

Re-entry plan/phases of operation July 14, 2020

Revised: July 21, 2020

Revised: Sept 17, 2020



Worksafe BC Re-Entry Plan

(Revised Sept 17, 2020)

Outreach Therapy

Phases of Operation and Service Provision

BC's Restart Plan outlines 4 phases to reopening the economy in a way that will keep the public safe during the continuing COVID-19 pandemic. Outreach Therapy will have its own phased process for reintroducing in-person services and increasing the number of staff working from the main office. This document describes proposed phases of operation. The process and timelines of these phases will be dependent on the development of industry specific safety protocols and the completion of staff training, to ensure the health and safety of our clients, staff and the community. These phases of operation and the accompanying policies and protocols that are developed will be directed and informed by the orders, guidelines and notices issued by the provincial health officer and regulatory health profession colleges.

CURRENT PHASE OF OPERATION: PHASE 3

PHASE 1

All services performed virtually. No on-site meetings with external parties. All meetings are virtual, staff work from home exclusively.

Phase 1 Services

All staff are working from home with only occasional visits to the Centre as needed for preparing materials, getting resources / equipment.

- Staff are given access to secure remote log-in, cell phone allowance and provided equipment when necessary.
- All services are delivered via tele-rehab
- Necessary equipment is loaned and delivered via safe drop procedures
- Meetings with community partners are attended via Zoom or Teams

PHASE 2

This phase will slowly re-introduce physical interactions within our workplace, and we will begin delivering certain services in person. The primary work location for most staff is at home. Phase 2 will allow for the return of certain clinical and administrative staff based on criteria including: staff preferences, physical accommodations, and physical distancing. Staff who are present in phase 2 are encouraged to blend working from home and working from the Centre. Other considerations in this

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phase will be staggering when staff work from the Centre, where they are located and who is working around each other to ensure safe physical distancing and to minimize foot traffic in the building. Limited in-person services may take place in accordance with the criteria described below. Maximum staff in the office = 2 (40% of normal physical interactions).

Phase 2 Service Provision

Phase 2 services will expand from phase 1 with limited in person sessions. In-person visits may include outdoors at the family home. Staff will continue to:

- Work from home
- Provide tele-rehab services

Client & family criteria for in-person session(s):

- Family is willing to attend in person session(s)
- In-person services must only proceed when the anticipated benefits of such services outweigh the risks to the client and the Staff member.
- The staff member is accountable and is the person best positioned to determine the need for, urgency, and appropriateness of in-person services.
- Families will be prioritized using clinical judgement and the EIP decision support tool, which considers accessibility, clinical need and risk.

PPE requirements & training for staff:

- A point of Care Risk Assessment will be done for each in person session to determine PPE requirements.
- Staff will don and doff PPE as per guidelines from Work Safe BC and BCCDC.

Health screening of clients/families:

- Families will complete a health screening for all members present and asked to reschedule if presenting with any symptoms of illness

Infection control procedures:

- Time will be allotted in between sessions to allow for thorough cleaning of therapy room and any items used in session
- Hand sanitizer will be in each room. See guiding documents in policy and procedures for further details
- Appointments will be staggered
- Families will be asked to come on time, not early for their appointments.
- Physical distancing will be used in sessions as able
- Families will be asked to reduce the number of individuals attending appointment (one adult and no siblings)
- Only items that can be sanitized will be used in sessions

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PHASE 3

Phase 3: This phase will include additional opportunity for physical interactions, expanded in-person services and a more equal blend of work from home and the use of our office space. Otherwise, phase 3 will allow for any staff to return to the main office. The main office will not have more than 4 staff in the office at any given time. This is either four staff that normally work in the main office, or a combination of 3 staff that normally work in the main office and 1 staff that works in ECMH office.

- No on-site meetings with external parties unless deemed critical.
- Outreach hosted meetings with external parties will be hosted virtually.
- Outreach staff will attend all externally hosted meetings virtually - either by phone or teleconference.
- Staff must ensure that they communicate physical distancing procedures to external visitors and adhere to physical distancing requirements.
- Maximum number of clients in treatment room will be 1 therapist and 1 caregiver with client (total 3 people). Where deemed necessary, a maximum of 1 visiting professional will be allowed to total of 4 people.
- No indoor or outdoor group therapy sessions - group therapy sessions may only occur virtually.

Phase 3 Service Provision

- As we move to Phase III, we **will slowly** increase the number of in-person sessions in clinic, and in community, while maintaining virtual visits.
- Any in person session will be decided on using the Point of Care Risk Assessment tool, where the benefit of an in person session outweighs the risks, and where care can only be performed in person.

Outdoor community sessions:

- includes any session done in an outside space at a daycare, outdoor yard at a client's home, or outdoor community space.
- client must consent to accepting any risks of being in that space

Indoor community sessions (at locations other than Outreach):

- All spaces must be large enough to allow adequate physical distancing **of all persons present**. Group size will not exceed 4 persons. This might look like: 1 Outreach staff, 1 caregiver, 1 child client, and 1 visiting professional.
- client must consent to accepting any risks of being in that space

Please note: Outreach Therapy is not providing any in-home or inside daycare visits.

Client & family criteria for in-person session(s) in clinic:

- Family is willing to attend in person session(s)
- In-person services must only proceed when the anticipated benefits of such services outweigh the risks to the client and the staff member
- The staff member is accountable and is the person best positioned to determine the need for, urgency, and appropriateness of in-person services.

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- Families will be prioritized using clinical judgement and the Centre for Ability decision support tool, which considers accessibility, clinical need and risk

PPE requirements & training for staff:

- A point of Care Risk Assessment will be done for each in person session to determine PPE requirements.
- Staff will don and doff PPE in accordance with Work Safe BC and BCCDC guidelines.

Health screening of clients/families:

- Families will complete a health screening for all members present and asked to reschedule if presenting with any symptoms of illness; families must disclose if this includes anyone in the home.

Infection control procedures:

- Time will be allotted in between sessions to allow for thorough cleaning of therapy room and any items used in session
- Hand sanitizer will be in each room. See guiding documents in policy and procedures for further details
- Appointments will be staggered
- Families will be asked to come on time, not early for their appointments.
- Physical distancing will be used in sessions as able
- Families will be asked to reduce the number of individuals attending appointment (one adult and no siblings)
- Only items that can be sanitized will be used in sessions.
- If items are dropped off at homes, the Drop Off Protocols will be followed with drop off of sanitized items, social distancing. Pick up of items will follow social distancing, the use of necessary PPE, and items bagged by a therapist and returned to the Centre for sanitizing.
- Staff will use hand sanitizer in their PPE kit for any community visits outdoors, appropriate community indoor spaces and for drop off /pick up of items.

Phase 4: TBD (80% - 100% of normal physical interactions) this phase will only begin when we have achieved herd immunity/vaccine/treatment.