

COVID-19 Safety Plan

Worksite: Campbell River Family Services Society

1st Level Protection – ELIMINATION

- Common areas have posted occupancy limits. Do not enter an area that is at maximum capacity.
- Maximum occupancy limits have been established as follows:
 - CRFSS Main office: **22** (this includes staff and clients)
 - CRFSS Main kitchen downstairs: **3**
 - CRFSS Main kitchen upstairs: **2**
 - Board Room: **6**
 - Family Room: **3**
 - Conference Room: **12**
 - Early Years front office area: **2**
 - Early Years child minding area: **4**
 - Early Years kitchen side: **10**
 - Art Room: **10**
 - Better at Home: **8**
 - Better at Home Kitchen: **2**
 - Family Support office: **3**
 - Family Support front room: **2**
- No one may enter this worksite if they:
 - Have possible signs of COVID-19, including sore throat, fever, chills, new or worsening cough, and shortness of breath, new muscle aches or headache.
 - Have travelled outside Canada within the last 14 days, or have been in close contact with a person who tested positive for COVID-19.
- A notice to this effect is posted at every main door throughout the office.

2nd Level Protection – ENGINEERING CONTROLS

- Barriers have been placed around the reception desk.
- ENTRY/EXIT PROCEDURES
 - The main front door (where reception is situated) is hereby designated an “Entry Only” door during regular business hours (8:30 am to 4:30pm).
 - During regular business hours, staff members are to use the “Exit Only” door in the downstairs lunch room. These doors now automatically lock when closed and all staff members are reminded to pull firmly on the door handle when leaving to ensure it appropriately locks.
 - The downstairs lunchroom door will be dead bolted at the end of business hours and, at this point (4:30pm onward), staff members are permitted to exit through the main front door while always being mindful of social distancing requirements.
 - At the end of client meetings in the Board Room or Family Room, staff members are required to guide clients to the rear parking lot exit by the Board Room (not through the Lunch Room). Staff members will be responsible for ensuring doors are securely locked after clients depart. There are directional arrows added to the floor/wall pointing to the appropriate exit direction outside of both downstairs meeting rooms.

- **ART ROOM:** Staff members meeting clients in the Art Room are to use the 437 entrance to meet clients and bring them up to the Art Room via those stairs to avoid congestion in the main office. An Art Room key will also be available at the front reception. At the end of appointments in the Art Room, staff members should again direct their client out via the 437 door.
- All other meeting room doors have been designated as entry/exit doors.
- The downstairs washroom beside the Boardroom and the BAH washroom are designated for use by clients. Early Years will designate a washroom for use by clients as well.
- Face-to-face sessions can only be held in the designated rooms deemed large enough. We are encouraging staff who need to see clients to do so in the conference room, BAH, and Art Room but do realize that space is limited and there may be specific situations (e.g. security concerns, new client) when a room in the main office area might be needed. The Board Room is preferable due to size over the Family Room. Meeting Rooms must be booked in advance. Be sure to schedule enough time to wipe down the space between booked clients.
- No staff members are permitted to see clients in their offices.

3rd Level Protection – RULES and GUIDELINES

- This worksite has rules and guidelines that all workers are expected to follow – see the following documents:
 - **Health and Safety: Cleaning and Disinfecting** (WorkSafeBC)
 - **Help Prevent the Spread of COVID-19: Coughs and Sneezes** (WorkSafeBC)
 - **Help Prevent the Spread of COVID-19: How to Use a Mask** (WorkSafeBC)
 - **Help Prevent the Spread of COVID-19: Handwashing** (WorkSafeBC)
 - **COVID-19 Next Steps** (CRFSS document)
- Masks are to be worn in all common areas by all staff and clients (ie. hallways, staff rooms, stairways, etc.) as well as during one-to-one and group appointments. Staff are not required to wear masks while sitting at their desks, but when you leave from your desk, you must put on your mask.
- Staff and clients will follow social distancing rules and keep two metres between people at all times.
- Hand sanitizer units are on walls in main areas, on shelves in designated meeting rooms as listed above, as well as every staff member has been provided with one for their desk or take with them if meeting client in community.
- Wash your hands immediately before using shared equipment (copier, kitchen appliances, watercooler, etc.). Please also remember to wipe down shared equipment after each use.
- Do not share office supplies/equipment (pens, phone, calculator, workstation, etc.) unless sanitized.
- Turn light switches on/off with your elbow.
- Avoid using the stair handrail unless essential for your safety/mobility.
- There are established twice daily cleaning and sanitizing protocols in this worksite, including a list of high-touch areas in main areas. All workers are expected and responsible for cleaning their own workspace/office before and after each shift. Cleaning includes door knobs, switches, keyboard, mouse, telephone, etc. Cleaning happens on work time, i.e. you will be paid for the time you are cleaning. Only staff with proper WHMIS certification can use/handle the Sanicide solution. Lysol wipes and OxySan are to be used unless you have this certification.
- Lysol wipes/OxySan and hand sanitizer are available in all authorized meeting rooms.
- Health checks will be conducted on all staff when they report for their shift each day. When staff are signing in to Simple In/Out (either on tablet, automatically, or on computer) for the first time each day, staff are acknowledging that they have reviewed and completed the health check self-assessment and have answered “No” to all four questions.
- The waiting room area is not to be used as appropriate social distancing is not possible.
- When meeting clients in established meeting rooms, please remember to wipe down the room at the end of

your appointment to ensure it is ready for use by the next person.

- Our doors will remain locked at this time. Clients arriving for scheduled appointments will be instructed to call/text upon their arrival to the office. Please advise clients to not come early for their scheduled appointment. Staff will be responsible for coming to reception doors, meeting clients and taking them to pre-determined space. Clients will not be permitted to wait inside the office, as we do not have space.
- Prior to leaving a washroom, wash your hands then use Lysol wipes provided to wipe the flush handle, taps, and door knob, leaving to dry naturally.
- No communal food will be shared between staff and/or clients, visitors, etc. Staff members providing snacks to clients are to distribute these snacks at the end of their session as a “to go” snack. Small bottles of water and recyclable cups are available for client use during meetings. Clients who have not finished their water by the end of their meeting are to take the bottles with them when they depart.
- All tools, equipment, resource materials, furniture, etc. used by clients must be appropriately cleaned and sanitized after each use. Please remember to schedule enough time for cleaning and sanitizing in between appointments.
- In these times, it is important to take care of your mental wellness as you provide support to clients. Please remember EFAP is available, and team leaders and admin staff welcome you to check-in if you are struggling and need support.

ONSITE AND OFFSITE GROUPS

- **Onsite and offsite groups will not be offered while Provincial Health Orders are in effect, unless approved of Executive Director. The current Provincial Health Order is in effect until February 5, 2021.**
- ***All Groups offered on site at CRFSS*** –This would include children’s groups, parenting groups, and pre/post-natal groups. Some groups will be resuming in late September/early October.
 - All procedures outlined in this safety plan are to be followed.
 - Parents are not permitted in the room where group is being held and should drop their children off at the door.
 - Clients are permitted to bring in their own beverages and/or bottled water can be supplied.
 - In the conference room, tables (classroom style) are to be set up 2 meters apart (max 6 tables for participants). If participants are in the same household/bubble, 2 participants are permitted per table, otherwise there must only be 1 participant per table.
 - If chairs are being used instead of tables, chairs must be 2 metres apart.
 - All participants and staff must use hand sanitizer upon entry to the group room and at the end of the session and stay a minimum of 2 metres away from each other (unless in same household/bubble).
 - Staff and participants must wear masks at all times during group.
 - Health checks are required to be completed on all group participants prior to entering the group room. A checklist is available and each participant will be asked all the health questions each group session. Completed checklists should be retained by group facilitators and kept with their group materials.
 - Please ensure accurate attendance records and current contact information of all participants is maintained should contact tracing be required.
- ***Early Years groups offered at Community Centre*** – CRFSS staff will follow the City’s “Covid Safety Plan – Early Years Programs” document. CRFSS staff will collect client information necessary for contact tracing.

4th Level Protection – PERSONAL PROTECTIVE EQUIPMENT

- Fabric masks have been provided to all workers. COVID-19 Kits from the Canadian Red Cross (consisting of masks and gloves) will be distributed to all staff members. We currently have an ample supply of disposable face masks and gloves available for use (please ask at reception).
- All staff and clients must wear masks in all common areas of the office and in all situations where they are unable to maintain a distance of two metres from all other people. Masks are to be worn by staff and clients during one-to-one and group appointments (see reception for disposable masks). Ensure you know how to take care of your mask, and use your mask safely. See ***How to Use a Mask***.

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