

## VCAPCC's Safety Plan During Covid-19

Following BC's Restart Plan Phase 2 the Victoria Child Abuse Prevention and Counselling Centre will be open starting July 13<sup>th</sup>, 2020. In preparation the Agency's staff has developed a thorough workplace and safety plan, which details the protocols we will follow as set by the Provincial Health Office, Work Safe BC and BC's CDC. The following Public Safety Plan outlines how we will protect clients and staff from the risks of COVID-19. The full plan can be found under the resource section of our website.

### Goal:

To open the Victoria Child Abuse Prevention and Counselling Centre office to once again provide in person counselling and Victim Services to vulnerable children/youth and their families.

### Assuring Client and Staff Safety

1. A sign posted on front door asks clients to self-assess before entering the gallery according to the self-assessment tool at <https://www.thrive.health/health-canada-self-assessment-tool>. No one who is sick, experiencing symptoms, or has been travelling internationally within the last two weeks will be permitted in the agency. The same will be asked when booking/confirming appointments.
2. Everyone is asked to use hand sanitizer available upon entry.
3. Signage in lobby and throughout the agency reminds clients to respect physical distancing of 2 meters.
4. A maximum of 15 people are allowed in the agency at a time. Staff will manage numbers when booking appointments and encourage those accompanying clients to be limited to one. Because we are limiting the total number to 15, we believe physical distancing is possible but do invite visitors to wear personal protective masks if they choose to do so. Masks will be available at reception as well for staff and clients should they choose.
5. Clients will be asked to remain outside until their appointment time. Appointment times will be staggered to minimize clients entering and exiting at the same time.
6. Prior to coming to work, it is mandatory that each staff member self assess according to the self assessment tool at: <https://www.thrive.health/health-canada-self-assessment-tool>. No staff member who is feeling ill or has symptoms will be permitted to enter the agency and if symptoms develop while at work, the staff member will leave immediately.
7. The day before a client's appointment, each client will be emailed a declaration in which they must confirm they, nor members of their household, do not have symptoms of illness, have not travelled abroad, or have not had contact with any person confirmed to have COVID-19. Also, prior to a clients in person appointment since VCAPCC's restart, they will be provided with an outline of VCAPCC's COVID-19's policies and procedure as it applies to clients. This outline can be found under the resource section of our website.
8. Individual offices are sanitized in between each client. Staff sanitize all surfaces such as handles, knobs, switches and washroom fixtures in the morning and half-way through the day according to [Work Safe BC guidelines](#) and as needed.
9. Staff are trained in and follow physical distancing, cleaning and personal hygiene protocol as according to [Work Safe BC guidelines](#). Staff are committed to all aspects of the gallery's full safety plan.
10. We are dedicated to serving you safely. Please let us know if you have any question at [admin@vcapcc.com](mailto:admin@vcapcc.com) or 250-385-6111.

June 2020

**Sandra Bryce**  
Executive Director