

Crossreach Safety Plan

Assessed Risks in the Workplace

In accordance with Work Safe we have put together a health and safety committee that consists of our **entire team (10 people)**. Together we have created a safety plan that identifies:

- a. **Where people gather:** Kitchen area on program side and main kitchen off of dining room, dining room, reception area, 3 main activity spaces, hallway and back door waiting area for HandyDart
- b. **Jobs tasks and processes where we will work closely with one another:** receiving clients from HandyDart and/or drop off's at back and front door, 3 main activity spaces where programs are provided, meal service, staff meetings, taking clients to the bathroom, assisting clients in all programming
- c. **Tools and equipment that will be shared among workers:** kettle, microwave, client name tags, equipment that supports programs we facilitate with clients such as exercise equipment and active game equipment, board games and puzzles, BP machine
- d. **surfaces that people often touch:** counters in both identified kitchen areas, door handles, faucets in bathroom, soap dispenser, toilet seats, furniture, closet and client's coats, client's walkers and wheelchairs, entrance door handles and doorbell, key pad for locked door and alarm key pad

Implement Measures to Reduce Risk

***NOTE – we provide direct care to some of our clients just as staff would in long term care so levels of protection will be met with the best of our ability considering all levels of protection**

First level of protection (elimination): clients will maintain physical distance of 2 meters from one another while at Crossreach

- Reduce daily number of clients attending 10 – 12
- Clients will arrive and depart the program at staggered times to ensure physical distancing of 2 meters. Clients will arrive via Handy DART or by family members.
- Staff to work out of their own offices and activity staff to rotate and share 2 offices and activity spaces with no more than 1 in the shared space at one time
- 2 clients per table in dining room with assigned seating.
- Do two exercises classes per day to accommodate all the clients (half in the morning session and half in the afternoon session)
- Use all available activity spaces (dining room, craft corner, lounge and main activity space) to provide smaller group activities where clients can be spread out
- Continue to provide virtual programs to clients at their home
- Staff and clients to stay home if they aren't feeling well

- No longer accepting walk in tours – they must call ahead and have an appointment time
- 1 person or family/group in reception area only
- IPAC's Regional Manager, Allyson Hankins has completed an on-site consultation.

Second level of protection: (Engineering Controls)

- All staff have completed the VCH Covid-19 Education Modules (Modules 1 to 3).
- All staff to wear face shields and face masks.
- Plexiglass installed at reception area
- Staff to wear designated clothing and change in and out of work clothes in designated area at beginning of day and at the end
- Frequent hand washing and frequent sanitizing of all shared surfaces and equipment
- When client is finished in the bathroom staff will safely seat client in program and go back to sanitize bathroom (door handle, toilet seat and flush valve, bars, sink and faucet and soap dispenser)

Third level of protection: (Administrative Controls)

- No more than 2 staff in main kitchen at one time
- No more 1 staff in small kitchen in activity area
- No more than 14 people in main activity space, lounge and dining room
- No more than 4 people in craft area
- No more than 2 people in back entrance area at once

Fourth level of protection: (PPE)

- When clients are in the Centre all staff will wear medical masks (level 2 or 3) and eye protection. This will be ordered weekly from VCH.
- All employees to wear gloves when in direct contact with client.
- Staff to wear full PPE (mask, eye protection, gloves and gowns when there is a risk of coming in contact with any bodily fluids (ex.helping a client in a bathroom stall) or when a client is presenting with symptoms.
- Clients will be encouraged to wear a non-medical mask or face-shield while at the Centre as another level of protection.
- PPE will be order through VCH.

Reducing risk of surface transmission

- All shared surfaces will be routinely disinfected throughout the day, hourly if necessary, with Accel Wipes. Accel Wipes will be order through VCH.
- All bathroom surfaces and door handles, faucets, toilet seats and soap dispensers will be disinfected after every use
- All staff will wash hands frequently throughout the day - before and after bathroom routines, food service delivery and clean up, before and after touching shared equipment and upon entering ADC at the beginning of their day
- Cleaning company, Leonila Mones Janitorial Services, to do a deep clean at the end of every day

Develop Policies

- Public - Anyone showing any symptoms of COVID-19 (including fever coughing, chills, shortness of breath, sore throat, new muscle aches or headaches) will be prohibited from entering the center
- Anyone who has travelled from outside Canada in the last 14 days will be prohibited from entering the center
- Anyone directed by Public Health to self-isolate will be prohibited from entering the center
- Clients – any clients must stay home if they are feeling unwell and as stated in the protocol below, we must connect with every client and/or caregiver in the morning to do a screen on the phone
- If a client comes in and is showing signs and symptoms of COVID-19 or they start to feel ill throughout the day, they will wash their hands and be isolated and the family/caregiver will be called to come and get them. Staff will direct client's family member/ caregiver to contact 811 and to go to a COVID-19 testing site. If symptoms are severe 911 will be called. All areas and surface that client had come into contact with will be sanitized
- Employees who start to feel ill at work must report to the nurse or director immediately, wash or sanitize their hands, take temperature, isolate and go home immediately and call 811. If symptoms are severe, they should call 911 immediately.
- All surfaces that the employee has come into contact with will be sanitized and disinfected
- Monitor other employees and clients that the person came in to contact with for symptoms, inform families/caregivers and case manager regarding possible exposure
- Hand washing signage/posters will be posted all over the center and sanitizer in bottles will be available around the center
- Signage on front and back door will be clear and posted for public to see including guidelines about how to prevent the spread of COVID-19
- Signage regarding number of people in shared spaces will be posted where applicable
- All staff have been trained in appropriate PPE and cleaning protocols

Daily Screening of Clients

- The Nurse and Director will contact clients attending on their allocated day and will have client/caregiver answer the IPC entrance screener in accordance with IPC Requirements for LTC and AL.
- Consent and waiver as well as protocols will be sent to clients/family/caregiver for review and signature prior to re-opening
- Procedures and routines will be reviewed daily by all staff with a plan in place for seating and programming prior to clients arriving at center

Daily Screening of Staff

- Upon arrival staff will answer the IPC entrance screener and have their temperature taken by infrared thermometer
- Staff will monitor how they are feeling throughout the day and report any symptoms to the nurse
- Staff will wear PPE upon entering the center and will keep it on while programming and serving clients as well as assisting clients in the bathroom. Staff will have scheduled breaks to ensure they can safely take face mask and face shield off

Workflow

- Upon reopening the center we will be operating with a hybrid model that serves up to 12 clients in the center and an additional 6 to 8 in their homes by way of virtual programs (exercise, trivia and word games), 1:1 wellness checks, and packages of activities delivered to clients and sent home with clients for the week
- Caregiver support will continue to be provided by the director and nurse as staff will now be engaged in programming both in the center and rotating out to do virtual programs
- A schedule of virtual programming will be delivered at various times daily to different groups or individuals. The remaining staff will provide programming and therapeutic experiences to the clients who are in physical attendance.
- The goal to have all of our clients attend the center a minimum of 1 day a week and receive outreach support and virtual programming and additional day fulfilling the 2 days a week attendance policy set out by VCH
- In the physical space ensure that all the chairs are distanced to maintain 2 meters
- Remove extra furniture and make the environment as clearly structured as possible

Develop Communication Plans and Training

All staff will be provided with WSBC Safety Plan and policies and procedures related to COVID-19

- Safety plan and policies will be placed on designated wall for review each day
- All staff are a part of the health and safety committee and there will be regular meetings to address any changes that have to be made to the safety plan including changing or rewriting policies and procedures
- Signage for occupancy and hand hygiene will be posted at the necessary places throughout the center and on entrance doors
- Signage pertaining to visitors will be posted at entrance doors

Monitor your workplace and update plans as needed

As stated by WSBC, our safety plans are live and should be reviewed regularly due to the ever-changing nature of the current COVID-19 pandemic

***Daily communication amongst staff has always been the cornerstone to our success in providing care and service to our clients, this will continue and incorporate issues related to COVID-19**

- During regular daily meetings before clients arrive all staff will report issues and or changes that need to be made to accommodate the clients and to ensure everyone's safety
- Recreation staff will be reviewing programs delivery and efficacy daily and report any issue to the director and/or nurse

Assess and address risks from resuming operations

- Once we have re-opened, continue to monitor all new protocols and the effect on staff as there will no doubt be a workload increase
- Daily review of how the new changes in procedures, routines and programs are affecting our vulnerable client population

***To this end our goal is to find a balance between providing excellent programs and care for our seniors and keeping in accordance with the new safety protocols put in place by WSBC**