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# COVID-19 SAFETY PLAN



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# COVID-19 Safety Plan

## 1 Overview

### 1.1 Purpose of this Plan

- 1.1.1 This plan outlines the policies, guidelines, and procedures that have been put in place to reduce the risk of COVID-19 transmission.

### 1.2 Our Approach

- 1.2.1 The health and safety of PLEA's staff, family caregivers, and volunteers, and the participants for whom we care, is paramount. It is central to PLEA's decision making as it navigates this crisis.
- 1.2.2 Any person working or connected to PLEA who has any health and safety concerns, whether on behalf of themselves or those they work with or alongside, are encouraged to speak to their manager, Services Coordinator or Volunteer Coordinator, and to work with them to problem-solve.
- 1.2.3 Due to the breadth and depth of PLEA's programs and services, the variety of environments in which it operates, and the individual needs of participants and all those working alongside them, directors and managers have the authority to make local decisions regarding their teams and programs. If there is any conflict between their advice and this plan, their advice takes precedent.
- 1.2.4 PLEA recognizes that this will result in different approaches across its teams and programs. It is to be expected. PLEA therefore encourages staff, family caregivers and volunteers to raise any questions and ideas they may have with their manager, Services Coordinator or Volunteer Coordinator.

### 1.3 Developing the Plan

- 1.3.1 In developing this plan, and the identified protocols therein, PLEA has consulted with staff and managers by sharing it with members of the Joint Health & Safety and Labour Management committees and inviting comments.
- 1.3.2 The plan is posted on the Joint Health & Safety noticeboard, on a specially created COVID-19 folder on the agency's shared drive, and on the agency's website (plea.ca). It has also been shared with staff via the agency's COVID-19 email updates.

## 1.4 Defining PLEA's Workplaces

1.4.1 PLEA's programs and services operate out of a variety of different environments. To ensure its response to preventing the spread of COVID-19 is as robust as possible, guidance has been created for:

- PLEA Staff in General
- PLEA Staff Working with Participants (in the community, family homes and in personal vehicles)
- PLEA's Offices, Locations and Fleet Vehicles
- PLEA's Family Caregivers (in the community, in family homes and in personal vehicles)
- PLEA's KidStart Volunteers Working with Participants (in the community and in personal vehicles)

## 1.5 Making Changes to this Plan

1.5.1 This plan is reviewed for effectiveness as new orders and guidance are released by the Provincial Health Officer and/or WorkSafeBC. At the same time our compliance in meeting this plan is also reviewed.

1.5.2 Changes are made to this plan, and to associated policies and procedures, as necessary.

1.5.3 Staff are asked to contact their manager or the Human Resources Department if they have any concerns about this plan or if it seems that any aspect of this plan is not working. Managers are empowered to resolve issues locally and in consultation with the worker if possible.

1.5.4 Where this is not possible, or if the concern or suggestion applies agency-wide, Managers are to inform their Director or the Human Resources Department.

## 1.6 Communicating Changes to this Plan

1.6.1 An email update is sent to the All Staff distribution list to share any updates or changes to the agency's COVID-19 Safety Plan.

1.6.2 A similar update is sent to the Service Coordinators and Volunteer Coordinators with an instruction that they forward it on to the Family Caregivers and Volunteer Mentors on their caseload.

1.6.3 All parties are encouraged to submit any questions they may have which are then answered as part of these updates.

1.6.4 Updates are stored on the Shared Drive should anyone wish to refer to them.

## 1.7 Who to Contact

1.7.1 Staff are asked to contact their manager if they have any questions about this plan.

1.7.2 Other useful contacts include the agency's Health & Safety Representatives and Shop Stewards.

1.7.3 Names and contact details of both can be found on the agency's Shared Drive and as an Appendix to this plan.



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# COVID-19 Safety Plan

## 2. Staff - General

### 2.0 Overview

- 2.0.1 BC is currently in a provincial state of emergency, which means the Provincial Health Officer can make orders as needed. Everyone **must** follow the orders.
- 2.0.2 Orders issued in relation to COVID-19, as well as related notices and guidance, can be found at <https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/current-health-topics/covid-19-novel-coronavirus>.
- 2.0.3 A summary of the provincial-wide restrictions in place can be found at <https://www2.gov.bc.ca/gov/content/covid-19/info/restrictions>

### 2.1 Active Daily Screening and Recognizing the Symptoms of COVID-19

- 2.1.1 Since the start of the pandemic staff have been and continue to be made aware of COVID-19 symptoms through COVID-19 email updates.
- 2.1.2 They have further been advised that they must not come to work if they are sick or experiencing COVID-19 symptoms.
- 2.1.3 As of November 20<sup>th</sup> 2020, PLEA has put in place more rigorous protocols for the active daily screening of staff whereby, prior to starting work, staff and management must ask themselves the following questions and confirm to their manager (via text, call, email, or online survey) that they have done so:
  - Have you travelled outside of Canada within the last 14 days?
  - Have you been identified by Public Health as a close contact of someone with COVID-19?
  - Have you been told to self-isolate by Public Health?
  - Are you displaying any of the following new or worsening symptoms:
    - o Fever or chills
    - o Cough
    - o Loss of sense of smell or taste
    - o Difficulty breathing
    - o Sore throat

- Loss of appetite
- Extreme fatigue or tiredness
- Headache
- Body aches
- Nausea or vomiting
- Diarrhea

2.1.4 If the answers are all “no”, staff may commence work after they have informed their manager.

2.1.5 Staff that answer “yes”, must call their manager to discuss next steps.

2.1.6 Managers keep a log that the screening has been completed by their staff and follow-up with staff as necessary.

2.1.7 The same screening is undertaken by any visitors to a PLEA workplace, including volunteers, participants, and trades people. If staff arrange for any of these visits to take place, they’ve been directed to let manager know who is visiting and confirm that they have asked themselves the above questions prior to doing so.

2.1.8 If the answers are all “no”, then they may visit the workspace but must adhere to our safety plan. If any of the answers are “yes”, they may not visit.

## 2.2 Staff experiencing COVID-19 Symptoms while at work

2.2.1 Staff who feel sick or unwell while at work must report to an on-site first aid attendant and/or their manager, even if their symptoms are mild. Staff who are sick are asked to wash or sanitize their hands and are provided with a medical mask (if available and if not, a non-medical mask).

2.2.1 The staff person is asked to go straight home.

2.2.2 The staff person is asked to consult the BC COVID-19 Self-Assessment Tool, or call 811 for further guidance related to testing and self-isolation.

2.2.3 If the staff person is severely ill (e.g., difficulty breathing, chest pain), the first aid attendant calls 911.

2.2.4 The first aid attendant will don gloves and a mask before treating the sick worker, and before cleaning and disinfecting any surfaces with which the sick worker has come into contact.

## 2.3 Working from Home

2.3.1 Staff are advised to work from home when they can and until further notice. The decision for staff to work from home must be taken in consultation with their manager and balanced alongside the need to continue our essential work.

2.3.2 A Telecommuting policy, as well as individual Telecommuting Agreements, have been prepared to assist staff to work from home safely.

2.3.3 The Telecommuting policy includes guidance for staff in how to set up a comfortable workstation at home.

2.3.4 Managers regularly check in with those working from home, on both a team and individual level, to arrange the work that’s to be done, help with any questions they have and troubleshoot any issues they may be experiencing.

- 2.3.5 When it's necessary for staff to visit or work out of PLEA office or location, staff must contact their manager so they can ensure the safety precautions at that office or location can be met.

## 2.4 Staff Meetings & Trainings

- 2.4.1 In-person staff meetings and trainings should only take place virtually. The only exceptions are 1-1s if masks are worn and physical distancing can be maintained.
- 2.4.2 Meetings and trainings can take place virtually using either FaceTime, Zoom, Microsoft Teams, Doxy.me or Pragmatic Conferencing. The decision as to which platform is used takes into consideration the preferences of our funders.
- 2.4.3 Every manager has access to a Pragmatic Conferencing account which staff can borrow. For Zoom, staff can make use of the free version for 1-1 meetings, or group meetings of 40 minutes in duration or less.
- 2.4.4 If the free version does not meet their needs staff can make use of one of five agency accounts. Instructions on how to schedule a meeting using these accounts has been circulated in the COVID-19 email updates and the agency's internal newsletter, PLEA's Read.

## 2.5 Refusing Unsafe Work

- 2.5.1 A Refusing Unsafe Work policy has been developed and disseminated to support staff and managers to follow the appropriate procedures if ever staff believe their work environment is unsafe.

## 2.6 Availability of PPE (Personal Protective Equipment)

- 2.6.1 PLEA's offices and locations each have an adequate supply of gloves and non-medical as well as medical masks.
- 2.6.2 Staff are asked to contact their manager if supplies in their office or caregiver homes are running low. Managers are to relay any needs to their Director.
- 2.6.3 A PPE Inventory is kept by the Joint Health & Safety Committee. It is reviewed monthly by site Health & Safety Representatives to a) ensure each office and location (and the agency as a whole) has an adequate supply and b) to assist staff in reordering inventory when needed.

## 2.7 Use of Gloves

- 2.7.1 When and how to properly use gloves is outlined in PLEA's Universal Precautions policy.

## 2.8 Use of Masks

- 2.8.1 To conserve medical (N95) masks, only those showing signs of illness, should wear one.
- 2.8.2 However it is expected that staff always have a mask on their person while at work. Masks have been made available to staff for this purpose. Staff who do not have a mask are asked to contact their manager.

- 2.8.3 It is further expected that staff wear a mask if ever it becomes difficult to maintain a safe physical distance from others.
- 2.8.4 Videos and a poster have been shared with staff on how to correctly don and remove masks.
- 2.8.5 People who cannot wear a mask or who cannot put on or remove a mask without the assistance of others are exempt.

## 2.9 Providing First Aid

- 2.9.1 First aid attendants have been provided Occupational First Aid Attendant (OFAA) protocols for use during the COVID-19 pandemic.

## 2.10 Violence at Home

- 2.10.1 Managers discussed keeping safe from a violence prevention perspective (i.e. domestic violence or community violence), and how they can report violence if it occurs, as part of agreeing each staff's Telecommuting Agreement.
- 2.10.2 In addition, managers have been asked to schedule regular check-ins with those employees working from home to ensure that they are doing well and staying healthy while doing so.

## 2.11 Training

- 2.11.1 PLEA's Joint Health & Safety Committee has refreshed PLEA's Communicable Diseases Learning Module. Managers are to ensure their staff, family caregivers and volunteer mentors complete the module by July 15th 2020.
- 2.11.2 Managers are trained in monitoring workers and the workplace to ensure policies and procedures are being followed.
- 2.11.3 Managers are encouraged to reach out to their Director if they have any questions or need further clarity regarding the agency's COVID-19 safety precautions. There is also the opportunity for group discussions at the monthly management meetings.

## 2.12 Tracking staff affected by COVID 19

- 2.12.1 The Human Resources Department is keeping a central log of any staff who are required to self-isolate.
- 2.12.2 Managers are asked to advise HR if the above is true for any of their direct reports.

## 2.13 Reliance on faxing to share important information with referral sources

- 2.13.1 We have asked those funders who ordinarily prefer information to be shared by fax whether this remains the case given the COVID-19 pandemic.
- 2.13.2 This is in recognition that doing so means staff need to visit a PLEA office or location more frequently than if they could instead send the same information by email.

2.13.3 Where necessary, staff have been made aware of the funders who have temporarily moved away from fax as a vehicle for transmitting important information.

## 2.14 Payment of Expenses through Nexonia

2.14.1 To minimize delays in expense cheques reaching employees we have accelerated the roll-out of Nexonia, our new expense system.

## 2.15 Privacy Practice and Working from Home

2.15.1 While working from home staff have been asked to abide by the following best practices:

- Keep laptops, smart phones, flash drives and other mobile devices secure. The loss or theft of any such devices is one of the most common causes of privacy breaches.
- Conduct telephone calls to discuss involving personal or confidential information in private and outside the earshot of others.
- When using a home computer that is shared with others in the household, limit access to files containing personal or confidential information. Keep passwords secure.
- Avoid printing or downloading files locally to devices. Whenever possible login to Remote Desktop and create and store sensitive documents on the agency network.
- If you must download and locally store any personal information, learn how to encrypt these files.
- Personal email accounts may not be secure and should not be used to transfer or transmit sensitive information.
- Exercise diligence in relation to your home security (e.g. lock doors and cabinets, activate alarms when away from home). Just like when you're at work, mobile devices and hard copies of records or files containing sensitive information must be physically secured.
- Wi-Fi networks in public spaces (e.g. coffee shops, libraries) not have secure connections. Ensure you are using private networks that are secure or other secure alternatives.
- Ensure that paper records and electronic records are securely destroyed when no longer needed. Sensitive personal information should be cross-shredded and electronic files securely wiped from device memory.
- Don't use cloud-based services to transmit, modify or access work files without first seeking approval from your manager. It is important that the use of cloud services be properly vetted for privacy and liability risks.

## 2.16 Safety Precautions Before, During and After Work

2.16.1 A tip sheet has been shared as part of the COVID-19 updates to provide additional considerations for staff working with other people (participants, homes or other co-workers) during the COVID-19 pandemic.

2.16.2 Staff have been asked to consider adopting this advice to keep themselves safe and to help stop the spread of COVID-19.

2.16.3 A copy is available on the Shared Drive.

## 2.17 Autoplan Insurance and Driver's License Renewals

2.17.1 You can book an appointment online to attend a driver license office to renew or reinstate your Driver's License.

2.17.2 To avoid long line ups it's recommended staff book an appointment to do so using this link:  
<https://www.icbc.com/driver-licensing/visit-dl-office/Pages/Book-a-knowledge-test-and-other-services.aspx>

2.17.3 To reduce in-person contact, many insurance transactions are still being undertaken via phone and email. Staff are advised to call their Autoplan broker for more details.



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## COVID-19 Safety Plan

### 3. Staff - Working with Participants

#### 3.1 Safety Precautions

3.1.1 Staff have been asked to limit the number of people in contact with themselves and their participants to reduce the risk of cross contamination.

3.1.2 Some possible measures suggested include:

- reducing the number of times staff visit a home in any given period
- reducing the number of home visits staff do in a day
- extending the time staff spend with each participant so they see less participants each day
- spending time with participants one-to-one outdoors or practicing life skills in caregiver homes
- connecting with participants by phone or FaceTime in between less frequent visits.
- not visiting places where more than 50 people are likely to gather

3.1.3 Staff are asked to screen participants prior to or at the start of each visit. They first ask if their participant has a new or worsening cough, fever or shortness of breath.

If **YES**, the participant is asked to immediately wash their hands and wear a mask, if available. Then the following additional questions are asked:

- Do you have a fever?
- Do you have a cough?
- Do you have shortness of breath?

If **NO** to all three questions staff and participants are asked to:

- **Take preventative measures such as to:**
  - Wash their hands frequently using soap and water for at least 20 seconds
  - Avoid touching their face
  - Cover their cough/sneeze with a tissue, sleeve or crook of your elbow instead of their hands
  - Avoid contact with people who are sick
  - Avoid greetings that involve touching
  - Ensure they each have a mask on their person
  - Ensure they have hand sanitizer between them

- Wear their masks in indoor public buildings and in circumstances where a safe physical distance from each other and/or other people can not be maintained
- o **Look out for the signs of illness**
  - New or worsening cough
  - Fever
  - Shortness of breath

If **YES** to any of the questions, staff are asked to determine if:

- o In the 14 days before they had symptoms, did they travel to an affected area?
- o In the 14 days before they had symptoms, did they have contact with an ill person who travelled to an affected area?
- o In the 14 days before they had symptoms, did they have contact with a person who has novel coronavirus?

They then have the participant's parent/guardian contact their primary health care provider or 811 to advise of their symptoms and their answers to these questions.

- 3.1.4 If, during your visit, the member of staff or their participant begin to feel unwell, staff must cancel the visit and inform their manager.
- 3.1.5 These same screening questions are being asked at intake. Concerns are flagged to PLEA's gatekeepers and the intake is suspended until we receive word it is safe to continue.

## 3.2 Use of Masks

- 3.2.1 To conserve medical (N95) masks, only those showing signs of illness, should wear one.
- 3.2.2 However it is expected that staff always have a non-medical mask on their person when in the care of program participants.
- 3.2.3 As of November 19<sup>th</sup> 2020 masks are mandatory in all indoor public settings and all retail stores, except if you are eating or drinking. Family Caregivers and participants must wear one when in these settings. This restriction is in place until further notice.
- 3.2.4 For the purpose of the order regarding the mandating of masks, a mask or face covering has been defined by the Province as a medical or non-medical mask that covers the nose and mouth. Face shields are not a substitute for a mask, as there is an opening below the mouth.
- 3.2.5 It is further expected that staff wear a non-medical mask if ever it becomes difficult to maintain a safe physical distance from others and ask program participants to do the same.
- 3.2.6 Videos and a poster have been shared with participants on how to correctly don and remove masks.
- 3.2.7 People who cannot wear a mask or who cannot put on or remove a mask without the assistance of others are exempt. Masks are not recommended for children under the age of two, but should be encouraged for children aged two to 12 in public settings.

### 3.3 Tracking participants affected by COVID-19

- 3.3.1 Staff have been asked to let their managers know if any of their program participants are required to self-isolate due to them returning from abroad, who are showing symptoms of COVID-19, or who have been directed to self-isolate because of COVID-19.
- 3.3.2 This information is logged on a tracking sheet for each program. Where possible, the results of any test undertaken are also logged.

### 3.4 Responding to an overdose during the COVID-19 Pandemic

- 3.4.1 Staff have been provided with advice from the BC Centre of Disease Control for responding to an overdose while COVID-19 is a risk.
- 3.4.2 In doing so it was highlighted that they should, as usual, only perform rescue breathing with a face shield. And if they don't feel comfortable due to the unknown risk, to not forget the basic life-saving steps including: calling 911, applying jaw thrusts, and using the position of safety.

### 3.5 Driving with Participants

- 3.5.1 Staff have been advised to only drive with participants who are asymptomatic, and they should only have more than one participant in their vehicle at any one time if they live in the same family home. There is no need to limit the number of participants they have in their vehicle per day.
- 3.5.2 In situations where staff are driving participants and it is not possible to maintain at least 2 metres physical distancing, all those in the vehicle must wear a non-medical mask.
- 3.5.3 To maximize physical distancing, where possible participants should enter the vehicle from the rear passenger doors and sit in the rear passenger seats.
- 3.5.4 A safety assessment is conducted for each participant to determine if it is safe for them to be seated behind the driver/worker.
- 3.5.5 Vehicles are cleaned/disinfected between each participant visit. Cleaning products are provided to staff to enable them to do so.

### 3.6 Bringing Participants to Offices

- 3.6.1 The following sites are open to participants during the COVID-19 pandemic:

Office/Location	Address
AR Lord Outbuilding	3001 East Georgia Street, Vancouver
Daughters & Sisters Centre	
FolkStone Abbotsford Office	2702 Ware Street, Abbotsford
Genesis South	3905 Fraser St, Vancouver
GOAL	644 Poirier St, Coquitlam
Lighthouse	11960, 239 Street, Maple Ridge
Maple Ridge/Pitt Meadows Youth Services Office	22420 Dewdney Trunk Road, Maple Ridge
Q (Creative Urban Employment)	3rd Floor, 550 Cambie St, Vancouver
Tri-Cities Youth Services Office	2601 Lougheed Highway, Coquitlam
UTurn Surrey Office	16590 96th Avenue, Surrey, BC V4N 2C3

Waypoint Centre	

- 3.6.2 The reason for having these sites open to participants during the pandemic is to provide an indoor space for workers to be with their participants one-on-one given many community resources that would otherwise be utilized are currently closed.
- 3.6.3 Each site has its own protocols in place to ensure occupancy limits are not breached, some examples of which are:
  - A member of staff or an online calendar is used to coordinate workers and participants visiting the site.
  - Workers book their visits to each site in advance.
  - Areas and equipment used by participants and their workers are cleaned before and after each visit.
  - No one-to-one visits or in-person staff meetings are held while school/group programming is in session.
- 3.6.4 Staff are asked to encourage participants to bring their own mask when visiting a PLEA office or location. If participants do not have one of their own, masks are available at each location for this purpose. If staff are unable to locate them, they should contact a manager.
- 3.6.5 Staff and participants should not eat together indoors. They should instead eat outside.

### 3.7 Participant Groups, Day Programs, Workshop Presentations & Schools

- 3.7.1 In-person participant groups, day programs and workshop presentations are suspended until further notice. **The only exception are outdoor participant day trips. These may take place so long as appropriate layers of protection are used.**
- 3.7.2 Staff are expected to move groups and workshops to a virtual setting, if they can successfully do so.
- 3.7.3 Schools remain open. All those attending should follow the on-site safety plans that are in place. Plans include attendees actively screening themselves prior to attendance by answering the questions at 2.1.

### 3.8 Cultural and Community Events

- 3.8.1 Any cultural or community event that can't successfully transition to a virtual platform are postponed for the time being.

### 3.9 Dealing with Violence/Threatening Behaviour from Participants

- 3.9.1 Staff should review their caseloads with a view to identifying participants who may escalate their behaviour in response to adaptations made to their plan of care as a result of COVID-19.
- 3.9.2 If any are identified, staff should follow the procedures in PLEA's Emergency Procedures policy which outlines what to do in the event of violence or threatening behaviour.

## 3.10 First Aid Renewals

- 3.10.1 Staff must not care for participants if they do not have a valid first aid certificate.
- 3.10.2 First aid class sizes have been reduced and masks must be worn while participating.

## 3.11 Testing for COVID-19

- 3.11.1 Staff should call 811, advise that they are an essential worker, and follow the advice they are given.
- 3.11.2 If staff are advised to go for a test, they must inform their manager as soon as possible. They must also advise their manager if anyone in their household is directed to get a test, again as soon as possible.
- 3.11.3 Staff who are tested, regardless of the result, must follow the advice they are given at that time. Staff should not return to work earlier than they are told they can do so.

## 3.12 MANDT Certifications and Renewals

- 3.12.1 Staff due to be recertified in MANDT are being trained via an online platform for the duration of the pandemic.

## 3.13 Suicide Ideation Training

- 3.13.1 Staff who need to be trained in suicide ideation are being trained in the basics via an online platform.

# COVID-19 Safety Plan

## 4. PLEA Offices, Locations and Fleet Vehicles

### 4.1 Working out of PLEA Offices and Locations

4.1.1 The following offices and locations are open to staff and have the following safety protocols in place.

Office/Location	Address
AR Lord Outbuilding	3001 East Georgia Street, Vancouver
Bernie Agg Centre	3894 Commercial St, Vancouver
CAMS Office	12159 Sullivan Street, Surrey (annex)
Children of the Street Office	1130 Austin Avenue, Tri-Cities
Daughters & Sisters Centre	
FolkStone Abbotsford Office	2702 Ware Street, Abbotsford
FolkStone Vancouver Office	3589 Commercial St, Vancouver
Genesis South	3905 Fraser St, Vancouver
GOAL	644 Poirier St, Coquitlam
Lighthouse	11960, 239 Street, Maple Ridge
Maple Ridge/Pitt Meadows Youth Services Office	22420 Dewdney Trunk Road, Maple Ridge
Q (Creative Urban Employment)	3rd Floor, 550 Cambie St, Vancouver
Tri-Cities Youth Services Office	2601 Lougheed Highway, Coquitlam
U-Turn Surrey Office	16590 96th Avenue, Surrey, BC (Upstairs)
U-Turn Vancouver Office	3593 Commercial Street, Vancouver
Waypoint Centre	

4.1.2 Staff are encouraged to work from home when possible in consultation with their manager.

4.1.3 Staff wishing to work out of an office, either ad hoc or on a regular basis, must inform their manager. Managers must liaise with one another to ensure the occupancy limit is not breached.

4.1.4 If the limit is breached, certain staff will be asked to work from home instead.

### 4.2 Occupancy Limits for Offices and Locations

4.2.1 Where possible and/or necessary, occupancy limits are in place for each of PLEA's offices and locations. Signage is posted to this effect.

4.2.2 Occupancy limits for each office and location are:

Office/Location	Address	Limit
AR Lord Outbuilding	3001 East Georgia Street, Vancouver	24 people
Bernie Agg Centre	3894 Commercial St, Vancouver	Not set
CAMS Office	12159 Sullivan Street, Surrey (annex)	Not set
Children of the Street Office	1130 Austin Avenue, Tri-Cities	7 people
Daughters & Sisters Centre		15 people

FolkStone Abbotsford Office	2702 Ware Street, Abbotsford	25 people
FolkStone Vancouver Office	3589 Commercial St, Vancouver	3 people
Genesis South	3905 Fraser St, Vancouver	10 people
GOAL	644 Poirier St, Coquitlam	Not set
Lighthouse	11960, 239 Street, Maple Ridge	Not set
Maple Ridge/Pitt Meadows Youth Services Office	22420 Dewdney Trunk Road, Maple Ridge	Not set
Q (Creative Urban Employment)	3rd Floor, 550 Cambie St, Vancouver	4 people
Tri-Cities Youth Services Office	2601 Lougheed Highway, Coquitlam	Not set
U-Turn Surrey Office	16590 96th Avenue, Surrey, BC (Upstairs)	7 people + Boardroom use
U-Turn Vancouver Office	3593 Commercial Street, Vancouver	4 people
Waypoint Centre		15 people

4.2.3 Where possible, occupancy limits have also been decided for communal areas such as kitchens, washrooms, photocopying areas, hallways and meeting rooms. Signage is posted to this effect.

## 4.3 Wearing of Masks

4.3.1 Masks are mandatory in all shared work areas and areas where physical distancing cannot be maintained.

4.3.2 For the purpose of the order regarding the mandating of masks, a mask or face covering has been defined by the Province as a medical or non-medical mask that covers the nose and mouth. Face shields are not a substitute for a mask, as there is an opening below the mouth.

4.3.3 Staff have been asked to limit the amount of time they spend in shared/communal work areas. This includes kitchens, break rooms and hallways.

4.3.4 The wearing of masks does not apply to those who are exempt from doing so, such as those who can't put on or take off a mask by themselves.

## 4.4 Physical Distancing

4.4.1 Where possible and/or necessary tape has been used to designate 2 metres from where staff are working.

4.4.2 If workspaces are closer than 2 metres from one another, signage has been placed to advise staff of which workspace is not to be used.

4.4.3 Where possible, meeting room tables have been positioned at least 2 metres away from one another.

4.4.4 When physical distancing requirements cannot be maintained, it is mandatory that masks will be worn.

## 4.5 Communal Spaces (including use at lunch and break times)

4.5.1 Doors to communal spaces should, where possible, remain open throughout the workday to reduce contact with door handles.

4.5.2 Staff working out of a PLEA office or location are asked to take their breaks either outside or at their desks to minimize the amount of time they spend in communal spaces.

- 4.5.3 Non-essential communal items, such as magazines and brochures, have been removed for the time being.
- 4.5.4 When in a communal area a non-medical mask must be worn.

## 4.6 Visitors to the Office

- 4.6.1 Inviting visitors to PLEA offices and locations is not recommended until further notice.
- 4.6.2 However, should a visit be unavoidable the visitor must answer the screening questions at 2.1 before entering.
- 4.6.3 The staff person arranging the visit must let manager know who is visiting and confirm that they have asked themselves the above questions prior to doing so.
- 4.6.4 If the answers are all “no”, then they may visit the workspace but must adhere to our safety plan. If any of the answers are “yes”, they may not visit.
- 4.6.5 Staff inviting visitors must also make sure occupancy limits are not breached when doing so, and encourage visitors to bring a mask for use if physical distancing cannot be maintained. Masks are available at each location should visitors require one and do not have one on their person.
- 4.6.6 For the purpose of the order regarding the mandating of masks, a mask or face covering has been defined by the Province as a medical or non-medical mask that covers the nose and mouth. Face shields are not a substitute for a mask, as there is an opening below the mouth.
- 4.6.7 To promote physical distancing, where necessary tape has been placed on the floor directing visitors where to stand when approaching front desks or doors.
- 4.6.8 Visitors are briefed in the COVID-19 plan for that location if necessary, including but not limited to the whereabouts of handwash stations, hand sanitizer, masks and first aid equipment, as well as an appropriate place for them to dispose of any used items.

## 4.7 Engineering Controls

- 4.7.1 Plexiglass has been installed at high-traffic areas where staff are working (e.g. reception) and visitors are common.
- 4.7.2 The cleaning of plexiglass is included in our cleaning protocols.
- 4.7.3 Managers and staff have both agreed that the installation of the plexiglass does not introduce risks to other workers.

## 4.8 Hygiene Etiquette

- 4.8.1 Staff working out of each location know the location of sinks and visitors are advised of such on arrival.
- 4.8.2 Signage is posted at all handwash stations advising workers how to properly wash their hands and how to practice cough and sneeze etiquette.
- 4.8.3 Hand sanitizer is available for use at the office entrances, in meetings rooms and in areas where shared office equipment can be found.

## 4.9 Shared Equipment & Items

- 4.9.1 Staff must properly wash their hands before and after using shared office and kitchen equipment, or wear the disposable gloves provided. Signage has been posted to this affect.
- 4.9.2 If a dishwasher is not available staff must not share cutlery or utensils. Instead staff have been asked to bring in their own. Signage is posted to this affect.
- 4.9.3 In locations where a dishwasher is available the person putting the dishes away must wash their hands before doing so.
- 4.9.4 Staff must not to share food.
- 4.9.5 Staff must use their own equipment, such as pens, staplers and computers where possible.
- 4.9.6 Staff are asked to sign in and out of their home base using the Simple In Out app on their cell phone, surface pro or laptop, rather than use the shared kiosk. Signage has been posted to this effect.

## 4.10 Cleaning Protocols

- 4.10.1 PLEA's office and locations are thoroughly and regularly cleaned by a professional cleaning company.
- 4.10.2 Special attention is paid to high-touch areas, such faucets, door handles and light switches.
- 4.10.3 The cleaning of the recently installed plexiglass is included in our cleaning protocols.
- 4.10.4 Any issues with the office cleaning protocols should be directed to Ros Rodrigues, Facilities & IT Administrator.

## 4.11 Travelling between office locations

- 4.11.1 Travel between different offices and locations should be limited to that which is necessary to the agency's operations.

## 4.12 Use of Fleet Vehicles

- 4.12.1 As of March 31 2021, PLEA-owned vehicles have received the [DrivePur Treatment](#). This is to ensure top health and safety sanitization standards for PLEA's shared fleet vehicles during the pandemic. The DrivePur Treatment is thought to be effective for up to six months.
- 4.12.2 Despite this treatment, staff using PLEA's fleet vehicles must still clean the vehicle following use, paying particular attention to the steering wheel, gear shift, and door handles.
- 4.12.3 When doing so, do not use Lysol products, Pinesol or similar products which contain more than 70% alcohol in them as this will strip the DrivePur Treatment from the vehicle surfaces. The vehicles can be vacuumed and wiped down with soap and water or "green" products.
- 4.12.4 Hand sanitizer can be used as long as it does not contain more than 70% alcohol (they typically do not).

## 4.13 Working Alone in a PLEA Office or Location

4.13.1 With fewer staff working out of PLEA's offices or locations, any staff who have safety concerns about working alone should speak to their manager.

4.13.1 Strategies to overcome these concerns may include locking doors, implementing check in – out procedures, having a minimum of two staff present in the office, having the staff person work out of a different PLEA office or location, or having the staff person work from home.

## 4.14 Temperature Checking

4.14.1 Temperature checking may be introduced to PLEA locations, as deemed necessary by management.

4.14.2 The locations where temperature checking has been introduced are as follows:

Office/Location	Address
FolkStone Abbotsford Office	2702 Ware Street, Abbotsford

4.14.3 When introducing temperature checking, management must ensure the following protocols are in place:

- The employee responsible for performing temperature screenings is properly trained to use the touchless temperature scanner.
- The tester is provided with PPE, including surgical gloves, face masks, and a lab/disposable coat.
- Alcohol-based hand sanitizer must be accessible in places where testing is conducted.
- The tester must ask employees whether they consent to having their temperature tested.
  - o Employees who refuse to consent are not to be permitted onto the worksite.
- The tester must also ask each employee who enters the workplace:
  - o Whether they are exhibiting any flu-like symptoms;
  - o Whether they have had contact with someone in the past 14 days who has been diagnosed with, or presumed to have, COVID-19.
- Employees must be tested and asked the above screening questions in a private or semi-private area, out of the sight and earshot of their colleagues.
- Records must not be collected, stored, used or disclosed for any purpose outside of the screening context.
- Employees with temperatures at or above 38 degrees, or who answer "yes" to any of the screening questions, should be advised to contact 8-1-1 for further direction.



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## COVID-19 Safety Plan

### 5. PLEA Family Caregivers

#### 5.0 Overview

- 5.0.1 BC is currently in a provincial state of emergency, which means the Provincial Health Officer can make orders as needed. Everyone **must** follow the orders.
- 5.0.2 Orders issued in relation to COVID-19, as well as related notices and guidance be found at <https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/current-health-topics/covid-19-novel-coronavirus>
- 5.0.3 A summary of the provincial-wide restrictions in place can be found at <https://www2.gov.bc.ca/gov/content/covid-19/info/restrictions>

#### 5.1 Safety Precautions

- 5.1.1 Family caregivers have been provided with a one-page which summarizes the guidance they must follow with regards to COVID-19. This summary is appended to this plan.

#### 5.2 Staying Connected

- 5.2.1 Family Caregivers must contact their Services Coordinator if they have any questions about PLEA's response and safety planning regarding COVID-19 and especially if:
  - they need personal protective equipment, wipes, hand sanitizer or cleaning products.
  - any member of their household (including our participants) is required to self-isolate due to them returning from abroad, is showing symptoms of COVID-19, or has been directed to self-isolate because of COVID-19.
  - they intend on getting tested for COVID-19 (this is to enable us to make plans should they need to self-isolate, thus further ensuring the safety of those in and supporting their home.
  - they wish to be issued with a temporary ID badge proving that they are providing an essential service in response to COVID-19.

## 5.3 Family Caregivers returning from abroad, feeling sick or exposed to COVID-19

- 5.3.1 Any family caregivers who return from abroad, feel sick, or have been or potentially been exposed to COVID-19 have been informed that, in addition to the safety precautions outlined in the one-pager, they must also wear a medical mask whenever they are in contact with others and, if possible, hand over the care of participants to another approved family caregiver or respite worker.

## 5.4 Use of Masks

- 5.4.1 To conserve medical (N95) masks, only those showing signs of illness, should wear one.
- 5.4.2 However it is expected that Family Caregivers always have a non-medical mask on their person when in the care of program participants and outside of their own home. PLEA has made masks available to family caregivers for this purpose.
- 5.4.3 As of November 19<sup>th</sup> 2020 masks are mandatory in all indoor public settings and all retail stores, except if you are eating or drinking. Family Caregivers and participants must wear one when in these settings. This restriction is in place until further notice.
- 5.4.4 For the purpose of the order regarding the mandating of masks, a mask or face covering has been defined by the Province as a medical or non-medical mask that covers the nose and mouth. Face shields are not a substitute for a mask, as there is an opening below the mouth.
- 5.4.5 It is further expected that Family Caregivers wear a non-medical mask if ever it becomes difficult to maintain a safe physical distance from others outside their home, and ask program participants to do the same.
- 5.4.6 Videos and a poster have been shared with family caregivers on how to correctly don and remove masks.
- 5.4.7 People who cannot wear a mask or who cannot put on or remove a mask without the assistance of others are exempt.

## 5.5 Responding to an overdose during the COVID-19 Pandemic

- 5.5.1 Family Caregivers have been provided with advice from the BC Centre of Disease Control for responding to an overdose while COVID-19 is a risk.
- 5.5.2 In doing so it was highlighted that they should, as usual, only perform rescue breathing with a face shield. And if they don't feel comfortable due to the unknown risk, to not forget the basic life-saving steps including: calling 911, applying jaw thrusts, and using the position of safety.

## 5.6 First Aid Renewals

- 5.6.1 Family Caregivers must not care for participants if they do not have a valid first aid certificate.
- 5.6.2 Class sizes have been reduced and masks must be worn while participating.

## 5.7 Autoplan Insurance and Driver's License Renewals

- 5.7.1 You can book an appointment online to attend a driver license office to renew or reinstate your Driver's License.
- 5.7.2 To avoid long line ups we recommend Family Caregivers book an appointment to do so using this link: <https://www.icbc.com/driver-licensing/visit-dl-office/Pages/Book-a-knowledge-test-and-other-services.aspx>
- 5.7.3 To reduce in-person contact, many insurance transactions are still being undertaken via phone and email. Family Caregivers are advised to call their Autoplan broker for more details.

## 5.8 MANDT Certifications and Renewals

- 5.8.1 Family Caregivers due to be recertified in MANDT are being trained via an online platform for the duration of the pandemic.

## 5.9 Suicide Ideation Training

- 5.9.1 Family Caregivers needing to be trained in suicide ideation are being trained in the basics via an online platform

## 5.10 Visitors to Family Caregiver Homes

- 5.10.1 Family Caregivers must only socialize inside their homes with those in their immediate household. Outside, they can socialize with up to the same 10 people but must adhere to the [provincial guidelines](#) when doing so.
- 5.10.2 Program participants are considered part of a family caregiver's household **regardless of whether they live in a separate suite or not.** The only exception are those family caregivers who have program participants living in a separate suite under a tenancy agreement.
- 5.10.3 PLEA workers visiting family caregiver homes is not a social interaction, but one of the main ways we ensure the safety and wellbeing of those in our care. However, when doing so the number of people in the home must be kept to a minimum, physical distancing requirements must be adhered to, and masks must be worn.



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## COVID-19 Safety Plan

### 6. PLEA's KidStart Volunteer Mentors

#### 6.1 Working with Mentees

- 6.1.1 As of March 29<sup>th</sup> 2021 in-person meetings between mentors and mentees are suspended. Until further notice, mentors are encouraged to meet their mentee virtually instead.

#### 6.2 Tracking mentees affected by COVID-19

- 6.2.1 Mentors are asked to let their volunteer coordinator know if their mentee is required to self-isolate due to them returning from abroad, who are showing symptoms of COVID-19, or who have been directed to self-isolate because of COVID-19.
- 6.2.2 This information is logged on a tracking sheet. Where possible, the results of any test undertaken are also logged.

#### 6.3 First Aid Renewals

- 6.3.1 Volunteer Mentors must not care for mentees if they do not have a valid first aid certificate.
- 6.3.2 Class sizes have been reduced and masks must be worn while participating.

#### 6.4 Autoplan Insurance and Driver's License Renewals

- 6.4.1 You can book an appointment online to attend a driver license office to renew or reinstate your Driver's License.
- 6.4.2 To avoid long line ups we recommend mentors book an appointment to do so using this link: <https://www.icbc.com/driver-licensing/visit-dl-office/Pages/Book-a-knowledge-test-and-other-services.aspx>
- 6.4.3 To reduce in-person contact, many insurance transactions are still being undertaken via phone and email. Mentors are advised to call their Autoplan broker for more details.

## 6.5 Staying Connected

- 6.5.1 Volunteer Mentors are asked to connect with their Volunteer Coordinator if they have any questions or concerns with regards to working with their mentee during the pandemic.



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## COVID-19 Safety Plan Appendices

### 1. Shop Stewards

Ryan Lee	236-688-4984	<a href="mailto:rlee@plea.bc.ca">rlee@plea.bc.ca</a>	U-Turn Fraser
Blair Tretwold	236-688-4847	<a href="mailto:btretwold@plea.bc.ca">btretwold@plea.bc.ca</a>	U-Turn Fraser
Erin Cunningham	236-888-5536	<a href="mailto:ecunningham@plea.bc.ca">ecunningham@plea.bc.ca</a>	FolkStone Abbotsford

### 2. Joint Health & Safety Representatives

Office/Location	Address	Rep
AR Lord Outbuilding	3001 East Georgia Street, Vancouver	Dan Sisk Shannon Miller
Bernie Agg Centre	3894 Commercial St, Vancouver	Ros Rodrigues Michelle Duncan
CAMS Office	12159 Sullivan Street, Surrey (annex)	Bree Osland
Children of the Street Office	1130 Austin Avenue, Tri-Cities	Maura Fitzpatrick
Daughters & Sisters Centre		Bree Osland
FolkStone Abbotsford Office	2702 Ware Street, Abbotsford	Iona Ferguson Katherine Agra
FolkStone Vancouver Office	3589 Commercial St, Vancouver	Annie Choi
Genesis South	3905 Fraser St, Vancouver	Annina Greenfield
GOAL	644 Poirier St, Coquitlam	Matt Davidson
Lighthouse	11960, 239 Street, Maple Ridge	Rebeca Antemir
Maple Ridge/Pitt Meadows Youth Services Office	22420 Dewdney Trunk Road, Maple Ridge	Toby Mustill Mable Yip
Q (Creative Urban Employment)	3rd Floor, 550 Cambie St, Vancouver	Sean Corney
Tri-Cities Youth Services Office	2601 Lougheed Highway, Coquitlam	Brian Strong Aman Atwal Mable Yip
U-Turn Maple Ridge Office	#24 – 22374 Lougheed Hwy, Maple Ridge	Jennifer Kelly
U-Turn Surrey Office	16590 96th Avenue, Surrey, BC (Upstairs)	Shavonne Laine
U-Turn Vancouver Office	3593 Commercial Street, Vancouver	Valerie Rodyuk
Waypoint Centre		Kevin Webster

# 3. Family Caregiver One-Page

Click the icon to view



Safety Precautions  
for Family Caregivers