

COVID-19 DEPARTMENT SAFETY PLAN

DEPARTMENT: TWT/Elders Department/Home Support

ADDRESS: 5764 Allenby Road Duncan, BC V9L 5J1

DIRECTOR/MANAGER: Marnie Elliott/Angelina Gibson

DEPARTMENT CHAMPIONS: Angelina Gibson, Eileen Ramirez

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Step 1: Assess the risks at your workplace

Identify areas where there may be risks, either through close physical proximity or through contaminated surfaces. The closer together workers are and the longer they are close to each other, the greater the risk.

We have involved frontline workers, Supervisors, and the Pandemic Response Team with assessing the workplace.

How:

- Worked with staff to create a list of items that need to be laminated and stored: All staff paperwork stored or shredded, if needed in their workspace, then paperwork has been inserted into sheet protector
- Worked with staff to find solutions for storage: purchased storage bins for all non-wipe able items, only left wipe able items on walls
- Worked with staff and the Pandemic Response Team to identify display items and artwork to be removed
- Worked with staff to identify office furniture updates required
- Work with staff to identify safety measures required for transport on busses:
 - Covid-19 Maintenance coordinator is arranged for poly vinyl to be inserted
 - Plan: provide training for bus drivers to ensure they are trained to clean and sanitize bus
- Elders staff that work in office are preparing their offices as per recommendations of the Pandemic Team
- Greeter required at the entrance when building is open to community
 - Elder's staff use hand sanitizer at door as entering.
 - Staff entering building must read covid 19 Policy posted on door prior to entering building, tool as per policy.

a) **We have identified areas where people gather and all areas being cleared as recommended.**

List those areas in your department here:

- Lobby
-
- Offices

We have identified job tasks and processes where workers are close to one another or members of the public. This can occur in your workspace, in worker vehicles, or at other work locations as some of our workers travel off site to do part of their jobs.

- Offices:
 - Staff will have to work staggered shifts; maximum occupancy is one person in each office. (Angie/Eileen, Jared/Helen, Roze/Cara)
 - Fourth office (Jocelyn) has only one staff member in it
 - To track workers and clients that has been visited. Mustimuq software will be used as a tracing method; home visits are clarified at end of each month, with dates of service provided.
- Day Program (lounge)
 - Will remain closed until further notice
- Bath Program
 - Client (elder) must be asymptomatic at point of contact - to be done by bus driver at door of client home, or prior to entering building if driven by family to facility.
 - **If symptomatic bath service will be cancelled.**
 - Elders are transported by bus with safety measures in place, limit to 1 passenger at a time in bus for bathing program.
 - Maximum of one Elder at a time in bathing room plus Personal Care Worker(PCW)
 - One office staff to unlock exterior door and then isolate in their office while bathing occurs
 - Personal Care Worker will escort client to bathing room in appropriate PPE
 - Following bathing PCW will sanitize and disinfect the tub room
 - Staff member and client to use masks

Home Visits for Personal Care, Medication Reminders, Meal Prep, Wellness Checks, & Homemaking

- When scheduling a home visit clients and household members must be asymptomatic
 - Staff working in community will screen clients upon arrival to the home using COVID-19 screening tool
 - If client and members in home asymptomatic then worker may enter home

- If symptomatic, screening,
 - On-Site Screen: the employee leaves the home and reports to supervisor.
 - Clients would need to provide medical clearance that they are not infected with Covid-19 virus, prior to a home visit being rescheduled.
- If worker becomes symptomatic they will need to self-isolate and provide medical clearance prior to returning to work.

If client is low to no risk: PCW, Nurses, Bus drivers must follow:

Before work for home support staff :

- Do self-assessment daily prior to work day with supervisor
- Do not wear hand or wrist jewelry
- No long nails, false nails, or nail polish
- Wear dedicated footwear or shoe covers
- Bring Personal Protective Equipment (PPE) in an individual clean bin provided by workplace: smock, masks, face shields, bio-hazard bags for garbage disposal. Masks to be stored in individual clean bags
- Bring approved Alcohol Based Hand Sanitizer that is a minimum 60% alcohol
- Workplace will supply linen gowns for PCW's who perform personal care
- Before entering a client's home, use Alcohol Based Hand Sanitizer as per CDC hand hygiene recommendations.
- Use all clean supplies in each home if multiple visits are required in a work day

During work for home support staff :

- Prior to entering home, employee must do an on-the-spot health check with client, regarding the health and symptoms of the client and anyone living in the home

- If the client or occupants are showing any symptoms, the employee must inform they cannot go in, and immediately report to supervisor
- All other occupants of private homes must leave house or stay in a closed room when staff are in clients home. Occupants must stay within the 6 ft distance to employee at all times.
- Sanitization of hands is to be done between each separate duty
- Staff must sanitize all the employees touch points in home.
- In the home employees must use soap and water between each new duty required

- Face masks are to be worn by employees when coming into close contact (less than six feet). Mask must be changed when worker notices that outside of mask is damp and in between home visits

- PCW to sanitize hands after leaving home and getting into their vehicle

After work for Employees:

- Clean car as per recommendation with designated cleaner
- Spray air vents in your car with designated cleaner
- Clean/disinfect all belongings—work phone, eyeglasses, keys

To better protect employees it is recommended that they:

- Perform hand hygiene upon arrival to their home
- Wash work clothes immediately upon return home i
- Shower and wash their hair and body.

b) We have identified the tools, machinery and equipment that workers share while working:

List what was identified here:

- Printers are to be cleaned as per IT recommendations after every use
- Printer moved outside Angie and Eileen’s office to minimize staff contact in their office space. IT locked the printer and created staff print codes to maintain confidentiality

- Bathrooms are to be disinfected after each use following instructions posted at each sink in bathrooms. Supplies provided beside poster
- If community members use the washroom, employees working that day shall be aware to sanitize bathroom. Toilet seats have been installed so that they can be put down before each flush
- Employees are required to maintain their own stationary. No sharing of staplers, pens, paper, etc. These items have been reviewed by the manager, and if any personal supplies were needed they were purchased
- All vacuums at this time must have HEPA filters
- HVAC was inspected

We have identified surfaces that people touch often.

List what was identified here:

- Doorknobs, doors, light switches, exit buttons,
- filing cabinets , photocopier-printer
- Sinks
- Toilets
- All staff is to disinfect their workspace at the beginning and the end of each shift.
- All staff are to disinfect any shared objects that they have touched immediately following use, as listed above

Step 2: Implement protocols to reduce the risks

Select and implement protocols to minimize the risks of transmission. Look to the following for information, input and guidance:

Frontline workers, Supervisors, and the Pandemic Response Team have worked collaboratively to make the following recommendations.

List relevant protocols for your department:

- All office space to be cleared of any items that cannot be sanitized and wiped down
- Staff aware of daily cleaning procedures when in office. Cleaners and instructions provided by COVID-19 team
- Signage posted in offices and bathrooms reminding of cleaning procedures
- A procedure has been set up for checking in each day whether working in office or remotely.
- Paperless leave forms are in use
- Paperless calendars created for planned time off in Elder's shared drive
- Use of shared drive to collaborate on documents while working remotely
- Cleaning procedure created for bus drivers
- Cleaning procedure will be created for housekeepers

a) **Orders, guidance, and notices issued by the provincial health officer that are relevant to your industry.**

Adapted from the FNHA Home & Community Care COVID-19 toolkit are the following items specific to our Home Support Program and office staff:

- Important points to be used from references
 - Basic information about COVID-19 is to be shared with all Elder's Program staff
 - Information has been shared by COVID-19 team
 - Do self-assessment daily, as per Cowichan Tribes pre-screen
 - Washing of hand frequently with soap and water when in home, use hand sanitizer only if water is not available
 - Screening tool to be used before any home visits
 - Staff to not enter a home with members that are symptomatic, in-service to be done for Personal Care Workers - assessing prior to entering home. This information is in "Home Support Workers Safe Return to Work"
 - When doing home visits – physical distance, use face mask,

- A short Before, During, and After work sheet has been created for Personal Care Workers to follow so that frontline workers have a reference to follow on their home visit

The following section outlines the four levels of protection put in place to ensure safety for all workers.

First Level protection (elimination): Limit the number of people at the workplace to ensure physical distancing wherever possible.

We have established and posted an occupancy limit for our premises for our home support team.

Detail here what changes have been made to accommodate the need to limit occupancy, ensure 5 square metres of unencumbered floor space per person (workers, clients, and members).

- Limit to:
 - one staff in each nursing office,
 - one staff and one client in bathing room.
 - 9 staff in building at any one time.
- Kitchen staff will submit their back to work plan
- Occupational therapy to submit their back to work plan
- Aboriginal Liaison to submit back to work plan
- No community members are permitted in staff offices
- Signage has been acquired and posted

In order to reduce the number of people in the worksite, we have considered work-from-home arrangements, virtual meetings, rescheduling work tasks, limiting the number of visitors in the work place, etc.

Detail here what changes will be made in your department.

- As per recommendations the Elder's office staff has created a rotating schedule for work in office to ensure adequate physical distancing. One person per office at any one time
- Schedule posted each month and provided to Health Director and Office Manager for reference
- Elder's staff will continue to work from home when not in the office. Laptops have been provided to support this along with work cell phones

- A working in home procedure will be created for PCW to do –personal care and housekeeping.
- In place of face to face meetings a virtual meeting space will be used

We have established and posted occupancy limits for common areas such as break rooms, meeting rooms, change rooms, washrooms and elevators.

Detail here what changes have been made.

- Poster will be on each office space indicating “STOP” and an occupancy limit posted
- Front door to remain locked to limit non-essential entry to building.
- A future greeter in Elder’s Building, when we are increasing the capacity in our building

We have implemented measures to keep workers and others at least 6 feet apart, wherever possible. Options include revising work schedules and reorganizing work tasks.

Detail here what changes have been made.

- One worker in each office at any one time
- Workers to rotate schedules if need to be in office
- Office staffs have laptops and work phones to work from home

Second level protection (engineering): Barriers and partitions.

We have installed barriers where workers can’t keep physically distant from co-workers, customers, or others.

List where barriers will be installed **(Order and install required):**

- Elder busses require a barrier around bus driver, soft polyhas been installed.
- Only buses are to be used for transportation for clients.
- Staff are not to transport clients in their vehicles

We have included barrier cleaning in our cleaning protocols.

List new cleaning protocols:

- Barriers to be cleaned with Oxygenic or similar product before and after use for Elders buses
- Buses to be cleaned, all touch points in bus, after each client pick up and after drop off.
- As buses are only transporting one client, a wipe able soft poly liner will be installed.. A cleaning procedure shall be created for bus drivers.

- Bus seating when programs re-start: Clients to sit 6 feet apart, load from back to front, exit from front to back. All clients to sanitize hands prior to entering bus, all clients must wear mask.
- Maximum load with no barrier would be 5 people to be transported.
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We have installed the barriers so they don't introduce other risks to workers (e.g. barriers installed inside a vehicle don't affect the safe operations of the vehicle).

List here what safety measures have been implemented for vehicles and identify how the barriers will not pose additional safety risks.

- Only 2 elder transport buses to have soft poly installed, around bus driver
- No barriers need be installed in office as per office capacities

Third level protections (administrative): Rules and guidelines

We have identified rules and guidelines for how workers should conduct themselves.

By checking this box you confirm that the rules and guidelines that have been communicated to your departments by the General Manager's office and the Human Resources office, has been communicated to all staff and staff have confirmed their understanding.

We have clearly communicated these rules and guidelines to workers through a combination of training and signage.

Detail here the communication with staff, and how you will continue to communicate any changes

- In-service has been completed with all staff members on :
 - Working from home agreement
 - COVID-19 safety in the workplace policy
 - Cowichan Tribes COVID-19 Workplace safety handbook
 - Handout given to staff on
 - Working From Home: A Guide To Keeping Your Workers Healthy and Safe
 - Tips for a healthier home office
 - Help prevent the spread of COVID-19

- A working from home checklist/Occupational Health and Safety Guide was reviewed with each worker individually via virtual meeting or telephone call
- In-service for all PCW and Nursing and bus drivers for procedures for home visits.

Fourth level protection: Using masks (optional measure in addition to other control measures)

We have reviewed the information on selecting and using masks and instructions on how to use a mask.

Identify here who, if anyone in your department will be using masks:

- All staff members and community members to wear mask when in less than 6 feet to one another
- Personal Care Workers in bathing program
- All staff to use masks when working in the community

We have trained workers in the proper use of masks, by COVID-19 team.



Did the Pandemic Response Team representatives train staff who have been identified as potentially using masks while at work.

Reduce the risk of surfaces transmission through effective cleaning and hygiene practices.

Provide information about your cleaning plan. Specify who is responsible for cleaning, the cleaning schedule, and what the cleaning protocols will include (e.g. which surfaces, tools, equipment, and machines). If this information is in another document, identify the document here.

- We have reviewed the information provided to our department from the COVID-19 Team on cleaning and disinfecting surfaces. This has been mentioned in document.
- Our workplace has enough hand washing facilities on site for all our workers. Hand washing locations are visible and easily accessed.
- Hand washing stations in bathrooms X5
- Hand washing station in lounge X1
- Hand sanitizer to be at front entrance

- We have communicated clearly good hygiene and practices at work. Staff is responsible for cleaning their own work spaces including, but not limited to: desk space, common areas, frequent touch areas, busses, bathing room.

Cleaning procedures for PCW in the home,

Cleaning procedures for bathing program

Cleaning procedure for personal vehicles

Cleaning procedure for elders buses

We have implemented cleaning protocols for all common areas and surfaces.

Detail here what cleaning protocols have been implemented in your department.

- Use of Oxygenic before and after all work days in work spaces
- Use of Oxygenic after any common surfaces are touched
- Use of Oxygenic before and after any contact with barriers
- Use of Oxygenic after any bathroom use
- Housekeepers have cleaning protocol of their vehicles after each home visit.
- Cleaning procedures for buses created
- Cleaning procedures for housekeeping created

Workers who are cleaning have adequate training and materials.

Detail here what training the cleaning staff has completed.

- Follow directions posted at each bathroom and office station. Materials and supplies provided by Pandemic Logistics Team.
- All staff have had an in-service from COVID-19 team
- Personal Care Workers will follow FNHA personal care and housecleaning guidelines
- Home Support will also include recommendations made specifically for Cowichan Tribes

We have removed unnecessary tools and equipment to simplify the cleaning process – e.g. coffee makers and shared utensils and plates.

List here changes made.

- Coffee makers not in use
- Staff to bring own utensils that they might need
- Only wipe able items to be left on employee desks

Step 3: Develop Policies

- a) The following items have been communicated to staff by the Pandemic Response Team, the General Manager's office and the Human Resources office. Our workplace policies ensure that staff and others showing symptoms of COVID-19 are prohibited from the workplace:
- Anyone who has symptoms of COVID-19 in the last 10 days
 - Anyone directed by Public Health to self-isolate
 - Anyone who has arrived from outside of Canada or who has had contact with a confirmed COVID-19 case must self-isolate for 14 days and monitor symptoms
 - Visitors are prohibited or limited in the workplace
- b) Our department commits to complying with the COVID-19 policies regarding:
- COVID-19 Safety in the workplace policy
 - Working from home: a guide to keep workers healthy and safe
 - Cowichan Tribes COVID-19 workplace safety handbook

Step 4: Develop communication plans and training

- a) We have put in place systems to ensure everyone entering our department, know how to keep themselves safe while in our department.
- All staff have participated in COVID-19 Team safety training: mask training, and doffing and donning PPE
 - All staff have been provided information regarding the policy for staying home when sick
 - Signage at the workplace will be posted when building is open to public, these have been provided - directional arrows, stop signs, limited personnel in office space.
 - Supervisors have been instructed on monitoring workers and the workplace to ensure policies and procedures are being followed, by requiring all staff to do a daily self-assessment prior to their workday

- Letter to community members that we provide service to has been written that outlines what they can expect when workers arrive to their home.

Step 5: Monitor your workplace and update your plans as necessary

Things may change as your department operates. If you identify a new area of concern or if it seems like something isn't working, take steps to update your department policies and procedures, in consultation with the Pandemic Response Team.

We have a plan in place to monitor risks. We make changes to our policies and procedures as necessary, which will be reviewed by the COVID-19 Team prior to putting into place.

Identify here who will be responsible for monitoring risk in your department. This person may be the department Champion who is most familiar with the office safety plan.

- Angelina Gibson
- Eileen Ramirez
- This document is a living document to be changed as required according to COVID-19 team. ⁱ

a) Staff know who to go to with health and safety concerns

Identify here who will record and report health and safety concerns in your department.

- Angelina Gibson
- Eileen Ramirez

When resolving safety issues we will involve the Pandemic Response Team, the General Manager's office and the Human Resources office.

Step 6: Assess and address risks from resuming operations

If the workplace has not been operating for a period of time during the COVID-19 pandemic, you may need to manage risks arising from restarting your department.



We confirm that we will consult and comply with the policies and procedures implemented within Cowichan Tribes for the following staff needs:

- training plan around changes to our department, such as new equipment, process, or products
- reviewed the start-up requirements for vehicles, equipment, and machinery that have been out of use
- Review with staff full cleaning procedures

ⁱ FNHA .ca/documents, home support safe return to work
Cowichan Tribes Covid-19 Policy
<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/health-professionals>