



Worksafe BC Re-Entry Plan

(Updated January 5, 2021)

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.

With any phases where staff may be at the worksite, staff must:

- Follow all guidelines issued by the Provincial Health Officer, noting particularly the restrictions on social gatherings and travel.
- Wash hands frequently with soap and warm water
- Use hand sanitizer whenever soap and warm are unavailable
- Do not touch your face, nose, mouth, or eyes unless hands are clean
- Practice physical distancing
- Wear masks where and when directed
- Be aware that your team members may be more vulnerable or have pre-existing health conditions
- Staff perform the daily health screen before attending the worksite
- Staff must ensure clients complete a health screen before attending an in-person appointment

➔ 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
- No on-site meetings with external parties.
- Outreach hosted meetings with external parties will be hosted virtually.
- Outreach staff will attend all externally hosted meetings virtually - either by phone or teleconference.

Masks: worn in all public spaces in building including halls and washrooms, common office spaces, and any other time where distancing isn't possible.

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 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).

Treatments spaces have reduced occupancy and limited usage per signage.

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
- 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.

Masks: worn in all public spaces in building including halls and washrooms, common office spaces, and any other time where distancing isn't possible. Masks are required for any kind of in-person client interaction.

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 and staff:

- Families will complete a health screening for all members present and asked to reschedule if presenting with any symptoms of illness
- Staff will complete a daily self-assessment per WorkSafe BC before coming into the office/clinic. Staff will not come to work if showing any symptoms per the health screen.

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

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.

Treatments spaces have reduced occupancy and limited usage per signage.

- 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.

Masks: worn in all public spaces in building including halls and washrooms, common office spaces, and any other time where distancing isn't possible. Masks are required for any kind of in-person client interaction.

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.
- 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 and staff:

- 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.
- Staff will complete a daily self-assessment per WorkSafe BC before coming into the office/clinic. Staff will not come to work if showing any symptoms per the health screen.

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.

ROOM USAGE

During all phases

Purpose: To comply with Work Safe BC and Provincial Health Officer directives to mitigate the risk of COVID-19 exposure at the work place.

Observe General COVID-19 Preventative Measures:

- Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- Maintain safe social distancing of six feet/two metres between yourself and others.
- If you have to cough or sneeze, try to do it into your elbow or a tissue, and then throw out the tissue if used and wash your hands afterwards.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Stay home when you are sick. If you have a fever, a new cough or are having difficulty breathing, call 8-1-1. If you are not sure whether you should stay home use the self -assessment tool at <https://bc.thrive.health/covid19>.
- If you are sharing a residence with someone who has been exposed to COVID-19, stay at home.
- If you are under mandatory self-isolation for International travel, contact your supervisor for direction.
- Wear a mask for all in-person client sessions, in common areas and where distancing isn't possible.
- Clean and disinfect frequently touched objects and surfaces.
- If you have questions about whether or not you should be tested for COVID-19, use the self -assessment tool at <https://bc.thrive.health/covid19>.

If you start to feel unwell or develop symptoms while at work, notify executive director and leave office.

Office Area:

- During Phase 2 only 2 people in the office at a time.
- During Phase 3 only 4 people in the office at a time.
- Only staff are allowed to enter main office – no other visiting professionals or clients.
- Maintain physical distance at all times when moving within office space or wear mask when unable to maintain 2 metres distance.
- Wash hands as per posted BCCDC guidelines on entering office.

- Disinfect individual work area as needed (desk top, phone, keyboard, chair arms, etc).
- Each desk/work space to have own materials (Kleenex, garbage, pens, pencils etc.) to limit sharing of equipment.
- Each worker to have own reusable gloves for cleaning.
- Plan day so limit use of common equipment (keys, filing cabinets, photocopier, shredder, laminator, stapler, cupboards, remotes, etc).
- Sanitize hands before using common equipment.
- Disinfect any shared surfaces or equipment after use.
- Wash hands before returning to individual work space.

Kitchen Area:

- Only 1 person in kitchen area, and two staff in sitting area at a time to maintain physical distancing.
- Wash hands as per posted BCCDC guidelines on entering.
- Disinfect all surfaces touched (counters, fridge door, appliances, taps, etc) before leaving.
- No common use of cutlery, dishes etc.
- Bring snacks, lunch that requires little preparation to limit use of microwave, toaster oven, counter and sink.
- Do not share food or drink.
- Sink is used primarily for washing hands and toys.
- Wash hands before returning to work space.

Resource Room:

- Phase 2: only staff - 1 person at a time. Phase 3: Only 2 persons in resource room at a time (two staff, or one staff and child). One parent may wait in the alcove area of the resource room during a session.
- Wash hands before entering.
- Disinfect all work surfaces, cupboard handles, door handles, equipment used before leaving.
- Wash hands on return to office.

Large Therapy Room:

- During Phase 2 only 3 people – 1 clinician, client and a parent/guardian.
- During Phase 3 : only 4 people - up to two clinicians, one client and a parent/guardian.
- Gather toys and tools for session into clean bin to take into room and set up room for session.
- Wash hands before entering.
- Wash hands and Don PPE if required based on PCRA and as per BCCDC Instructions prior to meeting family and beginning session.
- Ask clients to wash or sanitize hands prior to entering.
- Maintain physical distancing throughout session or use appropriate PPE if unable.
- After session, Doff PPE as per BCCDC instructions.
- Disinfect all surfaces touched during session (Mats, table tops, mirror, equipment, etc.).
- Clean and wash floor if soiled during session.
- Clean all toys and place in drainer to dry. Sanitized toys placed to dry in large therapy room drainer and toys that need to be rinsed placed to dry in office/kitchen drainer.
- Disinfect toy bin.
- Wash hands on return to office.

ECMH Therapy/Office Room:

- During Phase 2 only 1 person in the office at a time.
- During Phase 3 only 2 people in the office at a time. (e.g. therapist and one client **or** other professional)
- Maintain physical distance at all times when moving within therapy space or wear mask when unable to maintain 2 metres distance.
- Wash hands as per posted BCCDC guidelines on entering office.
- Disinfect individual work area as needed (desk top, phone, keyboard, chair arms, etc).
- Each desk/work space to have own materials (Kleenex, garbage, pens, pencils etc.) to limit sharing of equipment.
- Gather toys and tools for session into clean bin to take into room and set up room for session.
- Wash hands and Don PPE if required based on PCRA and as per BCCDC Instructions prior to meeting family and beginning session.
- Ask clients to wash or sanitize hands prior to entering.
- Maintain physical distancing throughout session or use appropriate PPE if unable.
- After session, Doff PPE as per BCCDC instructions.
- Disinfect all surfaces touched during session.
- Clean and wash floor if soiled during session.
- Clean all toys in Outreach office kitchen area and place in drainer to dry. Sanitized toys placed to dry in observation room drainer and toys that need to be rinsed placed to dry in office/kitchen drainer.
- Disinfect toy bin.
- Wash hands before return to office.

ECMH Resource and Observation Room:

- During Phase 2 and 3 only 1 person in the Observation Room at a time.
- Wash hands as per posted BCCDC guidelines on entering office.
- Disinfect all work surfaces, cabinet handles, door handles, shelves touched/ used before leaving.
- Wash hands upon return to therapy room/office.