handles, counters, faucets, phones, keyboards, equipment, etc.) are thoroughly cleaned and disinfecting 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

Employees will consult with their supervisor if you are attending or utilizing the office to support individuals or families. We ask that you please be thoughtful in the potential impact to others utilizing these spaces. There will be protocols staff are required to follow to reduce this impact and ensure a safe and controlled environment.

Visitors and Exposure of Persons Served (only when essential and appropriate).

Continue enhanced screening measures for visitors to the Encompass spaces or programs and limit the number of visitors as discussed with your program supervisor. Ask the following questions prior to a visitor/participant coming into an Encompass space:

- Do you have a fever, a new cough or difficulty breathing
- In the last 2 weeks have you:
 - travelled outside of the country
 - been in contact with a sick person
 - been with someone who has travelled
 - been with someone who has the coronavirus

Ill visitors, including visitors with any degree of respiratory symptoms, **will not be permitted** to visit. An informational poster for visitors has been provided to each resource to post at your entrance.

Staffing Measures

Self-Isolation/Quarantine

- Employees are asked not to attend work when they are sick. If employees are too sick to work from home, they are to utilize their sick leave benefits. If employees are exhibiting symptoms of COVID-19, they are to connect with their direct supervisor and the local Health Authority.
- If directed by a medical professional, an Employee may be asked to isolate or quarantine for the 14-day incubation period.
- All self-isolating employees should keep their direct supervisor / manager updated regarding the status of any direction or updates they receive from a qualified medical professional.