



Kamloops Immigrant Services COVID-19 Safety Plan

June 10, 2020

1) Preparation, distribution and context of this plan

1.1. This plan has been prepared following the direction of WorkSafeBC, and relevant public health guidelines, with input from the agency employees.

1.2. KIS COVID-19 Safety Plan will be posted on the agency's website, distributed to all employees and located in the reception area.

1.3 The plan may be updated from time-to-time.

1.4 Planning for staff working off-site and for staff meeting face-to-face with clients in a non-office setting will be done in accordance WorkSafeBC guidelines.

2) Measures to reduce the risk of person-to-person transmission

2.1. Measures to maintain physical distancing of at least 2 metres

a) Employees will work partially on-site and partially remotely following a rotation schedule.

b) Meetings with more than 6 people will be conducted virtually. During in-person meetings a distance of at least 2 meters between people must be maintained.

c) Each room will be posting the maximum occupancy at the entrance.

c) The agency layout will be identified with an east (back) and west (front) wings allowing for specific entry and exit doors.

d) Client service will be provided remotely, to the extent possible, while accommodating client needs. Where those needs cannot be adequately met through remote service, appropriate precautions will be taken for in-person meetings, following the procedure in section 2.3 K) and 2.4

e) Visitors will be limited to those essential in the circumstances.

f) Appropriate signage will be posted throughout the agency.

2.2. Measures to minimize the risk of transmission where physical distancing of at least 2 metres cannot be maintained

- a) Purchase and install a Plexiglass barrier (screen guard) at the reception desk.
- b) Purchase a limited number of portable barriers (sneeze guards) that can be used where needed.
- c) For situations in which neither physical distancing nor other measures are available, such as walking through the hallways or administration of first aid, purchase and distribution of an initial fabric mask for each employee, and additional disposable masks and gloves kept in stock at the reception.
- d) On an ongoing basis, the supply of gloves and surgical masks will be monitored and replacement supplies will be purchased as needed.
- e) Clients will be asked to bring their own mask wear a mask during their in-person appointment where physical distancing cannot be maintained or separation by a barrier is inappropriate. A supply of disposable masks will also be kept at the reception.
- f) Employees will be asked to wear a mask or shield as they engage in the hallways, assist a client without a barrier separating them or to administer first aid.
- g) Employees will be asked to wear gloves if they are exchanging documents and money.

2.3. Measures to ensure adequate hygiene and cleaning are maintained

- a) Purchase gloves, spray bottles, disinfectant, and paper towels for sanitization of surfaces.
- b) Purchase hand sanitizer for hand hygiene and install at appropriate locations ensuring that each staff person and client have easy access to soap and running water or to hand sanitizer.
- c) Establish a daily weekday schedule of cleaning and log for both kitchens maintained by all staff.
- d) Establish a daily weekday schedule of cleaning and log for all four washrooms maintained by all staff.
- e) Ensure that the evening janitorial service provider adheres to standards provided by the agency.

- f) Ensure that HVAC systems are maintained.
- g) Ensure that barriers and frequently-touched surfaces are sanitized after use and at least twice per day, ensure that responsible staff are trained in following Cleaning and Disinfecting guidelines and wear gloves when cleaning and/or disinfecting.
- h) Post signage in appropriate locations on hand washing/sanitizing.
- i) Monitor the frequency and adequacy of cleaning and janitorial services.
- j) Clients will be asked to bring their own pen although disinfected pen will be available in specifically marked containers and then returned to a different container.
- k) Employees will wash their hands frequently and disinfect surfaces while wearing gloves after meeting clients. Shared equipment, tools, and frequently touched surfaces should also be disinfected before and after use.

2.4. Measures to restrict entry

- a) If an appointment with a client or essential visitor is arranged by phone or otherwise in advance, at the time of booking, the individual will be informed that 48hrs prior to their appointment they will be contacted to go over the pre-screening questionnaire and protocol, unless the appointment booking takes place within 48hrs, then the individual will be asked to confirm that they:
 - i. Have not, or someone in their household arrived from outside of Canada or had contact with a person who traveled outside of Canada in the past 14 days;
 - ii. Have not or someone in their household experienced any of the following symptoms in the last 10 days: fever, coughing, sore throat, difficulty breathing, flu-like symptoms;
 - iii. Have not been directed by Public Health to self-isolate or quarantine;
 - iv. Have not been in direct contact with someone who has tested positive for COVID-19 or is waiting for COVID-19 test results.

If the answer to any of these questions is positive, the individual shall not be permitted to come to the site. Remote service will then be offered including additional resources such as interpreter on conference or video call, technical support, etc. unless the client waits until it is safe to come to an in-person meeting.

- b) 48 hours prior to the appointment, the individual will be contacted by the person hosting the in-person meeting and asked to answer the above questions. Additionally the “in-person client protocol” will be shared (read or emailed) at that time.
 - c) The note “COVID Safety check” will be entered in the data base client profile after the proceeding with the pre-screening questionnaire and sharing the protocol.
 - d) Upon arrival, anyone accessing the site shall answer the following questions to the designated person at the reception desk:
 - i. Have you experienced any symptoms that could be related to COVID-19 since your pre-screen interview?
 - ii. Have you been in contact with someone who arrived from outside of Canada since your pre-screen interview?
- If the answer to any of these questions is positive, access to the site shall not be granted.

2.5. Measures regarding illness on-site

- a) All employees must stay home when sick.
- b) If an employee immediate family member is feeling ill or is sick, the employee must stay home until it is safe to return.
- c) If an employee got into contact with someone who has COVID-19 or was tested positive for COVID-19 - they should quarantine themselves, inform the executive director and work from home.
- d) Employees who start to feel ill at work, even with mild symptoms, must report to the their immediate supervisor or the executive director
- e) Following the WorkSafeBC OFAA protocols during the COVID-19 pandemic, the ill person will be provided with a mask, be isolated, and be asked to leave the premises and go for testing.
- f) Surfaces which the ill person may have come into contact with must be sanitized once the person has left. If the person is severely ill (e.g. difficulty breathing, chest pain), 911 must be called.