



COVID-19 Safety Plan

June 4, 2020

1. Communication

During this pandemic, the health and well being of our staff and clients have been our primary concern. As we re-open our buildings, this remains our main focus. With that in mind, we have developed the following protocols. Of course as the pandemic continues to unfold, we will be monitoring new public health measures and re-evaluating our procedures and processes in the light of any new information. This situation is complex and without precedent in the modern age. It is impossible to get this perfect, but we are going to do our best to educate ourselves and move forward with a measured approach and robust mitigation strategies in place.

2. Reducing Transmission

Physical distancing measures – measures to reduce the density (intensity and number of contacts) of people in your setting.

All Locations

Where possible counselling will be done via online platforms or telephone to reduce “contact intensity” and “number of contacts” in our office.

Where this is not possible or in addition to virtual counseling it is important to adhere to the following protocols:

- In-office, physically-distant sessions only scheduled where safety can be maintained
- All in-person appointments are scheduled and staggered to allow time to sanitize surfaces between appointments and to minimize contact with others.
- Restrict number of people who accompany clients where possible (i.e., no children, friends, or family accompaniment allowed)
- For family counselling, ensure that clients who attend are from the same household or “social pod”
- Clients enter through front door of building and exit through back door to reduce chance of contact with others entering/exiting

Engineering controls – physical barriers (e.g. plexiglass barriers; one-way systems for customer flow; physical space between seating).

All Locations

- Waiting rooms closed
- Clients to wait in their vehicles, or outside the office if possible, until just before their appointment or when they are called or texted to come in
- Communicate the process for entering the building/office to client, visitor or delivery person

- Hand sanitizer available at all locations in multiple spaces

Administrative controls – rules and guidelines to reduce the likelihood of transmission in your setting (e.g. stay away if sick; hours of operation).

All Locations

- Staff will actively screening clients over the phone before scheduling or confirming appointments. This includes screening for any symptoms, asking if they have close contacts that have confirmed or suspected COVID-19 or if client has travel history that may be relevant to COVID-19
- When booking in-person appointments staff will ask clients to cancel, reschedule or schedule a virtual appointment if they develop symptoms or have a close contact that has confirmed or suspected COVID-19. Remind clients of this policy when they arrive for their appointment
- Reminder sign posted at door; if presenting symptoms or have been in contact with someone who has confirmed or suspected COVID-19 they will be denied access to building
- Employees reminded to practice good health hygiene
- Mandatory use of hand sanitizer at front door for every person entering the premises
- Limit the use of communal pens with clients/delivery people etc and refrain from exchanging items before and after the appointment (e.g., send documents and reports electronically)
- Counsellors should ensure that they are sanitizing all high touch surfaces (e.g., door handles, light switches) before and after a client attends an in-person appointment
- All staff should ensure that they are sanitizing all high touch surfaces (e.g., door handles, light switches) in their office at the end of each work day
- Implement a cleaning protocol for all common areas and surfaces, including washrooms, equipment, tools, common tables, desks, light switches, and door handles

PPE – use of non-medical masks.

- PPE available at all location (masks, gloves, hand sanitizer)
- If it is not possible to maintain physical distancing with clients, consider the use of masks or face shields. Masks/shields can reduce the spread of droplets from the wearer, but may not prevent the wearer from inhaling the droplets of others. It is therefore important to ensure that clients as well as the counsellor are wearing masks to ensure protection for both parties

3. Other

Monitor and Update COVID-19 Safety Plan

Health and Safety Sub-committees for residential and community programs to ensure we:

- Assess COVID-19 safety plan procedures and determine if adjustments need to be made
- Identify new areas of concern and make changes as necessary
- Ensure staff are educated and informed of all COVID-19 policies and procedures

Thank you for cooperating with our COVID-19 Safety Plan.