

COVID-19 Island Metis Family & Community Service Society Office Guidelines

COVID-19 related policies and guidelines will be revised regularly to remain in line with direction from the Provincial Health Officer & MCFD Practice Guidelines.

IMFCSS has the following guidelines in place in order to maintain safe physical distancing, as directed by the Provincial Health Officer, in order to reduce transmission of COVID-19.

Individuals who have symptoms of a cold, flu, or COVID-19 including coughing, sneezing, runny nose, sore throat, or fatigue should not come into the workplace until symptoms have passed. You may be directed to complete a self-assessment here: <https://bc.thrive.health/covid19/en> and the expectation is that you abide by any recommendations arising from this self-assessment.

Confirmed or Suspected Exposure

If you have been in contact with a person who has a confirmed case of COVID-19, or has symptoms of COVID-19:

- Inform your supervisor immediately and inform them of any other individuals you have been in contact with since being exposed for contact tracing purposes.
- Leave the workspace and self-isolate.
- Call 8-1-1 and follow the advice and recommendations received from this call.

Please keep your supervisor updated throughout this process.

Your supervisor will:

- Inform the Health and Safety Committee for documentation purposes.
- Ensure sanitization of the workspace and all common spaces. This may include informing the building.

Personal Practice to Reduce Transmission

Good Health Hygiene

- Wash your hands often with soap and water for at least 20 seconds. Using soap and water is the single most effective way of reducing the spread of infection.
- If a sink is not available, alcohol-based hand sanitizer (ABHS) can be used to clean your hands if they are not visibly soiled. If they are visibly soiled, use a wipe and then ABHR to effectively clean them.
- Do not touch your face, eyes, nose or mouth with unwashed hands.
- Cover your mouth and nose with a disposable tissue or the crease of your elbow when you sneeze or cough.
- Regularly clean and disinfect frequently touched surfaces.
- Do not share food, drinks, utensils, etc.

Safe Physical Distancing

- Maintain reasonable physical distancing (minimum of 2 metres), when in the office, or in a community setting.
- Use of a non-medical mask or face covering in situations where reasonable physical distancing cannot be consistently maintained.
- No handshaking as the new norm.
- If you have the symptoms of a cold, flu, or COVID-19, including a cough, sneezing, runny nose, sore throat, or fatigue, you must stay at home and maintain a safe distance from others until symptoms have passed.

Handwashing Procedure:

- Wash with soap and water for at least 20 seconds or if soap and water are not available, use an alcohol based hand sanitizer.

We are asking all IMFCSS Staff to maintain the COVID-19 IMFCSS Office Guidelines, for the safety of each other during the pandemic period.

- Main Entrance Area Screening Station: A screening station has been placed inside our main reception area, in which we ask all individuals to sanitize their hands prior to entry.
- All staff are expected to wash their hands with soap and water when they arrive at work in the morning, when returning to the building during the workday and intermittently during the day. The Duty Worker will have the role of screening clients prior to entry.
- All Clients, Community Members, and staff are required to sanitize their hands, and wear a mask prior to entry.
- There are sanitizing stations throughout the office, including the main reception area, the Community Room and Boardroom, and we encourage the frequent use of each station throughout the day.
- Plexi-glass at Front Desk: A temporary plexi-glass guard has been placed around the front desk; we ask that for the safety of each other, we minimize socializing in this area.
- Frequent Cleaning of High Contact Areas: In addition to a more frequent cleaning rotation with our janitorial service; we request that sanitization occur before and after the use of a common area (kitchen, meeting rooms, file room, photocopy area, upstairs common area.)
- Hand Washing and Social Distancing Reminders have been posted throughout the building.
- File room: When the receptionist is in the office, please do not enter the file room or go beyond the reception gate. Reception will attend to all filing, retrieval of files, photocopies, updating the in-out board and providing staff their mail baskets at the beginning of the day.

General Guidelines

- IMFCSS has provided alcohol based hand sanitizer and disinfectant stations in our main reception area and we promote the frequent use of both items before and after use of a common area.

- IMFCSS has provided disposable masks and gloves, that are available for use by staff and clients if and when needed.
- Individuals who have symptoms of a cold, flu, or COVID-19 including coughing, sneezing, runny nose, sore throat, or fatigue should not come into the workplace until symptoms have passed.

Non-Medical Face Mask/Face Covering Requirements

Face Masks for Clients:

- Required for coming into the office, and will be available at the main entrance screening station.
- A client is required to wear a face mask, or a face shield or mouth shield if they are unable to wear a face mask due to a medical condition.
- If staff receive pushback from clients not wanting to wear a face mask, or shield, or mouth shield, staff are to respond that “Agency policy is following Provincial Health Guidelines set by Dr. Bonnie Henry

Face Masks for Staff

- Required when a minimum of 2 metres physical distancing cannot be maintained.
- Required for meetings taking place outside of the office.

Safe Physical Distancing in the Office

- Maximum of 3 staff in the office at any time.
- 1 person at a time in the hallways.
- IMFCSS Staff may only be in the office during your allotted schedule, to ensure we can maintain a safe physical distance at all times; if you need to enter the office at a time outside of your allotted schedule, you must speak to your supervisor to discuss.
- Do not enter a workspace or office that is not your own; with the exception of your supervisor if consult is required.
- We encourage the use of phone, Zoom, and Skype to communicate with staff and clients, both in and out of the office.

Boardroom is the designated space for Intake and one to one client meetings.

There is a sanitizing station in the Boardroom, so social workers can conduct Intake and one to one client meetings, as required.

- Clients are required to use a non-medical mask, and to have sanitized their hands.
- Ensure the client(s) are seated a minimum of 2 metres distance.
- It is the workers responsibility to disinfect the Boardroom before and after each use.
- For face-to-face meetings; all face-to-face meetings require prior approval from your supervisor.
- In any meeting environment where reasonable physical distancing cannot be consistently maintained, use of a non-medical mask is required.
- Workers need to screen each client prior to scheduling an in-person meeting, with prior approval by your supervisor.
- Clients are required to use a non-medical mask, and to have sanitized their hands.
- Ensure doors remain open to increase ventilation, as appropriate and as dictated by weather.
- Ensure the client/s are seated a minimum of 2 metres distance.

- In any meeting environment where reasonable physical distancing cannot be consistently maintained, use of a non-medical mask is required.

Common Areas

- Maximum of 2 people in common areas at the same time, wipe down all surfaces before and after use.
- Sanitize before and after use of each common area.

Washrooms

- As we do not have a dedicated washroom this is the responsibility of the building; however, we understand that all touch points in the building are sanitized by cleaning staff throughout the day.

COVID-19 Island Metis Family & Community Service Society

Staff Exposure Control Plan

COVID-19 related policies will be revised regularly to remain in line with direction from the Provincial Health Officer & MCFD Practice Guidelines.

IMFCSS priorities during the pandemic period are to maintain our essential services, in order to ensure the safety of our children and families of the communities we serve.

Mode of COVID-19 Transmission

COVID-19 is transmitted by large droplets which may be generated when an infected person coughs or sneezes. Droplets travel a short distance through the air (less than 2 metres) and can be deposited on inanimate surfaces or in the eyes, nose, or mouth. Scenarios with an increased risk include a person who has:

- Close contact (within 2 metres) with a COVID-19 case experiencing respiratory symptoms (e.g., sneezing, coughing) is at risk of being exposed to potentially infective respiratory droplets.
- Direct physical contact (e.g. touching contaminated skin/hands) with a person with COVID-19 is at risk of infection, via the transfer of the virus.
- Contact with an inanimate object, such as contaminated surfaces and objects, which can serve as the vehicle for transmission of COVID-19 viruses, is at risk of infection.

IMFCSS workplace is a low-risk environment, it is important we maintain the COVID-19 IMFCSS Office Guidelines, including frequent disinfecting of any surfaces touched, and practicing good health hygiene.

Signs and Symptoms of COVID-19

Common symptoms are fever, tiredness and a dry cough. Some patients may have aches and pains, nasal congestion, runny nose, sore throat, vomiting or diarrhea. These symptoms are usually mild and begin gradually. They are similar to a cold or flu and may take up to 14 days to appear.

Individuals who have symptoms of a cold, flu, or COVID-19 including coughing, sneezing, runny nose, sore throat, or fatigue should not come into the workplace until symptoms have passed. You may be directed to complete a self-assessment here: <https://bc.thrive.health/covid19/en> and the expectation is that you abide by any recommendations arising from this self-assessment.

Cleaning Guidance

The BCCDC says that regular household cleaning products are effective against most viruses.. Be sure to read the instruction on the cleaners before use. Some cleaners, will require the use of gloves and should have good ventilation. Always wash hands or use alcohol based hand sanitizer after cleaning. As we have a staff member with an allergy to bleach, please ensure you only use cleaners provided by the agency and not utilize bleach solutions.

Good Health Hygiene Practices

As COVID-19 most commonly spreads through respiratory droplets generated when you cough or sneeze, or by touching something with the virus on it and then touching your mouth, nose or eyes, the best way to protect yourself is to practice good health hygiene:

- Wash your hands often with soap and water for at least 20 seconds. Using soap and water is the single most effective way of reducing the spread of infection.
- If a sink is not available, alcohol-based hand rubs (ABHR) can be used to clean your hands if they are not visibly soiled. If they are visibly soiled, use a wipe and then ABHR to effectively clean them.
- Do not touch your face, eyes, nose or mouth with unwashed hands.
- Cover your mouth and nose with a disposable tissue or the crease of your elbow when you sneeze or cough.
- Regularly clean and disinfect frequently touched surfaces.
- Do not share food, drinks, utensils, etc.
- Increasing interpersonal distancing (ideally separation of at least 2 metres, not shaking hands etc.)

Anyone who is concerned they may have been exposed to, or is experiencing symptoms of COVID-19, whether staff or clients, should phone 8-1-1.

Attending Front Desk/Lobby: Screening Station

A small table has been placed in the entrance area (at least 2 metres or more from any staff).

The Main Entrance Screening Station contains:

- BCCDC “About COVID-19 (Coronavirus)” info sheet from BCPSA (will be updated accordingly).
- Hand Sanitizing Station that includes: hand sanitizer, disposable masks, tissues and a waste bin.
- Signage to remind clients and community members to maintain interpersonal distancing of at least 2 metres.

IMFCSS COVID-19 Signage

IMFCSS has put in place posters and information sheets prominently displayed throughout the workplace that:

- Advises IMFCSS clients of the current outbreak, requesting that if they are ill or have any flu like symptoms, that they leave the building and make contact via phone or email.
- Advises them that if they are concerned, they may have been exposed to, or are experiencing symptoms of COVID-19, whether staff or clients, should phone 8-1-1.
- Includes all contact information for the office.
- About Coronavirus Disease (COVID-19), Get the Upper Hand On Germs, Social Distancing and Handwashing information sheets.

GUIDELINES FOR FACE-TO-FACE MEETINGS

Prior to approving a face-to-face meeting with clients, the supervisor will:

- Work with the employee to identify the service they will be providing.
- Review the Interim Practice Guidelines for Service Delivery during the COVID-19 Pandemic document that stipulates how the services must be offered (face-to-face or virtually).
- Advise the employee how the services will be offered (face-to-face or virtually).
- Only approve face-to-face meetings that are identified in the practice guidelines otherwise they will be done virtually.

If a face-to-face meeting has been approved by your supervisor, the employee will contact clients prior to a face-to-face meeting in order to conduct:

- A phone assessment of health issues prior to arranging a visit.
- During the booking of appointments with clients, inform them of the current pandemic and explain that all IMFCSS clients who are experiencing, displaying or if there are indications of, symptoms of COVID-19, have travelled abroad, or are in self-isolation will be asked to:
 - Use the practice guidelines to determine if service can be provided virtually if not, consult your supervisor.

When a phone appointment is not possible, and an urgent in-person contact has been determined by a social worker and approved by your supervisor and an in-office client visit is required as outlined in the practice directives, the employee will:

- If possible, meet with client in the largest available room that has good ventilation and air circulation, such as the Community Room or Boardroom. Sit approximately 2 metres or more distance from the client.
- Inform the client of practicing good health hygiene.
- If the client is coughing, sneezing, or displaying any symptoms of COVID-19, end the meeting and contact your supervisor.
- Advise the client if they are concerned, they may have been exposed to, or are experiencing symptoms of COVID-19 that they should phone 8-1-1.
- Wash hands before and after the meeting and disinfect the work area upon the client leaving the worksite.

When a phone appointment is not possible, and an urgent in-person contact has been determined by a social worker and approved by your supervisor and a residential client visit is required as outlined in the practice directives, the employee will:

- Inform client of practicing good health hygiene.
- If possible meet with the client outdoors.
- When in the residence, do your job quickly and leave in order to minimize exposure time.
- Wash hands before and after the meeting with alcohol based hand sanitizer, wipes or soap and bottled water.
- During the visit sit at least 2 metres or more distance from the client and wear a mask.
- If it is possible sit in a ventilated room with windows open (if possible).
- If the client is coughing, sneezing, or displaying any symptoms of COVID-19, end the meeting and contact your supervisor

- Advise the client if they are concerned, they may have been exposed to, or are experiencing symptoms of COVID-19 they should phone 8-1-1.

GUIDELINES FOR TRANSPORTING CLIENTS

During this time, IMFCSS will not transport any clients. Bus tickets are available for client use, as are pre-planned taxi fares.

GUIDELINES FOR MEETING ROOM USE

Boardroom is the designated space for Intake.

There is a sanitizing station in the Boardroom, so social workers can conduct Intake as required.

- Clients are required to use a non-medical mask, and to have sanitized their hands.
- Ensure the client(s) are seated a minimum of 2 metres distance.
- It is the workers responsibility to disinfect the Boardroom before and after each use.
- In any meeting environment where reasonable physical distancing cannot be consistently maintained, use of a non-medical mask is required.
- Workers need to screen each client prior to scheduling an in-person meeting, with prior approval by your supervisor.
- Clients are required to use a non-medical mask, and to have sanitized their hands.
- Ensure door remains open to increase ventilation, as appropriate and as dictated by weather.
- Ensure the client(s) are seated a minimum of 2 metres distance.

HANDWASHING

Hand washing is one of the best ways to minimize the risk of infection. Proper hand washing helps prevent the transfer of infectious material from the hands to other parts of the body particularly the eyes, nose, and mouth or to other surfaces that are touched.

Wash your hands immediately:

- When arriving at your work area and when you leave a work area, and often throughout the day.
- After handling materials that may be contaminated.
- Before eating, drinking, smoking, handling contact lenses, or applying makeup.

Handwashing Procedure:

Wash with soap and water for at least 20 seconds, or, if soap and water are not available, use an alcohol based hand sanitizer.

Thank you for ensuring the safety of ourselves and others during the pandemic period. If you have any questions regarding the IMFCSS Staff Exposure Control Plan, please speak with your supervisor.

I have read, understand and agree to abide by the above guidelines:

Name:

Date: