



Unit 313 - 8495 Ontario Street, Vancouver, BC V5X 3E8
Phone: 604-620-9545 Fax: 604-569-9545

LMSCSL COVID-19 SAFETY AND RESPONSE PLAN

(Updated)

INTRODUCTION

As the number of COVID-19 cases surge in BC due to COVID-19 variants, another wave is expected. The following measures are intended to continue to protect the health and safety of all clients, staff and families. We are in this together. It is imperative that everyone follow these guidelines and all preventive measures both at work and in the community.

ASSESSING AND MITIGATION RISKS

Individuals with mental health disorders are at a higher risk of being physically and emotionally affected by the disease and from the restrictions in place to control the pandemic. For this reason, special considerations will be taken. Client response plans will be individualized, reviewed and updated as necessary.

There are virus transmission risks associated with surfaces that staff and client touch often, such as doorknobs, light switches, computer and printer buttons, photo copier machine, toys, faucet handles and vehicle interiors. Staff will disinfectant surfaces at least three times a day or as necessary. They will wash bedding, towels, and clean kitchens, bathrooms and bedrooms frequently. Homes should be cleaned with regular household cleaners or a diluted bleach solution, one part bleach to 50 parts water, and allow the surface to remain wet for 1 minute.

There are person to person transmission risks when people are too close and/or test positive for COVID-19. LMSCSL is committed to reducing the risk of person-to-person transmission with the following protocols:

Attendance at the program site will be limited to assigned shift staff and clients. This will be in effect at all times. Visitors will not be permitted to enter any resource or program site without



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management approval. Visitors granted approval should wear personal protective equipment like masks, gloves, and coveralls at all times. Play dates, group walks, basketball games or gathering will be suspended until further notice by management.

Delivery items of food or other necessities by friends, family, staff or businesses will be left outside the home at the front door. Staff will be notified of the delivery and properly disinfect all items before using them.

Physical distancing measures will continue to be reinforced. Everyone will maintain a 2 meters distance from each other at all times. All clients and staff will practise frequent handwashing with hot water, continued over 20 seconds.

Household items such as dishes, drinking glasses, cups, eating utensils, towels and bedding should not be shared. After use, these items should be washed with soap or detergent in hot water. Dishwashers and washing machines are used.

Laundry should be placed in a laundry basket with a plastic liner. Staff will wear gloves and a mask when handling soiled laundry. Laundry may be done with regular laundry soap and hot water (60-90°C).

Gloves should be worn when handling waste. All waste can go into regular garbage bins. Lining the wastebasket with a plastic bag makes waste disposal easier and safer. Clean your hands with soap and water immediately after removing your gloves.

It is highly recommended to be vaccinated against COVID-19. A third vaccine dose may help provide more protection against COVID variants like Omicron.



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STAFF RELATED PROTOCOLS

Staff must stay at home when they are sick, even if symptoms are mild. They are recommended to avoid crowded places and non-essential gatherings.

Staff will be limited to work in one program only, unless otherwise directed by the management. An exception might be continuity of service in the event of staff shortages.

Staff will measure their temperature at the house entry using the digital thermometer available at the entrance and register in the logbook. Staff who exhibit flu-like symptoms or register a fever, cough or any typical COVID-19 symptoms or signs during their shift, will use PPE immediately and avoid any contact or exposure with other staff and the client(s). The staff will contact the Case Manager immediately. If working in a single staffed program, they will wait for a replacement, if in a double staffed program, they will wait for approval to leave by the Case Manager. The Staff person will leave the resource taking all personal belongings with them and dispose of used PPE. They will arrange to get tested at the [nearest testing site](#) and self-isolate until the test results are received. The other staff on shift and the replacement will disinfect the entire resource. Health and Safety may be contacted to assist with the cleaning and resource disinfection..

Human Resources will coordinate alternative staffing in cases where staff are off for COVID-19 isolation. They will ensure Staff are not shared between programs by hiring casual staff during this period to deal with shortages.

HANDLING AN OUTBREAK

It is considered an outbreak when a client(s) and/or at least one of the staff working in the program in the last 14 days is confirmed by the lab to be COVID-19 positive. Staff who tested COVID-19 positive and are ordered to self-isolate will require a clearance letter from health authorities to re-commence work. Staff will submit the clearance letter to the Case Manager



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before returning to any LMSCL worksite. The Case Manger will provide instruction on how to recommence work.

LMSCL will require the name of the contact point for tracing and further inquiries. In cases where a second client lives in the same resource with a COVID-19 positive client, he/she will be transferred as soon as possible to an alternate location as a preventive measure to limit exposure.

Staff who have been directly exposed to the positive case, will self-isolate with pay or self-monitor based on an order from the public health officer or delegate. Those who are ordered to self-monitor must resume work unless otherwise directed by management.

Staff working at the same program site as the person testing positive, but who have not had any direct contact with the infected persons, will continue to work while self-monitoring. If anyone shows any symptoms whatsoever, within that 14 days, must go for COVID-19 testing immediately and self-isolate until the test results are received.

Staff who has tested positive or has been ordered to self-isolate can end isolation if all three of these conditions are met:

1. **Fully vaccinated:** At least **5 days** have passed since your symptoms started, or from test date if you did not have symptoms. You should wear a mask even in settings where a mask isn't required and avoid higher risk settings, such as long term care facilities and gatherings, for another 5 days after ending isolation. Fully vaccinated means you received both doses of a 2-dose series (e.g. AstraZeneca, Pfizer-BioNTech, or Moderna vaccine) more than 7 days ago, or have received a single dose of a 1-dose series (e.g. Janssen/Johnson and Johnson) more than 14 days ago.

Not fully vaccinated: At least **10 days** have passed since your symptoms started, or from



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the day you tested positive if you did not have symptoms.

2. Fever has resolved for 24 hours without the use of fever-reducing medication, such as acetaminophen or ibuprofen.
3. Symptoms have improved.

Continue to isolate for longer if you have a fever or are not feeling better.

When you end isolation, you are not considered contagious. However, it can take longer to recover from the illness. Most people recover within two weeks. Staff has to contact the case manager if staff need more time to recuperate or to comeback to work.

Staff will continue to regularly monitor clients for COVID-19 symptoms and worsening conditions such as difficulty of breathing, bluish lips or face, new confusion, persistent pain or pressure in the chest, and inability to wake or stay awake. In case of the abovementioned symptoms, 911 would be called and management notified immediately.

Precautionary steps to prevent the further transmission of COVID-19 at a resource with positive COVID-19 cases are to wear medical grade Personal Protective Equipment (PPE). This includes surgical masks, face shields (or masks with eye shields), gloves, and gowns. PPE will be provided to staff by the Health & Safety Team. Frequent hand washing with soap and hot water after each contact with the infected person will be required. An alcohol-based hand sanitizer may be used in addition to handwashing. Staff will maintain a 2-meter distance from each other and the client. Gowns, masks and gloves will be disposed of into a garbage bin at the end of each shift.



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Safe removal and discard of Personal Protective Equipment (PPE)

Gloves, masks and gowns should be disposed of immediately after use. Remove gloves first without touching the outside of the gloves and wash your hands with soap and water before taking off your mask and gown. After taking off your mask and gown, wash your hands again with soap and water before touching your face or doing anything else. Take the gloves, gown and mask off right after your shift and dispose them in the wastebasket lined with the plastic bag.

Engineering Controls

A plexiglass/ plastic barrier may be installed inside the company vehicle in the driver seat area to isolate the driver from the passengers. The barrier should be disinfected by the driver after every trip. It is mandatory for clients, staff and the drivers to wear masks during transport. Whenever possible, the driver and the passengers should maximize the distance between them in the vehicle. Clients should always sit in the back seat of the vehicle. Limit the number of staff to the least number required to ensure the safety of the client during transport.

Administrative Controls

All Case Managers will continue their respective schedule and house visitations while following strictly all COVID-19 health and safety protocols. Orientation trainings will be done virtually or in-person depending on the situation (i.e. PHO restrictions, WorksafeBC guidelines, management decisions). The Health & Safety Coordinator (HSC) will ensure that physical distancing measures are maintained for the office staff.

The Case Manager will communicate with the staff who tested positive with COVID-19 and will liaise between LMSCL and the public health officer (PHO) or delegate on contact tracing by providing them accurate and timely information. They will monitor staff who are ordered to self-monitor and provide information and support on safety measures as needed.

Typical information required by the PHO might include:



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- What shifts the 'positive case' had for the last 2 days prior to the start of her symptoms.
- Who worked with or had direct contact with the 'positive case' in the last 2 days prior to the start of her symptoms – include NAME, EMAIL and PHONE #
- Any client they had direct contact with: Name, DOB and PHN.
- Confirm that a full cleaning was/will be done with full disinfection.
- Name of anyone who has shown symptoms and has been directed to get tested.
- Where and when the staff was tested and when the staff began self-isolation.

COMMUNICATION AND TRAINING

Trainings regarding COVID-19 information and prevention have been posted in the Bitrix24 communication system. The OHS will continue to provide Staff with updates and training. All COVID-19 related incidents are considered critical and will be reported as appropriate to the Health Authorities, MCFD, CLBC and WorkSafe.

REFERENCES

New information on COVID-19 is released weekly. We encourage all Staff to stay informed on developments by regularly visiting the following reputable websites:

Office of the Provincial Health Officer

<https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer>

BC Centre for Disease Control – COVID-19

[http://www.bccdc.ca/health-info/diseases-conditions/coronavirus-\(novel\)](http://www.bccdc.ca/health-info/diseases-conditions/coronavirus-(novel))

HealthLink BC (which contains many links to other useful websites)

<https://www.healthlinkbc.ca/health-feature/coronavirus-covid-19>

Public Health Agency of Canada

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

and for travel notices:



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<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html>

WorkSafeBC – COVID-19 and the Workplace

<https://www.worksafebc.com/en/about-us/news-events/announcements/2020/March/covid-19-and-the-workplace>

Government of Canada – Employment Insurance – COVID 19

<https://www.canada.ca/en/employment-social-development/corporate/notices/coronavirus.html>