



# COVID 19 SAFETY AND RESPONSE PLAN

We are committed to providing a safe and healthy workplace. A combination of measures will be used to minimize exposure to COVID-19 in the workplace, including the most effective control technologies available.

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## **PART ONE: PREAMBLE**

This plan is developed as a guide for Integra to facilitate the continuation of essential services and business functions during a pandemic emergency in conjunction with the Health and Safety Manual as well as the Standards and Directives Manual. Integra provides a wide variety of services to people with diverse abilities. Several of our services are essential and would need to continue during a pandemic. The population supported by Integra is particularly vulnerable to disease outbreaks and may require special precautions to reduce the risk of exposure.

COVID-19 (also known as Coronavirus and SARS-CoV-2) is an infectious disease cause by a newly discovered coronavirus. The most common symptoms of this respiratory illness include fever, dry cough, shortness of breath, and difficulty breathing however an individual may experience a wide variety of other symptoms. The incubation period is currently believed to be within 1-14 days of exposure with an average of 5-6 days between infection and the onset of symptoms. Transmission primarily occurs from close contact with individuals who are experiencing symptoms however the virus may also be transmitted by pre-symptomatic/asymptomatic individuals and by touching contaminated surfaces prior to touching your face, nose, or eyes.

## PART TWO: OUR RESPONSIBILITIES

The Leadership Team is responsible to monitor information about a potential outbreak or pandemic and determine response options and requirements. This may include:

- Information from the BC Centre for Disease Control (BCCDC)
- Medical Health Officer/Minister of Health
- Information from local health authorities
- Guidance from Licensing authorities
- Guidance from funders or other monitoring bodies
- Information-sharing between other service providers
- Information from other authorities or community stakeholders

Information will be regularly monitored for updates from the above sources. Integra leadership will also continually monitor its' services for any potential outbreaks or other risks. Integra will ensure that a response plan is initiated to mitigate the spread of the virus and will communicate relevant information and directives to key stakeholders. This plan will be continually updated as required. Responsibilities across the agency are as follows:

### All employees

- Follow control measures including screening for symptoms, Universal Safe Work Procedures, and Personal Protection Equipment Procedures when necessary.
- Complete any required training provided.
- Check the ShareVision site and/or Integra email regularly (every shift at a minimum) for updates on the COVID -19 situation.
- Stay home if you have symptoms of COVID -19 - seek medical attention, and contact your supervisor for further direction.
- Prepare in advance for your personal life in the event of an outbreak (e.g. childcare, schools closing, quarantine of yourself and/or a member of your family).
- Follow the standards and directives, related to health and safety, specifically infection control and illness.
- Contact the Coordinator, On Call Coordinator or Director immediately if:
  - You suspect an individual you support has symptoms of COVID-19
  - You suspect a family/network member or co-worker has symptoms of COVID -19
  - You have symptoms of COVID -19
  - You are travelling to or from anywhere there is a travel advisory
  - You have visitors arriving from anywhere there is a travel advisory
- Contact 8-1-1 if you have questions or are concerned about illness or symptoms experienced by yourself or family members. Medical professionals at 8-1-1- are available 24/7. Employee self-isolation for the 14-day incubation period to monitor for symptoms of illness should only be done with the approval of a medical professional or as declared by the Provincial MHO.
- Report any need of supplies to the Coordinator.

### OHS

- Provide recommendations.
- Identify risks and priority actions.
- Advise and participate in covid related planning and/or training.

### Coordinators

- Ensure that all teams have reviewed and are following the Coronavirus (COVID – 19) applicable memos
- Effectively communicate with relevant stakeholders (family/advocates and individuals supported) all information in a timely manner and as directed.
- Notify Human Resources and Director of all staff plans for travel until further notice.

- Manage all staff coverage and communicate with Human Resources regarding challenges and/or prompt planning with Home Share Providers (including enhanced check-ins).
- Arrange medical care including testing for supported individuals.
- Follow and monitor closely all infection control measures at each site.
- Ensure legal status and advanced directives are on record.
- Ensure site is equipped with supplies, including distribution and utilization of PPE.
- Follow communication directives.

### **Executive Director and Directors**

- Regularly review and disseminate information from regulatory bodies.
- Make decisions regarding essential services.
- Ensure adequate supply of all Personal Protective Equipment (PPE) with guidance,
- Communicate with all other stakeholders as required.
- Comply with reporting obligations with the appropriate licensing authority and other regulatory bodies (CLBC/MCFD).
- Provide regular updates to the CEO.

### **Finance:**

- Provide necessary documentation to funders.
- Recommend and guide Integra team members to ensure business continuity is in place including but not limited to resource allocation, emergency funding and service level reporting.

### **CEO:**

- Communicate, liaise and update all funders and community partners.
- Ensure business continuity and succession plans in place.
- Make all decisions regarding service closures.
- Provide supports to team as needed.

### **PART THREE: COMMUNICATION**

Integra will ensure that persons receiving services, family members, employees, contractors and visitors are provided with information about the virus, preventative measures, and appropriate responses. This may be provided through memos, communications media (website/social platforms), training, coaching or other appropriate means. Integra will regularly monitor developments and follow any directives from the local health authority, funder or BCCDC. Once the pandemic is lifted, a plan will be developed to address any issues arising from pandemic and restore regular service delivery.

## PART FOUR: ESSENTIAL SERVICES AND BUSINESS CONTINUITY

Service provision and business functions will be adapted throughout the course of an outbreak and/or pandemic. The following services and business functions are deemed essential and will continue throughout any stage. Where reasonable, Integra will endeavor to maintain all locations during a pandemic threat. Non-essential services may be temporarily suspended.

The agency considers **staffed residential homes** to be essential services and will prioritize these locations to maintain service delivery and staffing during an infection outbreak. Leadership will determine the staffing levels necessary to ensure the safety of the individuals supported under emergency conditions. Other measures include:

- Ensuring continued housing/shelter for persons receiving residential services (staffed individual residential and home share),
- Maintaining a safe environment within homes,
- Providing essential services to persons supported (e.g. meals, personal care, health and behavioural support) and ensuring appropriate supplies are available,
- Responding to emergency maintenance needs,
- Critical Business Functions:
  - Processing payroll and benefits
  - Responding to serious/urgent personnel issues
  - Processing critical accounting functions, such as EFTs and essential accounts payable
  - Maintaining critical IT systems
  - Remote access for key employees
  - Ensuring critical communications.

### Human Resources and Staffing

If necessary, additional human resources will be sought out and processed in an expedited manner. Personnel may be required to fulfill roles outside of their usual responsibilities, to ensure essential staffing levels. Personnel may be required to provide other support, such as online/virtual, purchasing, delivery for a service area (staffed residential, home sharing) in order to continue key operation such as groceries and medications.

Integra will take measures to ensure that training and cross-training occurs so that essential services and critical business functions can continue. This may include:

- Cross-training of employees at different worksites,
- Ensuring multiple employees are trained in critical business functions, and
- Providing timely access to information systems (e.g. ShareVision) to ensure that profile and planning information is available to alternate employees/caregivers.

Integra will ensure to the best of our ability that essential staffing levels are maintained at all times, as defined by site needs. The following options will be considered to respond to staffing shortages and/or outbreaks within a resource, which will generally be considered in the following order:

- Employees reassigned from non-essential services (non-essential service is suspended),
- Employees may be restricted to working at one location,
- Family and/or other approved natural supports taking persons to their home and/or providing supports within the resource,
- Volunteers already screened by Integra,
- Employees from out-of-region (with consideration for travel compensation, accommodations and other expenses as required),
- Reviewing approved vacation requests for potential schedule changes and/or recalls,
- Home Share/Respite Providers screened by Integra, and
- Employees taking a person to their home.

## Modifications to Service Delivery

Resource activities will need to be modified to reduce the risk of the spread of the virus.

This will include:

- Avoiding areas where there are large crowds (50 or more people) and/or any crowded areas, including public facilities, events and public transit,
- Ensuring social distance wherever possible (2 meters from others) and avoiding any unnecessary contact, including handshakes and hugs,
- Wearing masks;
- Canceling all activities that may risk exposure,
- Providing virtual programming, and/or individualized 1 to 1 supports, where possible,
- Taking extraordinary precautions for those with compromised immune systems,
- Coaching and/or educating self-advocates and families on risks, and
- Any other precautions outlined in your site specific needs.

Integra will consider the following options for adjusting services and business functions during a pandemic:

- Suspending non-essential services and/or business functions,
- Suspending non-essential worksites and redeploy employees to essential worksites,
- Adjustment of service activities and support plans, and
- Provision for employees to work off-site where possible, with work from home agreements in place.

The scope and duration of these modifications may be determined on a case-by-case basis or at an agency-wide level. Where needed, a Service Modification Plan will be written for services temporarily suspended such as Good Neighbours or CI Services. If support staff are redeployed to homes of individuals supported and/or families/caregivers where services are not typically provided, a Covid-19 Prescreening Form will be completed to ensure safety of team members and individuals supported.

Integra Leadership will have the authority to approve any of the above to ensure essential staffing levels are maintained. While we understand that employees may experience concern around exposure to COVID-19, it is important to follow all guidelines from provincial health authorities around work attendance.

***Employees who are not showing symptoms of illness or who do not actively secure direction from a qualified medical professional to self-isolate are expected to attend, and remain at, work as scheduled, despite understandable personal concerns about potential exposure in the community or in the workplace. In order to ensure that staffing coverage is available, vacation requests may not be granted for the foreseeable future. Depending on developments, it may also be necessary in the future to consider the cancelling of vacations already granted.***

## **PART FIVE: MONITORING AND PLANNING**

Integra will follow all recommendations or directives of the local health authority, BCCDC, Licensing or monitoring bodies to ensure that proper mitigating strategies are implemented. These may include:

- Enhanced universal precautions and environmental cleaning/disinfection.
- Education of key stakeholders.
- Encouraging person receiving services, employees, contractors and visitors to implement recommendations from health authorities or the BCCDC.
- Ensuring appropriate social distancing procedures.
- Wearing masks is mandatory at all sites ( exceptions apply for private office spaces)
- Screening visitors and all employees.
- Restricting visitors to essential visits only.
- Offering off-site work alternatives to people who may be at risk or put others at risk, where appropriate/possible.
- Adjusting service activities and/or support strategies to minimize risk of exposure.
- Allocating shift routines/duties based on specific responsibility such as personal care, food preparation, cleaning etc.

### **Travel to Affected Areas**

Integra will take all appropriate measures to follow all travel advisories in the course of service provision, including avoiding travel to affected areas. If an employee has travelled to an affected area, they are required to:

- Contact the local health authority, 8-1-1 and/or BCCDC,
- Notify their supervisor, and
- Follow any directives provided by the local health authority, 8-1-1, BCCDC and/or Integra.

### **Managing Exposure or Potential Exposure**

Integra will follow all directives of the local health authority, BCCDC, Licensing, or any other legislative authority when responding to outbreaks or other identified risks. Risks may include:

- An outbreak at a resource site,
- Infection, possible infection or exposure of persons supported, employees or visitors to a virus,
- Travel of persons supported, employees or visitors to an area identified by the World Health Organization (WHO) as an area of risk, and
- Any other situations identified as requiring a response.

Leadership will monitor the health status of persons served and employees. Integra's Nursing team will be contacted for further guidance. If an employee feels ill, or if someone observes that another person is exhibiting symptoms of illness at work, they will be required to:

- Notify the ill employee's direct supervisor, or On Call,
- Contact the health authority or 8-1-1 for advice,
- Follow any health authority or BCCDC directives for isolation/quarantine,
- Determine when an employee should stay home or take precautionary measures,
- Where necessary, arrange for the safe transportation of an employee or person served to their home when sick, and
- Follow agency standards and directives.

### **Site Response Plans and Contingency Plans**

To ensure all essential services are maintained, each resource will prepare a site response plan consisting of the following:

- Identification of essential service activities,
- Determination of essential service levels required,

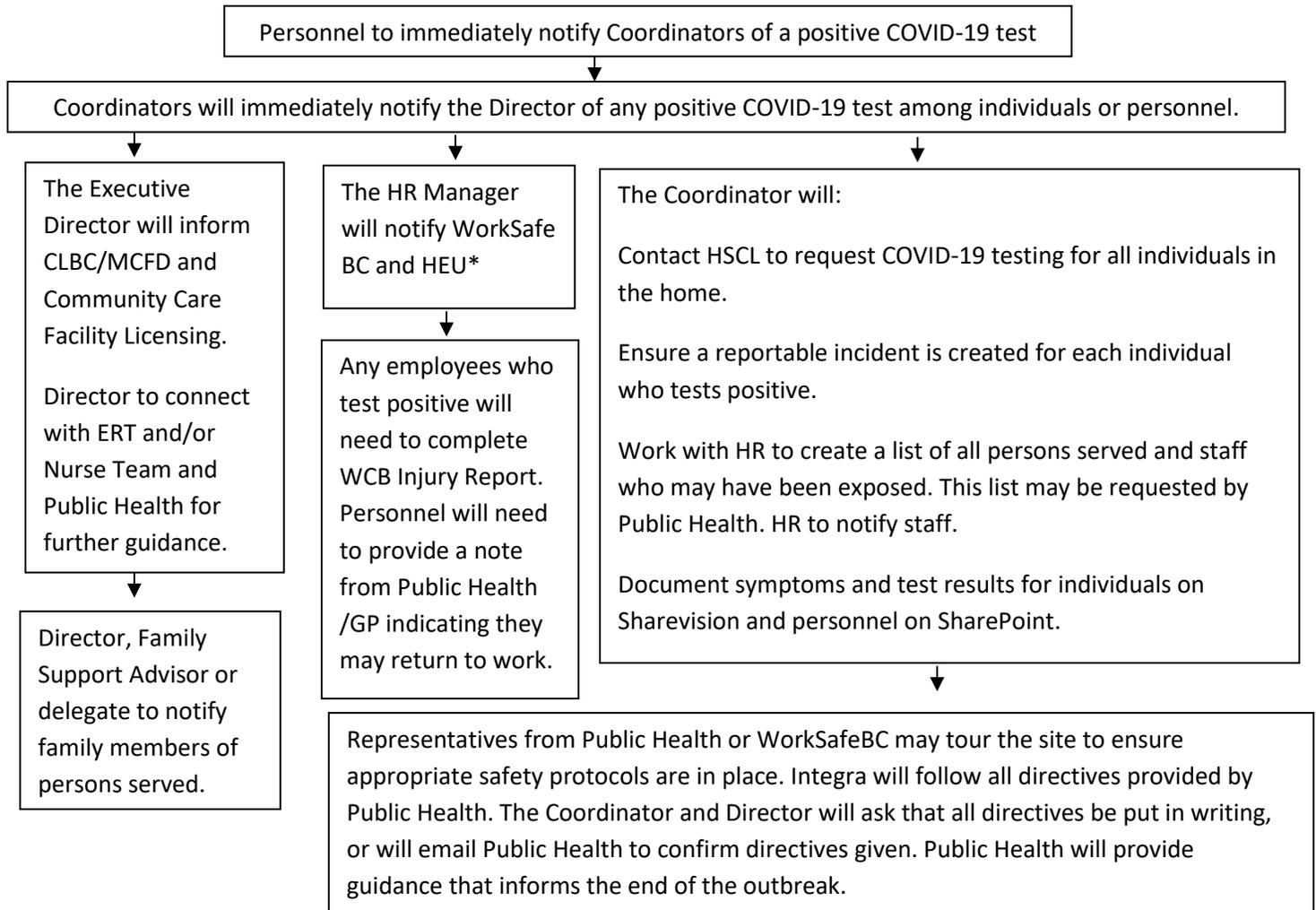
- Plan for modification of service provision to mitigate risk, including both precautionary and responsive measures,
- Plan to ensure supplies required for essential services are available,
- Communication plan with stakeholders,
- Assessment of potential staffing barriers,
- Consideration of alternate options for staffing and/or care provision,
- Plan for training and/or cross-training of new employees/caregivers, and
- Site specific issues.

Plans should be uploaded to Sharevision under the Programs and Residence Covid-19 Documents folder. These plans should be updated regularly to include up to date information on persons served, personnel and program planning. Contingency Plans: HS Coordinators will conduct risk assessments with home share providers to determine immediate needs for prevention, back up supports for outbreak planning, and other individual related issues specific to the home share agreement.

## PART SIX: OUTBREAK RESPONSE

An outbreak occurs where there are two or more influenza-type illness detected in individuals supported or employees in a 14 day period with at least one case identified as an individual supported OR any individual supported or employee is diagnosed with Covid-19. \*EMERGENCY RESPONSE TEAM (ERT) INFORMATION SUBJECT TO AVAILABILITY. The ERT will work with the site team and Coordinator to set up the site in the event of an outbreak. This information will be available as required through ERT set up instructions and immediate exposure protocols.

### Communication Flow Chart in the Event of a Positive COVID-19 Test



### Reporting to the Funder and Regulatory Bodies

Service providers must report the following situations as an urgent critical incident to CLBC/MCFD when a person served:

- Is symptomatic/presumed to have COVID-19 as a Disease/Parasitic Outbreak
- Has been diagnosed with COVID-19 as a Disease/Parasitic Outbreak
- Has been hospitalized due to COVID-19 as an Unexpected Illness/Food Poisoning (Note: the hospitalization incident report is in addition to the outbreak report)
- Has passed away due to COVID-19

After hours, service providers are to use the MCFD After Hours Emergency line (1-800-663- 9122) to report COVID-19 related situations. For CLBC funded resources, the MCFD After Hours line will notify the CLBC Director of Regional Operations who will liaise with the CLBC Manager and Health to provide support and guidance. Service providers must

also notify CLBC/MCFD of any COVID-19 case involving an employee, contractor, or household member. To report any COVID-19 issues to Island Health, phone 811, and also connect with HSCL staff

## Staffed Residential Resources

### Screening and Admission to the Program

All residents, employees, and visitors will be directed to wash/sanitize their hands upon entry to the site. Employees or visitors who have had been identified by BC Contact Tracers as a close contact with a known case of COVID-19 should self-isolate for 14 days and are not permitted on site\*. In the event an individual has had a close contact exposure they must isolate in their rooms and follow procedures for symptomatic residents outlined below.

### Symptomatic Individuals supported

- Individuals supported should be restricted to their rooms to reduce contact as much as possible until symptoms resolve. Staff must serve all meals in the individuals supported room, where possible.
- If tolerated, the individual supported is to wear a mask when a support worker is in their room or providing direct support. When the individual supported will not tolerate wearing a mask, employees will wear PPE as guided by the Nursing Team.
- Designate bathroom facilities which are to be used by symptomatic individuals supported only. Where this is not possible, ensure thorough cleaning and disinfecting after use by a symptomatic individual supported.

### All Individuals supported

- Minimize contact between individuals supported.
- Encourage frequent and thorough hand washing. Reinforce hand hygiene and respiratory hygiene practices.
- Cancel or reschedule appointments that do not risk the health or well-being of the individual supported until the outbreak has passed.
- Formal monitoring of individuals supported for fever, new cough, and difficulty breathing/ shortness of breath should occur twice daily

### Employees

- All employees should monitor themselves for symptoms.
- Symptomatic employees should isolate promptly and phone 811 or their health care provider. Indicate your role as an essential service worker in a community care facility. Symptomatic employees will remain off work until symptoms resolve or until they have had two negative COVID-19 tests 24 hours apart, whichever is sooner.
- Prior to any interaction with a symptomatic individual supported, employees are to conduct a Point of Care Risk Assessment as guided by the Nursing team.
- Wherever possible, employees working with symptomatic individuals supported should avoid working with individuals supported who are well. When this is not possible, employees should work with the well individuals supported prior to working with symptomatic individuals supported (providing medications, meal delivery, etc).
- Wherever possible, employees working at a program with an outbreak are not to work at other programs.
- Wherever possible, employees will be designated to one specific role at each site (i.e. meal prep, personal care, cleaning, shopping).
- Employees to practice strict hand hygiene between individuals supported at all times.

### Enhanced Cleaning Protocols

- More frequent disinfection of commonly touched surfaces/items.
- Safe disposal of contaminated items.

- Disinfection of equipment between uses.

## Hospital Transfer

If symptoms become severe and transfer to hospital becomes medically necessary, indicate to the 911 operator the individual has suspected/confirmed COVID-19 so that First Responders can arrive prepared. When tolerated the individual should wear a mask. Employees assisting in the transfer should also wear PPE as directed. Once the individual has been transferred to hospital, the entire room should be thoroughly cleaned and disinfected. Important health care info should accompany the individual supported ( fact sheet, care plan, medications).

## Home Share

Home Share Providers are required to complete their own planning around COVID-19 preparedness and response. We will distribute a Contingency Plan to all Home Share Providers to prompt the planning and discussion surrounding an individual's needs during the COVID-19 pandemic. Contracted Service Coordinators will assess the completed plans and identify which persons served and contractors have enhanced need for coordination.

Individuals supported in Home Share services who become ill will be assessed by a medical practitioner. The following steps will occur:

- Home Share Providers will be instructed to contact the Provincial Nurse Line (811) and to follow their recommendations. Home Share Providers are required to contact their Coordinator to report any illness and to keep the supported individual at home (away from CI program and other non-essential services/locations).
- If COVID-19 is verified or strongly suspected, the individual and the Home Share Provider will be quarantined within their home where possible. In some cases the individual who is ill may need to be transferred to hospital or other appropriate health care facility.
- If for some reason this isn't possible (i.e. home share provider is hospitalized), the individual's family will be contacted for assistance.
- If there is no capacity for family assistance, planning may occur on a case-by-case basis, and may include option for relocation of an individual (i.e. to another home share provider or to a hotel), where supports will be provided to the person by satellite.

If an individual becomes ill in a Home Share, household members are to take precautions to prevent transmission to others in the home. These include:

- Performing regular hand hygiene
- Practicing good respiratory etiquette followed by hand hygiene
- Limiting the number of caregivers – contact within 2 meters of the individual should be limited to one person
- Preventing exposure to contaminated items and surfaces – do not use personal items that belong to the individual (electronic devices, towels, bed linen, etc.)
- Put the lid of the toilet down before flushing to prevent contamination of the environment
- Frequent cleaning and disinfecting – high touch areas cleaned daily using an approved hard surface disinfectant or a diluted bleach solution
- Disposing of waste – all contaminated disposable items should be placed into a lined container before disposing of them with other household waste
- Taking laundry precautions – place contaminated laundry into a laundry bag or a basket with a plastic liner, do not shake laundry, wear gloves and a mask while in direct contact, use regular laundry soap and hot water (60-90°C), dry thoroughly, disinfect laundry container if contaminated
- Using PPE – If having direct contact with the individual caregivers should wear a medical mask or face covering, eye protection, and gloves when available.

Symptomatic individuals supported will be isolated and employees will use routine droplet and contact precautions when providing care. PPE signage should be posted outside the rooms of symptomatic individuals supported indicating

the necessary precautions. Teams will record details of individuals supported and employees experiencing symptoms. Control measures will be continued until the outbreak is declared over by the Medical Health Officer

### **Community Inclusion (Home Based)**

See “A. Staffed Residential,” above. The same considerations apply as this service takes place in a person’s staffed residential home. When supporting individuals who do not reside at the site it is recommended that individuals and personnel wear non-medical masks while in vehicles and when unable to socially distance.

### **Community Inclusion/Good Neighbours/Individualized Services**

See below for Phase 2 Reopening

### **Main Office**

See below for Phase 2 Reopening

## **PART SEVEN: WORKSAFE SAFETY PLAN**

The following protocols and guidelines must be followed in adherence with Public Health Office Orders, and in accordance with Phase 2 Reopening.

### **General Safety**

#### **Prevention and Infection Control**

We ask ALL staff and individuals to report any symptoms related to COVID-19 immediately. Anyone who is ill with respiratory related illness symptoms (fever, cough, fatigue, and/or muscle aches) is requested to stay home to rest and recover.

Procedures to follow for Prevention and Infection Control include:

- Washing hands often with soap and water or sanitizer, upon entry to the main office, residential homes, programs or homes of families where service is provided
- Covering mouth and nose when coughing or sneezing with a disposable tissue or the crease of your elbow
- Avoiding others who are unwell
- Stay home when sick
- Report flu-like symptoms to your doctor or call 811 and follow directions given by the Healthcare Provider.
- Do not touch face/eyes/mouth with unwashed hands
- Screening all employees and visitors (criteria plus temperature checks)
- Wearing a mask
- Physical distancing

#### **Wearing masks and Physical Distancing**

Mandatory masks and physical distancing (2 meters from each other) is being practiced at all sites and services provided by Integra. Wearing masks is mandatory at all times, most essentially when physical distancing is not possible (i.e. personal care). Exceptions apply to those working in private office spaces.

All employees, contractors, and visitors are to ensure the ongoing practicing of distancing as per Public Health Office Guidelines. It is imperative that community outings are within parameters of physical distancing guidelines. If staff are unsure that physical distancing guidelines will be adhered to on a community outing, they are requested to call their Coordinator or On-Call Coordinator for direction.

Where needed an Individual Risk Assessment will need to be completed to ensure full compliance to social distancing guideline and prevention control measures.

#### **Personal Protective Equipment**

All staff are provided with non-medical grade material masks which are to be worn where physical distancing guidelines and protocols cannot be adhered to, as well as indoor spaces as directed by WorkSafe BC. This includes the mandatory wearing of masks when transporting individuals in an Integra vehicle or personal vehicle, and in community settings.

Staff are expected to wash their masks at the end of each work day, ensuring sanitized for a new day of service. Disposable masks are provided for personal care and medical procedures.

Staff providing CI or Outreach services that identify “high risk” activities where appropriate social distancing controls cannot be implemented and either provide alternate activity options or implement the wearing of PPE.

## Education and Resources

All supported individuals, caregivers and families will receive education and/or resources (videos, posters, online sources) on proper hand hygiene, physical distancing and respiratory etiquette with emphasis on maintaining these standards. Education and availability of resources will be an ongoing process to promote skill development.

Individuals supported who have difficulty with hand hygiene and physical distancing will be supported to develop these skills in order to participate in group activities. All staff will have access to education on donning and doffing of PPE.

## Office and Program Protocols

### Occupancy and Group Size Limits

#### Main Office

Total Occupancy Limit for #200-4252 Commerce Circle: 13 people

Employees will be encouraged to work from home where possible and provided the necessary equipment and safety assessment as per the Work From Home Agreement.

#### GN View Royal and GN Westshore

Group size is limited to 6 people (combined total for staff and individual supported). With the progressing to Phase 3 and likelihood of larger groups of people being allowed to congregate, the completion of an Environmental Risk Assessment Plan would be required to ensure the risk of increasing group size is balanced by choosing the largest spaces possible and monitoring length of time in contact with the group.

Regardless of group sizes being limited at both sites, all staff and individuals supported are responsible to follow the physical distancing visual cues and guidelines that have been posted within the building. A mapping exercise has been undertaken to identify which risk areas individuals supported fall within (as per CLBC Interim Guidance and Requirements) and supports have been adapted accordingly.

Individuals supported will have a predefined schedule for start and end times of service, thereby complementing both Public Health Authority and WorkSafe BC guidelines. At this time there will be no accommodation for participation in program outside of predefined schedules of which will be provided and updated with your collaboration by the respective Program Coordinator on an ongoing basis.

Visual cues include the application of directional arrows in relevant areas such as: on the floor in entrance, common area and kitchen to control flow of traffic and reduce interaction between both staff and individuals. Clearly marked exit and entrance doors from all areas within the program to avoid interaction between both individuals and staff.

Where it is not possible to maintain physical distance at all times, staff are expected to use of masks as an additional measure as per WorkSafe BC's guidance.

#### Community Inclusion

Community Inclusion within community setting will only occur with the confidence that precautionary measures are in place and being adhered to by both staff and individual supported. Preferred activities will occur outdoors or in an approved community setting with a conscious adherence to social distancing guidelines around crowd density.

Where physical distancing cannot be maintained and other control measures cannot be used, non-medical material masks provided will be worn to reduce the risk of transmission. Staff are responsible for ensuring that masks are cared for appropriately. Staff are encouraged to avoid shaking hands, hugging and all other unnecessary physical contact.

### Entering and Exiting

ALL people entering the main office, residential homes, programs or homes of families where service is provided must complete the screening form and questionnaire, wash their hands or use hand sanitizer upon entry. All are expected to

follow signage for directional flow of passage through main office and programs specifically to ensure maintaining social distancing. Hand washing stations have been setup at the entrances for the main office and GN programs specifically.

### **Mandatory Cleaning and Disinfecting**

Following direction from the Ministry and public health office officials, Integra has implemented cleaning protocols and hand hygiene to help prevent the transmission of COVID-19. Protocols have been put in place to daily clean and disinfect high-touch surfaces.

All Staff (Including support, administration, management and executive team) will follow the cleaning protocols and sign-off on respective checklists located in designated spaces.

Cleaning of visibly dirty surfaces followed by disinfection is a BEST PRACTICE measure for prevention of COVID-19:

- Cleaning refers to removal of germs and dirt from surfaces. Removal of germs, significantly lowers their numbers and the risk of spreading infection.
- Disinfecting refers to using chemicals to kill germs on surfaces. Killing germs AFTER cleaning, can lower the risk of spreading infection.

These checklists are used as legal documentation towards Integra's response to COVID-19 and the measure we are taking to decrease the risk of those we support becoming ill.

Main Office: 4252 Commerce Circle

Cleaning and disinfecting occur 2 times daily at predefined times according to the checklist. The checklists cover all areas as follows: the front office, admin area, bathrooms, and common space and boardroom which is detailed on a clipboard located in the admin area.

GN View Royal and GN Westshore

Mandatory Cleaning and Disinfecting Checklists have been provided to each program. Mandatory cleaning is completed every shift as indicated below:

- AM – Start of day/ shift (0800)
- MID – Program crossover (1200)
- PM – End of day/ shift (1600)

### **Food, Cutlery and Utensils**

Main Office

There will be no shared food, utensils or cutlery at the main office. All high touch surfaces like coffee machine, refrigerator and water fountain are to be sanitized before and after each use.

GN Saanich and GN Westshore

All food prepared at day programs will be done so under strict protocols as per Public Health Office guidelines ensuring all staff use provided PPE to ensure guidance to safety protocols.

Additional guidelines include:

Limiting the number of staff involved in the preparation of food at any one time.

- Implementation of a system to eliminate or minimize sharing of communal equipment (knives, serving spoons, ingredients and containers) and
- Increased cleaning of high touch surfaces such as small appliances, which are to be cleaned between uses with staff incorporating appropriate hand washing routines.
- Each individual supported needing to use Integra Support Services cutlery and/or utensils selects their items from the cupboard and keeps them in their assigned box. Items are to be washed with soap and hot water thoroughly after each use. All Staff members are encouraged to bring utensils and dishes from home.

Community Inclusion

There will be no shared food or shared preparation of food during community inclusion hours. Each individual supported as CI or Outreach worker will be expected to prepare and package their own meals. Where they have purchased take-out, no cutlery or food items will be shared. Staff will be expected to ensure that both themselves and individual thoroughly wash or sanitize their hands prior to and after eating and/or drinking.

### **Equipment and Devices**

When using communal equipment (i.e. Chromebook, Photocopier, Microwave) the implementation and adherence to strict cleaning protocols is required.

Procedures to be implemented include:

- Wash hands thoroughly prior to each use
- Wipe down equipment using sanitizer or disinfectant wipes. Avoid spraying units directly. Ensuring all high touch surfaces/points have been wiped down.
- Dispose of wipe into garbage.
- Wash hands thoroughly after completion of cleaning regime.

There will be no sharing of personal digital devices between staff, individuals supported. Where this cannot be avoided, the device will be sanitized and then left to stand for a period of time prior to use.

### **Meetings and Outside Visitors**

All meetings should occur outside or virtually through various mediums (Zoom, Skype, Facetime) whenever possible. If a meeting must occur in the office or program, maintaining physical distancing and pre-notification to all visitors of our current safety procedures for entering, physical distancing and monitoring for signs of illness is expected.

Meetings must be prearranged by ISS Employee with the visitor/individual and family. No drop ins are allowed. Employees welcoming visitors must sign them into the visitor log. No communal pens are available, visitors must provide their own pen and paper to the meeting. If the visitor has forgotten their pen, they can be provided with one which they can then take home.

### **Deliveries**

Wherever possible, deliveries are contactless for main office, residential homes and programs. When contact is unavoidable, maintain physical distancing is expected.

### **Transportation and Vehicle Use**

#### **Occupancy Limits**

Each row within vehicle seats only 1 person with passengers being staggered diagonally.

#### **Cleaning and Disinfecting (Integra Support Services or Personal Vehicles)**

When transporting an individual supported in either a company or personal vehicle, the requirement is to clean and disinfect the vehicle before and after each use (this includes all trips taken). All cleaning equipment is provided to staff.

Staff are to use the cleaning equipment only when transporting individual for Integra Support Services. Cleaning products provided are not intended for personal use.

Procedure to be implemented includes:

- Wash hands thoroughly prior to sanitization of vehicle
- Put on non-medical material mask provided by ISS
- Thoroughly clean any common high touch surfaces/points using disinfectant and towel or disinfectant wipes provides. This includes: steering wheel, door handles (inside and outside), seat belt unit, seats,

driving log book, touch points on the exterior of the vehicle, and any other surface that may have been touched on the specific route to the seat.

- Disposal of wipes into garbage after each sanitization.
- Washing hands thoroughly or use hand sanitizer after completion of cleaning and disinfecting.

### **Guidelines for use of Personal Vehicles**

When transporting an individual in their personal vehicle the employee is responsible for implementing effective cleaning and hygiene practices to reduce the risk of surface transmissions.

Integra Support Services will provide staff with:

- one package of disinfectant wipes per calendar month to be provided on the 1st of each month, which is to solely be used for sanitization of the vehicle used to transport persons served.

Cleaning products provided are not intended for personal use.

### **Transporting Individuals**

A Safety Check and Agreement must be completed and signed prior to commencing service that includes the transportation of individual for program/service in personal vehicles. When transporting an individual in their personal vehicle the employee is responsible for implementing effective cleaning and hygiene practices to reduce the risk of surface transmissions as per ISS Cleaning and Disinfecting Procedures.

Each row seats only 1 person with passengers being staggered. When possible, drive with the windows open and do not activate air conditioning. Where personal items (backpacks) come with the individual supported, wipe down with disinfectant provided before entering the vehicle.

When there is more than one person in the vehicle at any one time, all individuals in the vehicle will wear a mask.

### **Public Transport**

If Public Transit must be used during a support shift, all people must wear masks and use hand sanitizer before entering and then exiting the bus with masks being worn for entirety of the trip.

## **Individualized Supports and Services**

### **Risk Assessment**

ALL Community Inclusion individuals will need to have a Risk Assessment completed which will identify their levels of risk associated with contracting COVID-19 as well as their ability to follow safeguards and guidelines as set out by the Public Health Office Officials.

A mapping exercise has been undertaken to identify which risk areas individuals fall within (as per CLBC Interim Guidance and Requirements) and supports have been adapted accordingly.

Completion of an Individualized Risk Assessment will lead the defining of activities and outings.

### **Individuals Personal Program Items**

Each individual who attends the Day Program service will have a personal bin allocated to them within a defined area. They will store their personal belongings in this bin along with any program specific items which may include: Arts & Crafts; Water Bottles; Personal Care Products; Change of Clothing. Only the individual supported will have access to the bin. The bin will be sanitized at the start of service prior to the individual placing their items in the bin for the day.

### **Electronic Devices**

There will be no sharing of electronic devices between Individuals and/or staff. At no time will staff handle or access a personal device with necessary PPE in place in addition to sanitizing before and after touching.

## Arts & Crafts Tools and Items

There will be no sharing of Arts & Crafts tools or items. This includes but is not limited to: Scissors, glue, paper, pens and crayons. Each individual supported whom participates in Arts & Crafts activities will be provided with an Arts & Crafts Kit which will be placed in the individuals personal bin at the end of each service period.

## Homes of families where service is provided

### Pre-Visit Screening

All individuals and/or families who request in-home supports must complete the Pre-Visit Screening Form. They will complete the form and submit to the Coordinator following which the form is reviewed for any risks associated with commencement of service and the implementation of additional safeguards or training to support safe delivery of services.

### Individualized Services Contractors

Contractor's that fall within the Contracted Services program will continue to provide support to their specific individuals in a manner that meets the support requirements of the individual and the comfort level of the family and contractor. This includes the contractor maintaining contact and providing support through Skype, FaceTime, Zoom and telephone calls. In other situations, contractors are providing direct support to the individual in their home, and/or community.

Individuals and agencies have the right to choose support contractors based on the contractor's ability to provide support, their own personal circumstances (i.e. social or other work bubbles) and comfort levels.

When supporting an individual face to face, contractors are responsible to obtain and use PPE appropriate for the situation and level of support the individual requires. This support is arranged directly with the individual and/or agent to ensure that everyone is comfortable with how the support is delivered

ISS has and will continue to provide the most recent information to all contractors to ensure they are guided to make informed decisions when providing support for the individuals always with the focus of minimizing the chances of contracting COVID-19.

### Shared Living and Contracted Services Coordinators

Shared Living and Contracted Services Coordinators work predominantly at home and are connected to Safety Line to protect workers who work alone. Additionally, all Coordinators have reviewed and agreed to a Work from Home Agreement as per WorkSafe BC requirements.

Coordinators conduct a regular check in with individuals, home share providers, families and contractors by telephone, email, text or through other platforms (Zoom, Skype and Facetime) according to the guidelines based on submitted Contingency Plans and associated risk assessment level.

All meetings, check-in's and Monitoring can take place through platforms such as Zoom, Skype, FaceTime, with a gradual introduction of face-to-face meetings, depending on the comfort level of the Providers, individual or Contractor. Face-to-face meetings will only occur in a setting that promotes physical distancing such as outside, back yard, driveways, or outside the ISS office.

When Coordinators need to come to the office, they follow the cleaning and disinfecting protocols in place (e.g., disinfecting/physical distancing).

Coordinators maintain regular contact through email, phone calls and texts on a regular basis and participate in a bi-weekly meeting with their Director.

Whenever possible, applications, reference checks, criminal record checks and invoices will be exchanged electronically. Where this is not possible, contractors will provide the documentation by fax or by prior arrangement will at the ISS main office

## **Home Share Providers**

All home share providers have provided their Coordinators with Contingency Plans outlining the continuity of support if the individual or someone in the home contracts COVID-19. Home share providers are responsible for updating their Coordinators with any changes to anyone's health who resides in the home and to keep their coordinator informed on how the individual is coping on a regular basis but no less once per month based on the level of risk defined in Contingency Plan

Home share providers can arrange visits with individuals' families and friends keeping in mind Provincial Health Officer guidelines associated with physical distancing, hand hygiene and the importance of keeping social bubbles to a minimum.

Home share providers are responsible to purchase and use PPE when providing support for the individuals in their home if it is required. Home share providers are aware of physical distancing guidelines and hand hygiene and are responsible to support the individuals in their homes and their respite providers.

## PART EIGHT: COVID-19 TRAINING

Symptoms of Coronavirus: Respiratory symptoms, fever, cough, shortness of breath and breathing difficulties.

### Contact Transmission:

- Droplet Precautions – measures used for diseases that are spread by direct contact through droplet transmission. Droplet transmission refers to large droplets, greater than 5 microns in diameter, generated from the respiratory tract of the source patient during coughing or sneezing, or during procedures such as suctioning or bronchoscopy. These droplets are propelled a short distance of less than two metres (6 feet) through the air and deposited on the nasal, oral or conjunctival mucosa of the new host or fall onto surfaces. Large droplets do not remain suspended in the air. Special ventilation is not required since true aerosolization does not occur.
- Droplet/Contact Precautions - microorganisms contained in these droplets can be deposited on surfaces in the patient's immediate environment and some microorganisms remain viable for extended periods of time. Contact transmission can then occur by touching surfaces and objects contaminated with respiratory droplets.

### Control measures:

All Employees are required to follow the control measures outlined in the following procedures.

- Universal Safe Work Procedures/Prevention,
- Point of Care Risk Assessment, and
- Personal Protection Equipment Procedures.

### Universal Safe Work Procedures/ Prevention

All staff should exercise enhanced universal precautions, including proper hand washing, using personal protective equipment when needed (e.g. gloves and masks), and following sneezing and coughing etiquette. Persons served should also be supported with infection control as much as possible. Consult the Health and Safety Manual. Continue to follow routine practices, which include hand hygiene (hand washing is the simplest, most effective means of controlling the spread of Covid-19) and the use of PPE such as gloves, possibly eye protection and gowns when necessary.

### Hand Washing

Washing your hands not only prevents you from getting sick, but it also reduces the risk of infecting others. If you don't wash your hands properly before coming into contact with others, you can infect them with the germs on your hands. Other people can also get sick from the germs unwashed hands leave on shared objects like doorknobs, keyboards, and other equipment in the home or workplace.

When to Wash Your Hands:

- Entering and exiting the site,
- Before and after eating or feeding someone else,
- Before preparing food,
- After handling raw meat,
- Handling phone and money,
- After using the washroom or helping someone use the washroom,
- Before and after providing personal care,
- After sneezing, coughing or using a tissue,
- After helping someone with a runny nose,
- Before and after caring for someone who is sick,

- Before performing first aid or applying a Band-Aid,
- After handling pets or other animals,
- After handling animal waste,
- After handling shared objects,
- After cleaning or handling garbage,
- Before inserting and removing contact lenses, and
- Before flossing your teeth.

### Proper Methods of Hand Washing

Although hand washing might seem like a simple task, you should follow these steps to thoroughly rid your hands of germs

#### What Kind of Soap to Use:

- Use plain liquid soap that **does not** contain antibacterial agents. Plain soap will remove the dirt and grease that attract bad bacteria.
- Plain soap will not kill the good bacteria that live on the hands.
- Using antibacterial products unnecessarily increases the concentration of antibiotics in the water supply and in the environment.

#### Steps When Using Soap:

- Remove any hand or arm jewelry you may be wearing.
- Wet your hands with warm water.
- Apply plain soap to your hands and rub together for 20 seconds (the length of time it takes to sing Twinkle, Twinkle Little Star or Happy Birthday)
- Wash the front and back of your hands, as well as between your fingers and under your nails.
- Rinse your hands well for 10 seconds under warm running water, using a rubbing motion.
- Wipe and dry your hands gently with a paper towel or a clean towel. Drying them vigorously can damage the skin.
- Turn off the tap using the paper towel so that you do not re-contaminate your hands. When using a public bathroom, use the same paper towel to open the door when you leave.
- If skin dryness is a problem, use a moisturizing lotion.
- Remember that proper hand washing techniques should be practiced all the time, not just during flu season or a pandemic alert. They should become second nature to you at work, at home and out in the community.

## Respiratory Hygiene (Cough/Sneeze Etiquette)

Respiratory hygiene refers simply to covering your mouth and nose with a tissue when you cough or sneeze. Throw tissues away immediately then wash or sanitize your hands. If you don't have a tissue, cough or sneeze into the bend of your elbow or into your upper arm or sleeve, not your hands. These parts of the arm seldom come into contact with anyone else.

## Minimizing Your Risks

Here are further steps you can take to protect yourself, your co-workers, the supported individuals and your family:

- When you cough or sneeze, use a tissue or raise your arm up to your face and aim for your sleeve. Do not sneeze into your hand. Throw away tissues as soon as you use them.
- Keep the surface areas in your home, your work environment and office free of germs by cleaning them. Doorknobs, light switches, telephones, and keyboards are especially important to keep clean.
- If you have children, teach them good hygiene and how to wash their hands properly. Young children should be supervised while washing their hands.
- As necessary, the individuals you support should be supervised while washing their hands or using hand sanitizers.

- If you use bar soap, keep it in a self-draining holder that can be cleaned thoroughly before a new bar is added.
- Use individual damp cloths to wash each person's hands that require supervision when a sink with warm running water is unavailable.
- Use fresh running water to rinse your hands rather than using a standing basin of water.
- Use individual hand towels and avoid sharing towels.
- Change cleaning cloths daily and launder them using detergent. Germs thrive on moist surfaces.

## Cleaning and Disinfecting During an Outbreak

Follow the enhanced cleaning schedules to ensure disinfection of contaminated surfaces. Pay attention to bathrooms and any commonly touched areas. Bathrooms and toilets need special care and they should be disinfected often.

Cleaning up after a vomiting or diarrhea accident:

- Cleaning up after a vomiting accident, using hot water and detergent is important. Surfaces should then be wiped down with a dilute bleach solution to kill the virus. Any food that has been handled by an ill person, or food that could have been exposed when someone vomits, should be discarded.
- It is recommended that the person cleaning up vomit or diarrhea wear surgical mask, disposable, waterproof gloves and clothes that can be changed and washed in hot water and/or a disposable gown. Gloves are essential.

Steps to follow when cleaning up vomit or feces, or just cleaning around the house during and after illness:

- Wear disposable gloves,
- Use paper towels to soak up excess liquid. Transfer these and any solid material directly into a plastic garbage bag.
- Clean the soiled area with detergent and hot water, and rinse. Do not use the cleaning cloth or sponge to clean other areas of the house as this may lead to further spread of the virus.
- Wipe area with freshly made bleach solution. Keep the area wet with sanitizer for 2 minutes.
- Dispose of all cleaning cloths and gloves into a garbage bag.
- Wash hands thoroughly using soap and running water for at least 30 seconds.

Cleaning dishes, carpets, towels, bedding and other laundry:

- Dishes or utensils should be washed in a dishwasher, on the hot cycle, or with hot water and detergent.
- Soiled carpets should be cleaned with detergent and hot water if possible.
- Do not share towels, and quickly machine-wash any towels used by an ill person.
- Wash any soiled bedding as soon as possible on a "hot cycle".

Follow these guidelines for handling soiled or contaminated laundry:

- Handle laundry carefully. Don't hold close to your body or allow it to touch your clothes. Use disposable gloves.
- Isolate contaminated laundry from other linen, and bag it separately.
- Place wet laundry in leak-proof bags or containers.
- Wash contaminated laundry and laundry bags in hot water (minimum 70°C) with detergent for 25 minutes. If using lower water temperatures, use an appropriate concentration of cold water and low temperature detergents, which may include bleach.

Quarantine, Limit or Eliminate any Visiting to the Residence; Stay at home

- If a supported individual is sick, other people at the location may become sick as well. The sick person should try to keep to his or her own room and have little contact with others. Everyone must do careful hand washing.
- Visits limited to 1 person per person supported. Minimizing amount of people within the home.

- Minimize unnecessary activities for the individuals, restrict access to the location and temporarily ensure no new employees come into the location.
- The elderly, very young children and anyone with underlying medical conditions should not visit individuals supported or the location. Always follow the guidelines of authorities.
- Nursing team and/or Director/ED will determine when to quarantine and isolate individuals.

Employees who are ill:

- Employees who have signs and symptoms of illness should stay at home until they are symptom free for 24 hours. Where applicable, a proof of medical clearance may be required.
- Employees who call in sick will be asked to provide their symptoms and treatment received as part of tracking process. May be needed to send to Medical health Officer.

Bleach Solution – 1:100 for disinfecting, 1:50 for cleaning up fluids

### Point of Care Risk Assessments

In the case of a pandemic or outbreak of infectious disease, specific precautions and procedures will be identified. All employees will be educated and trained on these specifics at the time they are identified. Prior to any interaction with a potentially contagious individual, all employees have a responsibility to assess the infection risk posed to themselves and to other individuals, visitors, and coworkers. This risk assessment is based on professional judgment about the clinical situation and up-to-date information on how the specific residence has designed and implemented various controls, along with the availability and use of Personal Protective Equipment.

### Personal Protective Equipment (PPE)

Employees can eliminate or control the prospect of occupational hazards by knowing about possible hazards and by getting protection through use of personal protective equipment (PPE).

PPE can include the following:

- Gloves,
- Gowns/Aprons,
- Masks, and
- Goggles/Shields.

Under the Occupational Health and Safety Act, [Section 25(1)] requires employers to:

- Provide equipment, materials and protective devices,
- Make sure they are used as prescribed and
- Maintain them in good condition.

Why is PPE Important?

Making the workplace safe includes understanding instructions, procedures, and training so that you and everyone around you are safe and responsible.

Even where controls and safe systems of work have been applied, some hazards might remain. PPE is needed in these cases to reduce the risk to you and any individuals that you may support. More information will be provided, when necessary and as needed by Integra's Nursing Team.

## PART NINE: PROTOCOL

**COVID-19:** a mild to severe respiratory illness that is caused by a coronavirus. It is transmitted primarily by contact with infectious material (such as respiratory droplets), and is characterized by fever, cough, and shortness of breath and may progress to pneumonia and respiratory failure

**COVID-19 Symptoms and Treatment:** FEVER / COUGH / DIFFICULTY BREATHING

\*For treatment of symptoms of COVID-19, always check with Nursing Team.

<p><b><u>Self-Monitoring:</u></b>  <i>You have:</i>          -no symptoms          AND          -a history of possible exposure to the novel coronavirus that causes COVID-19, in the last 14 days.</p> <p>-----</p> <p><i>Self-Monitor means to:</i>          -monitor yourself for 14 days for one or more symptoms of COVID-19          -go about your day but avoid crowded places and increase your personal space from others, whenever possible</p> <p>-----</p> <p><i>Self-monitor if:</i>          -you have reason to believe you have been exposed to a person with COVID-19          OR          -you are in close contact with older adults or medically vulnerable people</p> <p>-----</p> <p>IF YOU DEVELOP SYMPTOMS, isolate yourself immediately and contact your supervisor as soon as possible.</p>	<p><b><u>Self-Isolation:</u></b>  <i>You have:</i>          -no symptoms          AND          -a history of possible exposure to the novel coronavirus that causes COVID-19 due to travel outside of Canada or close contact with a person diagnosed with COVID-19</p> <p>-----</p> <p><i>Self-Isolate means to:</i>          -stay at home and monitor yourself for symptoms, even if mild for 14 days          -avoid contact with other people to help prevent the spread of disease in your home and in your community in the event you become symptomatic</p> <p>-----</p> <p><i>Self-isolate if:</i>          -you have travelled outside of Canada within the last 14 days          OR          You have been identified as a close contact of someone diagnosed with COVID-19</p> <p>-----</p> <p>IF YOU DEVELOP symptoms, even if mild stay home, avoid other people and contact your supervisor/health care provider as soon as possible.</p>	<p><b><u>Isolation:</u></b>  <i>You have:</i>          -symptoms, even if mild          AND          -you have been diagnosed with COVID-19 or are waiting for the results of a lab test for COVID-19</p> <p>-----</p> <p><i>Isolated means to:</i>          -stay at home until your health care provider advises you that you are no longer at risk of spreading the virus to others          -avoid contact with other people to help prevent the spread of disease in your home and in your community, particularly people at high risk of severe illness outcomes such as older adults or medically vulnerable people</p> <p>-----</p> <p><i>Isolate if:</i>          -you have been diagnosed with COVID-19          OR          -you are waiting to hear the results of a laboratory test of COVID-19          OR          -you have been advised to isolate at home for any other reason by your health care provider</p> <p>-----</p> <p>IF YOUR SYMPTOMS GET WORSE, immediately contact your health care provider and follow their instructions.</p>
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**Personal Protective Equipment:**COVID-19 is transmitted via DROPLETS

DROPLET PRECAUTIONS ARE REQUIRED when caring for an infected individual

*What:*

-GOWN / GLOVES / MASK with shield

*When:*

- To be worn within 2 metres (6 feet) of the infected individual
- Particularly important when care promotes respiratory secretions, e.g. nebulizers, suctioning
- Personal Protective Equipment will be changed following points of care, when caring for different individuals or when equipment becomes heavily contaminated/torn/split during a procedure

**In case of Outbreak:**

- Droplet Precautions sign must be posted on the door
- Infected individual will remain in their room – the door to the rooms can be kept open
- Hand hygiene will be performed upon entering/leaving the house and the individual's room
- Ensure single use and dedicated equipment for the duration of precautions -i.e. dedicated commode, lift
- Any shared equipment will be decontaminated appropriately prior to removal from precaution room and before further use
- Linen and garbage will be placed in regular bags and closed securely prior to removal from room

## PART TEN: WHERE TO FIND INFORMATION AND IMPORTANT CONTACT

It is important to get information from credible health and news agencies. Regular internal updates will be posted:

1. on Sharevision;
2. employee e-mail; and
3. website/social media.

Additional questions/concerns about COVID-19 can be answered by contacting the following numbers:

**HealthLink BC** at 8-1-1. This line is open 24 hours a day, seven days a week. <http://www.HealthlinkBC.ca>

**COVID-19 Information line** at 1-888-COVID19. This line is open from 0730-2000, seven days a week. <http://covid-19.bccdc.ca>

**Off-site/On-site testing** Supported Individuals and Employees. Call **1-844-901-8442** to book for an appointment. If the person can not go to the testing site, call 250-519-5239 (Alison Jones/HSCL) to arrange. Generally, they can respond within 24 hours. After hours and weekends-call main desk at 250-519-5200 and press 2.

<https://www.islandhealth.ca/learn-about-health/diseases-conditions/novel-coronavirus-information>

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