

COVID-19 Exposure & Control Plan

April 7, 2020

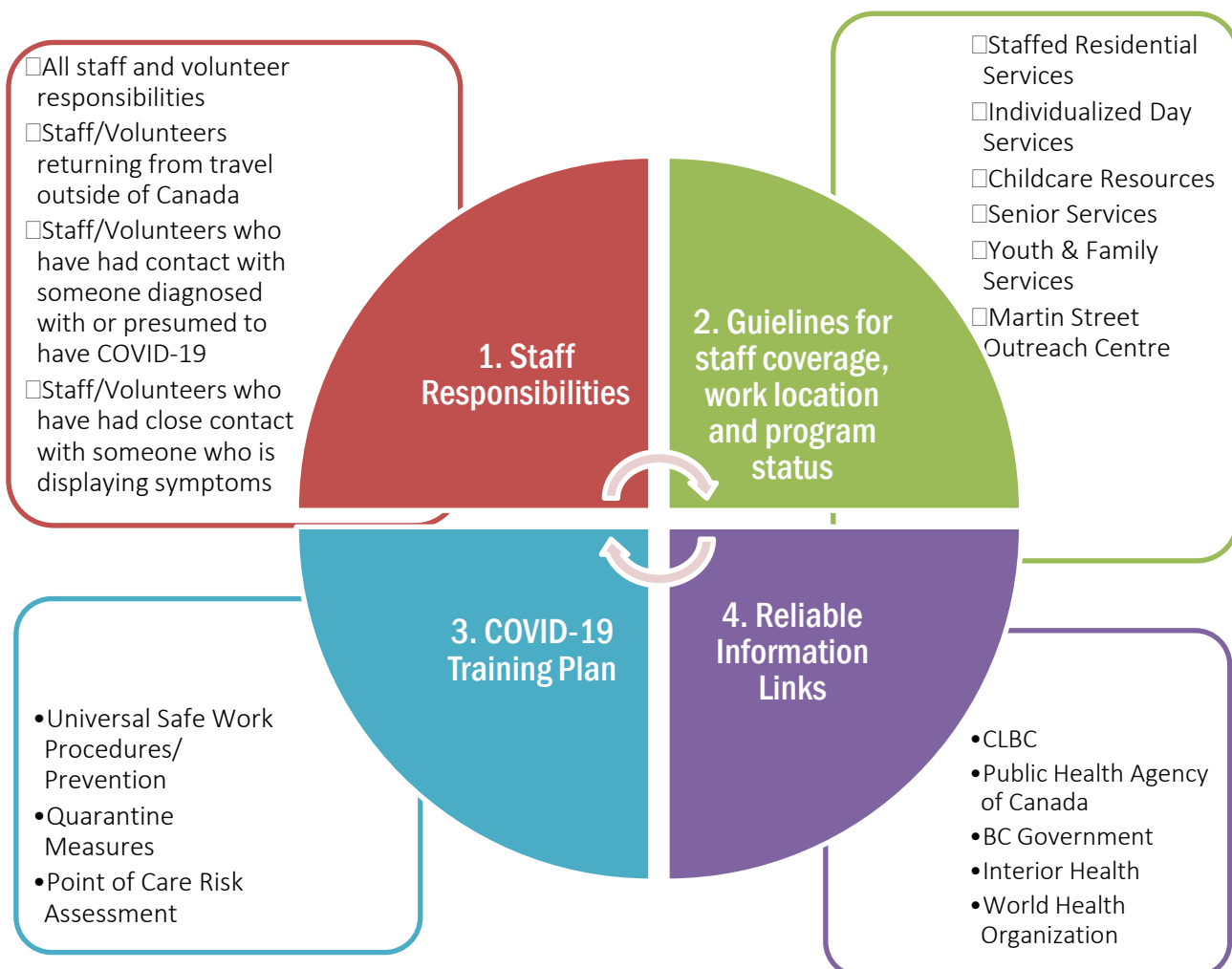


COVID-19 Exposure & Control Plan

March 23, 2020

As the COVID-19 outbreak unfolds, our agency remains committed to providing a safe and healthy workplace for all of our participants, staff and volunteers. We are implementing a range of measures to minimize exposure to COVID-19 while working tirelessly to ease the spread throughout our facilities and resources.

The COVID-19 Exposure and Control Plan (C19 Plan) will be shared with all staff and updated as needed. All staff and volunteers must read the C19 Plan, and follow the procedures outlined in the C19 Plan to prevent or reduce exposure to COVID 19.



1. Staff/Volunteer Responsibilities

All Staff/Volunteer Mandatory Measures

- Avoid areas where there are large crowds (50 or more people) and/or crowded areas, including public facilities, events and public transit
- Avoid shared spaces where possible
- Ensure social distance wherever possible, (2 meters from others) when outside of your personal home, and avoid any unnecessary contact including handshakes and hugs
- Cancel any activities that may risk exposure
- Take special precautions for those with compromised immune systems
- Stay home if you are feeling unwell, for any reason, and/or have symptoms of COVID-19 (fever, cough, sneezing, sore throat or difficulty breathing). Follow Medical Health Office guidelines for seeking medical attention and contact your direct supervisor.
- If you are feeling unwell and/or do have symptoms of COVID-19, do not come to work. Call 8-1-1 for direction and contact your direct supervisor
- Contact your direct supervisor if you suspect that a participant and/or family member/stakeholder/co-worker has symptoms of COVID-19
- Self-isolate at home on days when not required at your workplace
- Continue to self-monitor your health and the health of your children for symptoms such as fever, cough, or difficulty breathing
- Prepare in advance for your personal life in the event of exposure or diagnosis of COVID-19 (e.g. childcare, quarantine of yourself or family member)
- Follow the **COVID-19 Training Plan** that outlines:
 - Proper handwashing, sneezing and coughing etiquette
 - Universal work procedures/prevention
 - Point of Care Risk Assessment
 - Personal Protective Equipment Protocol
- Check the ShareVision site and agency email regularly for updates on the COVID-19 situation (every shift, at minimum)

Staff/Volunteers with Symptoms

1. If you think you have symptoms of COVID-19, even one, (fever, cough, sore throat, sneezing, or difficulty breathing), or even mild symptoms, you should stay home to avoid spreading illness to others. Call your direct supervisor to inform
2. If you develop even mild symptoms while at your workplace, call your direct supervisor. Wherever possible, separate yourself from your colleagues and go

home, avoiding use of public transit if possible. If you are unable to leave the workplace (due to critical staff levels), isolate yourself as best as possible and call your direct supervisor

3. If applicable, in conjunction with your direct supervisor, inform any clients/participants or family members that you may have been in contact with while symptomatic (e.g. caregivers of children in childcare resources; caregivers and staff members connected to staffed residential services, etc.)
4. If you think you might have COVID-19 please use the BC Assessment tool: <https://covid19.thrive.health>
5. If experiencing symptoms, such as fever, cough, sneezing, sore throat or difficulty breathing, call 8-1-1- and follow directions

Staff/Volunteers Returning from Travel outside of Canada

- Employees/Volunteers who have returned from international travel must abide by the 14-day mandatory self-isolation as per the guidelines from the Provincial Medical Health Officer, Dr. Bonnie Henry (see Appendix 1)
- Employees/Volunteers in self-isolation should self-monitor (see Appendix 2) daily for signs and symptoms of COVID-19 such as fever, cough, sneezing, sore throat or difficulty breathing
- If you develop symptoms, call 8-1-1 or speak with your health care provider to discuss any need for testing and follow up
- Employees/Volunteers who have self-isolated can return to normal activities after 14 days if they have not developed any symptoms
- All self-isolating employees/volunteers should keep their direct supervisor updated regarding the status of any direction or updates they receive from a qualified medical professional

Staff/Volunteers who have had close contact with someone who is presumed to have COVID-19 or has been diagnosed with COVID-19

- Self-isolate for 14 days after your last encounter with individual who is presumed to have COVID-19 or who has been diagnosed with COVID-19
- Monitor yourself daily for symptoms (fever, cough, sneezing, sore throat or difficulty breathing)
- If you develop symptoms, call 8-1-1 or speak with your health care provider to discuss any need for testing and follow up
- All self-isolating employees/volunteers should keep their direct supervisor updated regarding the status of any direction or updates they receive from a qualified medical professional

Staff/Volunteers who have been in close contact with someone who has been displaying symptoms (fever, cough, sneezing, sore throat or difficulty breathing)

- If you have been in close contact with someone who has been displaying symptoms of COVID-19 (fever, cough, sneezing, sore throat or difficulty breathing), Provincial Health Guidelines indicate that **you do not need to self-isolate**, but you do need to **practice social distancing**, maintaining a two meter distance from others (see Appendix 3), wherever possible, practice hand washing hygiene (see Appendix 4-9), and avoid touching your face
- Monitor yourself daily for symptoms (fever, cough, sneezing, sore throat or difficulty breathing)
- If you develop symptoms, do not come to work. Call 8-1-1 or speak with your health care provider to discuss any need for testing and follow up. Contact your supervisor (as described in above section)

2. Staff Coverage, Work Location, and Program Status

While we understand that employees may experience concern around exposure to COVID-19, it is important to follow all guidelines from provincial health authorities around work attendance.

- Employees who are not showing symptoms of illness (such as fever, cough, sneezing, sore throat or difficulty breathing) or who do not actively secure direction from a qualified medical professional to self-isolate **are expected to attend, and remain at, work as scheduled**, despite understandable personal concerns about potential exposure in the community or in the workplace. Additionally, all employees must abide by all “**Staff/Volunteers Mandatory Measures**”
- In order to ensure that staffing coverage is available, vacation requests will be re-evaluated for the foreseeable future. Depending on developments, it may also be necessary in the future to consider the cancelling of vacations already granted. Wherever possible, the agency is aiming to have staff work from home. Please check with your direct supervisor to make arrangements if applicable.
- The agency may require staff to work overtime to meet staff requirements for social service delivery.
- During the COVID-19 pandemic, closures or partial closures may be necessary at various worksites, while other worksites may move towards a “virtual care model”. In the event of program closure, or virtual care, staff may be expected to be available to work in an alternative manner or program area, to ensure participant needs are supported. Your direct supervisor will communicate this with you.

Critical Staff Levels and Program Status: Staffed Residential Services

The agency considers staffed residential homes to be essential services and will prioritize these to maintain service delivery and staffing during the COVID-19 outbreak. In the event of staff and/or participant exposure to, or diagnosis of COVID-19, Senior Workers will determine the staffing levels necessary to ensure the safety of the participants under emergency conditions, in conjunction with the Executive Director and BCGEU, where applicable.

Critical Staff Levels and Program Status: Individualized Day Services

Individualized day services are being evaluated on a case by case basis as the COVID-19 Pandemic unfolds. In consideration of public safety and providing services to participants where deemed essential, the agency will modify day services to minimize COVID-19 risk, while serving those with the greatest need.

Senior Workers will contact each family/caregiver to:

- Encourage (at this time) family/caregivers to keep the individual they support at home
- Assess which family/caregiver require continued support during this time

In cases where day services are deemed essential, the Senior Worker will work with the participant, family/caregiver, and Executive Director to create customized services while following the COVID-19 recommendations from Interior Health and the Province of BC.

Critical Staff Levels and Program Status: Childcare Resources

In accordance with the BC Government, some daycare facilities will be viewed as essential services, so that health care and social service frontline workers are able to respond to the COVID-19 Pandemic.

As of March 16 2020, the agency is implementing screening procedures for children and families who are attending and working to determine which daycares will be maintained in the event of mandated program closures from the Province of BC.

Critical Staff Levels and Program Status: Senior Services

The agency understands that maintaining senior services is critical to the participants we serve. To follow consistent practice with senior services, the Senior Services Team Leader will contact participants to assess:

- Risk level of seniors receiving support in their home
- Who requires continued support during this time

For participants who require ongoing service requiring service, all agency staff and volunteers will:

- Observe social distancing while providing support, and

- Provide support remotely wherever possible (i.e. via telephone, video conference)

Critical Staff Levels and Program Status: Youth and Family Services

The agency understands that maintaining youth and family services is critical to the youth and family participants we serve. To follow consistent practice with youth services, the Youth and Family Services Team Leader will work with staff and participants to assess:

- Who requires continued support during this time
- What components of the service can be done remotely/virtually

For participants who require ongoing service requiring service, all agency staff and volunteers will:

- Observe social distancing while providing support, and
- Provide support remotely wherever possible (i.e. via telephone, video conference)

Critical Staff Levels and Program Status: Martin Street Outreach Centre

Social Work services are being evaluated on a day-to-day basis. Agency will determine the program status in conjunction with the Social Worker, Program Director, Executive Director, and or health practitioners.

Agency COVID-19 Training Plan

March 23, 2020

COVID-19 Symptoms

Symptoms of COVID-19 include: fever, cough, and respiratory symptoms (shortness of breath, difficulty breathing).

COVID-19 Contact Transmission

Droplet Transmission: Spread from person-to-person; happens among close contacts. Person-to-person spread is thought to occur mainly via respiratory droplets produced when an infected person coughs or sneezes, similar to how influenza and other respiratory pathogens spread. These droplets typically spread only one to two metres and are too large to float in the air (i.e. airborne) and quickly fall to the ground. Influenza and SARS are two examples of diseases capable of being transmitted from droplet contact. **Currently, health experts believe that coronavirus/COVID-19 can also be transmitted in this way.**

Airborne transmission: **Currently, health experts believe that coronavirus/COVID-19 cannot be transmitted through airborne transmission.** Airborne transmission occurs when much smaller evaporated droplets or dust particles containing the microorganism float in the air for long periods of time. Transmission occurs when others breathe the microorganism into their throat or lungs. Examples of diseases capable of airborne transmission include measles, chickenpox and tuberculosis.

Direct Contact: **The coronavirus/COVID-19 can be spread by touch.** This may happen if a person touches something with droplets containing the virus and then touches their face, eyes, nose or mouth. **The most important thing you can do is to wash your hands regularly and avoid touching your face.**

COVID-19 Control Measure

All agency staff and volunteers are required to follow the control measures outlined in the following three procedures contained within the agency COVID-19 Training Plan:

1. Universal Safe Work Procedures and Prevention
2. Quarantine Measures During COVID-19 Outbreak
3. Point of Care Risk Assessment/Personal Protective Equipment Procedure

Universal Safe Work Procedures and Prevention

Continue to follow routine practices, which include hand hygiene (hand washing is the simplest, most effective means of controlling the spread of COVID-19) and the use of Personal Protective Equipment (PPE) such as gloves, eye protection, and gowns, where applicable.

Wearing a Mask

Provincial health guidelines do not advise people to wear a mask unless they themselves have COVID-19 symptoms or have a diagnosis. Wearing a mask may increase your risk of getting sick as it can result in accidental touching of eyes or nose when adjusting the mask, which can help to spread infection.

Hand Washing

Washing your hands can prevent you from getting sick and reduce the risk of infecting others. If you don't wash your hands properly before coming into contact with others, you can infect them with the germs on your hands. Other people can also get sick from the germs unwashed hands leave on shared objects such as within shared vehicles (steering wheel, handles, etc), and objects such as doorknobs, keyboards, and other equipment in the home or workplace. Staff should refrain from wearing non-essential hand/arm jewelry during the COVID-19 pandemic. (Please see Appendix 4-9 for Handwashing posters that can be used for various programs.)

When to wash your hands:

- Before preparing, handling, serving or eating food
- After personal body functions
- Before putting on any PPE including gown, gloves, facial or eye protection
- After taking off any PPE
- Before and after engaging in group activities
- Before contact with a participant or their environment
- After contact with bodily fluids
- After contact with participant and/or their environment

Proper handwashing method:

1. Wet your hands

2. Apply plain soap (anti-bacterial soap not necessary, as COVID-19 is a virus and not bacteria)
3. Rub hands together for 20 seconds (the length of time it takes to sing *Twinkle Twinkle Little Star* or *Happy Birthday*)
4. Wash the front and back of your hands, as well as between your fingers and under your nails
5. Rinse your hands well for 10 seconds under warm running water, using a rubbing motion
6. Wipe and dry your hands gently with a paper towel or a clean towel (drying them vigorously can damage the skin)
7. Turn off tap using the paper towel so that you do not re-contaminate your hands (when using a public bathroom, use the same paper towel to open the door when you leave)
8. If skin dryness is a problem, use a moisturizing lotion

Cough and Sneeze Etiquette (Respiratory Hygiene)

Respiratory hygiene refers simply to covering your mouth and nose with a tissue when you cough or sneeze. Throw tissues away immediately, then wash or sanitize your hands. If you don't have a tissue, cough or sneeze into the bend of your elbow, or into your upper arm or sleeve (not your hands). (Please see Appendix 4-9 for posters on cough and sneeze etiquette that can be used for various agency programs.)

Cleaning and Disinfecting

Ensure that thorough cleaning and disinfecting happens with all workplace surfaces being touched/exposed to germs (e.g. high touch surfaces such as steering wheel, seat belt buckles, door handles within agency vehicles; handles, counters, faucets, phones, light switches, keyboards, equipment, bathrooms, within agency facilities, etc.) as follows:

- Staffed residential – enhanced cleaning/disinfecting at least twice per shift (morning, noon, end of the day)
- All other sites – enhanced cleaning/disinfecting at least twice per day

In general, **for all sites:**

- All sites – spot clean/disinfect more often as needed
- Clean and disinfect common areas at least once per day (including shared agency auto vehicles): regular cleaning products are fine for this. Then disinfect (kill germs) by **mixing 1/50 solution of bleach and water** (e.g. approx. 20 mL of bleach per Litre of water) and applying to areas that are touched often

- All equipment should be disinfected after every use, and before used by another staff or participant.
- Wash dishes in the dishwasher on “hot”
- Where applicable, immediately upon soiling, machine wash laundry on “hot”

Visitors to Agency Resources and Programs

Wherever possible, visitors to agency Resources and Programs are discouraged to attend. Wherever possible, staff will encourage virtual contact between participants and visitors as an alternative (such as through phone calls, Zoom, etc.)

When agency Programs are unable to accommodate this provision (i.e. discouraging visitors from visiting participants who are family members), screening measures must be in place and include the following:

- Visitors who are ill, including visitors with any degree of respiratory symptoms, are not permitted to visit.
- If there is urgency to a visit (e.g. due to rapidly declining health status of a participant), and sick visitors must be present, they are only able to attend pending Personal Protective Equipment (e.g. masks, gloves and gown) in advance to protect the health of others.
- If a visit is being considered (e.g. with a family member), planning should occur to ensure that the program participant is not exposed to someone in self-isolation, displaying symptoms of COVID-19, or who has been diagnosed with COVID-19.

Quarantine Measures During a COVID-19 Outbreak – N/A

The risk of transmission of COVID-19 is very low for people who are asymptomatic (showing no symptoms). However, for agency participants who do exhibit symptoms of and/or test positive for COVID-19, protections need to be put in place to help them heal as soon as possible and to protect other participants and staff from infection. Protections also need to be put in place for the community through informing external stakeholders of the potential/realized outbreak of COVID-19. The following section outlines procedures for:

1. Symptomatic or infected participants in staffed residential services
2. Individualized Day Services
 - a. Symptomatic participants in individualized day services
 - b. Participants in individualized day services with presumptive/diagnosed COVID-19
3. Childcare Resources

- a. Symptomatic children/family members in childcare resources
 - b. Children/family members in childcare resources with presumptive/diagnosed COVID-19
- 4. Senior Services
 - a. Symptomatic seniors accessing senior services
 - b. Seniors in senior services with presumptive/diagnosed COVID-19
- 5. Youth and Family Services
 - a. Symptomatic youth/family members accessing youth services
 - b. Youth/family members in youth and family services with presumptive/diagnosed COVID-19
- 6. Symptomatic clients accessing Martin Street Outreach Centre
- 7. Administration
 - a. Symptomatic administrative staff
 - b. Administrative staff members with presumptive/diagnosed COVID-19

COVID-19 Symptomatic or infected participant in Staffed Residential Services N/A

In the event that an agency participant within a staffed residential resource displays symptoms of COVID-19 (such as fever, cough, sneezing, sore throat or difficulty breathing), or is infected with COVID-19, the following steps will be taken:

1. Immediately isolate all/any participants with new or worsening respiratory symptoms
2. Where tolerated, have the participant wear a procedure mask to minimize droplet transfer
3. Immediately inform the senior worker or the on-call senior worker
4. Staff are advised to wear mask (surgical/procedure mask) and gloves when they have contact with the person's saliva or other body fluids (e.g. blood, sweat, saliva, vomit, urine, and feces) and when providing direct contact care. If gown is available, staff should also wear this.
5. Isolate and provide as much care/meals as possible to persons served in their rooms (i.e. where applicable, such as if multiple participants reside in residence)
6. If participant is unable to be isolated, have the participant (where tolerated) wear a procedure mask, and observe a minimum two-meter distance from other participants, staff, volunteers and visitors wherever possible
7. Call 8-1-1 and inform appropriate medical practitioner and follow any directives given

8. Inform appropriate government Ministry, per reporting guidelines
9. In consultation with the Senior Worker, family doctor/ nurse practitioner and/or public health, develop a plan for further support and follow-up to mitigate risks of spread. Follow CLBC and agency Critical Incident Policy and Procedures
10. Restrict participation in any group activities
11. Avoid sharing household items between participants. After using household items, the items should be washed with soap or detergent in warm water. No special soap is needed.
12. Wash laundry thoroughly: contaminated laundry should be placed in a laundry basket with plastic liner. Wear gloves and mask when handling. Wash with regular laundry soap and hot water (60-90 degrees Celsius)
13. Be careful when touching waste: all waste can go into regular garbage bins. When emptying wastebaskets, take care not to touch used tissues with your hands. Lining the wastebasket with a plastic bag makes waste disposal easier and safer. Clean your hands with soap and water after emptying the wastebasket.
14. Dispose of gloves and mask right after you provide care and dispose of them in the wastebasket lined with the plastic bag. Take off the gloves first without touching the outside of the gloves and wash your hands with soap and water before taking off your mask. After taking off your mask, wash your hands again with soap and water before touching your face or doing anything else.
15. If staff did not wear gown, when shift is over, shed clothes worn at work before entering or upon entering personal residence, wherever possible, and place in plastic bag for washing. Do not wear footwear worn at workplace inside personal residence. If staff drove own personal vehicle to workplace, disinfect steering wheel, seatbelt buckle, door handle, and any other touched surfaces. Shower as soon as possible.

Symptomatic participant in Individualized Day Service N/A

In the event that an agency participant within individualized Day Services display symptoms of COVID-19 (such as fever, cough, sneezing, sore throat or difficulty breathing), the following steps will be taken:

1. Where tolerated, have the participant wear a procedure mask to minimize droplet transfer
2. If participant is unable to wear a procedure mask, observe a minimum two-meter distance from other participants (where applicable), staff and community members
3. Immediately inform the senior worker or the on-call senior worker
4. Return the participant to their residence and inform caregiver
5. Staff are advised to wash hands thoroughly and avoid touching face
6. When shift is over, shed clothes worn at work before entering or upon entering personal residence, wherever possible, and place in plastic bag for washing. Do not wear footwear worn at workplace inside personal residence. If staff drove own personal vehicle to workplace, disinfect steering wheel, seatbelt buckle, door handle, and any other touched surfaces. Shower as soon as possible.

Participant in Individualized Day Service is presumed to have COVID-19 or has been diagnosed with COVID-19 N/A

In the event that an agency participant within individualized Day Services, **after having received services**, is presumed to have COVID-19, or has been diagnosed with COVID-19, the following steps will be taken:

1. Any staff that has been exposed to participant who is presumed to have COVID-19, or has received a diagnosis of COVID-19 must self-isolate for 14 days after the last encounter with individual
2. Staff to monitor self-daily for symptoms (fever, cough, sneezing, sore throat or difficulty breathing)
3. If staff member develops symptoms, call 8-1-1 or speak with health care provider to discuss any need for testing and follow up
4. All self-isolating employees should keep their direct supervisor updated regarding the status of any direction or updates they receive from a qualified medical professional

Symptomatic children/family members in Childcare Resources

In the event that any child(ren) within any of the agency Childcare Resources display symptoms of COVID-19 (such as fever, cough, sneezing, sore throat or difficulty breathing), the following steps will be taken:

1. Where tolerated, if the child is at the childcare facility, have the child wear a procedure mask to minimize droplet transfer
2. If child is unable to wear a procedure mask, observe a minimum two-meter distance from other children and staff, wherever possible
3. Immediately inform the agency Team Leader and Site Leader, and phone the caregiver to come and pick up the child
4. Disinfect any items or surfaces that the symptomatic child may have come into contact with
5. Have all children and staff within the facility wash their hands according to handwashing etiquette and avoid touching face
6. Thoroughly disinfect and clean the facility including toys, surfaces and any mats or bedding
7. Wash laundry thoroughly: contaminated laundry should be placed in a laundry basket with plastic liner. Wear gloves and mask when handling. Wash with regular laundry soap and hot water (60-90 degrees Celsius)
8. Be careful when touching waste: all waste can go into regular garbage bins. When emptying wastebaskets, take care not to touch used tissues with your hands. Lining the wastebasket with a plastic bag makes waste disposal easier and safer. Clean your hands with soap and water after emptying the wastebasket.
9. Inform all caregivers with children in the resource that their children have been exposed to another child who was showing symptoms of COVID-19 and ask them to follow precautions (wash child's clothes and shoes; bathe child, etc.)
10. Request that all caregivers monitor child's symptoms closely. If any symptoms emerge (even one), request that caregiver do not bring child to resource.
11. Have staff members self-monitor their symptoms closely
12. When shift is over, shed clothes worn at work before entering or upon entering personal residence, wherever possible, and place in plastic bag for washing. Do not wear footwear worn at workplace inside personal residence. If staff drove own personal vehicle to workplace, disinfect steering wheel, seatbelt buckle, door handle, and any other touched surfaces. Shower as soon as possible.

Children and/or family members in childcare resources with COVID-19 Diagnosis

In the event that a child/children and/or family member of child(ren) in agency Childcare Resources, after having attended daycare, is presumed to have COVID-19 or has been diagnosed with COVID-19, the following steps will be taken:

1. Any staff or children that have been exposed to child who is presumed to have COVID-19 or has received a diagnosis of COVID-19 must self-isolate for 14 days after the last encounter with child or family member of the child

2. Staff to monitor self-daily for symptoms (fever, cough, sneezing, sore throat or difficulty breathing)
3. Staff to notify all caregivers and request that they monitor themselves and their child(ren) for symptoms
4. If staff member or caregiver/child develops symptoms, call 8-1-1 or speak with health care provider to discuss any need for testing and follow up
5. All self-isolating employees should keep their direct supervisor updated regarding the status of any direction or updates they receive from a qualified medical professional

Symptomatic seniors accessing senior services

In the event that a participant within Senior Services displays symptoms of COVID-19 (such as fever, cough, sneezing, sore throat or difficulty breathing), the following steps will be taken:

1. If staff is with participant in the participant's personal residence, staff to leave the residence and wash hands or use hand sanitizer immediately after leaving, and avoid touching face
2. Immediately inform the Executive Director.
3. When shift is over, shed clothes worn at work before entering or upon entering personal residence, wherever possible, and place in plastic bag for washing. Do not wear footwear worn at workplace inside personal residence. If staff drove own personal vehicle to workplace, disinfect steering wheel, seatbelt buckle, door handle, and any other touched surfaces. Shower as soon as possible.

Participant in Senior Service is presumed to have COVID-19 or has been diagnosed with COVID-19

In the event that an agency participant within Senior Services, after having received services, is presumed to have COVID-19 or has been diagnosed with COVID-19, the following steps will be taken:

1. Any staff that has been exposed to participant who is presumed to have COVID-19 or has received a diagnosis of COVID-19 must self-isolate for 14 days after the last encounter with individual
2. Staff to monitor self-daily for symptoms (fever, cough, sneezing, sore throat or difficulty breathing)
3. If staff member develops symptoms, call 8-1-1 or speak with health care provider to discuss any need for testing and follow up

4. All self-isolating employees should keep their direct supervisor updated regarding the status of any direction or updates they receive from a qualified medical professional

Symptomatic youth or family member accessing youth and family services

In the event that any youth or family member within any of the agency Youth and Family Services displays symptoms of COVID-19 (such as fever, cough, sneezing, sore throat or difficulty breathing), the following steps will be taken:

1. Where tolerated, if the youth or family member is within a facility, have them wear a procedure mask to minimize droplet transfer
2. If they are unable to wear a procedure mask, observe a minimum two-meter distance from other participants and staff
3. Isolate the youth or family member within a private room, wherever possible. If the family member can transport themselves or their youth home, have them do this. If the youth requires transportation, have the youth worker take them back to their caregiver or phone the caregiver to immediately come and pick up the young person.
4. Immediately inform the agency Team Leader and Foundry Centre Manager (if applicable)
5. Disinfect any items or surfaces that the symptomatic youth or family member may have come into contact with
6. Have all staff/volunteers/participants within the facility, where applicable, wash their hands according to handwashing etiquette and avoid touching face
7. Thoroughly disinfect and clean the facility/area including commonly touched items and surfaces
8. Be careful when touching waste: all waste can go into regular garbage bins. When emptying wastebaskets, take care not to touch used tissues with your hands. Lining the wastebasket with a plastic bag makes waste disposal easier and safer. Clean your hands with soap and water after emptying the wastebasket.
9. Inform all caregivers and youth within the facility, where applicable, that they have been exposed to another participant who was showing symptoms of COVID-19 and ask them to follow precautions
10. Request to all young people/family members that they monitor their symptoms closely. If any symptoms emerge (even one), request that they do not return to the resource
11. Have staff members self-monitor their symptoms closely
12. When shift is over, shed clothes worn at work before entering or upon entering personal residence, wherever possible, and place in plastic bag for washing. Do not wear footwear worn at workplace inside personal residence. If staff drove own

personal vehicle to workplace, disinfect steering wheel, seatbelt buckle, door handle, and any other touched surfaces. Shower as soon as possible.

Youth and/or family members in youth and family resources with COVID-19 Diagnosis

In the event that a young person and/or family member of the youth in agency Youth and Family Resources, after having received service, is presumed to have COVID-19 or has been diagnosed with COVID-19, the following steps will be taken:

1. Any staff or participants that have been exposed to youth who is presumed to have COVID-19 or has received a diagnosis of COVID-19 must self-isolate for 14 days after the last encounter with youth or family member
2. Staff to notify all participants in former contact with youth/family member and request that they monitor themselves and their family members for symptoms, and call 8-1-1 if they develop symptoms
3. Staff to monitor self-daily for symptoms (fever, cough, sneezing, sore throat or difficulty breathing)
4. If staff member develops symptoms, call 8-1-1 or speak with health care provider to discuss any need for testing and follow up
5. All self-isolating employees should keep their direct supervisor updated regarding the status of any direction or updates they receive from a qualified medical professional

Symptomatic Administrative Staff

In the event that an administrative staff displays symptoms of COVID-19 (such as fever, cough, sneezing, sore throat or difficulty breathing), the following steps will be taken:

1. If you think you have symptoms of COVID-19, even one, (fever, cough, sore throat, sneezing, or difficulty breathing), or even mild symptoms, you should stay home to avoid spreading illness to others. Call your direct supervisor to inform
2. If you develop even mild symptoms while at your workplace, call your direct supervisor. Wherever possible, separate yourself from your colleagues and go home, avoiding use of public transit if possible. If you are unable to leave the workplace (due to critical staff levels), isolate yourself as best as possible and call your direct supervisor
3. If applicable, in conjunction with your direct supervisor, inform any staff members that you may have been in contact with while symptomatic
4. If you think you might have COVID-19 please use the BC Assessment tool:
<https://covid19.thrive.health>
5. If experiencing symptoms, such as fever, cough, sneezing, sore throat or difficulty breathing, call 8-1-1- and follow directions

Administrative staff members with COVID-19 Diagnosis

In the event that an agency administrative staff is presumed to have COVID-19 or has been diagnosed with COVID-19, the following steps will be taken:

1. Any staff or participants that have been **directly** exposed to administrative staff who is presumed to have COVID-19 or has received a diagnosis of COVID-19 must self-isolate for 14 days after the last encounter with staff member
2. Staff to notify direct supervisor so that all other administrative staff who may have had **indirect** contact with diagnosed staff member are alerted, and begin self-monitoring for symptoms (fever, cough, sneezing, sore throat or difficulty breathing). **Self-Isolation is not necessary unless direct contact was had.**
3. If staff members develop symptom, call 8-1-1 or speak with health care provider to discuss any need for testing and follow up
4. All self-isolating employees should keep their direct supervisor updated regarding the status of any direction or updates they receive from a qualified medical professional

Point of Care Risk Assessments/Personal Protective Equipment Procedure

Prior to any interaction with a potentially contagious individual, all employees have a responsibility to assess the infection risk posted to themselves and to other individuals, visitors, and co-workers. This risk assessment is based on professional judgement about the situation and up-to-date information on how the specific program has designed and implemented various controls, along with the **availability** and use of Personal Protective Equipment (PPE).

When should a risk assessment be conducted?

The Point-of-Care Risk Assessment (PCRA) is an assessment that must be performed by every agency employee before every interaction with a supported individual who is exhibiting symptoms of COVID-19. This can be performed at the participant's home, day program, resource, etc., and/or prior to providing transportation for the individual.

The PCRA is designed to help agency employees decide what level of risk they are exposed to by the tasks done throughout the day, as well as what actions or precautions they should take in order to reduce the risk of exposure to infectious disease.

How to conduct a Point of Care Risk Assessment

Step 1: Before every interaction with a participant, all employees must ask themselves the following three questions:

1. What tasks are you doing with the supported individual? It is helpful to classify the support as either **direct** or **indirect**
 - **Direct:** Most “hands-on” support and direct interaction with participant is considered direct care. Direct care would increase the risk of exposure to COVID 19 or any infectious disease to the employee. Transporting a participant may be classified as direct also.
 - **Indirect:** Indirect care might include (but not be limited to):
 - Preparing dinner in the residence
 - Setting the table for a meal and cleaning up after
 - Bringing groceries to the residence
2. What is the health status of the participant(s)?
 - Is the participant(s) symptom-free and healthy, or does the individual have symptoms of COVID-19?
3. Where are you performing the tasks, and are there any people with symptoms present?
 - The risk of COVID-19 is increased if supporting participants in confined spaces (e.g. bedroom, bathroom, or personal care room, and/or space with poor ventilation)
 - The risk of COVID-19 is decreased if supporting participants outside or in larger, well-ventilated areas and social distancing can be maintained
 - Consider whether or not the space where you are providing support has been sufficiently disinfected, and disinfect according to the guidelines contained herein, if necessary

Step 2: Based on the answers to the above three questions, you must determine: What actions to take? What (if any) Personal Protective Equipment is available and should be used?

4. **Indirect Care/healthy person served:** No PPE is required, all hand hygiene and cough/sneeze etiquette should be followed, including the use of hand sanitizers as necessary
5. **Indirect care/direct care to participants with symptoms of COVID-19:**

- If tolerated, have the participant wear a procedure mask. Participants who are symptomatic of/have COVID-19 will need to be isolated
- When providing direct care, staff will need to wear gloves, and if available, mask, gown and eye protection

Further Information

It is important to get information from credible and reliable health agencies. Please see below for regularly updated, evidence informed sources. Regular internal updates will be posted through agency employee email and ShareVision:

1. Additional questions/concerns about COVID-19 can be answered by contacting the following numbers/websites:
 - HealthLink BC: 8-1-1 or <https://www.healthlinkbc.ca/health-feature/coronavirus-disease-covid-19>
(open 24 hours/day x 7 days per week)
 - COVID-19 Information Line: 1-888-COVID19 or <http://covid-19.bccdc.ca>
(open from 7:30 am to 8:00 pm x 7 days per week)
2. Community Living BC
https://www.communitylivingbc.ca/for-service-providers/information-about-the-novel-coronavirus-covid-19-for-clbc-funded-service-providers/?mc_cid=66c5008b66&mc_eid=4128ba32f1
3. Letter from Dr. Bonnie Henry to the Social Services Sector, March 18, 2020
<https://www.communitylivingbc.ca/wp-content/uploads/PHO-Letter-to-Social-Sectors-March-18-2020.pdf>
4. Body Temperature Guidelines
<https://www.healthlinkbc.ca/medical-tests/hw198785#hw198788>
5. Public Health Agency of Canada
<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/know-facts-about-coronavirus-disease-covid-19.html>
6. Interior Health
<https://news.interiorhealth.ca/covid-19/>
7. BC Government COVID-19 Support and Information Page
<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support>
8. Managing COVID-19 Stress, Anxiety and Depression
https://www2.gov.bc.ca/assets/gov/health-safety/covid19_stressmanagement_5_accessible.pdf
9. World Health Organization
<https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>
10. Government of Canada
<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/canadas-reponse.html>

Appendix 1: Self Isolation

Coronavirus Disease 2019 (COVID-19)



Self-isolation

Guide for caregivers and household members of those with COVID-19 ('close contacts')

If you are caring for or living with someone who has COVID-19 or respiratory symptoms, you are considered a 'close contact'. You will be given special instructions about how to monitor your own health, what to do if you start to feel sick and who to contact. Be sure to tell health care providers that you are a close contact of someone with COVID-19.

Wash your hands often

- Wash your hands with soap and water after each contact with the infected person.
- Use an alcohol-based hand sanitizer if soap and water are not available.



Wear mask and gloves

- Wear a mask (surgical/procedure mask) and gloves when you have contact with the person's saliva or other body fluids (e.g. blood, sweat, saliva, vomit, urine and feces) and when providing direct contact care.



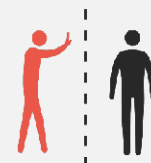
Dispose of gloves and mask after use

- Take the gloves and mask off right after you provide care and dispose of them in the wastebasket lined with the plastic bag.
- Take off the gloves first without touching the outside of the gloves, and wash your hands with soap and water before taking off your mask.
- After taking off your mask, wash your hands again with soap and water before touching your face or doing anything else.



Do not have visitors to your home

- Avoid having visitors to your home. It is okay for friends, family or delivery drivers to drop off food or other necessary provisions.
- Keep seniors and people with chronic medical conditions (e.g. diabetes, lung problems, heart disease or weakened immune system) away from the infected person.





Avoid sharing household items

- Do not share dishes, drinking glasses, cups, eating utensils, towels, bedding or other items with the case or person under investigation.
- After use, these items should be washed with soap or detergent in warm water. No special soap is needed.
- Dishwashers and washing machines can be used.
- Do not share cigarettes or other items that are put in the mouth.



Clean

- Clean your home with regular household cleaners.
- Clean regularly touched items such as toilets, sink tap handles, doorknobs and bedside tables on a daily basis.
- Use store bought disinfectant. If not available use diluted bleach solution, one part bleach to 50 parts water, and allow the surface to remain wet for 1 minute.



Wash laundry thoroughly

- Contaminated laundry should be placed in a laundry basket with a plastic liner.
- Wear gloves and mask when handling.
- Was with regular laundry soap and hot water (60-90°C)
- Clean your hands with soap and water immediately after removing your gloves.



Be careful when touching waste

- All waste can go into regular garbage bins.
- When emptying wastebaskets, take care to not touch used tissues with your hands. Lining the wastebasket with a plastic bag makes waste disposal easier and safer.
- Clean your hands with soap and water after emptying the wastebasket.



CONTACT YOUR LOCAL PUBLIC HEALTH:

Visit immunizebc.ca/finder to locate your nearest public health unit

Learn about the virus

COVID-19 is a new virus. It spreads by respiratory droplets of an infected person to others with whom they have close contact such as people who live in the same household or provide care.

Learn more at bccdc.ca/covid19

Information current as of March 20, 2020

Adapted from Public Health Ontario's *COVID-19: Self-isolation: Guide for caregivers, household members and close contacts*



SOCIAL DISTANCING

What does it mean?

Social distancing is the practice of reducing close contact between people to slow the spread of infections or diseases.

Social distancing measures include limiting large groups of people coming together, closing buildings and cancelling events.

Source: Physicians for Social Responsibility

AVOID...

- Group Gatherings
- Sleep Overs
- Playdates
- Concerts
- Theater Outings
- Sporting Events
- Crowded Retail Stores and Malls
- Workouts in Gyms
- Visitors in Your Home
- Non-essential Workers in Your Home
- Mass Transit Systems

USE CAUTION WHEN...

- Eating at Restaurants
- Visiting Grocery Stores
- Getting Take Out
- Picking Up Medications
- Playing Non-Contact Sports Outdoors
- Visiting the Library
- Attending Church Services
- Traveling

OK TO ...

- Take a Walk or Go for a Hike
- Order Take Out
- Do Yard Work
- Play in Your Yard
- Clean Out A Closet
- Read a Good Book
- Listen to Music
- Cook a Meal
- Enjoy Family Game or Movie Night
- Go for a Drive
- Stay in Contact Via Video Chats
- Check on a Friend or Elderly Neighbor

Appendix 2: Self-Monitoring

Coronavirus Disease 2019 (COVID-19)



How to self-monitor

For contacts of cases and contacts of people who have travelled outside Canada

Follow the advice that you have received from your health care provider. If you have questions, or you start to feel worse, contact your health care provider, 8-1-1, your local public health, or complete the COVID-19 Symptom Self-Assessment tool by visiting covid19.thrive.health.

Monitor for symptoms for 14 days after exposure



Fever*



Cough



Difficulty breathing

*Take and write down your temperature every day. Try not to use medicines that reduce fever, e.g. acetaminophen or ibuprofen. If you have taken acetaminophen or ibuprofen take your temperature at least 4 hours after your last dose of that medicine.

Other symptoms may include: Chills, pink eye, cough, diarrhea, fatigue, sore throat, runny nose

Avoid public spaces

Avoid crowded public spaces and places where you cannot easily separate yourself from others if you become ill.

What to do if you develop these or any other symptoms

Self-isolate immediately and contact your public health unit, your health care provider or 811. Exact protocols may vary by geography.

To self-isolate you will need:

- Instructions on how to self-isolate
- Supply of procedure/surgical masks (enough for 14 days)
- Soap, water and/or alcohol-based hand sanitizer to clean your hands

Call ahead before you visit your health care provider, avoid using public transportation such as subways, taxis and shared rides. If unavoidable, wear a mask and sit in the back seat.

If you have travelled outside Canada

Stay isolated at home and maintain social distancing. Monitor for symptoms for 14 days.

CONTACT YOUR LOCAL PUBLIC HEALTH:

Visit immunizebc.ca/finder to locate your nearest public health unit

Learn about the virus

COVID-19 is a new virus. It spreads by respiratory droplets of an infected person to others with whom they have close contact such as people who live in the same household or provide care.

Learn more at bccdc.ca/covid19

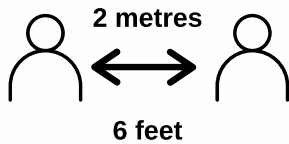
Information current as of March 19, 2020
Adapted from Public Health Ontario's COVID-19: How to self-monitor

Appendix 3: Social Distancing

SOCIAL DISTANCING AND COVID-19

Together, we can slow the spread of COVID-19 by consciously keeping a physical distance between each other. **Social distancing is the most effective way to reduce the spread of COVID-19.**

What does social distancing mean?



This means making changes in your behaviour to minimize close contact with others, including:

- avoiding crowded places and non-essential gatherings
- avoiding common greetings, such as handshakes
- staying home and self-isolating if you are sick
- avoiding anyone who is sick
- limiting contact with people at higher risk (e.g. older adults and those in poor health)
- keeping a distance of at least 2 arms lengths (2 metres or 6 feet) from others

Here's how you can practise social distancing



- greet with a wave instead of a handshake, a kiss, or a hug
- stay home, including for meals and entertainment
- enjoy the outdoors but only in small groups and maintain social distance
- do not play any team sports
- shop or take public transportation during off-peak hours
- conduct virtual meetings
- host virtual playdates for your kids
- use technology to keep in touch with friends and family
- use food delivery services or online shopping
- work from home

Remember to practise hand hygiene and respiratory etiquette



- wash your hands often with soap and water for at least 20 seconds and avoid touching your face
- cough or sneeze into the bend of your arm
- avoid touching surfaces people touch often

If you are concerned you may have COVID-19



- self-isolate from others as soon as you have any symptoms (e.g., fever, cough, sneezing, sore throat, or difficulty breathing)
- if you are outside the home when a symptom develops, go home immediately and self-isolate
- use the BCCDC self-assessment tool: covid19.thrive.health/

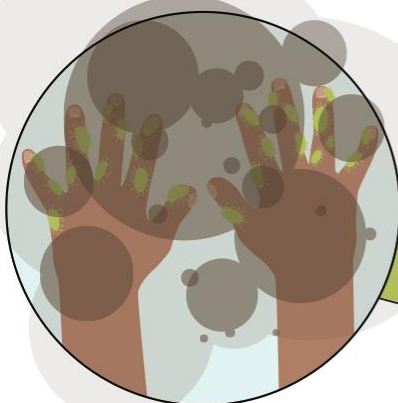
Call **1-888-COVID-19** or text **604-030-0300** for non-medical COVID-19 questions and **8-1-1** for medical COVID-19 questions. Go to bccdc.ca or interiorhealth.ca for more information.

IH-PH-COV-177 20Mar2020



Appendix 4-9: Posters for Agency Resources on Handwashing, Sneezing and Coughing Etiquette

Wash Your Hands!



Dirty!



Wet



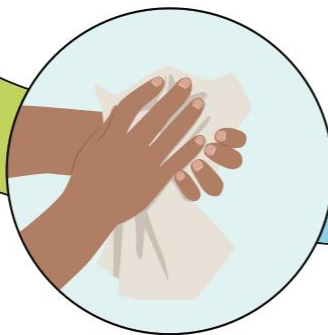
Get Soap



Scrub



Rinse



Dry



Clean!



Centers for Disease Control and Prevention
National Center for Emerging and Zoonotic Infectious Diseases

www.cdc.gov/handwashing

CS267057-A

How To Wash Your Hands



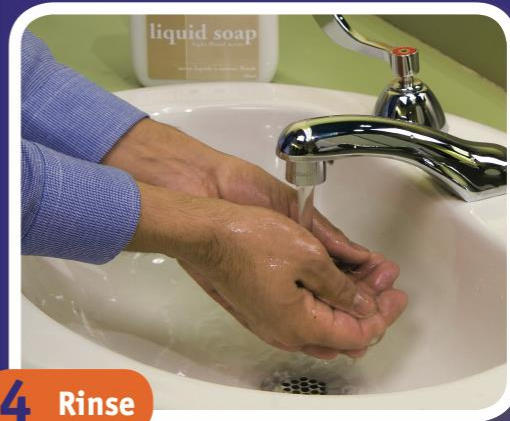
1 Wet Hands



2 Apply Soap



3 Rub Together



4 Rinse



5 Dry



6 Turn Off Tap



BC Centre for Disease Control
An agency of the Provincial Health Services Authority

www.bccdc.ca

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Promoting wellness. Ensuring care.

My Pledge

I pledge to cover my mouth and nose when I cough or sneeze.
I pledge to wash my hands.

● **Cough into your sleeve**



● **Cover your cough**

● **Wash your hands**



Handout #11

Good Habits



Stop the spread of germs that make you and others sick!

Cover your cough

Wash
your
hands

