

COVID-19 Pandemic Plan Response Guide

Pandemic Preparedness Plans

Each resource should have a resource pandemic preparedness plan to help identify resource-specific consideration. This should be consulted when determining how to respond to COVID-19 issues. These plans form part of Bonaventure Support's Pandemic Plan.

All plans are reviewed with front line workers, managers, directors, administration and the Joint Health and Safety Committee.

There are three goals that the provincial health authority strive for;

1. To protect those who are the most vulnerable
2. To protect the health care system
3. To minimize the harms and measures

To reduce the spread of the virus spreading through droplets in the air, Bonaventure is implementing protocols to protect against identified risks. We follow Worksafe's plan to reduce the risk of person to person transmission by following the four levels of protection.

First level – Elimination – rearrange work spaces, rescheduling support times,

Second level – Engineering controls – Installing barriers or spacing to separate people

Third level – Administration controls – Establishing rules and guidelines, such as occupancy limits, time controls, vehicle controls, etc

Fourth level – PPE – If an individual is sick and we are caring for them, the proper use of PPE could be of help.

Precautionary measures

Each program is required to complete Bonaventure's *Covid-19 Workplace Prevention Guide*. As each program is unique and individualized, there may be some unique concerns for each program. This plan address the company as a whole and recognizes that specialized support may occur in specific programs.

Modifications to Services

Resource activities will need to be modified to reduce the risk of the spread of the virus. This will include but is not limited to:

- Community Inclusion Programs will complete the COVID – Previsit Checklist.
- Hand sanitizer, gloves and masks will be provided to each program.
- Limiting the amount of people in each program at one time. Each program will be different and could section off their spaces to allow for more people. This will need to be done with the approval of your Director.
- Avoiding areas where there are large crowds (50 or more people) and/or crowded areas, including public facilities, events and public transit.
- Following all public safety community closures of spaces, buildings and programs.
- Ensuring social distance wherever possible (2 meters from others) and avoiding any unnecessary contact, including handshakes and hugs.
- Canceling activities that may risk exposure.
- Taking special precautions for those with compromised immune systems.
- Coaching and/or education self-advocates and families on risks.
- Any other precautions outlines in your Resource Pandemic Preparedness Plan.

COVID-19 Pandemic Plan Response Guide

Infection Control

All staff should exercise enhanced universal precautions, including proper handwashing, using personal protective equipment when needed (e.g. gloves and masks), and following sneezing and coughing etiquette. Persons served should be supported with infection control as much as possible. Posters have been provided for each resource to post on hand washing and coughing/sneezing etiquette. If you are supporting someone who is exhibiting symptoms or has tested positive for COVID-19, consult your manager or Director and your local health unit around additional precautions.

Posters that are to be posted around the programs will be:

- Hand Hygiene
- How to wear a face mask
- Cover your Cough

Universal Safe Work Procedures/Prevention

Continue to follow universal precautions which include hand hygiene (hand washing is the simplest, most effective means of controlling the spread of Covid-19) and the use of PPE such as gloves or masks as indicated.

1. Hand washing – washing your hands not only prevents you from getting sick, but it also reduces the risk of infecting others. If you don't wash your hands properly before coming into contact with others, you can infect them with the germs on your hands. Other people can also get sick from the germs unwashed hands leave on shared objects like doorknobs, keyboards and other equipment in the home or work place. ALL individuals should be taught how to perform proper hand washing and when unable, they should be assisted.

When to wash your hands:

- Upon entering the program
- After using the washroom or helping someone use the washroom
- After sneezing, coughing or using a tissue
- After helping someone with a runny nose
- Touching your face
- Before and after caring for someone who is sick
- Before and after providing personal care
- Before performing first aid or applying a Band-aid
- After cleaning or handling garbage
- After handling shared objects
- Before and after eating or feeding someone else
- Before preparing food
- After handling raw meat
- After handling pets or other animals
- Before and after putting on and taking off any PPE

Cleaning and Sanitizing

Ensure that thorough cleaning and disinfecting happens of all surfaces being touched/exposed to germs (e.g. door knobs, fridge and stove handles, cupboard handles, counters, faucets, phones, keyboards, equipment, toilet seat handle, light switches, remotes, car handles and knobs, etc) as follows:

- Staffed residential – enhanced cleaning/disinfection at least once per shift (morning, evening, night)
- Other sites – enhanced cleaning/disinfecting at least twice per day

COVID-19 Pandemic Plan

Response Guide

- All sites – spot clean/disinfect more often as needed

All program will be using disposable paper towels to dry hands and wash dishes or any other cleaning requirements.

Each program will removed any unnecessary tools or equipment, etc, that are not needed in our daily activities to simplify the cleaning process.

Communication

Head office will communicate to all workers through Memo's to staff. Directors will communicate with managers through manager meetings in person or by Go To Meetings/Zoom, emails, phone conversations, etc.

Each program will communicate on their front door's if they are in a locked door stage, if visitors are or are not allowed, or any other information that is relevant to individuals, staff and visitors. If an individual who is positive with Covid within the program.

Program managers will communicate with their parents if visitors are allowed at residential programs.

Program managers will communicate with their individuals and family members about how their support will be provided to them as we move through the stages of closure to opening again. There could be a few stages in between.

Vehicles

All vehicles will be wiped down after each use. See poster - *Pandemic Vehicle Safety Guidelines*.

All individuals are asked to sit in the back seat to ensure social distancing. One person per row of seats in the vehicles.

PPE

Gloves and masks are available in each program. Gloves should be worn for all cleaning and personal care tasks. It is understood that wearing masks will not prevent workers from respiratory droplets. Wearing masks should only be considered when other control measures cannot be implemented. See "How to wear a face mask" – CDC Poster

Visitors and Exposure of Person Supported

Immediately enhancing screening measures for visitors to the resource. Ill visitors, including visitors with any degree of respiratory symptoms, **should not be permitted to visit**. If there is urgency to a visit (e.g. due to rapidly declining health status of a resident), and sick visitors must be present, please arrange for PPE (e.g. mask, gloves) in advance of protect the health of others. Post the visitor poster on each exterior door of the resource.

If someone receiving supports has had contact with a person who is in self-isolation, exhibits symptoms of COVID-19 and/or has tested positive for COVID-19, contact 8-1-1 and/or your local health authority for advice prior to them returning to the resource and /or further service provision. If a visit is being considered (e.g. with a family member), planning should occur to ensure that the person s not exposed to someone in self-isolation or who is symptomatic prior to returning to the resource.

MCFD may restrict all visits to residential homes throughout the province. Bonaventure Support will follow guidelines set out by them.

COVID-19 Pandemic Plan

Response Guide

What to do if a person receiving supports becomes ill

Staffed Residential Services:

- If someone with a residential home becomes ill, follow the steps below and consult your Resource Pandemic Preparedness Plan for resource-specific considerations.
 1. Immediately isolate all persons with new or worsening respiratory symptoms. They can be self-isolating in their bedroom. If the person cannot be isolated without using restricted practices, isolate other people in the resource as much as possible and support each person to maintain social distance (minimum 2 meters).
 2. Immediately inform your Manager or Director.
 3. The Manager, Director or a delegated staff should contact 8-1-1 or your local health unit for direction. If it is a licensed residential setting and there are two or more ill residents, contact Public Health immediately (604-507-5471 [Monday to Friday 0830-1630h] or 604-527-4806 after-hours) for advice on next steps.
 4. In consultation with your local health unit, Public Health (if applicable) and Director, develop a plan for further support and follow-up to mitigate risks of spread.
- If a person you support is diagnosed with COVID-19:
 - Immediately inform your manager.
 - Notify Public Health. Public Health will follow up immediately to assist in management and contact tracing.
 - The Manager will notify your Director.
 - The Manager and Director will work with the health authority to determine a response plan and ensure appropriate communications.
 - Current guidelines indicate that no residents need to be moved to acute care with a diagnosis of COVID-19 unless their clinical status requires it.

Community Inclusion Services: (Community Inclusion/Day Services, Supported Living, Outreach, Employment, Youth Programs)

- Before the start of each scheduled support time, Support Staff will either text, phone or speak with the individual and ask them the following questions. It will be recorded daily on the *Covid- Previsit Checklist*.
 - Are you feeling well today?
 - Do you have any of the following symptoms: fever, cough, sore throat, runny nose, feeling ill?
 - If they are not feeling well, then support will cancel support for that day.
- If someone has flu like symptoms such as fever, coughing and difficulty breathing, they should be advised to stay home and away from others. They can call 811 at any time to speak with a registered nurse. (People who are deaf and hearing impaired, call: 711).
- If someone displays symptoms during their service time:
 1. Immediately isolate all persons supported with symptoms. If the person cannot be isolated without using restricted practices, isolate other people in the resource as much as possible and support each person to maintain social distance (minimum 2 meters).
 2. Contact the person's primary caregiver and request that they be picked up immediately. Continue to implement isolation until the person is picked up.
 3. Immediately inform your Manager. The Manager will notify their Director.

COVID-19 Pandemic Plan

Response Guide

4. The Manager, Director or a delegated staff should contact 8-1-1 or your local health unit for further direction.
 5. In consultation with your local health authority and Director, develop a plan for further support and follow-up to mitigate risks of spread.
- If someone has tested positive for COVID 19 and was in contact with other individuals or staff in the resource:
 1. Immediately inform your Manager. The Manager will notify the Director.
 2. The Manager and Director will work with the local health authority and seek direction from them on who may be at risk and who should be notified. Your local health authority is the primary authority for how to respond to people who may have COVID 19.
 3. In consultation with your local health authority and Director, develop a plan for further support and follow-up to mitigate risks of spread.

Staffing Measures

Self-Isolation/Quarantine

- Employee isolation or quarantine for the 14-day incubation period should be done only with the approval of a medical professional unless the employee is returning from international travel and is required to under the current guidelines from the Medical Health Officer. Current guidelines for return from international travel are as follows:
 - Employees working in staffed residential homes or non-residential resources should observe the 14-day self-isolation period for any international travel, regardless of whether they are symptomatic.
 - All employees should take the following precautions:
 - I. Self-monitor daily for signs and symptoms of illness;
 - II. Follow infection prevention and control protocols including diligent hand hygiene and the use of personal protective equipment when delivering care;
 - III. Reduce close contact with other workers and avoid shared spaces where possible;
 - IV. Avoid close contact with others when traveling to and from work and between shifts; and
 - V. Self-isolate at home on days when not required at their workplace
- All other employees who have not travelled outside of Canada and who are concerned about having contracted the virus should contact 8-1-1, their primary care physician, or local public health office, to secure and follow directions on self-isolation, even though asymptomatic.
- Employees who are directed by a medical professional or required by provincial guidelines to self-isolate would be placed on a protected unpaid leave of absence (not sick leave) for the duration of the recommended isolation period. Those who provided a medical note, will require a “Return to work” letter from their physician before being placed back on the schedule. Those who are authorized to work from home would continue to be paid as usual.
- Employees who commence travel outside of Canada after March 13 contrary to the direction of the Provincial MHO do so at their own risk. Upon returning to Canada, they would be placed on an unpaid leave for the 14-day self-isolation period, or they may use available vacation credits or apply for *Employment Insurance* (EI) benefits.

COVID-19 Pandemic Plan

Response Guide

- Employees should avoid contact wherever possible with any person who is in self-isolation, exhibits symptoms or who has tested positive for COVID-19. If such contact has occurred, employees should contact 8-1-1 or their local health unit for advice and notify their manager before returning to work.
- All self-isolating employees should keep their manager updated regarding the status of any direction or updates they receive from a qualified medical professional.

Staff Coverage

While we understand that employees may experience concern around exposure to COVID-19, it is important to follow all guidelines from provincial health authorities around work attendance. Employees who are not showing symptoms of illness or who do not actively secure direction from a qualified medical professional to self-isolate are expected to attend, and remain at work as scheduled, despite understandable personal concerns about potential exposure in the community or in the workplace.

In order to ensure that staffing coverage is available, no new vacation requests will be granted for the near future. Depending on developments, it may also be necessary in the future to consider the cancelling of vacations already granted.

Monitoring Programs

All programs will be monitoring risks associated with COVID-19. If a new concern is identified or something is not working, please contact your Program Manager right away. As a company, we will need to identify if this is program specific or company wide. Then it will be addressed and communicated to the required workers.

Additional Resources

BC Centre for Disease Control: <http://www.bccdc.ca/about/news-stories/stories/2020/information-on-novel-coronavirus>

CLBC: https://www.communitylivingbc.ca/for-service-providers/information-about-the-novel-coronavirus-covid-19-for-clbc-funded-service-providers/?mc_cid=66c5008b66&mc_eid=4128ba32f1

HealthLink BC: <https://www.healthlinkbc.ca/public-health-alerts>

Public Health Agency of Canada: <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/know-facts-about-coronavirus-disease-covid-19.html>

Bonaventure – COVID – Previsit Checklist

Bonaventure COVID-19 Workplace Prevention Guide

Posters

- Coronavirus COVID-19-Hand Hygiene - BCCDC
- Coronavirus COVID 19 – How to wear a face mask – BCCDC
- Cover your Cough – Alberta Health Services
- Pandemic Vehicle Safety Guidelines – Bonaventure Support Services created