



# SVNH COVID-19 Safety Plan

Updated April 19, 2021

## Introduction

COVID-19 is a respiratory infection that can cause quite severe disease in certain populations, particularly the elderly adults and persons with chronic, underlying health conditions. The virus that causes COVID-19 spreads in several ways, including through droplets when a person coughs or sneezes, and from touching a contaminated surface before touching the face, particularly the eyes, nose, or mouth.

Higher risk situations require adequate protocols to address the risk.

- The risk of person-to-person transmission is increased the closer you come to other people, the amount of time you spend near them, and the number of people you come near. Physical distancing measures help mitigate this risk.
- The risk of surface transmission is increased when many people contact the same surface, and when those contacts happen in short intervals of time. Effective cleaning and hygiene practices help mitigate this risk.

SVNH's COVID-19 Safety Plan was developed by SVNH management in consultation with SVNH's Occupational Health and Safety Committee, Program Staff, and Volunteers to provide guidance for staff about general operating procedures that have been implemented to help reduce the risk of person-to-person and surface transmission of COVID-19. The information in this Safety Plan is subject to change to ensure compliance with BC Centre for Disease Control, BC Ministry of Health, Vancouver Coastal Health Authority, and WorkSafeBC guidelines. Updated information will be shared with the SVNH staff team as circumstances change and the SVNH COVID-19 Safety Plan evolves.

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## First Level Protection (elimination): Control measures for maintaining physical distance in the workplace

**\*\*All non-essential in-person programming has been suspended until further notice. SVNH management will continue to monitor BC Public Health Orders to determine when it is safe to resume non-essential in-person programming.**

Limiting the number of people at SVNH facilities is an important way to ensure physical distancing is maintained. To reduce the number of people at the worksite, we have considered work-from-home arrangements, virtual meetings, rescheduling work tasks, and limiting the number of visitors in SVNH facilities. We have established and posted occupancy limits for common areas such as the lobby, elevator, program rooms, meeting rooms, and offices. We have also implemented measures to keep workers and others at least 2 metres apart, wherever possible.

### Building and Room Occupancy Limits

To control the number of people in the building, the front doors at SVNH will remain locked at all times. Only people with a scheduled appointment or program will be allowed to enter the building.

In order to ensure that staff, volunteers, and community members at SVNH's main site are able to maintain a minimum of 2 metres physical distance, the maximum number of occupants allowed in the building at any given time is 40 people. Staff members are encouraged to avoid reaching the upper occupancy limit whenever possible and should work offsite or remotely unless they are providing in-person programs/services or performing work that can only be done onsite. To work onsite, staff members must obtain approval from a Program Director/Manager.

Occupancy limits have been established for each floor and for each room. See the following table for occupancy limits:

Location Description	Max Occupancy	Notes
<b>SVNH First Floor</b>	<b>20</b>	First Floor capacity limit includes the garage.
Front Entryway	3	
RM-101 Front Room	12	Capacity is based on unencumbered space. If tables are being used, reduce occupancy by 1 person for every 1 table placed in the room.  For family programs, the room capacity can be increased to 16 people if the following criteria can be met: <ul style="list-style-type: none"> <li>• Participants must be grouped by household in "pods" that are at least 2 metres apart from each other</li> <li>• No more than 6 pods</li> <li>• One pod can be comprised of no more than 1 adult and 3 children (0-5 years old)</li> <li>• Persons from different households cannot be assigned to the same pod</li> <li>• Total building capacity cannot exceed 40 people</li> <li>• Total floor capacity cannot exceed 20 people</li> </ul>
RM-102 Commercial Kitchen	2	
Rm 103 Seniors Lounge	1	
Reception/Photocopier Area	2	Due to physical distancing requirements, at no time should 2 people be in the reception work area or 2 people be in the photocopier/mailbox area. 1 person can use the photocopier while 1 person is working at the reception desk.
Lobby	4	
Elevator	2	

First Floor Women's Washroom	2	
First Floor Universal Washroom	1	Parents and Caregivers can accompany children and persons with disabilities if required
Garage	3	
<b>SVNH Second Floor</b>	<b>6</b>	This number excludes Childcare which will be operating in the Preschool Room and Family Room.
Staff Offices (Rooms 202, 203, 204, 205, 206, 208, 209, 210, 213)	1	Shared offices are limited to 1 person at a time. Staff are asked to <b>not</b> share workstations wherever possible.
RM-204 ED Office	2	This room is available for staff to book one-to-one appointments if needed.
RM-201 Family Room		Reserved for Childcare
RM-210 Preschool		Reserved for Childcare
Second Floor Women's Washroom	2	
Second Floor Men's Washroom	2	
<b>SVNH Third Floor</b>	<b>20</b>	
Staff Offices (Rooms 302, 303, 310, 311, 312, 313, 314, 315)	1	Shared offices are limited to 1 person at a time. Staff are asked to <b>not</b> share workstations wherever possible.
RM-301 Office Space	1	
RM-304 Rec Room	10	<p>This room is reserved for OSC on VSB Pro-D days.</p> <p>Capacity is based on unencumbered space. If tables are being used, reduce occupancy by 1 person for every 1 table placed in the room.</p> <p>For family programs, the room capacity can be increased to 16 people if the following criteria can be met:</p> <ul style="list-style-type: none"> <li>• Participants must be grouped by household in "pods" that are at least 2 metres apart from each other</li> <li>• No more than 6 pods</li> <li>• One pod can be comprised of no more than 1 adult and 3 children (0-5 years old)</li> <li>• Persons from different households cannot be assigned to the same pod</li> <li>• Total building capacity cannot exceed 40 people</li> <li>• Total floor capacity cannot exceed 20 people</li> </ul>
RM-305 Meeting Room	4	This room is available for staff to book for small groups or one-to-one or appointments.
RM-307 Youth Office	2	Staff must maintain 2 metres distance. Staff are asked to <b>not</b> share workstations if possible.
RM-308 Office	1	
RM-308 Classroom	2	
RM-309 Staff Room	3	
Third Floor Women's Washroom	2	
Third Floor Universal Washroom	1	Parents and Caregivers can accompany children and persons with disabilities if required
Wheelchair Lift	1	Parents and Caregivers can accompany children and persons with disabilities if required
<b>SVNH Rooftop</b>	<b>6</b>	When Childcare is not using the Rooftop, this area is available for staff to book for small groups or one-to-one appointments.

<b>South Hill Neighbourhood Centre</b> (5888 Fraser Street)	<b>12</b>	Capacity is based on unencumbered space. If tables are being used, reduce occupancy by 1 person for every 1 table placed in the room.
<b>SVNH Langara Community Food Hub</b> (282 W 49 <sup>th</sup> Ave)	<b>10</b>	
RM-112 Dry Food Storage	4	
RM-113 Dry Food Storage	4	
RM-114 Office	4	
RM-130 Corridor	4	
<b>SVNH Langara Community Food Hub Gymnasium (RM-110)</b>	<b>20</b>	

### Reducing the Number of Participants/Clients Onsite

Because of reduced building capacity, programs will primarily be offered remotely via online platforms and telephone. Staff may also organize small groups and one-to-one meetings with participants and clients offsite at outdoor locations when appropriate.

Except for Childcare and certain Family Programs (for families with children 0-5 years old), only small group activities (maximum of 10 persons) can be held at SVNH's main site. The following locations are available at SVNH's main site for meetings and small group activities:

<b>Location Description</b>	<b>Max Occupancy</b>	<b>Notes</b>
RM-101 Front Room	12	Capacity is based on unencumbered space. If tables are being used, reduce occupancy by 1 person for every 1 table placed in the room.  For family programs, the room capacity can be increased to 16 people if the following criteria can be met: <ul style="list-style-type: none"> <li>• Participants must be grouped by household in "pods" that are at least 2 metres apart from each other</li> <li>• No more than 6 pods</li> <li>• One pod can be comprised of no more than 1 adult and 3 children (0-5 years old)</li> <li>• Persons from different households cannot be assigned to the same pod</li> <li>• Total building capacity cannot exceed 40 people</li> <li>• Total floor capacity cannot exceed 20 people</li> </ul>
RM-304 Rec Room	10	This room is reserved for OSC on VSB Pro-D days.  Capacity is based on unencumbered space. If tables are being used, reduce occupancy by 1 person for every 1 table placed in the room.  For family programs, the room capacity can be increased to 16 people if the following criteria can be met: <ul style="list-style-type: none"> <li>• Participants must be grouped by household in "pods" that are at least 2 metres apart from each other</li> <li>• No more than 6 pods</li> <li>• One pod can be comprised of no more than 1 adult and 3 children (0-5 years old)</li> </ul>

		<ul style="list-style-type: none"> <li>• Persons from different households cannot be assigned to the same pod</li> <li>• Total building capacity cannot exceed 40 people</li> <li>• Total floor capacity cannot exceed 20 people</li> </ul>
RM-305 Meeting Room	4	
RM-204 ED Office	2	
Rooftop	6	When Childcare is not using the Rooftop, this area is available for staff to book for small groups or one-to-one appointments.

When scheduling programs and meetings, please keep in mind that space will be limited while Childcare and Youth programs are operating.

- Childcare will be operating on the following schedule:
  - Poppins Preschool: Monday-Friday 9:30am to 12:30pm
  - OSC: Monday-Friday 7:00am to 9:00am
- Youth Programs will be operating after school Monday-Friday 3:00pm to 6:00pm

For all other programs, meetings and small group activities can only be booked during the following times:

Monday 10:00am to 3:00pm  
 Tuesday 10:00am to 3:00pm  
 Wednesday 10:00am to 3:00pm  
 Thursday 10:00am to 3:00pm  
 Friday 10:00am to 3:00pm  
 Saturday 8:00am to 6:00pm  
 Sunday 8:00am to 6:00pm

## Site Capacity Management

Program Directors/Managers are collectively responsible for ensuring that the building occupancy never exceeds the established capacity limit.

To control the number of people in the building, the front doors at SVNH will remain locked at all times. Only people with a scheduled appointment or program will be allowed to enter the building. Please note that participants and volunteers cannot meet in the building without a responsible staff person present.

## SVNH Site Scheduling Process

All Staff members must receive approval from their Program Director/Manager to work onsite through one of the following processes:

1. Scheduling Regular/Ongoing Programs and Activities
2. Scheduling Infrequent/Irregular Programs/Activities

### Scheduling Regular/Ongoing Programs and Activities

Program Directors/Managers will work with their respective teams to establish weekly schedules for Staff members to work onsite on a regular basis. When establishing the schedule, Program Directors/Managers will consider the number of staff, volunteers and participants that will be present and determine if there is adequate capacity in the building to accommodate planned activities.

Regular programming at SVNH’s main site will be scheduled on the following cycle:

- September to December schedule will be set in August
- January to June schedule will be set in December
- July-August schedule will be set in June

On the first of the month prior to the beginning of a new cycle (e.g., December 1 for January to June cycle), Program Directors (Community, Seniors & Food, and Childcare teams) will send a schedule for the next cycle to the Director of Operations and Office Manager in the following format:

Name/Role	Day(s)	Start Time	End Time	Stare Date	End Date	Location of program
Michelle Lui	W	11:00am	3:00pm	1-Sep-2020	31-Dec-2020	
Kathy Do	M-F	2:00pm	6:00pm	14-Sep-2020	18-Dec-2020	
8 Youth Participants	M-F	3:00pm	6:00pm	14-Sep-2020	18-Dec-2020	Rec Room
Catherine Kwan	Sat	10:00am	1:00pm	12-Sep-2020	19-Dec-2020	Front Room
Flossie Li	Sat	10:00am	1:00pm	12-Sep-2020	19-Dec-2020	Front Room
14 FDI Participants	Sat	11:00am	12:00pm	12-Sep-2020	19-Dec-2020	Front Room

By the 15<sup>th</sup> of the month prior to the beginning of a new cycle (e.g., December 15 for January to June cycle):

- Director of Operations will upload weekly Site Schedules for the next cycle to the [6470 Victoria Site Scheduling folder](#) located in the Documents library on the Reception team site on SharePoint.
- Office Manager will confirm that rooms have been booked for scheduled programs and report any scheduling conflicts to the appropriate Program Directors and Program Staff.

#### Scheduling Infrequent/Irregular Programs and Activities

Staff members who do not have a set schedule for working onsite, must schedule a time before arriving onsite.

To schedule a time to be onsite at SVNH’s main site:

1. Staff will check the [6470 Victoria Site Scheduling folder](#) (located in the Documents library on the Reception team site on SharePoint) to find an available time slot.
2. If meeting space is required, staff will also use their Outlook calendar to book an available room. Please book the room before going to step 3 below, so that you have confirmed that the room is available.
3. Staff will email Reception and CC their Program Director to request a time slot providing the following information
  - a. Date
  - b. Start-time/End-Time
  - c. Name or description of program/activity (i.e., the reason you need to work onsite)
  - d. Number of staff, volunteers, and participants who will attend (estimate the upper limit if numbers are not confirmed yet)
  - e. Room number/name that was booked for the program/activity
4. Program Director will Reply All to approve or deny the request
5. If approved, Reception will update the appropriate Site Capacity Workbook and confirm the booking. If the booking will cause the building capacity to be exceeded during the requested time slot, Reception will email the staff person and their Program Director to inform them that there is a scheduling conflict.

#### Staff, Volunteer, Participant, and Visitor Sign-in/Sign-out

All staff, volunteers, participants, and visitors must sign-in upon entering the building and sign-out when they leave.

Please note that participants and volunteers cannot meet in the building without a responsible staff person present.

There is a Sign-in/Sign-out form located at Reception, so the building capacity limit can be monitored (i.e., no more than 40 people in the building at any given time). The Sign-in/Sign-out log will track names and phone numbers of people who are in the building to help with contact tracing in the event that there is a possible COVID-19 exposure in the building.

Only people with a scheduled appointment or program will be allowed to enter the building. The staff person who is responsible for the appointment or program will greet the person(s) at the front door and escort them to the Reception Desk to sign in. The staff person responsible for the appointment will ask the visitor/volunteer/participant to answer a Health Check Questionnaire to ensure that they are safe to enter the building. For more information about health screening rules and guidelines, please refer to the subsection below called "[Health Screening](#)."

While childcare programs have their own sign-in protocol for program participants, program staff are still required to sign-in and sign-out at Reception. The Preschool Supervisor and OSC Supervisor must also note the number of participants registered for the given day on the Sign-in/Sign-out form – on the next line below where they signed in, the Supervisor will note the program name, number of participants, and the start and end time of the program. This is necessary to help Reception staff monitor building capacity limits and to help management with contact tracing.

### Restricted Use of Elevators and Stairwells

To enable users to maintain 2 metres distance in the stairwells at SVNH's main site,

1. **Stairwell #1** (rear stairwell) has been designated for traffic going **Up**
2. **Stairwell #2** (front stairwell) has been designated for traffic going **Down**
  - o Directional signs and arrows are posted in both stairwells so that users are aware of the correct direction
  - o A notice is posted on the ground floor of Stairwell #2 to remind users to stop by the Reception Desk to Sign-out before exiting the building.
3. Elevator (Floors 1-3) capacity is restricted to 2 occupants at a time.
4. Wheelchair lift (3rd Floor to Rooftop) capacity is restricted to 1 occupant at a time; however, parents and caregivers can accompany children and persons with disabilities if required.

### Working Offsite or Remotely

While physical distancing is required to help reduce the spread of COVID-19, Staff members are encouraged to work offsite or remotely whenever possible. ANHBC has implemented a [Working from Home Policy](#) to provide guidance to employees around expectations for working at home.

### Second Level Protection (engineering controls): Barriers and Partitions

Plexiglass barriers have been placed on the Reception countertop to provide a separation between Reception workers and visitors to the building when they are signing-in/signing-out or conducting other business at Reception.

Additional plexiglass dividers will be purchased as needed.

### Third Level Protection (administrative controls): Rules and Guidelines

SVNH has developed the following guidelines that everyone in the workplace must follow to reduce the risk of person-to-person and surface transmission of COVID-19.

#### General Workplace Guidelines

1. Anyone showing symptoms of COVID-19 is prohibited from entering SVNH facilities. This includes the following:
  - Anyone who has had symptoms of COVID-19 in the last 14 days. Symptoms include fever, chills, new or worsening cough, sore throat or painful swallowing, runny nose/nasal congestion, loss of sense of smell/ taste, shortness of breath, new muscle aches, nausea or vomiting, headache, muscle ache, loss of appetite, fatigue.
  - Anyone who has arrived from outside Canada or who has had contact with a confirmed COVID-19 case within the past 14 days.
  - Anyone directed by Public Health to self-isolate.
2. Employees are not expected to work when sick, whether they work onsite or remotely from home. All employees and managers are required to follow the current ANHBC sick leave policies and procedures and



record their sick time from work on the ADP Workforce Now platform as soon as practical. For more information about ANBHC sick leave policies, refer to ANHBC's [Human Resources Policy Manual](#). For more information about self-isolation and medical leaves due to a potential workplace COVID-19 exposure, refer to ANHBC's [COVID 19 Related Self-Isolation and Medical Leave](#) policy and procedures.

3. Employees who start to feel ill at work, even if symptoms are mild, must report to their supervisor, wash or sanitize their hands, and self-isolate. Employees who are ill will be sent home immediately. If symptoms are severe call 911. A supervisor or designate will sanitize any surface that the ill employee came into contact with.
4. Program participants who may start to feel ill while attending a program, even if symptoms are mild, must report to an employee, wash or sanitize their hands, and self-isolate. Program participants who are ill will be sent home immediately. If symptoms are severe call 911. Program Staff will sanitize any surface that the ill participant came into contact with.
5. Staff must communicate illness policy and safety protocols with participants/clients through email, text messaging, social media, or website before entry into SVNH facilities. Staff must ensure that participants/clients are aware that if they are feeling unwell or are displaying COVID-19 symptoms that the meeting will be held virtually or that the meeting will be rescheduled without any negative consequences for the participant/client.
6. Staff, volunteers, and participants, must avoid physical contact, such as shaking hands.
7. Workers must wash their hands
  - upon entering the worksite
  - before and after going on break
  - after using the toilet
  - before and after handling shared tools and equipment
  - after handling materials that have come into contact with the public (e.g., cash, paperwork, etc.)
  - before preparing food
  - before and after in-person meetings (one-to-one and group sessions)
  - whenever their hands are visibly dirty

Handwashing must be done with soap and water for at least 20 seconds. When soap and water are not available, use hand sanitizer and allow it to completely dry before touching anything. [WorkSafeBC handwashing guidelines](#) must be posted in washrooms, kitchens/kitchenettes, and program rooms, so that staff, volunteers, and participants are aware of the proper protocol.

8. Staff and volunteers will work remotely when possible. Hold meetings virtually to minimize contact. When in-person meetings are necessary, position people at least two metres apart.

## Health Screening

The following Health Check Questionnaire and Procedures are posted at the Reception Desk.

Staff are responsible for completing the following questionnaire with all visitors/volunteers/participants who enter the building.

Program Directors/Managers must ensure that all staff members reporting to an SVNH worksite have completed the health questionnaire and are able to answer “no” to all questions prior to entering the worksite on the day they are scheduled to work. This health check can be completed in-person before the staff member’s shift. If in-person screening is not possible, then the health check can be completed via telephone, text, email, instant message, or video chat.

## SVNH Health Check Questionnaire

Answers must be “no” to the following questions:

1. In the past 14 days, have you:	No	Yes
— Returned from travel outside of Canada?		
— Been in close contact with anyone diagnosed with lab confirmed COVID-19?		
— Lived or worked in a setting that is part of a COVID-19 outbreak?		

2. Do you have new onset of any of the following symptoms:	No	Yes
— Fever		
— Cough: new or worse than usual		
— Diarrhea		
— Shortness of breath		
— Nausea and/or vomiting		
— Headache		
— Runny nose/nasal congestion		
— Sore throat or painful swallowing		
— Loss of sense of smell		
— Loss of appetite		
— Chills		
— Muscle aches		
— Fatigue		

If NO to all of the questions – Proceed as follows	If YES to any of the questions – Proceed as follows
<p>If a visitor/volunteer/participant responds no, and does not appear symptomatic:</p> <ul style="list-style-type: none"> <li>• Request that the visitor/volunteer/participant maintains physical distancing, especially when not wearing a mask</li> <li>• Remind the visitor/volunteer/participant about SVNH’s COVID-19 safety protocol, such as:               <ul style="list-style-type: none"> <li>○ Room capacity limits (including washrooms)</li> <li>○ Stairwell directions</li> <li>○ Washing/sanitizing hands</li> <li>○ Wearing a mask when needed</li> </ul> </li> </ul>	<p>If a visitor/volunteer/participant/staff member responds yes, or appears symptomatic, follow this procedure:</p> <ul style="list-style-type: none"> <li>• The person must leave the building as soon as possible.</li> <li>• Ensure that the person is wearing a face mask already. If not, provide them with a mask.</li> <li>• If symptoms are severe call 911.</li> <li>• Otherwise, if a person is feeling ill, recommend that they call 8-1-1 or visit a <a href="#">COVID-19 collection site nearby</a>.</li> <li>• Clean and disinfect any surfaces that the person came into contact with using appropriate disinfectant wipes. Refer to <a href="#">VCH’s Cleaning and Disinfecting Guidelines</a>.</li> <li>• Notify a Program Director/Manager of the incident as soon as possible.</li> </ul>

## Contact Tracing

ANHBC has implemented procedures for a [COVID-19 Internal Contact Tracing Process](#). The document can be found in Common Files on SharePoint and outlines procedures for the following circumstances:

1. If an ANHBC facility is advised that a Program Participant:
  - a. Has symptoms of COVID-19, or
  - b. Has tested positive for COVID-19, or
  - c. Has been in contact with someone who has tested positive
2. An Employee informs their managers if they:
  - a. Have COVID-19 symptoms, or
  - b. Are advised that they are a “probable case”, or
  - c. Have tested positive for COVID-19

## Program Delivery Safety Protocol

### Programs and Activity Safety Plans

Program Staff must submit a plan to their Program Director/Manager for approval prior to starting an in-person program series or one-time activity, which includes the following information:

- Date(s) and Time(s) of program/activity
- Location name/address where the program/activity will take place
  - Specify whether activities are taking place indoors or outdoors
  - When setting capacity limits for a program or activity, Program Staff and Directors should consider Provincial guidelines, carrying capacity of indoor or outdoor spaces, and the nature of the planned activities, to ensure that the program can operate safely
- Anticipated number of participants, volunteers, and staff members who will attend
- Description of activities that will take place
  - Include details about furniture and equipment that will be used and room/space configuration
- COVID-19 Safety Protocol as they relate to the stated activities
  1. Control measures for maintaining physical distance
  2. Personal protective equipment (PPE) that will be used to promote health and safety, if applicable
  3. Barriers and partitions that will be used, if applicable
  4. Cleaning and hygiene protocol (e.g., handwashing station or hand sanitizer, disinfecting shared surfaces and equipment, etc.)
  5. Any other relevant Policies and Procedures

### Food Offered in Programming

- Do not provide and consume communal food
- Encourage participants to bring their own bottled water
- Provide pre-packaged, single-serving snacks (granola bars, etc.) or boxed lunches when providing food is necessary
- Provide a handwashing or hand sanitizing station prior to consumption of food
- Provide individually wrapped utensils to participants
- Distance the tables in rooms where food is being offered or install plexiglass dividers at the tables.

## Delivering Supplies to Clients at Home

- Use contactless delivery to maintain physical distancing requirement (e.g., staff person leaves packages in a pre-arranged location) where possible.
- Provide staff and volunteers with hand sanitizer to use.

## Client Services at the Clients' Residence

- Conduct a health assessment for COVID-19 symptoms with staff and clients prior to entering a client's home. This assessment should be done in the language of the client.
- When possible and weather permitting, opt to conduct meetings outdoors. If it is not possible to meet outdoors, discuss with participant/client the space where the home visit will take place prior to the visit. Ensure that it is possible to conduct the home visit while remaining 2 metres apart. If maintaining 2 metres distance is not possible, staff and participants/clients must wear a face mask at all times during the visit.
- Provide clients a reminder of physical distancing and hand hygiene etiquette
- Staff will use hand sanitizer immediately before and immediately after the home visit, and wash their hands with soap and water as soon as possible after the home visit.
- Provide hand sanitizer to workers that conduct home visits.

## Accompanying Clients to Appointments

- Staff and clients must complete a health check prior to any in-person accompaniment appointments to ensure that they are healthy and not displaying any COVID-19 symptoms. This health check can be completed via email, phone or text 12-24 hours prior to the appointment.
- For accompaniment visits to other agencies, complete the visit using virtual technology where possible.
- For appointments where the staff member is attending in the role of an interpreter, conduct interpretations virtually where possible.
- If staff or clients display symptoms, the accompaniment appointment will be rescheduled.
- To avoid close proximity to a client (e.g., in a vehicle or on transit), walk to the appointment where possible, or arrange to meet the client at a meeting point close to the appointment.
- When accompanying a client on public transportation to attend an appointment
  - Staff and clients must use hand sanitizer upon entering and exiting public transportation and must wear a face mask at all times while on public transportation.
  - Appointments at peak periods should be avoided and travel should be undertaken during non-busy times to allow for maximized physical distancing.
  - Maintain physical distance from other passengers when possible and follow Transit physical distancing markers where possible.
  - Staff should maintain 2 metres physical distance to clients where possible.
  - Avoid standing on the bus by using available bus seating when possible. Allow extra time to arrive at the appointment. Take the next bus if the bus is too full.

## Transporting Program Participants/Clients

The nature of riding in vehicles can make it difficult to exercise adequate physical distancing. The following capacity limits have been set to ensure that there is adequate room for passengers to maintain physical distance while riding in a vehicle. Please note that the maximum capacity includes the driver and passengers.

Vehicle Description	Maximum Capacity	Notes
Toyota Sienna (172XAN)	3	No passengers should ride in the front passenger seat.

		This vehicle is equipped with a plastic barrier that separates the front seats and the back seats.
Ford Van (5513GM)	7	No passengers should ride in the front passenger seat
Ford Bus (BG2333)	13	

Program Staff must submit a safety plan to their Program Director/Manager for approval prior to starting an activity that involves transporting participants/clients. The plan should incorporate the following protocol:

- Reduce the number of the people traveling together in a vehicle so that all passengers can be accommodated safely (i.e., each passenger is seated at least two metres away from every other passenger, except another passenger with whom the passenger resides in the same private residence)
- Post signage in vehicle advising passengers of basic hygiene etiquette (e.g., wear a mask at all time when in the vehicle, sanitize hands before trip, no eating or drinking in the vehicle, keep windows open when possible for air flow)
- Staff and participants/clients must complete a health check prior to any in-person programming to ensure that they are healthy and not displaying any COVID-19 symptoms. This health check can be completed via email, phone or text 12-24 hours prior to the appointment.
- Before boarding the vehicle, remind passengers about the preventive measures being taken to reduce risk to drivers and passengers
- Staff and participants/clients must use hand sanitizer upon entering and exiting the vehicle, and must wear a face mask at all times while in the vehicle
- As much as possible, avoid physical contact with passengers. Eliminate the use of the front passenger seat, where passenger numbers allow for it, to maintain physical distancing
- Keep tissues and wipes within reach of passengers and immediately dispose of them after use in a garbage bag within reach
- Provide hand sanitizer for passengers to use at the start of the ride
- Ensure seats, door handles, and windows are wiped down with disinfectant between trips
- Ask passengers to handle their own personal bags and belongings during pick-up and drop-off, if possible
- Use hand sanitizer or disinfectant wipes after you handle cash or cards
- Minimize shared rides when possible so passengers are not travelling with individuals unknown to them

### Group Workshops

- Staff and participants must complete a health check prior to any in-person programs to ensure that they are healthy and not displaying any COVID-19 symptoms. This health check can be completed via email, phone or text 12-24 hours prior to the appointment.
- For programs that support people in groups, consider creating smaller groups to support physical distancing. Keep the members of these groups consistent and minimize the number of different workers that interact with the same group.
- Ensure workshop participants use their own equipment (e.g., pens, paper, computers) where possible.
- Conduct workshops outside when possible.
- If computers need to be shared, clean and disinfect frequently touched surfaces such as the computer keyboard and mouse as well as desk surfaces.
- Implement hand hygiene practices before and after breaks and workshops.
- When possible and weather permitting, opt to conduct programming that takes place outdoors.

## One-to-One Appointments

- Staff and participants must complete a health check prior to any in-person programs or services to ensure that they are healthy and not displaying any COVID-19 symptoms. This health check can be completed via email, phone or text 12-24 hours prior to the appointment.
- Minimize the shared use of workstations and equipment (pens, headsets, computers, etc.) where possible and clean and disinfect in between uses for shared equipment.
- Ask clients to attend appointments alone when possible. Only individuals whose participation in the appointment is necessary should be present.
- Staff should ensure that they are sanitizing all high-touch services (e.g., door handles, light switches, desk, etc.) before and after a client attends an in-person appointment.
- Staff should conduct hand hygiene practices between client meetings.
- When possible and weather permitting, opt to conduct one-to-one meetings that take place outdoors.

## Community Kitchens

- Staff and participants must complete a health check prior to any in-person programs to ensure that they are healthy and not displaying any COVID-19 symptoms. This health check can be completed via email, phone or text 12-24 hours prior to the appointment.
- Limit the number of participants, volunteers, and staff in a food preparation area at any one time.
- Establish separations using plexiglass between workspaces in kitchens.
- Consider creating cohorts of clients and staff who work together in the kitchen.
- Establish directional arrows on the floor in kitchen settings to control flow of traffic.
- If it is not possible to maintain physical distance at all times, clients and staff should use a mask.
- Enhance cleaning and disinfecting practices for high-contact surface areas.
- Ensure participants, volunteers, and staff are provided with a handwashing station or hand sanitizer.
- Establish a cleaning protocol for communal equipment and kitchen tools.

## Community Gardens

- Staff and participants must complete a health check prior to any in-person programs to ensure that they are healthy and not displaying any COVID-19 symptoms. This health check can be completed via email, phone or text 12-24 hours prior to the appointment.
- Enhance cleaning and disinfecting practices for high-contact surface areas.
- Ensure participants, volunteers, and staff are provided with a handwashing station or hand sanitizer.
- Establish a cleaning protocol for communal equipment and tools.
- Establish cohorts of volunteers/participants who always work together.
- Limit the number of individuals in the community garden at one time.

## Childminding

- Staff and participants must complete a health check prior to any in-person programs to ensure that they are healthy and not displaying any COVID-19 symptoms. This health check can be completed via email, phone or text 12-24 hours prior to the appointment.
- Consider creating cohorts of workers who work together and who do not interact with other cohorts. This will assist in reducing transmission throughout the workplace in the event that a staff member becomes ill.
- Provide additional time for staff to complete disinfection of shared equipment (e.g., toys) prior to the next cohort of participants arriving.
- General cleaning and disinfecting of the workplace should occur at least once a day.
- Frequently-touched surfaces should be cleaned and disinfected before and after cohorts arrive.

## Outreach Activities

- Staff should be knowledgeable of the COVID-19 guidelines of the organization/location where the client outreach activity will take place prior to the outreach activity being planned.
- Staff must complete a health check with their supervisor prior to any outreach activities to ensure that they are healthy and not displaying any COVID-19 symptoms. If staff are sick or display COVID-19 symptoms, staff will be instructed to reschedule the outreach activity.
- Provide a reminder of physical distancing and hand hygiene requirements before, during, and after the outreach activity.
- Discuss with staff and potential partners the space where outreach activities will take place during the planning phase. Ensure that it is possible to conduct the outreach activity while remaining 2 metres apart. When possible and weather permitting, opt to conduct outreach activities outdoors.
- Provide hand sanitizer to workers that conduct outreach activities.

## Fourth Level Protection (PPE): Using Masks

To reduce the risk of person-to-person transmission of COVID-19, staff, volunteers, and participants are encouraged to wear masks when indoors.

Please keep in mind that masks are not intended to replace the need for physical distancing but should be used to enhance protection against person-to-person transmission. When staff, volunteers, and participants are wearing masks, they should continue to make every effort to maintain physical distance, including when taking group photos, or participating in group activities.

The use of masks is required in the following circumstances:

- Staff, volunteers, and participants must wear masks when in common areas of the building, such as hallways, stairwells, washrooms, the lobby, etc.
- Staff must wear masks when accompanying participants or clients on public transit. Volunteers and participants are also required to wear masks on public transit when participating in SVNH programs or receiving SVNH services.
- Staff, volunteers, and participants (13 years and older) must wear masks when participating in group programs/activities that take place indoors.
- Masks must be worn in any situation where maintaining 2 metres physical distance from others is not possible.
- Staff and volunteers must wear masks when sorting and preparing food for distribution to community members and program participants.

## Cleaning Protocols

### Reduce Risk of surface transmission through effective cleaning and hygiene

#### Frequent handwashing

Proper handwashing remains the most important strategy to stay healthy. Wash hands with soap and water often. When a soap and water are not available, use hand sanitizer and allow it to completely dry before touching anything.

Handwashing practices and procedures include:

- Posting proper handwashing posters washrooms, kitchens/kitchenettes, and program spaces with sinks
- Having hand sanitizers in all rooms and in all entrance ways

- Requiring all staff and participants to wash hands properly upon arrival

Six steps to properly wash hands are:

1. Wet hands with warm running water.
2. Apply a small amount of liquid soap.
3. Rub hands together for at least 20 seconds (sing ABC's). Rub palms, backs of hands, between fingers and under fingernails and create a lather.
4. Rinse off all soap with running water.
5. Dry hands with a clean, disposable towel.
6. Discard the used towel in the waste container.

### Additional hygiene practices

- Cover mouth and nose with a tissue when coughing or sneezing. Dispose of used tissues in the garbage immediately and then wash hands thoroughly.
- Avoid close contact with people who are unwell (a minimum of two metres).
- Be careful about touching 'things' and then touching faces (especially eyes, nose and mouth).

### Janitorial Service

The entire building at SVNH's main site is cleaned on Sunday evenings. High-traffic areas are cleaned Monday to Thursday evenings, including:

- All restrooms top to bottom (1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> floors)
- Front door glasses (including interior lobby doors)
- High Touch Point Sanitizing (elevator, stairwells, lobby doors, etc.)
- Preschool Room cleaning (sweep, mop, restroom, touch points)
- Family Room cleaning (sweep, mop, counters, sinks, touch points)
- Staff Room cleaning (sweep, mop, counters, sinks, touch points)

### Cleaning and Disinfecting Program Spaces and Common Areas

Staff, volunteers, and participants are responsible for cleaning and disinfecting program spaces and common areas before and after they use them. Cleaning and disinfecting supplies are provided in program spaces, common areas (i.e., Staff Room, shared kitchens/kitchenettes), and janitorial closets on each floor.

### What you should know

- Commonly used cleaners and disinfectants are effective against COVID-19.
- Frequently touched surfaces are most likely to be contaminated.
- Use only disinfectants that have a Drug Identification Number (DIN). A DIN is an 8-digit number given by Health Canada that confirms it is approved for use in Canada.
- Check the expiry date of products you use and always follow manufacturer's instructions.

### Selecting products

#### Cleaners

- Break down grease and remove organic material from the surface.
- Used separately before using disinfectants.
- Can be purchased with cleaner and disinfectant combined in a single product.

#### Disinfectants

- Have chemicals that kill most germs.
- Applied after the surfaces have been cleaned.
- Have a drug identification number (DIN).

#### Disinfectant Wipes

- Have combined cleaners and disinfectants in one solution.
- May become dry due to fast drying properties. Should be discarded if they become dry.
- Not recommended for heavily soiled surfaces.



### Preparing products for use

- Where possible, use pre-mixed solution.
- Read and follow manufacturer's instructions to:
  - properly prepare solution
  - allow adequate contact time for disinfectant to kill germs (see product label)
  - wear gloves when handling cleaning products including wipes
  - wear any other personal protective equipment recommended by the manufacturer