

Resource COVID-19 Response Guide

Updated November 12, 2020

The overall wellness, health and safety of our staff, participants and Encompass spaces continues to be our top priority. As we move forward, 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.

With Dr. Bonnie Henry's November 7, 2020 announcement, we are working closely with the Health Authority to ensure that adequate safety protocols are in place for our programs, staff and participants.

In order to continue to provide safe work and program spaces we are developing and updating some protocols.

We acknowledge that much of this dialogue may not affect or change the mandated support and service provision our residential employees continue to offer.

Precautionary Measures

Modifications to Services

Program activities will remain modified/virtual to reduce the risk of the spread of the virus.

This will include:

- Face-to-face meetings with participants should be done virtually where able, unless the support is essential and appropriate. We will ensure all safety protocols are followed, and where possible meet outside, or use an Encompass space.
- Group and Drop-In services will be provided virtually and/ in modified ways, with enhanced safety protocols in place.
- Waiting room areas in offices are closed.
- Areas where there is potential of crowding (10 or more people) including public facilities, events and public transit will be avoided.
- Ensure social distancing wherever possible (two meters from others) and avoiding any unnecessary contact.
- Transportation will only be provided for participants/clients where essential and appropriate, ensuring all safety protocols are followed. Where possible we will support the use of taxi and transit services.
- We will not be providing or attending activities that may risk exposure (utilize open areas or a controlled environment if/when meeting with participants).
- We will take special precautions for those with compromised immune systems.
- Any other precautions outlined in Encompass Support Services Health & Safety Manuals or Program Specific COVID Safety Plan will be followed.

Infection Control

All staff are to complete and sign off on **a personal health check**, when entering and exiting Encompass spaces.

We are emphasizing an increased precaution within our workspaces to **wear a mask** when social distancing is challenging and when entering high traffic areas (hallways, walkways, entering/exiting buildings).

All 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 to be supported with infection control as much as possible (access to masks, hand washing, and/or hand sanitizer).

Posters are provided for each location to post on hand washing and coughing/sneezing etiquette.

Staff who are supporting someone exhibiting symptoms or who has tested positive for COVID-19, will consult with their supervisor and the local health unit around additional precautions.

Cleaning and Sanitizing

We will 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

If an Encompass, space is used by staff to support individuals or families the space will be thoroughly cleaned and disinfected by staff between uses. We ask that all staff please be thoughtful in the potential impact to others utilizing these spaces. Staff are required to follow all Safety Protocols to reduce impact and ensure a safe and controlled environment.

Visitors and Exposure of Persons Served

Continue enhanced screening measures for visitors to the Encompass spaces or programs and limit the number of visitors as discussed with program supervisors.

All participants accessing Encompass spaces and services will have active in-person health screening conducted by an Encompass Staff member prior to entering the program. Health Checks for participants entering indoor spaces for “group based” or “drop-in” programming, may also include temperature checks via external scan thermometer.

The following will be asked during in-person health checks:

- Do you have a fever, a new cough or difficulty breathing, sore throat etc.
- 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
- Have you been told to self-isolate in accordance with Public Health directives?

Ill visitors, including visitors with any degree of respiratory symptoms, **will not be permitted** to visit.

Informational posters will be posted for visitors at each Encompass site/program entrance.

Staffing Measures

Under the direction of program supervisors and managers, employees will work in cohort groups, and may stagger and schedule their office times with their team.

Where possible and appropriate employees will be encouraged to work from home under the direction and supervision of their manager. This will be job, program and area specific. We understand this is not possible for all programs, but hope to manage the number of employees within our Encompass spaces so that it is safe for others to access.

In order to continue to provide safe work and program spaces we are asking that all staff who have COVID-19, are demonstrating symptoms, or think they might have it, help to prevent the spread by following these instructions:

1. Anyone with **symptoms**, even mild ones, can be tested for COVID-19. Use the **B.C. COVID-19 Self-Assessment Tool** to help determine if you need testing for COVID-19. You can complete this assessment for yourself, or on behalf of someone else, if they are unable to.



2. If your Self- Assessment determines you need testing, please arrange a test appointment. Do not return to work until you have received negative results, or until you have isolated for 14 days and your symptoms are gone.
3. Testing is available for anyone with cold, influenza or COVID-19-like symptoms. For more information on testing and where to go, visit the **Testing page**.

Self-Isolation/Quarantine

- Employees are asked not to attend work when they are sick.
- As an agency, we are following health guidelines. If you have been directed by health to self-isolate due to being a confirmed case COVID-19, or a close contact with a confirmed person with COVID-19, please follow the directions given to you by Public Health.
- All self-isolating employees are to keep their direct supervisor / manager updated regarding the status of any direction or updates they receive from a qualified medical professional.