

**MILIEU**  
Family Services Inc.  
Children & Family Services Inc.

# COVID-19 SAFETY

**This plan was developed with the input of Milieu  
Services staff and the Joint Occupational Health  
and Safety Committee**

**November 2020**

# The COVID-19 Safety Plan

COVID-19 Safety Plans are required by the Office of the Provincial Health Officer and WorkSafe BC to ensure service agencies are meeting health guidelines and ensuring the safety of the people they serve along with their staff.

Milieu has developed 2 COVID-19 Safety Plans:

1. Milieu COVID-19 Safety Plan – applicable to all staffed programs and services
2. Shared Living COVID-19 Plan – applicable to Shared Living

Milieu is committed to providing a safe and healthy environment for everyone. The Milieu COVID-19 Safety Plan helps determine the level of risk associated with COVID-19 for staff and individuals. It outlines safety measures in place to mitigate the risks associated with the COVID-19 Pandemic. The COVID-19 Safety Plan also includes guidelines to follow during the pandemic and identifies responsibilities of the various roles within the agency.

Both COVID-19 Safety Plans were written in conjunction with the input of Milieu Staff and the Joint Occupational Health and Safety Committee.

The Milieu COVID-19 Safety Plan is available in each Milieu location. These are made available in an accessible location for review, reference, and in case it is requested to be seen by visitors. The COVID-19 Safety Plan and Guidelines are also available in Sharevision.

In addition to having the COVID-19 Safety Plan and Guidelines for Managing COVID-19 available in all Milieu program locations, all Milieu staff are required to complete the COVID-19 orientation.

Community Living British Columbia (CLBC) is a crown corporation that provides funding to contracted service providers to deliver community inclusion (day program) and residential supports including group homes and home sharing to adults with developmental disabilities. CLBC is governed by the Ministry of Social Development and Poverty Reduction (MSDPR), and CLBC's response to the COVID-19 pandemic is guided by directives and public policy generated by the Provincial Health Office and WorkSafe BC.

## **Community Social Services Pandemic Guidelines.**

Staffed residential group home facilities and home sharing placements funded by CLBC are not Long-Term Care facilities. These community living supports are designated essential services that operate as supportive living sites to ensure that the adults with developmental disabilities who live in these homes are supported to engage with their communities to the best of their potential.

Group home staff and/or Shared Living providers who call 811 seeking guidance and support related to COVID pandemic issues should be responded to under guidelines that govern community social services, and not the guidelines that govern the Long-Term Care sector.

**Symptomatic staff or residents prior to any confirmed case at site:**

- Symptomatic residents – Residents that demonstrate symptoms consistent with COVID 19 should have support staff call 811 to take direction on the need to be tested and should isolate from others pending results.
- Symptomatic staff – Staff that demonstrate symptoms consistent with COVID 19 should stay home, call 811 and take direction on the need to be tested and isolate from others pending results.

**COVID 19 case identified (Resident or Staff):****Public Health Role**

- Public Health is notified of all positive COVID cases by the lab.
- Upon case notification, Public Health will:
  - Contact the individual case and site directly to inform and conduct case interview
  - Request information such as staff and resident lists, details on site layout
  - Arrange a telephone meeting with site leadership
  - Complete contact tracing and share communications with program leadership for notification
  - Provide guidance on infection control measures
  - Provide recommendations for testing
  - Provide isolation or monitoring requirements
  - Specific Public Health contact information will be provided at the time of initial meeting with the site
  - Consultation with Medical Health Officers will occur as needed to inform recommendations
  - Public Health will be in contact with program leadership, exposed staff and residents daily for the duration of the incubation period or outbreak – whichever is longer.
  - Public Health will provide notification letters as required for staff, residents and families regarding the exposure. Public Health may work with service providers and/or home share providers to assist with engaging with families.
  - Public Health will engage with Licensing as needed to support program assessment and response.

**Program Leadership (Service Provider/Shared Living Provider) Role**

- The service provider and/or shared living provider will identify the leader(s) responsible for communicating with Public Health and provide the contact information of that person(s).
- The program leader will provide information to assist Public Health to complete a site assessment and determine follow up. Information requested will include:
  - information about staff who worked during the exposure period;
  - information about residents;
  - program layout, and
  - current infection/prevention processes in place including use of personal protective equipment (PPE).
- Programs are expected to adhere to the guidance and recommendations provided by Public Health.

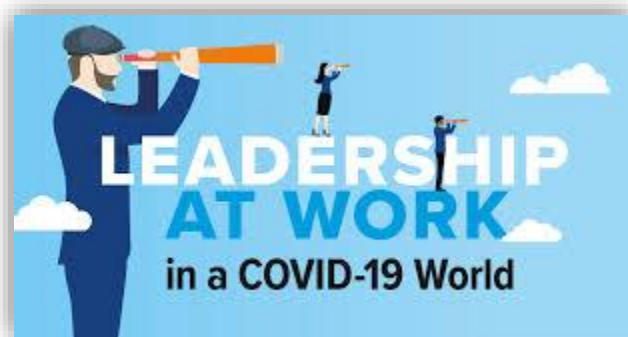
- Program leadership will distribute communications to those exposed/affected as directed by Public Health
- Program leaders may need to participate in regular calls with Public Health to support coordination of response.
- Program leaders will inform CLBC and complete a Critical Incident Report, if an individual has tested positive or been exposed by a staff person (or others) that has tested positive for COVID 19. Program leaders will maintain contact with CLBC to provide information regarding follow up occurring at their site

#### **Community Living BC (CLBC) Leadership Role**

- The Director, Regional Operations will be notified of a positive case in a CLBC contracted site/group home directly by the group home operator/home sharing provider. The group home operator/shared living provider may inform the Director, Regional Operations via their typical CLBC contact such as their regional office CLBC Analyst, Facilitator, or Integrated Services Manager.
- Upon request from the Service Provider (Program Leadership), or if Public Health identifies ongoing concerns with the site, provide additional supports as available.
- CLBC Director will connect with Fraser Health leadership if additional support is needed, e.g. PPE, professional support from HSCL, etc.

#### **Fraser Health - Health Supports for Community Living (HSCL) Leadership Role**

HSCL leadership will be notified of a positive case in a CLBC contracted site/group home by the group home Manager/Coordinator or Shared Living provider. As a notification redundancy safety protocol; CLBC may also inform Fraser health – HSCL of any positive case in a CLBC contracted program/group home



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# Exposure Control Plan

Milieu is committed to providing a safe and healthy environment for everyone in all our locations and the greater community. An Exposure Control Plan is a document created by a workplace (Milieu) in response to an identified risk (COVID-19), and it documents the specific and appropriate controls that will minimize or eliminate that risk. The COVID-19 Exposure Control Plan is posted in each Milieu location. **The COVID-19 Safety Plan required by the Office of the Provincial Health Officer/WorkSafeBC is available in every location.**

Every Milieu program/office (except Shared Living homes) is equipped with hand sanitizer dispensers. Personal Protective Equipment (PPE) is distributed from the main office weekly or as needed in an emergency. Every location is equipped with a touchless thermometer.

Protecting mental health of workers: workers in the workplace may also be affected by the anxiety and uncertainty created by the Covid-19 outbreak. It is important to remember that mental health is just as important as physical health and to take measures to support mental health wellbeing. A list of resources regarding mental health can be found

<https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html>.

Where needed, additional supports will be put in place.

## SIGNS AND SYMPTOMS OF CORONAVIRUS

(similar to other respiratory illnesses)

Fever, sore throat, cough, sneezing, shortness of breath, breathing difficulties, nausea, vomiting, diarrhea.

## CONTROL MEASURES-RESPONSIBILITIES

### All Milieu Employees:

- Adhere to all BC Public Health orders, guidelines and expectations. See the current Milieu COVID Expectations.
- Stay home if you are sick, whether you are exhibiting signs of COVID-19 or not. **Call 9-1-1 if your symptoms are severe.** If you have symptoms of COVID-19, complete the online Self-Assessment, call 8-1-1 or your health care provider and follow the direction provided, then contact your Program Manager/Coordinator or designate.
- Have your temperature taken daily upon arrival at your worksite. If you have a fever you will be instructed to return home and to call 8-1-1 and follow the direction provided. Contact your Program Manager/Coordinator with the direction provided.
- Stay home if you have been in close contact with someone who has been diagnosed with COVID-19, call 8-1-1 and follow the direction provided.
- Contact your Program Manager/Coordinator or designate if:
  - You suspect an individual you support has symptoms of COVID -19
  - You suspect a family/support network member or co-worker has symptoms of COVID -19
- Follow Universal Precautions (standard precautions, hand hygiene, PPE, cleaning and disinfection, cough and sneeze etiquette, waste disposal).

- Follow COVID-19 precautions such as social distancing, avoid touching your face, practice food safety
- Follow maximum room/space occupancy limits.
- Limit shared workstations wherever possible. Ensure cleaning and disinfecting takes place once finished at any workstation.
- Complete location enhanced cleaning procedures as required.
- Complete Point of Care Risk Assessments where applicable.
- Complete Pre-Screening Tools, as applicable for:
  - At the beginning of each shift
  - staff/individual's return to the program
  - any meetings/visits conducted with individuals/families
  - visitors entering the program/home/office (including contractors etc.)
- Ask any visitors if they have completed a Pre-Screening form. If they have not, inform the Program Manager or designate. Follow the Essential Visitor Guidelines.
- Follow Personal Protection Equipment (PPE) procedures.
- Check Sharevision regularly (every shift at a minimum) for updates on the COVID -19 situation

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.

- Contact your Program Manager/Coordinator or designate if:
  - You are planning to travel outside of Canada
  - You have visitors arriving from outside of Canada
- If any staff are going into Milieu locations that are not their primary place of work, it is important to ensure to call ahead, practice social distancing, wear a mask.
- Provide feedback to the Manager about how COVID-19 plans are working.
- If staff believe their work is unsafe, they must follow the refusal of unsafe work process.

### **Program Managers:**

- Ensure you and the staff team follow all the above guidelines.
- Ensure staff complete training related to COVID-19 including the Safety Plan and COVID-19 Orientation.
- Follow these steps if a supported individual is sick and/or exhibiting signs and symptoms of COVID-19:
  - **Call 9-1-1 if symptoms are severe** then call the family/caregiver to meet them at the hospital
  - Call the identified contact person of the sick individual and ask them to pick that person up as soon as possible.
  - Inform the supported individual and/or the identified contact person to complete the online Self-Assessment, call 8-1-1 or their health care provider if their symptoms are not severe and to follow the direction provided, then contact you with an update.
  - Ensure disinfecting cleaning in all areas is completed once the individual has left.
  - Inform the appropriate Program Manager who will then contact Health and Safety if there are any presumptive or confirmed cases of the virus.

- The Health and Safety team will inform the designated health authority of any location where there is a presumptive or confirmed case of the virus. The Committee will take direction from health and/or other identified agencies as to next steps.
- Ask these questions if an individual or staff has been exposed/potentially exposed to COVID-19:
  - When was the exposure/potential exposure?
  - Where was the exposure/potential exposure? (indoors vs outdoors)
  - Was it a direct exposure (you were in contact with the person who tested positive for COVID-19) or indirect contact (someone you spend time with was in contact with a person who has tested positive for COVID-19)?
  - Was social distancing maintained?
  - Was a mask and face shield worn?
  - Was the staff/individual contacted by the Health Authority or by the person who tested positive for COVID-19?
  - Has the staff/individual contacted 8-1-1 for direction? What was the direction?
- Inform staff if they have been exposed to COVID-19 in the workplace.
- Ensure there are adequate supplies of PPE at your location.
- Ensure maximum room/space occupancy limits are adhered to.
- Ensure extra cleaning precautions are taken, i.e. minimum twice per shift cleaning of light switches, door handles, telephones, keyboards, general surfaces etc.
- Remove unnecessary tools and equipment to simplify the cleaning process, i.e. extra chairs, tables etc.
- Ensure individuals/staff are sent home if they are exhibiting signs and symptoms of the virus or are otherwise ill.
- In Supported Living homes this will be the infected individual's room (washrooms etc. will be disinfected after each use), if possible. If this is not possible, alternative measures will be put in place.
- Provide feedback to the Program Manager about how COVID-19 plans are working.
- Ensure ventilation systems are working; open windows where possible to ensure good air flow



**Program Coordinators:**

- Follow the above as applicable.
- Assist Program Managers to support their teams.
- Monitor the plans that are in place and update as needed.
- Collect and verify all cleaning and temperature checks are completed daily
- Provide direction to Managers regarding any staff who may be asked to work from home.
- Work with the appropriate Health Authority to organize the testing and coordination of medical treatment for supported individuals.
- Communicate, when necessary, with all family/support network members.
- Communicate all decisions regarding essential services to Coordinator.
- Comply with reporting obligations with the appropriate licensing authority and/or funders.
- Liaise with stakeholders (funders, licensing, other agencies).

**Health and Safety** (Comprised of Coordinators and Health and Safety members):

- Meets regularly for updates, decision making in all aspects of the pandemic.

**Joint Occupational Health and Safety Committee:**

- Meets monthly with COVID-19 being a standing item on the agenda.
- Provides recommendations to Management.



## ESSENTIAL STAFFING LEVELS

Where reasonably possible, Milieu will endeavor to maintain all locations during the COVID-19 threat, however closures or partial closures may be necessary.

Milieu considers Residential homes and Shared Living to be essential services and will prioritize these to maintain service delivery and staffing during an infection outbreak. Other essential service supports may be identified as required. The essential staffing levels necessary to ensure the health and safety of the supported individuals under emergency conditions as well as the health and safety of the staff.

If necessary, Program Managers and Program Coordinators may be required to provide online support and/or purchasing of supplies necessary, such as groceries and medication, for the Supported Living homes to continue operation.

## SERVICE CONTINUITY STAFFING

After identifying critical service functions, it is necessary to identify what staffing resources and alternatives exist to maintain your operation with a 20 to 40% reduction in staffing level. This percentage estimates impact in the entire community.

The staffing plan helps:

- Identify the minimum staffing levels needed to maintain the services in a pandemic situation by priority.
- Identify and consider various temporary alternatives and sources for maintaining staffing levels and essential/core services.

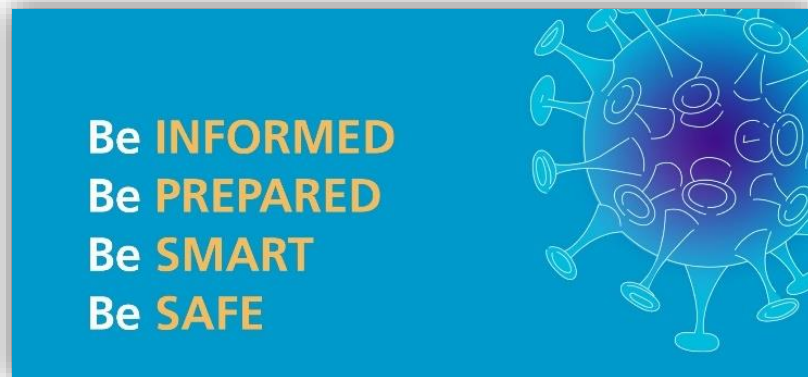
**Cross-training Staff** After identifying the essential service functions that must be performed in your organization over a minimum of 6 to 12 weeks: All staff that could perform those critical service functions such as, delegated medical tasks and behavioral guidelines have been identified and will be contacted.



Staff Required for Critical Functions											
	# of Individuals	Typical Staffing ratio	Essential Service staff level	Staffing Short fall	Youth / Adult	Licensed	BC Housing	Mandatory Mandt	Diabetes Training	Gender requirement	Catalyst
43rd	1	2	1	1	A			✓			
Adagar	2	2	1	1	A						✓
Akira	2	2	1	1				✓			✓
Aster	5	2	2	0	A	✓					✓
Berkshire	1	1	1	0	A			✓			✓
Bernard	2	1	1	0	A						
Bethayne	5	3	2	1	A	✓	✓	✓			✓
Brentwood Respite	3	4	2-3	2-1	Y			✓		1 Female	✓
Brookwood	2	2	1	1	A			✓			✓
Cascade	2	2	1	1	A						✓
Christel	5	3	2	1	A	✓		✓			✓
Cranbrook Hill	5	3	2	1	Y	✓		✓			
Cypress	2	2	1	1	A			✓			✓
Elgin	5	3	1	2	A	✓	✓				✓
Eureka	1	2	1	1	A						
Evergreen	2	2	1	1	A			✓			✓
Fremlin	5	2	1	1	Y		✓				✓
Gemini	4	3	2	1	A	✓	✓				✓
Harvard	2	2	1	1	Y					Female	✓
Hazel	2	2	1	1	A					Female	✓
Joshua B	2	1	1	1	Y			✓	✓		✓
Kings	5	3	2	1	A	✓	✓	✓			✓
Lambert	2	2	1	1	Y						✓
LINQ	4	3	3	0	Y			✓		1 female	✓
Manning	2	2	2	0	A			✓			✓
McQueen	5	2	2	0	Y	✓		✓			✓
Meadow	2	1	1	0	Y			✓			
Orion	5	3	2	1	A	✓	✓			Male	✓
Ospika	1	2	1	1	Y			✓			
Park	5	2	1	1	Y	✓					✓
Parkside A	1	2	1	1	Y			✓		Male	✓
Parkside B	1	1	1	0	Y			✓			✓
Parkside C	1	1	1	0	A						✓
Parkside D	1	1	1	0	A						✓
Parktree	5	2	1	1	A	✓				Female	✓
Partridge up	1	1	1	0	Y			✓			✓
Partridge down	1	2	2	0	Y						✓
Pinewood	1	2	1	1	Y			✓			
Richmond	5	3	2	1	A	✓	✓	✓			✓
Seabird Up	1	2	1	1	Y			✓			✓
Sefton	2	2	2	0	A		✓	✓	✓		✓
Spratt	2	2	1	1	A			✓			✓
Springwood	2	2	1	1	Y					Female	✓
St. Thomas	2	2	1	1	A			✓			✓
Third Down	1	1	1	0	Y						✓
Third Up	1	1	1	0	A			✓			✓
Timberline	5	3	2	1	A	✓	✓				✓
Totten	3	2	1	1	A						✓
Vimy	5	2	1	1	Y	✓					✓
Watson	5	2	2	0	Y	✓					✓
Willemar	3	3	2	1	A			✓			✓
Yale	5	3	2	1	A	✓			✓		✓

## FURTHER INFORMATION

- Check Sharevision for updated information about COVID-19.
- Be informed from credible health agencies such as the BC Centre for Disease Control, Vancouver Coastal Health, Fraser Health Authority, Health Link BC, World Health Organization websites.
- Be informed from credible news agencies such as CBC/Global/CTV News



# COVID-19: Contact Transmission

(taken from the BC Centre for Disease Control website on November 3, 2020)

Respiratory diseases, like influenza and COVID-19, are spread by liquid droplets that come out of the mouth and nose when a person coughs, sneezes, and sometimes, when a person talks or sings. These droplets usually land one to two metres away, but they can land on another person if they are close by. Diseases can spread if droplets with the virus enter the body through the eyes, nose or throat.

COVID-19 can also spread by touch. If droplets are left on objects and surfaces after an infected person sneezes, coughs on, or touches them, other people may become infected by touching these objects or surfaces, and then touching their eyes, nose or mouth. That is why we recommend you cough or sneeze into your arm and wash your hands regularly.

Experiences of COVID-19 in hospital settings around the world, including in B.C., suggest that COVID-19 is primarily spread by droplet contact. While there is some discussion that COVID-19 can spread by staying in the air (by aerosols), there is no convincing scientific evidence to support this at this time (November 2020). An exception is aerosols produced by aerosol-generating medical procedures.

Efforts to stop the spread of COVID-19 should focus on reducing droplet contact:

- Keep practicing social distancing
- Stay home if you are sick and limit your contact with others
- Wash your hands often with soap and water or an alcohol-based hand sanitizer containing at least 60% alcohol if hand washing with soap and water is not available
- Cough and sneeze into a tissue or the bend of your arm
- Avoid touching your face with unwashed hands
- Clean and disinfect surfaces and objects
- Wear a mask when needed

## DROPLET CONTACT

- Some diseases are spread by infected droplets contacting surfaces of the eye, nose, or mouth. Large droplets that may or may not be visible to the naked eye are made when a person sneezes or coughs. These droplets usually spread only one to two metres and quickly fall to the ground.
- Influenza and SARS are examples of diseases that can spread by droplet contact.

**The evidence suggests that COVID-19 is transmitted by droplets.**

## AIRBORNE TRANSMISSION

- Airborne transmission is when microorganisms travel on much smaller evaporated droplets (often called aerosols). These droplets stay in the air for many hours and often travel long distances.
- Transmission occurs when others breathe the microorganism into their throat or lungs.
- Examples of diseases spread by airborne transmission include measles, chickenpox, and tuberculosis.

# Control Measures in Place at Milieu

The following control measures have been developed to ensure that identified risk is managed and minimized to the greatest degree possible.

**Residential Safety Plan**-included at the beginning of this Safety Plan – is a document created by a workplace (Milieu) in response to an identified risk (COVID-19), and it documents the specific and appropriate controls that will minimize or eliminate that risk. The COVID-19 Exposure Control Plan is located in each Milieu location.

**Milieu COVID-19 Risk Assessment**-considers risks associated with Milieu workplaces and the implementation of risk mitigation strategies.

**Staff Health Checks**-Staff will have their temperature taken daily upon arrival at the worksite. If a fever is present, staff will be instructed to return home and to call 8-1-1 and follow the direction provided. The Program Manager/Coordinator must be contacted to share the direction which was provided.

**Universal Safe Work Procedures/Prevention**-continue to follow routine practices, which include hand hygiene (hand washing is the simplest, most effective means of controlling the spread of COVID-19), cough and sneeze etiquette and the use of PPE such as gloves, eye protection and gowns (where appropriate).

Refer to policy HSP.1200 Communicable Diseases/Universal Precautions

## **Pre-Screening Tools – are completed:**

- At the time of the conversation with staff/individual/family about the return date to the program, prior to re-entry
- At the time of booking meetings/visits with individuals/families, just prior to the meeting/visit
- At the time of booking a relief shift, just prior to the shift starts
- Visitors entering the location. Follow Essential Visitor Guidelines
- At the time of booking a contractor etc., just prior to entering the location

**Person served Health Check**-these are completed for every supported individual each day, typically twice per day. Once at the start of a shift, and once at the end of a shift for the sole reason of providing health details to the individual and/or staff and/or family. See Guidelines for COVID-19 documents taking an individual's temperature

**Social Distancing**-Social distancing is one of the best ways to minimize the risk of infection. Wherever possible, ensure to maintain 2 metres (6 feet) from others.

**Working from Home**-who works from home and when is determined by the Director on a case by case basis. See Working from Home Guidelines.

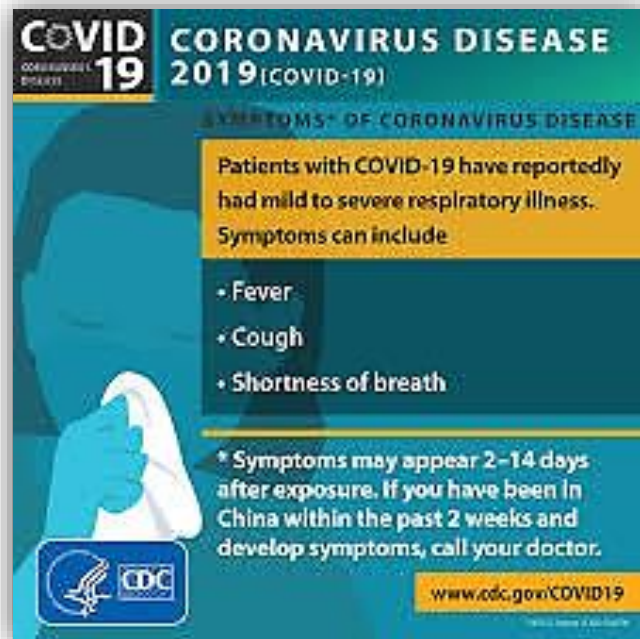
**Illness**-Anyone who is ill and/or exhibiting symptoms of the virus will be sent home and must complete the online Self- Assessment, contact 8-1-1 or their health care provider if they show signs and symptoms of the virus and follow all the directives provided.

**Infection Control**-If an individual or staff is exhibiting the signs of the virus the following steps must be completed:

- **Call 9-1-1 if symptoms are severe** then call the family/caregiver to meet them at the hospital.
- Call the identified contact person of the sick individual and ask them to pick that person up as soon as possible.
- Inform the supported individual and/or the identified contact person to complete the online Self- Assessment, call 8-1-1 or their health care provider if their symptoms are not severe and to follow the direction provided then contact you with an update.
- Ensure disinfecting cleaning in all areas is completed once the individual has left.
- Inform the appropriate Manager/Coordinator who will then contact the Health and Safety team if there are any presumptive or confirmed cases of the virus.

The Health and Safety team will inform Fraser Health and/or Vancouver Coastal Health (VCH) of any location where there is a presumptive or confirmed case of the virus. The Committee will take direction from VCH and/or other identified agencies as to next steps.

In Residential homes, the above applies however in addition, the individual who is sick will stay in their room as much as possible.



**Cough/sneeze etiquette**-Cough/sneeze etiquette is a combination of measures designed to minimize the transmission of diseases via droplet or airborne routes. The components are:

- Education of staff and individuals, including hand washing- Discussed at all staff meetings, videos and posters provided, hand washing log to document at every site.
- Posting signs at entry points to instruct about control measures
- Covering the mouth and nose with a sleeve or with a tissue during coughing and sneezing
- Using tissues that contain secretions then promptly disposing into the garbage
- Turning the head away from others

**Enhanced Cleaning**-Extra precautions must be taken, i.e. twice per shift (at minimum) cleaning of light switches, door handles, telephone, keyboards, general surfaces etc. Disinfecting products which are active against COVID-19 must be used.

**Isolation**-Staff and individuals who are returning from outside of Canada must stay home for 14 days. They must monitor themselves or be monitored by staff where applicable, daily for symptoms of COVID-19 and inform the Program Manager immediately. Staff and individuals must stay home if they have been in close contact with someone who has been diagnosed with COVID-19 and complete the online Self-Assessment, call 8-1-1 for They should monitor themselves daily for symptoms and inform the Program Manager immediately.

**Personal Protective Equipment (PPE)**-The main office manages the PPE for the agency. Managers must request the needed PPE via email to the Health and Safety Committee.

The PPE is for emergencies only– staff must plan to take what PPE they need with them and use this supply for emergency only.

**Vehicle Cleaning and Emergency PPE** (Gloves, disposable masks, tissue, hand sanitizer, disinfectant cleaner) These are supplied for each Milieu vehicle and for staff who use their car for work, as applicable, for example:

- Shared living managers and FASD Support staff will as they go into people's homes
- Staff who transport individuals in their cars will take one each day from their program similar to what they do with first aid kits

**Milieu COVID-19 Safety Plan and PPE Training**-all staff must complete the COVID-19 orientation. In order not to overwhelm the staff training for donning and doffing of PPE is completed on the HS competency and videos will again be sent to the staff who require training due to expose risk mitigation. For those where English is an additional language, there are supporting links within the training in other languages.

**Donning PPE** = putting on PPE

**Doffing PPE** = taking off PPE



## **Disposing of garbage and other potentially infected materials (used PPE)**

HSN.2500 Waste and Garbage Disposal

Follow these guidelines for handling and disposing PPE:

- Handle garbage as little as possible
- Use waterproof garbage bags or other appropriate containers
- Never reach into garbage or disposal containers with your bare hands
- Don't compress garbage bags
- Don't overfill garbage bags. Leave enough free space at the top so the bag is light and easy to grab
- Use disposable gloves to pick up bags or to support them from underneath
- Hold bags by their tops, away from your body, not against your body.

## **Cleaning and Disinfecting During an Outbreak (Outbreak is determined by VCH and/or Fraser Health Authorities)**

-Managers have developed program specific schedules to ensure disinfection of contaminated surfaces. Pay attention to bathrooms and any commonly touched areas such as doorknobs, light switches, telephones, tables etc. Bathrooms and toilets need special care and they should be disinfected often with the designated cleaners for COVID-19.

## **Food Preparation in Residential homes**

Refer to policy HSN.2300 Food Handling for all food preparation guidelines.

**Vomit and diarrhea-** Steps to follow when cleaning up vomit or feces, or cleaning the home during and after illness:

- Wear disposable gloves, surgical mask, eye protection and gown
- Use spill kit (replace if used)
- 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 the designated cleaner for COVID-19. 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**

Refer to policy HSN.2200 Dishwashing, HSN.2700 Laundry and Linen Handling

- 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/sterilize mode"

**Follow these guidelines for handling soiled or contaminated laundry**

- Handle laundry carefully. Don't hold close to your body. 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.

Relevant information sources – updates are posted on Sharevision and posted in Milieu locations. Be informed from credible health agencies such as the BC Centre for Disease Control, Vancouver Coastal, Fraser Health Authority, Health Link BC, World Health Organization websites. Be informed from credible news agencies such as CBC/Global/CTV News

# Pandemic Risk Assessment for Individuals

## Risk Assessment for Individuals Required:

- **SVYC/SVLC** complete for those individuals who access the centre and/or school
- **Residential** complete for all individuals and youth living in the homes
- **Employment Services** complete for those individuals in Employment Services who do not receive other supports within Milieu
- **Community Inclusion (Center Based)** complete for those individuals in CI Services who do not receive other supports within Milieu
- **Outreach** complete for those individuals who participate in Outreach who do not receive other supports within Milieu
- **Shared Living** complete for individuals who access Shared living supports

**\*Note:** This Pandemic Risk Assessment is not intended to restrict an individual's access to community based on their risks. It is intended to inform the team as to what precautions need to be in place for successfully and safely accessing community. Risk factors, in conjunction with safety measures, will be used to determine how to expand the individuals contacts (bubble). Decisions to expand the individuals contact with others must be balanced with the risk of exposure and the consequences of that exposure.



## RISK MATRIX

A G E	76+	HIGH	HIGH	HIGH	HIGH
	56-75	MODERATE	MODERATE	HIGH	HIGH
	40-55	LOW	MODERATE	MODERATE	HIGH
	19-39	LOW	LOW	MODERATE	MODERATE
		NONE	MINOR	CHRONIC	COMPLEX
HEALTH RISKS					

<b>Considerations for the Individual</b>
<b>Is the individual in a high-risk category?</b> <ul style="list-style-type: none"> <li>Underlying medical condition (cardiac, diabetes, chronic respiratory illnesses, compromised immune system, etc.)</li> <li>Over the age of 60 years</li> </ul>
<b>Indicate all the infection control and precautionary measures the individual is able to follow?</b> <ul style="list-style-type: none"> <li>Regular hand hygiene</li> <li>Social distancing (6 ft. apart from others)</li> <li>Not touching objects and then their face, mouth, etc.</li> <li>Coughing/sneeze etiquette</li> </ul>
<b>Does the individual receive assistance with personal care?</b>
<b>Is the individual experiencing new (or increased) mental health concerns due to the pandemic or isolation (based on observation/information from family/caregiver/doctor)?</b>
<b>Does the individual live with others that are considered vulnerable or a high risk?</b>



MILIEU

Pandemic Risk Assessment for Individuals: New Item

View	View
Person Served	Abad, Andrei
<b>Considerations for the Individual</b>	
Underlying medical condition (cardiac, diabetes, chronic respiratory illnesses, compromised immune system, etc.)	<input type="radio"/> Yes <input type="radio"/> No
Over the age of 60 years	<input type="radio"/> Yes <input type="radio"/> No
Does the individual receive assistance with personal care?	<input type="radio"/> Yes <input type="radio"/> No
Is the individual experiencing new (or increased) mental health concerns due to the pandemic or isolation (based on observation/information from family/caregiver/doctor)?	<input type="radio"/> Yes <input type="radio"/> No
Does the individual live with others that are considered vulnerable or a high risk?	<input type="radio"/> Yes <input type="radio"/> No
Indicate all the infection control and precautionary measures the individual is able to follow?	<input type="checkbox"/> Regular hand hygiene <input type="checkbox"/> Social distancing (6 ft. apart from others) <input type="checkbox"/> Not touching objects and then their face, mouth, etc. <input type="checkbox"/> Coughing/sneeze etiquette <input type="checkbox"/> With prompts or independently

\*Completed for each individual on Sharevision

## RISK FOR WEARING A MASK

**Risk:** possible suffocation from wearing cloth or other mask during COVID-19 (ensure individual does not have any breathing or medical conditions that may prevent them from wearing a mask safely).

**Strategy:**

- Staff will always monitor the individual when they are wearing a mask
- The individual will never wear a mask unattended, if they are at a greater risk of suffocation
- If the individual is showing signs of distress or has difficulty breathing their mask will be removed immediately
- The individual will consent (be asked) each time they wear a mask
- The individual and/or any legal representative have given consent for the use of the mask
- Staff will ensure the individual has the support needed to don and doff the mask as they choose/need to ensure there is no risk of suffocation from the use of the mask.

## MASK GUIDELINES

Masks can be worn as a general face protection and barrier to touching your face or spreading droplets from your own body, such as from coughing and/or sneezing. Milieu will provide disposable masks for all and a cloth masks as well as a face shield to all individuals who:

- Can clearly express their choice to wear a mask
- Can independently remove the cloth mask or clearly express that they would like support to remove the mask
- Have no medical conditions that the mask could make it difficult to breathe such as asthma etc.
- Commit to washing the cloth mask after every wear (day) and change it if dirty. Use filters as appropriate
- Commit to storing the cloth mask at their home in a labelled bag when not using it

Staff are encouraged to get the seasonal flu vaccine; it is mandatory to wear a mask and face shield whole on shift at all times outside of eating.

Milieu will provide a cloth or disposable mask to all staff who provide care and where healthy person-social distancing cannot be maintained (Risk Assessment). Safe cloth mask usage depends on consistent careful handling and washing.

If a mask needs to be removed during the day for eating or other reasons, ensure the following:

- Wash hands or use hand sanitizer before and after donning and doffing
- Have a clean location to store the mask when not in use
- Meal times will be staggered to support least amount of time spent without masks on.

## SAFETY MEASURES FOR INDIVIDUALS

Risk factor, in conjunction with safety measures, will be used to determine how to expand the individual's contacts with others (bubble). Decisions to expand the individual's contact with others must be balanced with the risk of exposure and the consequences of that exposure.

Safety Measures	Considerations/Strategies
<b>Social Distancing measures</b> — measures to reduce the density (intensity and number of contacts) of people in your location	<ul style="list-style-type: none"> <li>○ Regular encouragement to maintain physical distance from others</li> <li>○ Limiting close contact with others, e.g. family members and few staff, etc.</li> <li>○ Location of community outings that limits contact with others, e.g. parks, beaches, walking trails, etc.</li> <li>○ Timing of community outings that limits exposure with other, e.g. early morning visits to stores, during the week as opposed to weekend visits to restaurants, etc.</li> <li>○ Spaces in community, i.e. spaces that are large and spacious</li> </ul>
<b>Engineering controls</b> — physical barriers	<ul style="list-style-type: none"> <li>○ Vans- Limit of 1 person per row (i.e. the driver and one individual in the back seat, ensuring they are sitting diagonally)</li> <li>○ Staff cars— Limit of 2 persons (the driver with individual in back seat, sitting diagonal to the driver. Both wear masks if possible and available)</li> <li>○ <b>Special accommodations may be required pending needs of person served.</b></li> </ul>
<b>Administrative controls</b> — rules and guidelines to help reduce the risk of transmission	<ul style="list-style-type: none"> <li>○ Pre-Screening tool is completed prior to an individual returning to a program after being absent or sick</li> <li>○ Hand washing at the time of entering a location</li> <li>○ Regular hand washing with guidance or assistance</li> <li>○ Regular use of cough and sneeze etiquette</li> <li>○ Individual Temp check is completed twice per day</li> <li>○ At end of shift to report health status to individual/family/staff coming on next shift</li> <li>○ Measures to foster learning about social distancing and hand hygiene, e.g. games, videos, social stories, etc.</li> </ul>
<b>Use of Personal Protective Equipment.</b>	<ul style="list-style-type: none"> <li>○ Pandemic Risk Assessment (includes mask risk)</li> <li>○ Risk for Wearing a Cloth Mask and Cloth Mask Guidelines</li> <li>○ PPE Training</li> </ul>

## LEVEL OF RISK FOR STAFF

- ❖ Hand hygiene and social distancing of 6 feet are the cornerstones of preventing infection transmission
- ❖ Adhere to all BC Public Health orders, guidelines, and expectations

Low	Moderate	High	Highest
<b>Indirect Care/Healthy person- social distancing can be maintained</b>	<b>Personal Care</b>	<b>Indirect care– individual has symptoms</b>	<b>Direct care– individual has confirmed virus</b>
Hand hygiene	Hand hygiene	Hand hygiene	Hand hygiene
Cough/sneeze etiquette	Cough/sneeze etiquette	Cough/sneeze etiquette	Cough/sneeze etiquette
Disposable mask or cloth Mask and shield as directed by BC Public Health orders, guidelines, expectation.	Masks and shields	Masks and shields	Masks and shields
	Gloves		Gloves
	Eye protection		Eye protection
		Homes- If possible, individual is separated into their bedroom	Gown (if available- or alternative)
			If possible, individual is separated into their bedroom

### If an individual is being tested for COVID-19, is presumptive or, confirmed with COVID-19 (Residential setting, Shared Living)

- They are to be isolated to their room as best as possible
- If isolation to the room occurs, then the rest of the individuals in the home do not need to use PPE
- If individual tested positive and is not able to be isolated in the bedroom and are not able to be relocated to an isolated emergency site, staff and other individuals will wear masks, eye protection and gloves if possible

## POINT OF CARE RISK ASSESSMENT

To be completed twice daily, only to positive or presumed positive individuals

### DEFINITION AND CONTEXT

In the case of a pandemic or outbreak of infectious disease, specific precautions and procedures will be identified. 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 judgement about the situation and up-to-date information on how the specific location has designed and implemented various controls, along with the availability and use of Personal Protective Equipment (PPE).

### WHEN SHOULD A POINT OF CARE RISK ASSESSMENT BE CONDUCTED?

**The Point of Care Risk Assessment (PCRA) is an assessment that must be performed by every employee before every interaction with the individuals.** This can be performed at the individual's home, their program, or prior to providing transportation for the individual.

The PCRA is designed to help employees decide what level of risk they are exposed to by the tasks done throughout the day. It is also used to determine what actions or precautions they should take in order to reduce the risk of exposure to infectious disease.

Milieu Coordinators and Managers are responsible to ensure employees are trained in how to conduct a PCRA.

The Point of Care Risk Assessment Chart is available from your manager. This form does not need to be completed for every interaction however you do need to answer the 5 questions mentally and take note of each answer to make the right decision for next steps.



INDIVIDUAL's NAME: \_\_\_\_\_

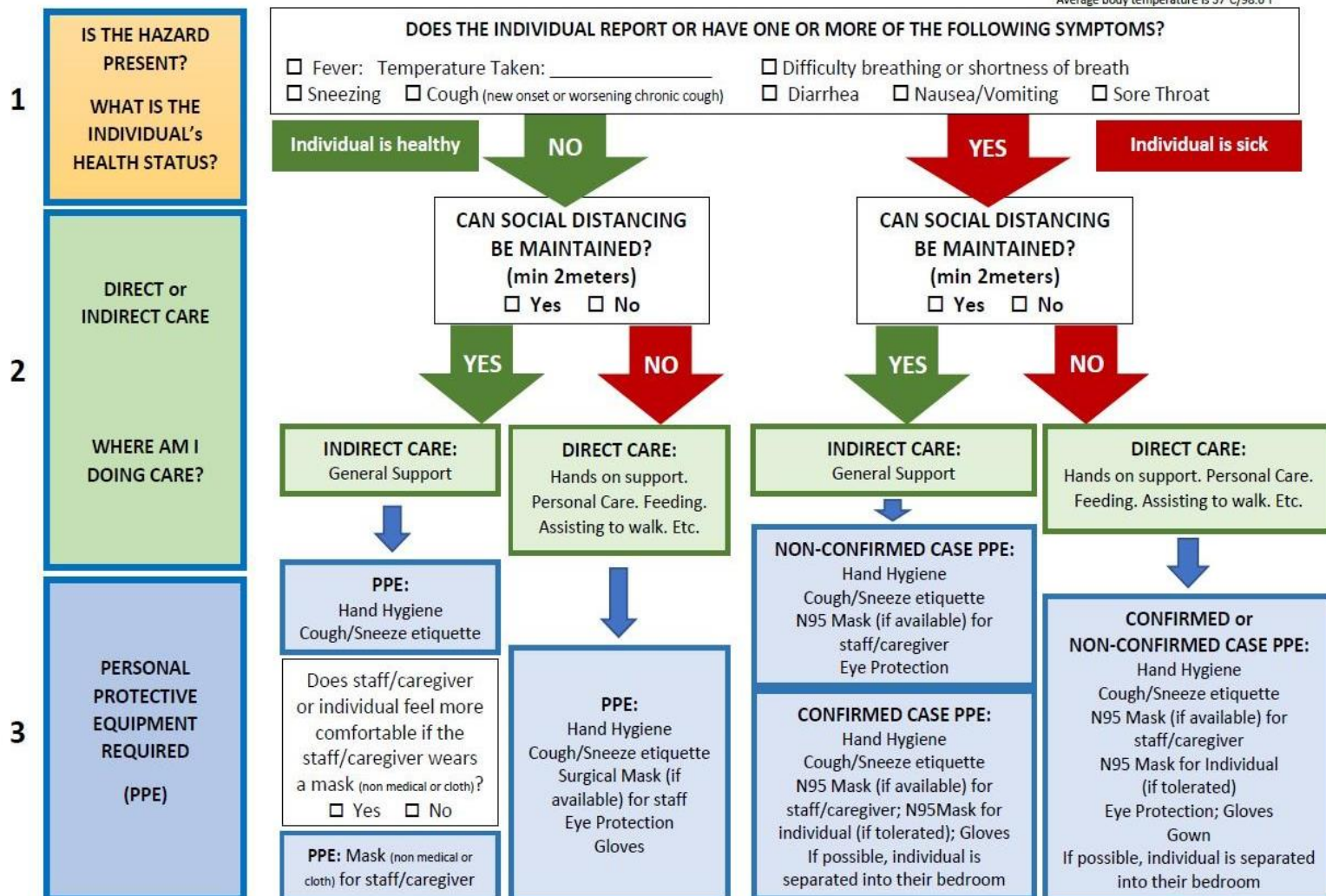
DATE: \_\_\_\_\_

STAFF/CAREGIVER: \_\_\_\_\_

TIME: \_\_\_\_\_

Instructions: Answer questions in the white boxes. Then follow the arrows for direction.

Fever = 38°C degrees/100.4°F or higher.  
Average body temperature is 37°C/98.6°F



## HOW TO CONDUCT A POINT OF CARE RISK ASSESSMENT

Before interactions with an individual, employees must ask themselves the following questions:

1. **Is the hazard (virus) present in the situation?** Determine possible exposure to the hazard (virus)
2. **What is the health status of the individual(s)?** Is the individual symptom-free and healthy, or does the individual have symptoms associated with the virus?
3. **What task am I doing with the individual?** Classify task as either direct care or indirect care.

**Direct care:** Most hands-on support would be considered *direct care*. Direct care would increase the risk of exposure to COVID-19 or any infectious disease to the employee. Personal care including feeding. Transporting an individual may be classified as direct care also, depending on the level of support required and space distancing in the vehicle.

**Indirect care:** Social distancing can be maintained. User verbal and/or gestural prompting, use visual support

4. **Where am I performing the tasks and are there any other people with symptoms present?**

Determine proximity to potentially infectious items/people. Is social distancing able to be maintained?

For example, if you are performing the tasks in a more confined space (e.g. bedroom, bathroom, or personal care room) or in a space with poor ventilation, the risk of exposure to the virus would be increased.

If you are providing care outside or in a larger, well-ventilated area, the risk of exposure to the virus would be less.

**Based on the answers to the above 4 questions, you must determine:**

5. **What actions do I need to take to keep myself and others safe?**

What (if any) Personal Protective Equipment (PPE) should I use?

**NOTE: Milieu is doing its best to ensure there is enough PPE for all employees. There may be a need to improvise, for example:**

- Masks may be non-surgical or even hand made.
- Glasses may be used if there are no eye protection (goggles/face shields). Eye protection must be sanitized after each use.
- Gowns— employees may need to bring a change of clothes to change into at the end of their shift, scrubs, or garbage bags could be worn over their clothes.

## SVYC & SVLC COVID-19 GUIDELINES

Milieu is committed to the health and safety of the people we support as well as the staff and families across the agency. We continue to actively monitor provincial and federal health updates and our response has mirrored the directions of the authorities on this pandemic.

Adhere to BC Public Health orders, guidelines, and expectations.

### Manager Responsibilities:

- **Self-check:** Stay home if you are sick whether you are exhibiting symptoms of COVID-19 or not.
- **Temperature Check:** Ensure your temperature is taken upon arrival at the worksite and recorded on the Temperature Chart for Milieu Staff.
- **Pandemic Risk Assessment:** must be completed for each individual.
- **Pre-Screening Tool:** Ensure the guidelines in the Exposure Control Plan are followed (pg 4)
- **Point of Care Risk Assessments:** Ensure these are being completed twice daily, only to positive or presumed positive individuals.
- **Family communication:** Be in regular contact with families whose children are currently attending the program and those whose children are not attending.
- **Signage:** Post signage at the entrance of the location to assist with communicating expectations, such as hand hygiene, social distancing, respiratory etiquette reporting illness, and occupancy limits.
  - Post signage in each room of its occupancy limit.
- **Hand hygiene:** Ensure the guidelines in the Exposure Control Plan are followed.
- **Social Distancing:** Furniture layout should be used to promote social distancing, such as by reducing the number of chairs around tables.
  - Ensure you are a role model for social distancing.
- **Location specific guidelines:** Ensure the guidelines in the Welcome Back to Youth Connections package for families are being followed.
- **Essential Visitors:** Follow the Essential Visitor Guidelines
- **Transit Safety Guidelines:** If you travel to work on transit or use transit in the course of your work, follow the instructions in the Transit Safety Guidelines.
- **Shared workstations:** Limit this as much as possible. If there is a need, ensure the staff is clear they are required to clean the area thoroughly when they are finished. A tent card with instructions must be at each shared workstation.
- **Working from Home:** If you are asked by your Coordinator to work from home, ensure to follow the Guidelines for Working from Home.

### Staff Responsibilities:

- **Self-check:** Stay home if you are sick whether you are exhibiting symptoms of COVID-19 or not
- **Temperature Check:** Ensure your temperature is taken upon arrival at the worksite and recorded on the Temperature Chart for Milieu Staff. Follow the guidelines in the Exposure Control Plan.

- **Accessing community:**
  - Plan ahead to be aware of what options are available in the community and safe for staff and the youth to access
  - Consider the ability to social distance, ability to practice good personal hygiene, etc.
  - Activities must follow BC Public Health orders, guidelines, and expectations. And must be guided by the individual's risk assessment and their specific situations.
  - Consultation with the Manager is recommended of the appropriateness of venues/activities
  - Ensure to wash hands or use hand sanitizer if it is not possible, before and after food, etc. and follow directives in place for that location.
- **Youth's arrival:** Complete the Point of Care Risk Assessment form to determine their current health and the PPE that is required to provide support. Follow the Temperature and Thermometer Guidelines.
- **Hand Hygiene and Cough and Sneeze Etiquette:** Follow the guidelines in the Exposure Control Plan
- **Social Distancing:** Encourage the youth to maintain social distancing.
  - Ensure you are a role model for social distancing.
- **Sanitizing and Cleaning of Programs:** Follow the guidelines specific to the program site.
- **Sanitizing and Cleaning of Milieu and Personal Vehicles:** Follow the Vehicle Transportation and Cleaning Guidelines.
- **Vehicle Cleaning and Emergency PPE** (Gloves, disposable masks, tissue, hand sanitizer, disinfectant cleaner).
- **Cloth masks:** Each staff will be provided with a cloth mask or a disposable mask.
- **Location specific guidelines:** Follow the guidelines in the Welcome Back to Youth Connections package for families.
- **Transportation** – Follow the Vehicle Transportation and Cleaning Guidelines.
- **Transit Safety Guidelines:** If you travel to work on transit or use transit in the course of your work, follow the instructions in the Transit Safety Guidelines.
- **Essential Visitors:** Follow the Essential Visitor Guidelines.
- **Shared workstations:** Limit this as much as possible. If there is a need, ensure the staff is clear they are required to clean the area thoroughly when they are finished. A tent card with instructions must be at each shared workstation.
- **Working from Home:** If you are asked by your Manager to work from home, ensure to follow the Guidelines for Working from Home.



## SHARED LIVING COVID-19 GUIDELINES

Milieu is committed to the health and safety of the people we support as well as the staff and families/support networks across all areas. We continue to actively monitor provincial and federal health updates and our response has mirrored the directions of the authorities on this pandemic.

**Adhere to BC Public Health orders, guidelines, and expectations. See the current Milieu COVID Expectations.**

### Manager Responsibilities:

- **Self-check:** Stay home if you are sick whether you are exhibiting symptoms of COVID-19 or not
- **Temperature Check:** Ensure your temperature is taken upon arrival at the worksite and recorded on the Temperature Chart for Milieu Staff. Follow the guidelines in the Exposure Control Plan.
- **Family communication:** Be in regular contact with the families to provide updates, check in's and ask how their family member and others in the home are doing.
- **Temperature Check:** Ensure your temperature is taken upon arrival at the worksite and recorded on the Temperature Chart for Milieu Staff. Follow the guidelines in the Exposure Control Plan
- **Pre-Screening Tool:** Ensure the guidelines in the Exposure Control Plan are followed
- **Pandemic Risk Assessment:** must be completed for each individual
- **Point of Care Risk Assessments:** Ensure these are being completed twice daily, only to positive or presumed positive individuals
- **Hand hygiene:** Ensure the guidelines in the Exposure Control Plan are followed
- **Social Distancing:** Furniture layout should be used to promote social distancing, such as by reducing the number of chairs around tables
- **Essential Visitors:** Follow the Essential Visitor Guidelines.
- **Transit Safety Guidelines:** If you travel to work on transit or use transit in the course of your work, follow the instructions in the Transit Safety Guidelines.
- **Shared workstations:** Limit this as much as possible. If there is a need, ensure the staff is clear they are required to clean the area thoroughly when they are finished. A tent card with instructions must be at each shared workstation.
- **Working from Home:** If you are asked by your Coordinator to work from home, ensure to follow the Guidelines for Working from Home.
- **Self-check:** Stay home if you are sick whether you are exhibiting symptoms of COVID-19 or not
- **Temperature Check:** Ensure your temperature is taken upon arrival at the worksite and recorded on the Temperature Chart for Milieu Staff. Follow the guidelines in the Exposure Control Plan.
- **Point of Care Risk Assessments:** Ensure these are being completed twice daily, only to positive or presumed positive individuals.
- **Hand Hygiene and Cough and Sneeze Etiquette:** Follow the guidelines in the Exposure Control Plan
- **Social Distancing:** encourage anyone you are supporting to maintain social distancing. Ensure you.



- **Sanitizing and Cleaning of Milieu and Personal Vehicles:** Follow the Vehicle Transportation and Cleaning Guidelines.
- **Vehicle Cleaning and Emergency PPE** (Gloves, disposable masks, tissue, hand sanitizer, disinfectant cleaner).

**Cloth masks:** Each individual and staff will be provided with a cloth mask or disposable mask.

- **Accessing community:**
  - Plan ahead to be aware of what options are available in the community and safe for staff and the youth to access.
  - Consider the ability to social distance, ability to practice good personal hygiene, etc.
  - Activities must follow BC Public Health orders, guidelines, and expectations. And must be guided by the individual's risk assessment and their specific situations.
  - Consultation with the Manager is recommended of the appropriateness of venues/activities
  - Ensure to wash hands or use hand sanitizer if it is not possible, before and after food, etc. and follow directives in place for that location.
- **Transportation:** Follow the Vehicle Transportation and Cleaning Guidelines.
- **Transit Safety Guidelines:** If you travel to work on transit or use transit in the course of your work, follow the instructions in the Transit Safety Guidelines.
- **Shared workstations:** Limit this as much as possible. If there is a need, ensure the staff is clear they are required to clean the area thoroughly when they are finished. A tent card with instructions must be at each shared workstation.
- **Working from Home:** If you are asked by your Manager to work from home, ensure to follow the Guidelines for Working from Home
- **Essential Visitors:** Follow the Essential Visitor Guidelines



**Visitors to the Home:** This message will be shared with families

It is important to acknowledge for some families especially, that this has been a very challenging time as they have been unable to see their loved one in person. We will follow BC Public Health orders, guidelines, and expectations. When visits are able to take place, the following parameters are followed:

This shift to family being able to enter the residential home of the family member will need to follow the guidelines:

- To ensure you are able to visit at the time you would like, contact the Manager to set a time with as much advance notice as possible as there may be another visit scheduled and it takes a lot of time to prepare the home
- Consult with the Manager to determine how many family members can safely visit at one time
- A Pre-Screening Tool will be completed at the time of the visit
- Family members are requested to stay at home if they are sick or display any symptoms consistent with COVID- 19
- If anyone in the home is sick, you will be asked to reschedule your visit
- Upon arrival, please knock on the door and wait for a staff to welcome you in. Please wash your hands immediately upon entry
- All family members/visitors should bring a mask; in the event that they do not bring a mask, one will be provided

## SHARED LIVING MANAGER GUIDELINES

Milieu is committed to the health and safety of the people we support as well as the staff, caregivers and families/support networks across all areas. We continue to actively monitor provincial and federal health updates and our response has mirrored the directions of the authorities on this pandemic.

**Adhere to BC Public Health orders, guidelines, and expectations. See the current Milieu COVID Expectations.**

### Shared Living manager responsibilities

- **Self-check:** Stay home if you are sick whether you are exhibiting symptoms of COVID-19 or not.
- **Milieu Exposure Control Plan** – follow Milieu Exposure Control Plan. There is a Shared Living Caregiver Exposure Control Plan.
- **Pandemic Risk Assessment:** must be completed for each individual.
- **Point of Care Risk Assessments:** suggest Shared Living Caregivers complete these.
- **Communication:** Be in regular contact with Shared Living Caregivers, family members and individuals to ensure that supports are going well. It is also important to reiterate the importance of notifying Milieu if there is anyone that is sick and to keep any individuals home if this is the case or if the individual is sick or showing COVID-19 symptoms. Shared Living managers complete a monthly safety check.

- **Prior to Visit:** A phone call or email will be sent to the Shared Living Caregiver and/or the individual outlining the parameters of the visit.
- **Pre-Visit Screening Tool:** Are completed before any meetings/visits are conducted with individuals/families either at their home or in another location such as the Shared Living office.
- **Visits:** If at any time during the visit, anyone is exhibiting signs of illness, discontinue the visit and reschedule later using the Pre-Screening tool to determine the type of visit
- Consider the ability to social distance, ability to practice good personal hygiene, etc. Have your own pen for documents and bring an additional pen for others to use Ensure to use hand sanitizer before and after the visit Maintain social distancing.
- **Signage:** Post signage at the entrance of the office to assist with communicating expectations, such as hand hygiene, social distancing, respiratory etiquette reporting illness, and occupancy limits
- **Hand Hygiene and Cough and Sneeze Etiquette:** Follow the guidelines in the Milieu Exposure Control Plan.
- **Social Distancing:** Ensure room occupancy limits are maintained. Ensure you are a role model for social distancing.
- **Sanitizing and Cleaning of Office:** Follow the guidelines in the Milieu Exposure Control Plan.
- **Sanitizing and Cleaning of Personal Vehicles:** Follow the Vehicle Transportation and Cleaning Guidelines.
- **Vehicle Cleaning and Emergency PPE** (Gloves, disposable masks, tissue, hand sanitizer, disinfectant cleaner).
- **Transit Safety Guidelines:** If you travel to work on transit or use transit in the course of your work, follow the instructions in the Transit Safety Guidelines.
- **Essential Visitors:** Follow the Essential Visitor Guideline.
- **Shared workstations:** Limit this as much as possible. If there is a need, ensure the staff is clear they are required to clean the area thoroughly when they are finished. A tent card with instructions must be at each shared workstation.
- **Working from Home:** If you are asked by your Coordinator to work from home, ensure to follow the Guidelines for Working from Home.
- **Contingency planning:** There is a comprehensive plan in place indicating health care needs including caregivers with underlying health conditions and alternative living/care supports. Emergency respite providers have also been identified. This plan identifies the PPE supplies required and timelines of requests for more resources as needed.
- **New Referrals:** New referrals from CLBC for Home Share will continue to be considered by the Coordinator and, when accepted, referred to the Home Share Manager for follow up
- Meetings, where possible, will be conducted virtually (Zoom) or by conference call.



- Where possible, documentation requirements will be met through electronic means (fax, email). Where paper documents are the only available option, these can be either dropped at the Home Share office (prearranged time) or arrangements can be made by the Home Share Manager to pick them up from the home share provider. This exchange should occur outside the residence
- **Applicant Screening:** Recruitment activities will continue using the following procedures:
  - Expression of interest and phone Interviews to continue as per pre-pandemic practices
  - Initial screening interviews will be conducted over Zoom or telephone
  - It is recommended that all interviews and references be obtained prior to moving to the onsite home study to ensure the candidate is meeting initial requirements
  - Check to ensure that the applicant is comfortable with you entering their home and wearing a mask while you are on site
  - Enter the home with a mask and sanitized hands
  - Physical distancing is always required, and the visit is restricted to ensuring that the home meets all health and safety standards
  - Any follow up questions can happen outside at a safe distance or by a follow up Zoom or telephone call
  - All other screening procedures are unchanged
- **Matching and Transition Meetings:** Shared Living Manager will follow established procedures with the following modifications:
  - Initiate the matching process via Zoom (preferably) or conference call involving all parties
  - If possible, conduct a physical distance meeting at either the family's home or caregivers' home
  - If meeting in person, ensure all safety protocols are followed
  - If there is a likely match, ask all parties (prior to having the individual and the potential caregiver moving in together) consider and discuss the following precautionary measures:
    - Do both or either party need to self-isolate prior to the move? (for a minimum of 10 days)
    - Should both or either party be tested for COVID-19?
    - Are there other safety measures or considerations that would be appropriate?
    - Go at a pace where everyone feels safe
    - Follow up as needed by telephone
  - If the match is positive and all parties wish to proceed with a transition meeting (home share), host a Zoom meeting or conference call to finalize the transition and complete the required documentation
  - Ensure all parties are aware of their responsibility to report any signs of illness or exposure to COVID-19 immediately
  - Review any concerns with the Coordinator prior to proceeding, if applicable.

- **Monitoring:** Although much of the required monitoring can be completed via Zoom or telephone conversations, there will be a need for the Home Share Manager to complete in-home visits as part of their ongoing role.

**Should an in-home visit be required please adhere to the following:**

- Ensure that all parties are comfortable and aware of your visit in advance. Assess the risks and discuss alternatives to a home visit if the risk is high (see COVID-19 Pandemic Risk matrix later in this section)
- Complete the Pre-Visit Screening tool at the time the visit is booked, 24 hours before the visit and again just prior to visiting
- Have Caregivers send you any needed documentation electronically before the visit to reduce the amount of time you are in their home
- Ask that the Caregiver sanitize their home before your visit and after you leave. Request that they and others in the home wear a mask during the visit
- Always wear a mask while in the home, sanitize your hands prior to entering the residence
- Maintain physical distancing requirements wherever possible. If you are able, use an outside space to facilitate conversations
- Do not touch surfaces in the home unnecessarily as you complete your walk through
- Offer to assist with obtaining hard to find supplies – gloves, masks, etc.
- Safely dispose of PPE and sanitize your hands immediately upon leaving the home

**Whenever you are not certain as to the appropriate steps to take, consult your Coordinator.**

## **Individuals in Shared Living returning to Community Inclusion/ Individualized Supports**

An individual's return to Community Inclusion and employment activities is voluntary. All agencies offering Community Inclusion and Employment supports must also have a re-start plan that follows a variety of guidelines (Health, CLBC, WorkSafe BC) –It is extremely likely that most individuals will not return to their pre-pandemic schedules in the near future but, rather, will be invited back to a modified schedule.

When supporting Shared Living Caregivers, individuals, and families with this decision, review the risk matrix and take the following factors into consideration when completing the Pandemic Risk Assessment for Individuals:

- Individuals with diminished ability to understand or comply with infection control, and preventative health measures.
- Individuals requiring personal care (especially feeding – requiring prolonged, close contact with support staff).
- Individuals who may have challenges complying with physical distancing recommendations.

- Individuals who may have challenges complying with hand hygiene recommendations.
- Individuals with mental health and/or emotional wellbeing concerns.
- Individuals' willingness to return to services and the family and the caregiver's level of comfort with this decision.

Caregivers must be supported to fully understand that individuals who are ill must stay home

## **DAY SERVICES (CENTRE BASED) OUTREACH AND EMPLOYMENT COVID-19 GUIDELINES**

Milieu is committed to the health and safety of the people we support as well as the staff and families across the agency. We continue to actively monitor provincial and federal health updates and our response has mirrored the directions of the authorities on this pandemic.

**Adhere to BC Public Health orders, guidelines, and expectations. See the current Milieu COVID Expectations.**

When supporting individuals and families with the decision to return to supports, a Risk Assessment for each individual must be completed by the Manager and approved by the Coordinator, to ensure that the following factors have been taken into consideration when determining supports and access to community (as per CLBC guidelines):

- Individuals with diminished ability to understand or comply with infection control, and preventative health measures.
- Individuals requiring personal care (especially feeding – requiring prolonged, close contact with support staff), as applicable.
- Individuals who may have challenges complying with social distancing recommendations.
- Individuals who may have challenges complying with hand hygiene recommendations.
- Individuals with mental health and/or emotional wellbeing concerns.
- Individuals' willingness to return to services and the family's level of comfort with this decision.

### **Manager Responsibilities:**

- **Self-check:** Stay home if you are sick whether you are exhibiting symptoms of COVID-19 or not.
- **Temperature Check:** Ensure your temperature is taken upon arrival at the worksite and recorded on the Temperature Chart for Milieu Staff. Follow the guidelines in the Exposure Control Plan.
- **Pandemic Risk Assessment:** must be completed for each individual.
- **Pre-Screening Tool:** Ensure the guidelines in the Exposure Control Plan are followed.
- **Point of Care Risk Assessments:** Ensure these are being completed twice daily, only to positive or presumed positive individuals.

- **Communication:** Be in regular contact (prior to supports starting and during supports throughout Phase 2), with the individual and family (if appropriate) during this stage, to ensure that supports are going well and also to reiterate the importance of notifying Milieu if there is anyone in the home that is sick and to keep any individuals home if this is the case or if the individual is sick or showing COVID-19 symptoms.
- **Signage:** Post signage at the entrance of the location to assist with communicating expectations, such as hand hygiene, social distancing, respiratory etiquette reporting illness, and occupancy limits.
- **Hand hygiene:** Ensure the guidelines in the Exposure Control Plan are followed.
- **Social Distancing:** Furniture layout should be used to promote social distancing, such as by reducing the number of chairs around tables;
  - Ensure room occupancy limits are maintained
  - Ensure you are a role model for social distancing
- **Essential Visitors:** Follow the Essential Visitor Guidelines.
- **Transit Safety Guidelines:** If you travel to work on transit or use transit in the course of your work, follow the instructions in the Transit Safety Guidelines.
- **Shared workstations:** Limit this as much as possible. If there is a need, ensure the staff is clear they are required to clean the area thoroughly when they are finished. A tent card with instructions must be at each shared workstation.
- **Working from Home:** If you are asked by your Coordinator to work from home, ensure to follow the Guidelines for Working from Home.

#### **Staff Responsibilities:**

- **Self-check:** Stay home if you are sick whether you are exhibiting symptoms of COVID-19 or not.
- **Temperature Check:** Ensure your temperature is taken upon arrival at the worksite and recorded on the Temperature Chart for Milieu Staff. Follow the guidelines in the Exposure Control Plan.
- **Point of Care Risk Assessments:** Ensure these are being completed twice daily, only to positive or presumed positive individuals
- **Thermometers:** Each staff will be provided with a thermometer to take with them when meeting an individual at their home, in the community and/or at their place of employment. Follow the Temperature/Thermometer Guidelines.
- **Hand Hygiene and Cough and Sneeze Etiquette:** Follow the guidelines in the Exposure Control Plan
- **Social Distancing:** Encourage anyone you are supporting to maintain social distancing;
  - Ensure room occupancy limits are maintained
  - Ensure you are a role model for social distancing
- **Sanitizing and Cleaning of Programs:** Follow the guidelines in the Training Plan.
- **Sanitizing and Cleaning of Milieu and Personal Vehicles:** Follow the Vehicle Transportation and Cleaning Guidelines.
- **Vehicle Cleaning and Emergency PPE** (Gloves, disposable masks, tissue, hand sanitizer, disinfectant cleaner).
- **Transit Safety:** - Follow the guidelines for Transit Safety.

- **Cloth masks:** Each individual and staff supporting low risk individuals will be provided with a cloth mask. Encourage them to bring these along (washed) each time and don (wear) them. Follow the Cloth Mask Guidelines.
- **Location specific guidelines:**
  - Individuals will be supported in a consistent group of staff and other individuals. The specific number of people allowed is directed by the BC Public Health orders, guidelines. This group will now be considered their own 'bubble' for social distancing purposes
  - Staggering start times, break times, and/or developing alternating schedules to reduce the number of people in the workplace at a given time will be considered
  - Arrange work areas and break rooms to adhere to social distancing guidelines
  - Occupancy numbers for each room will be determined and posted on the door and in the room
  - Tent cards will be placed in the programs to remind everyone to social distance and to ensure cleaning procedures are followed
  - Minimize the shared use of workstations and equipment where possible and clean and disinfect in between uses. Tent cards will be placed in these areas to remind everyone to ensure cleaning procedures are followed before and after use

#### **Accessing community:**

- Plan ahead to be aware of what options are available in the community and safe for staff and the youth to access.
- Consider the ability to social distance, ability to practice good personal hygiene, etc.
- Activities must follow BC Public Health orders, guidelines, and expectations. And must be guided by the individual's risk assessment and their specific situations.
- Consultation with the Manager is recommended of the appropriateness of venues/activities.
- Ensure to wash hands or use hand sanitizer if it is not possible, before and after food, etc. and follow directives in place for that location.
- **Transportation** – Follow the Vehicle Transportation and Cleaning Guidelines.
- **Transit Safety Guidelines:** If you travel to work on transit or use transit in the course of your work, follow the instructions in the Transit Safety Guidelines.
- **Essential Visitors:** Follow the Essential Visitor Guidelines.
- **Shared workstations:** Limit this as much as possible. If there is a need, ensure the staff is clear they are required to clean the area thoroughly when they are finished. A tent card with instructions must be at each shared workstation.
- **Working from Home:** If you are asked by your Manager to work from home, ensure to follow the Guidelines for Working from Home.
- **Employment Specific:** All of the above and:
  - Ensure each employer has been contacted and shares their Safety Plan

## RESIDENTIAL HOMES COVID-19 GUIDELINES

Milieu is committed to the health and safety of the people we support as well as the staff and families/support networks across all areas. We continue to actively monitor provincial and federal health updates and our response has mirrored the directions of the authorities on this pandemic.

**Adhere to BC Public Health orders, guidelines, and expectations. See the current Milieu COVID Expectations.**

### Manager Responsibilities:

- **Self-check:** Stay home if you are sick whether you are exhibiting symptoms of COVID-19 or not
- **Temperature Check:** Ensure your temperature is taken upon arrival at the worksite and recorded on the Temperature Chart for Milieu Staff. Follow the guidelines in the Exposure Control Plan.
- **Family communication:** Be in regular contact with the families to provide updates, check in's and ask how their family member and others in the home are doing.
- **Temperature Check:** Ensure your temperature is taken upon arrival at the worksite and recorded on the Temperature Chart for Milieu Staff. Follow the guidelines in the Exposure Control Plan
- **Pre-Screening Tool:** Ensure the guidelines in the Exposure Control Plan are followed
- **Pandemic Risk Assessment:** must be completed for each individual
- **Point of Care Risk Assessments:** Ensure these are being completed twice daily, only to positive or presumed positive individuals
- **Hand hygiene:** Ensure the guidelines in the Exposure Control Plan are followed
- **Social Distancing:** Furniture layout should be used to promote social distancing, such as by reducing the number of chairs around tables
- **Essential Visitors:** Follow the Essential Visitor Guidelines.
- **Transit Safety Guidelines:** If you travel to work on transit or use transit in the course of your work, follow the instructions in the Transit Safety Guidelines.
- **Shared workstations:** Limit this as much as possible. If there is a need, ensure the staff is clear they are required to clean the area thoroughly when they are finished. A tent card with instructions must be at each shared workstation.
- **Working from Home:** If you are asked by your Coordinator to work from home, ensure to follow the Guidelines for Working from Home.
- **Self-check:** Stay home if you are sick whether you are exhibiting symptoms of COVID-19 or not
- **Temperature Check:** Ensure your temperature is taken upon arrival at the worksite and recorded on the Temperature Chart for Milieu Staff. Follow the guidelines in the Exposure Control Plan.
- **Point of Care Risk Assessments:** Ensure these are being completed twice daily, only to positive or presumed positive individuals.
- **Hand Hygiene and Cough and Sneeze Etiquette:** Follow the guidelines in the Exposure Control Plan
- **Social Distancing:** encourage anyone you are supporting to maintain social distancing. Ensure you.

- **Sanitizing and Cleaning of Milieu and Personal Vehicles:** Follow the Vehicle Transportation and Cleaning Guidelines.
- **Vehicle Cleaning and Emergency PPE** (Gloves, disposable masks, tissue, hand sanitizer, disinfectant cleaner).

**Cloth masks:** Each individual and staff will be provided with a cloth mask or disposable mask.

- **Accessing community:**
  - Plan ahead to be aware of what options are available in the community and safe for staff and the youth to access.
  - Consider the ability to social distance, ability to practice good personal hygiene, etc.
  - Activities must follow BC Public Health orders, guidelines, and expectations. And must be guided by the individual's risk assessment and their specific situations.
  - Consultation with the Manager is recommended of the appropriateness of venues/activities
  - Ensure to wash hands or use hand sanitizer if it is not possible, before and after food, etc. and follow directives in place for that location.
- **Transportation:** Follow the Vehicle Transportation and Cleaning Guidelines.
- **Transit Safety Guidelines:** If you travel to work on transit or use transit in the course of your work, follow the instructions in the Transit Safety Guidelines.
- **Shared workstations:** Limit this as much as possible. If there is a need, ensure the staff is clear they are required to clean the area thoroughly when they are finished. A tent card with instructions must be at each shared workstation.
- **Working from Home:** If you are asked by your Manager to work from home, ensure to follow the Guidelines for Working from Home
- **Essential Visitors:** Follow the Essential Visitor Guidelines

## HEAD OFFICE COVID-19 GUIDELINES

Milieu is committed to the health and safety of the people we support as well as the staff and families across the agency. We continue to actively monitor provincial and federal health updates and our response has mirrored the directions of the authorities on this pandemic.

**Adhere to BC Public Health orders, guidelines, and expectations. See the current Milieu COVID Expectations.**

**The Administrative office remains open however is limiting the number of people coming in and is closed to non- essential visitors. Essential visitors may include:**

- ❖ Contractors
- ❖ Delivery personnel
- ❖ Emergency equipment inspectors
- ❖ Fire Department personnel
- ❖ First aid instructor

Family members, supported individuals, contracted caregivers are encouraged to make an appointment and conduct a pre-screening if they need to come to head office.

**Human Resources, Coordinators and Health and Safety Team Responsibilities:**

- **Self-check:** Stay home if you are sick whether you are exhibiting symptoms of COVID-19 or not
- **Temperature Check:** Ensure your temperature is taken upon arrival at the worksite and recorded on the Temperature Chart for Milieu Staff. Follow the guidelines in the Exposure Control Plan
- **Pre-Screening Tool:** Ensure the guidelines in the Exposure Control Plan are followed, as applicable
- **Signage:** Post signage at the entrance of the location to assist with communicating expectations, such as hand hygiene, social distancing, respiratory etiquette reporting illness, and occupancy limits
- Post signage in each room of its occupancy limit
- **Hand hygiene:** Ensure the guidelines in the Exposure Control Plan are followed
- **Social Distancing:** Furniture layout should be used to promote social distancing, such as by reducing the number of chairs around tables
- Ensure you are a role model for social distancing
- **Sanitizing and Cleaning of own office:** Follow the guidelines in the Training Plan
- **Shared workstations:** Limit this as much as possible. If there is a need, ensure the staff is clear they are required to clean the area thoroughly when they are finished. A tent card with instructions must be at each shared workstation
- **Monitor maximum occupancy:** Ensure the maximum occupancy of the main office is not exceeded. This may require asking someone to come back or wait in another area until someone has left
- Ensure own office occupancy number is not exceeded
- **Essential Visitors:** Follow the Essential Visitor Guidelines
- **Transit Safety Guidelines:** If you travel to work on transit or use transit in the course of your work, follow the instructions in the Transit Safety Guidelines
- **Working from Home:** If you are asked by your Coordinator to work from home, ensure to follow the Guidelines for Working from Home



## TEMPERATURE THERMOMETER GUIDELINES

- Every individual will have their temperature taken with a touchless thermal thermometer as per the Point of Care Risk Assessment (PCRA).
- Each staff member will have their temperature taken before the start of their shift and have it recorded on the Temperature Chart for Milieu Staff.

Fever: 37.5°C/99.5°F or higher when using a non-contact forehead thermometer taken on the persons temple or forehead.

\*Average body temperature ranges from 36.1°C/97°F to 37.2°C/99°F but most individuals at ambient (typical) room temperature ( $\leq 22^{\circ}\text{C}/71.6^{\circ}\text{F}$ ) will have a temple temperature between 36°C/96.8°F and 36.5°C/97.7°F.

Follow the directions of the thermometer that you have the home. .



### Thermometer Guidelines:

- Store the thermometer in the provided case and out of direct heat/cold (do not store in a vehicle). If the area is hot the temperature may mis-read, you may want to try a second time
- Follow the directions that come with the thermometer
- Disinfect the handle between each use

## VEHICLE AND CLEANING GUIDELINES

It is the responsibility of the driver to follow these guidelines regardless of driving and Milieu or a personal vehicle.

Transportation planning is required as vehicle travel may not exceed drives over 15 mins. There cannot be any eating together while in a vehicle including drinking coffee or water as the staff will have to take their face coverings off. This is health authority guidelines. Exceptions can be made and approved by program coordinator where it is understood all face coverings will always remain on.

### Vehicle Transportation Risk Assessment

Risks	Control Measures
<b>Proximity:</b> From person to person through coughing or sneezing; through close personal contact such as touching or shaking hands; through touching an object or surface with the virus on it.	<b>Proximity:</b> Vehicle Occupancy (unless otherwise specified by the Program Manager): <b>Vans</b> - Limit of 1 person per row (the driver then one person in each row, ensuring they are sitting diagonally). Masks must be worn by staff and individuals if they can. Identify seats not to be used. Buckle unused seatbelts. <b>Personal Vehicles</b> – Limit of 2 persons (the driver and the individual in the back seat, sitting diagonal to the driver. Both wear masks if possible and available).  Open the windows if the weather allows.  Each vehicle will have a PPE Grab and Go Kit for emergency and cleaning purposes
<b>Physical Contact:</b> Physical transmission is the result of touching one's mouth, eyes, nose, or open lesion after coming into contact with a source contaminated by COVID-19.	<b>Physical Contact:</b> Make sure any scratches etc. are properly covered  Wash your hands before you enter and after you exit the vehicle. Using hand sanitizer is acceptable  If you need to fill up with gas, use a barrier like a paper towel to interact with the pump handle and keypad  Follow all vehicle touchpoint cleaning practices  Ensure there is a garbage dispenser for used PPE and/or Kleenex  Each vehicle will have a PPE Grab and Go Kit for emergency and cleaning purposes. Identify someone to ensure these are kept stocked

Some viruses can live for a short time on inorganic objects, so it is important to follow enhanced cleaning procedures. This involves disinfecting all touchpoint surfaces around the entire vehicle before and after each trip. Ensure to open vehicle doors and/or windows to allow for natural ventilation. Use a new pair of disposable gloves or a pair of reusable rubber gloves dedicated for COVID-19 disinfecting purposes only. Do not share reusable gloves with other people, have a pair of your own

## VEHICLE CLEANING GUIDELINES-BEFORE AND AFTER TRIP

**Remember, if you've adjusted it, you've touched it**

- ☐ All keys or fobs
- ☐ All door handles (inside and outside)
- ☐ All manual door-lock buttons
- ☐ All manual window crank handles
- ☐ All seat belts (male/female buckle ends)
- ☐ All radio controls and touchscreens
- ☐ All control panel buttons for electronic devices (windows, door-locks, AC, etc.)
- ☐ Steering wheel
- ☐ Dashboard
- ☐ Gear shifter
- ☐ Glovebox handle
- ☐ Back of headrests
- ☐ Drink holder/shelf

# Transit Safety Guidelines (info from Translink)

## Safety Tips

### Tip #1 – Transit etiquette



Stay home when unwell, avoid touching your face, and cough/sneeze into your elbow.

### Tip #2 - Wear a mask



Starting August 24, masks or face coverings will be mandatory on board transit vehicles. Non-medical masks, bandanas, scarves and cloth can all be used. [Some exemptions apply.](#)

### Tip #3 - Plan your trip



Use the [Trip Planner](#) to plan your trips in advance and allow for extra travel time.

### Tip #4 - Physical distance



Please maintain physical distance from other passengers and transit staff when possible and follow our physical distancing markers where outlined.

### Tip #5 - Sanitize your hands



Use sanitizer before and after riding transit. We're rolling out additional hand-sanitizer dispensers across the system which can currently be found at many SkyTrain Stations.

### Tip #6 - Active transportation



Walking or cycling are great for your health, the environment, and help reduce congestion in transit and on the road. Visit the [Active Transportation Options](#) page for more.

### Tip #7 - News and updates



Sign up for [Transit Alerts](#) and Follow [TransLink News](#) on Twitter. For health updates, visit [gov.bc.ca/covid19](https://gov.bc.ca/covid19).

### Tip #8 - Submit feedback and suggestions



Use the [Feedback Form](#) or call Customer Information at 604.953.3333.

### Tip #9 - Please be patient



If all bus seats are taken, please wait for the next bus. If you can't maintain physical distancing on SkyTrain, West Coast Express or SeaBus, please wait until safe space is available.

For more in depth information about what Translink is doing go to:

<https://new.translink.ca/rider-guide/coronavirus-precautions>

# Essential Visitor Guidelines

It is the responsibility of every employee to implement the following guidelines for essential visitors entering a Milieu location.

## Essential Visitors include but are not limited to:

- Supported individuals/family members
- Licensing Officers
- Contractors
- Delivery personnel
- Emergency equipment inspectors
- Fire Department personnel
- Building Manager

## Essential Visitor Risk Assessment

Risks	Control Measures
<b>Proximity:</b> Person to person, droplets, and airborne transmission are all the result of proximity with someone carrying the virus.	<p>Pre-Screening Tool must be completed prior to the visit.</p> <p>Consider the timing of the visit; can it be arranged at a time when there are fewer people in the space?</p> <p>Practice social distancing by limiting the number of essential visitors so that all parties can maintain 6 feet distance from one another. Masks must be worn. If the visitor does not have a mask, provide a mask for them.</p> <p>If occupancy numbers cannot be maintained and essential work needs to be completed, staff and individuals may need to leave the space to do their activity</p> <p>Enhanced cleaning measures must take place after the visitor has left.</p>
<b>Physical Contact:</b> Physical transmission is the result of touching one's mouth, eyes, nose, or open lesion after coming into contact with a contaminated surface.	<b>Physical Contact:</b> All parties must ensure that any open lesions are properly covered and that they wash their hands immediately upon entering the location unless they don new gloves. Enhanced cleaning practices must be in place.

# Working from Home Guidelines

## Working from home: A guide to keeping your workers healthy and safe

Working from home on a regular basis can benefit both you and your workers by reducing business expenses, allowing for a more flexible lifestyle, and improving the environment. Sometimes it can also be necessary to work from home temporarily while dealing with health concerns, child care arrangements, or other issues that may unexpectedly arise in daily life.

As an employer, you must ensure the health and safety of your workers when they work from home. It's important to understand that working from home is an extension of the workplace, and the [Workers Compensation Act](#) and [Occupational Health and Safety Regulation](#) still apply. With consideration and planning, working from home can be positive and safe for both workers and employers.

This guide discusses a health and safety policy for working from home and outlines some useful tips and resources to help ensure the health and safety of your workers.

### Develop a health and safety policy for working from home

As an employer, ensure you have a working from home health and safety policy in place, and that everyone understands their roles, duties, and responsibilities. This policy should require workers to assess their workspace and report any potential hazards to their manager. Your policy should also include the following information:

- Protocols for evacuating from the worker's home to a safe location if needed and how workers can contact you in case of emergency
- Safe work practices and how to report any work-related incidents or injuries
- Communication protocols and procedures for check-ins if a worker is working alone or in isolation
- Requirements for education and training
- Ergonomic considerations



### Reduce risks while working from home

Setting up a safe workspace at home will be different for everyone, but there are some common risks. As an employer, ensure that you and your workers adequately identify and control unsafe conditions and activities



that may cause injury or illness. Some factors to consider include the following:

- Environment  
(e.g., asbestos, mould, tobacco smoke)
- Electrical safety
- Ergonomics
- Slips, trips, and falls
- Violence
- Working alone

For more information on these topics and related resources, visit [worksafebc.com](https://www.worksafebc.com).

### Find more information

- [Setting up, organizing, and working comfortably in your home workspace](#) (WorkSafeBC publication)
- [How to Make Your Computer Workstation Fit You](#) (WorkSafeBC publication)
- [Ergonomics](#) (WorkSafeBC webpage)
- OHS Guidelines on the [Definition of working alone or in isolation \(G 4.20.1\)](#) and [Procedures for checking the well-being of workers \(G.4.21\)](#)

# Setting up, organizing, and working comfortably in your home workspace

Working from home can be safe, positive, and productive with a well-planned workspace.

It's important to use equipment in a way that helps you work in a healthy and safe manner. You will reduce the risk of injury if you maintain your body in a neutral position while sitting at a work surface. Maintaining a neutral position means you should be relaxed with your joints aligned (i.e., no twisting or awkward angles) to minimize stress on the body. Some relatively simple modifications can be made if you don't have the same adjustable equipment at home as in your workplace.

Here are some tips to help you achieve correct posture and reduce the risk of injury while working from home.

## Setting up your workspace

### Choosing a chair

- The chair you use should be stable with a back rest. Try using a small cushion or rolled up towel behind your lower back for additional lumbar support.
- You should be able to put three fingers of space between the back of your knees and the front of the chair. If not, add a cushion to the back to shorten the seat depth.
- Sit with your buttocks all the way back against the backrest. Your back should be nearly upright.
- Make sure you sit with your knees and hips at the same height to avoid pressure on the back of your thighs. Consider using a raised footrest (for example, a stool, box, or book) to support your feet. Make sure your footrest does not raise your knees higher than your hips.



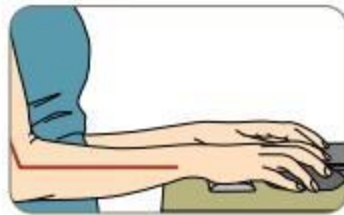
### Using your keyboard and mouse

#### On a work surface:

- Make sure the work surface you choose allows for a neutral posture and is not too high.



- Use an external keyboard and mouse and place them at the same height.
- Your elbows should be at the same height as the keyboard surface with your elbows at your side and not reaching forward.
- To keep your upper extremities neutral, position the keyboard and mouse just above your thighs so you can keep your shoulders relaxed and wrists straight.



#### On your lap:

- If you are using the keyboard on your laptop, it should be placed on your lap. This means you will have to flex your neck, but your upper extremities will be neutral.
- If you use your laptop while sitting on a couch or a chair, put it on top of a pillow or lap tray. This will help keep your elbows at 90 degrees and reduce the amount of neck flexion when you look at the screen.

#### Adjusting your monitor and reducing glare

- Ideally, the monitor should be an arm's length away and the top line of text at eye level. This requires creativity with a laptop. Neck flexion for short periods of time is okay for most people, but make sure you take regular stretch breaks. Looking slightly downward helps with eye strain.
- If you wear bifocals or progressives, your screen may need to be lowered so that you don't tip your head back.
- Possible sources of glare include windows, overhead lights, or any shiny surfaces.
- Try switching off room lights and using task lights. Adjust blinds and curtains.
- Windows should be at your side and not in front of or behind your monitors.
- Adjust brightness and contrast on the monitor so that it is similar to your surroundings.
- Clean your screen and eyeglasses.
- Use the zoom feature to adjust font sizes to help reduce eye strain.



For more information, please see the [How to Make Your Computer Workstation Fit You](#) publication and other information at [worksafebc.com/ergonomics](https://www.worksafebc.com/ergonomics)

## Organizing your work area

- Reduce the risk of injuries by identifying the tasks you work on and analyzing them to find out the safest way to do them.
- High-use items (e.g., keyboard and mouse) should be reachable with your elbows at your side and not reaching forward.
- Occasionally used items (e.g., phone, pens) should be reachable with your arm extended while keeping your back on the backrest.
- Reference material and other documents should be in line with the monitor to avoid excess neck rotation and placed on a slanted surface, if possible, to reduce neck movement.
- Use a phone headset or speaker phone for long or frequent phone use. Avoid holding the phone with your shoulder.
- Make sure your work area is free from tripping hazards, including electrical cords, loose carpeting, and other objects.



## Working comfortably

- Examine your work habits and activities to ensure you are avoiding awkward postures and staying in one place for too long.
- Alternate tasks to change posture and use different muscle groups.
- Avoid working for too long on a task. Try to insert shorter tasks in the middle of longer ones.
- You may have less interruption at home, which can lead to fewer breaks from work. It's important to find ways to break work into smaller chunks.
- Follow the 20/20/20 guideline: Take a 20-second stretch break every 20 minutes, and look about 20 feet away.
- Leave the radio or TV on in the background if you miss the noise or energy of the office environment.
- Use a morning start-up routine (e.g., shower, get dressed, and eat breakfast) to help psychologically trigger your mind into work mode.
- Having an "end of the workday" routine (e.g., change your clothes, go for a walk, do some exercise) is also helpful to keep work and home life separated.




**If you experience any discomfort when working at home, discuss this with your manager immediately.**




# Guidelines for Disinfection Products Active Against Coronaviruses

See the COVID-19 Safety Plan training in Sharevision for links to additional guidelines



## Coronavirus COVID-19

BC Centre for Disease Control | BC Ministry of Health




### CLEANING AND DISINFECTANTS FOR PUBLIC SETTINGS


**Good cleaning and disinfection are essential to prevent the spread of COVID-19 in BC.**

This document provides advice to public groups, transit, schools, universities, child care and other institutions in BC on cleaning for non-health care settings.

Make sure to wash hands with plain soap and water after cleaning or use an alcohol-based hand sanitizer.



OR



**Cleaning:** the physical removal of visible soiling (e.g. dust, soil, blood, mucus). Cleaning removes, rather than kills, viruses and bacteria. It is done with water, detergents, and steady friction from cleaning cloth.

**Disinfection:** the killing of viruses and bacteria. A disinfectant is only applied to objects; never on the human body.

**All visibly soiled surfaces should be cleaned before disinfection.**

**Cleaning for the COVID-19 virus is the same as for other common viruses.** Cleaning products and disinfectants that are regularly used in households are strong enough to deactivate coronaviruses and prevent their spread.

**Recommendations:**


- General cleaning and disinfecting of surfaces should occur at least once a day.
- Clean and disinfect highly touched surfaces at least twice a day and when visibly dirty (e.g. door knobs, light switches, cupboard handles, grab bars, hand rails, tables, phones, bathrooms, keyboards).
- Remove items that cannot be easily cleaned (e.g. plush toys).

**Cleaning** .....


For cleaning, water and detergent (e.g. liquid dishwashing soap), or common, commercially available cleaning wipes should be used, along with good physical cleaning practices (i.e. using strong action on surfaces).

**Disinfection** .....

For disinfection, common, commercially available disinfectants such as ready-to-use disinfecting wipes and pre-made solutions (no dilution needed) can be used. Use the figure and table below for guidance. Always follow the manufacturer's instructions printed on the bottle.




Ministry of Health



BC Centre for Disease Control

**If you have fever, a new cough, or are having difficulty breathing, call 8-1-1.**

Non-medical inquiries (ex. travel, physical distancing): 1-888-COVID19 (1888-268-4319) or text 604-630-0300



IPC v3.2



# Coronavirus COVID-19

BC Centre for Disease Control | BC Ministry of Health



## CLEANING AND DISINFECTANTS FOR PUBLIC SETTINGS

See Health Canada's **List of hard-surface disinfectants for use against coronavirus (COVID-19)** for specific brands and disinfectant products.

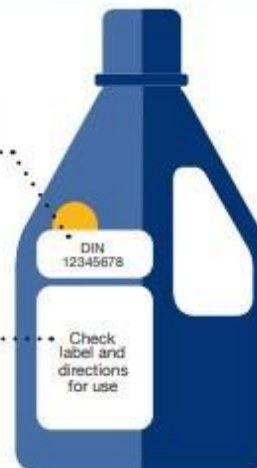
### Drug Identification

#### Number (DIN):

A DIN is an 8-digit number given by Health Canada that confirms it is approved for use in Canada.

### Agents effective against coronavirus:

- Bleach: sodium hypochlorite (5.25%)
- Hydrogen peroxide (0.5%)
- Alkyl dimethyl benzyl ammonium chlorides (QUATs)



### IMPORTANT NOTES:

- Ensure disinfectant product has a Drug Identification Number (DIN) on its label.
- Follow product instructions for dilution, contact time and safe use.
- All visibly dirty surfaces should be cleaned **BEFORE** disinfecting (unless otherwise stated on the product).

### List of disinfecting agents and their working concentrations known to be effective against coronaviruses<sup>1,2</sup>:

Agent and concentration	Uses
1. <b>1:100 dilution Chlorine: household bleach - sodium hypochlorite (5.25%)*</b> 10 ml bleach to 990 ml water	Used for disinfecting surfaces (e.g. hand railings, grab handles, door knobs, cupboard handles). Make fresh daily and allow surface to air dry naturally.
2. <b>1:50 dilution Chlorine: household bleach - sodium hypochlorite (5.25%)*</b> 20 ml bleach to 980 ml water	Used for disinfecting surfaces contaminated with bodily fluids and waste like vomit, diarrhea, mucus, or feces (after cleaning with soap and water first). Make fresh daily and allow surface to air dry naturally.
3. <b>Hydrogen Peroxide 0.5%</b> <b>Do not dilute your own.</b>	Used for cleaning and disinfecting surfaces (e.g. counters, hand rails, door knobs).
4. <b>Quaternary Ammonium Compounds (QUATs):</b> noted as 'alkyl dimethyl benzyl ammonium chlorides' on the product label <b>Do not dilute your own.</b>	Used for disinfecting surfaces (e.g. floors, walls, furnishings).

<sup>1</sup> Dellano, Christine, Quinn Vega, and Diane Bosenberg. "The antiviral action of common household disinfectants and antiseptics against murine hepatitis virus, a potential surrogate for SARS coronavirus." *American journal of infection control* 37.8 (2008): 649-652.

<sup>2</sup> Provincial Infection Prevention Control Network of British Columbia. "Infection Prevention and Control Guidelines for Providing Healthcare to Clients Living in the Community." (2014). [https://www.picnet.ca/wp-content/uploads/IPCNet\\_Home\\_and\\_Community\\_Care\\_Guidelines\\_2014.pdf](https://www.picnet.ca/wp-content/uploads/IPCNet_Home_and_Community_Care_Guidelines_2014.pdf)

The BC Ministry of Health does not endorse or promote any specific brands of disinfectant products.



Ministry of Health



BC Centre for Disease Control

**If you have fever, a new cough, or are having difficulty breathing, call 8-1-1.**

Non-medical inquiries  
(ex. travel, physical distancing):

1-888-COVID19 (1-888-268-4319)  
or text 604-630-0300



IPC v3.2



# Stop Germs! Wash Your Hands.

## When?

- After using the bathroom
- Before, during, and after preparing food
- Before eating food
- Before and after caring for someone at home who is sick with vomiting or diarrhea
- After changing diapers or cleaning up a child who has used the toilet
- After blowing your nose, coughing, or sneezing
- After touching an animal, animal feed, or animal waste
- After handling pet food or pet treats
- After touching garbage



## How?



**Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.



**Lather** your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.



**Scrub** your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.



**Rinse** hands well under clean, running water.



**Dry** hands using a clean towel or air dry them.

**Keeping hands clean is one of the most important things we can do to stop the spread of germs and stay healthy.**

LIFE IS BETTER WITH

**CLEAN HANDS**



[www.cdc.gov/handwashing](http://www.cdc.gov/handwashing)

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