



SCS REOPENING PLAN

Final Copy: August 20, 2021

INTRODUCTION

Upon guidance from the Province of Ontario and the Leeds Grenville & Lanark District Health Unit Seniors Community Services is permitted to resume on-site programming, and upon consent from the Board of Directors, the following plan shall be implemented.

This plan is provided to ensure the safe return of the public. Guidance documents from the following sources were used in the creation of this guideline include:

- Leeds Grenville & Lanark District Health Unit
- Province of Ontario
- Public Health Ontario
- Older Adults Centres Association of Ontario
- Ontario Community Support Association

For a full list of references, see the “Guidance Documents” section at the end of this document.

All current staff, representatives from the clients we serve, and the volunteers who support SCS and the Board of Directors have had an opportunity to contribute to its development, provide feedback, and express concern.

SCS will resume operations in defined phases. Each phase will be monitored closely to assess the status of the pandemic and determine if programs and services can continue. SCS will pause or adjust programs and services at any time. This plan is adaptable and responsive to the current public health situation as it relates to COVID-19. SCS will align with all local health authorities, municipalities, and provincial guidelines.

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A. RE-OPENING PHASES

PRE-OPENING PHASE ONE – ENVIRONMENTAL SCAN

This phase will include the consideration and preparation for the safe return of clients and volunteers.

- Creation of vaccine policy in accordance with provincial guidelines.
- Signage will be posted at the entrances of the facility with COVID screening questions and procedures to follow.
- Existing screening procedures for all persons entering premises will be maintained and revised as environmental conditions change.
- Employees will continue to self-screen for COVID symptoms before starting their workday and complete a COVID self-assessment in CIMS before their workday begins.
- All persons will still be required to sign in with their name and phone number for contact tracing purposes. In the instance of a need to conduct contact tracing, Leeds Grenville Health Unit will request the contact information for all individuals in attendance on specific dates/times. Contact information will be kept for 30 days, following any administrative data requirements, it will be shredded following the 30 day threshold.
- Determination of what programs will be offered.
- Determine how many members/volunteers can be in the building at the same time.
- A **risk assessment** is conducted for each program based on:
 - Program capacity
 - Sharing of equipment
 - Static vs Active movement
 - The ability for participants to abide by physical distancing requirements
 - Ability to sanitize equipment
 - Is the program modifiable in a safe way?
- Staff performs a **physical audit** of each room
 - Room capacity
 - Removal of unnecessary items or cordoning off seating areas (if applicable)
 - Signage, directional aids needed
- **Cleaning procedures** created for each room/workspace
 - PPE required for cleaning
 - Equipment needed
 - Cleaning schedule and responsibilities.
 - Presence of hand sanitizer, facial tissue, and open, lined, waste containers.
- **Staff training**
 - Entry/check-in procedure for visitors and volunteers
 - Cleaning responsibilities
 - Traffic flow throughout the building
 - Response procedure if anyone should be ill or display COVID-19 symptoms

PHASE 2 – REOPENING TO PUBLIC – September 1, 2021

Expanding the program and services being offered includes the new way of offering programs and services safely. This includes clients, volunteers and staff working together towards a new normal. This phase of re-opening will be done in consultation with public health officials before instituting.

PROGRAMMING:

- CONTINUE registrations for programs
- EXAMINE number and capacity of programs per public health guidelines.
Examples include: Exercise class, Diners Club, Cards/Games
- Modifying programs with moderate risk.
- High-risk programs are modified with reduced attendance and /or virtual for the long term.

DINERS' CLUB

- CONSULTATION and inspection of space/kitchen with Public Health Inspector,
- ADJUST seating to accommodate client social distancing, rotating attendance in cohorts week one, week two.
- CONSIDER pre-packaged lunches or use of disposable plates and utensils.

VOLUNTEERS

- REVIEW bringing back volunteers in all roles.
- CONSIDER scheduling kitchen volunteers in cohorts to minimize exposure.
- DELIVER training for all returning volunteers that includes PPE requirements for the applicable program.
- SUPPLY required PPE.

OTHER

- MAINTAIN enhanced cleaning schedule.

PHASE 3 – NEW NORMAL

PROGRAMMING

- Cards Skip-Bo, Euchre and Cribbage will resume September 13th
- Resumption of modified in-person exercise programs (tentatively October 4th)
- Singing Seniors will resume offsite, at a location that allows for adequate social distancing
- Any program that requires shared use of equipment.
- Maintain cleaning process with all shared equipment.

B. COMMUNICATION PLAN

- Clients will be informed about changes in a **Welcome Back document** containing the following:
 - SCS Screening process
 - Hours of Operation
 - Program and registration process changes
 - New safety rules and procedures
 - How to prepare for programs (arrival, departure, what to bring)
 - Cancellation policy
 - All visitors must be registered in a program before coming in. We strongly encourage visitors to have an appointment prior to arrival.
- They will be informed in the following ways:
 - Facebook Page
 - Website
 - Email list
 - Insert with their invoice
 - Notice in the newspaper
 - Review of new procedures during reminder call
- The automated phone message will be updated to include information about mandatory masks and appointment requirements.

C. INFECTION PREVENTION AND CONTROL

Health and Safety Guidelines and Recommendations for Re-Opening Programs and Services

ARRIVALS/DEPARTURES and TRAFFIC FLOW

- Programs will not have overlapping arrival and departure times.
- Participants will be guided to travel through the building in one direction, **where possible**.
- Hallways will be kept clear of clutter or obstructions that would reduce the ability for people to maintain physical distancing.
- Extra seating will be roped off safely to allow as much floor space as possible.

PRE-PROGRAM PROCEDURES FOR CLIENTS

- All clients will be required to wear a mask at all times while at SCS. No exceptions. Face shields/ coverings will be available for those who do not have them.
- All persons entering SCS must pass the COVID-19 screener. If a client shows or expresses any COVID-19 symptoms, staff has the right to refuse the individual entry into the Centre.
- All clients will sanitize hands upon entry to building.
- All clients must pre-register two business days in advance of programming by calling the centre.
- All clients will sign in for each activity with their name and telephone number for contact tracing.
- Attendance logs will be kept for a minimum of 30 days.
- For clients requiring physical assistance to attend, one caregiver is permitted who must also be screened and adhere to infection prevention protocols.
- Registration will be based on a first-come, first-served basis.
- *Please take into consideration your safety and the safety of clients and staff when coming to SCS.*

PROGRAM PROCEDURES

- All congregating rooms will have room capacity posted.
- Program room capacity will be limited.
- Room and building capacity will be monitored and is not to be exceeded.
- All programs that require equipment sharing shall have the equipment cleaned between uses.
- Physical distancing is critical at all times.
- Hand sanitizing stations will be located throughout the Centre.

POST-PROGRAM PROCEDURES

- Participants will be directed to leave the building at the end of their program.
- All equipment/supplies must be sanitized by staff/volunteer after each program is finished.
- Staff are encouraged to use gloves while cleaning equipment.
- Cleaning procedures for each program will be followed after a program has finished.

DINERS' CLUB

- Redesign seating area to ensure physical distancing of 6 feet in between tables.
- Diner's Club capacity is 12 people.
- Single-use paper plates (not foam) and disposable cutlery will be used.
- Pre-registration for lunch.
- The dining room must be disinfected following luncheon.
- Ensure physical distancing while clients are waiting to enter the dining area.
- No drop-ins are permitted to attend lunch.
- Diners' Club will be invoiced, no payment at time of lunch.

VOLUNTEERS (Phase 3)

- Volunteers will be updated on program-specific sanitizing processes.
- Volunteers will continue to complete the screener prior to their shift.

RECEPTION PROCEDURES

- Visitors must have an appointment/be registered for a program and arrive no more than 5 minutes before their appointment. Diners' Club attendees will arrive no more than 15 minutes before lunch is served.
- Reception Volunteers will ensure:
 - The visitor must be wearing a mask and in the event of a medical exemption, a faceshield.
 - The visitor has sanitized hands upon entry to building.
 - Provincial COVID-19 Screener questions will be posted outside the entrance. Visitors will self screen and check in with volunteer upon entry.
 - Negative screens – proceed with the appointment/programming.
 - Positive screen – appointment/programming cancelled.
 - Visitor records contact information and screener acknowledgment on log sheet.
- Reception sanitizes workspace at end of their shift.
- AT THE END OF THE DAY, staff will file visitor logs in a designated file and stored for 30 days. Following 30 days files will be shredded.

KITCHEN PROCEDURES

- The kitchen capacity is 6 people.
- Fridge handles, coffee pot handles, light switches, and door handles are high-touch surfaces and will be sanitized after use.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

- All staff continue to wear masks until at which time our local public health unit deems otherwise.
- Foot Care staff follow the procedures outlined below.

FOOT CARE PROCEDURES

There is one designated waiting area in the hallway, with two chairs for foot care clients.

- Work area surfaces are to be cleaned before/between each client by the foot care nurse
- Client pays for services rendered and schedules another appointment with footcare volunteer at the conclusion of their appointment.

PPE - Nurse

- Hand Protection – Nitrile gloves
- Body Protection – Lab Coat
- Face & Eye Protection - Medical mask/Safety Glasses

PPE – Clients

- Clients must wear a face mask or if a medical exception a face shield, if not, one will be provided.

ENHANCED CLEANING PROCEDURES

- Staff will assume daily cleaning procedures and be responsible for cleaning their workspaces. (see Appendix E – Cleaning Schedule)
- Public Washroom –available for client use.
- SCS restroom remains for staff/front desk volunteers only.

STAFF COVERAGE

- In the event of a reduced staff capacity due to COVID-19 related reasons, a minimum threshold of staff coverage of 2 will be maintained.
- Each program must have a staff person available for setup, take-down, and cleaning.
- If the minimum staffing cannot be achieved, programs may be reduced, canceled, or rescheduled to ensure the safety of staff and participants.

COVID-19 SYMPTOMATIC INDIVIDUAL

- If an individual at SCS shows any **MILD/MODERATE** symptoms of COVID-19:
 - They will be asked to vacate the centre and advised to seek medical treatment.
 - If they cannot leave immediately they will be directed to wait in the hallway with SCS staff routinely checking on them to ensure their safety until transportation can be arranged.
- If an individual at SCS shows **SEVERE** symptoms of COVID-19:
 - Call 911.
 - A staff member will remain with the individual and monitor the individual's condition until an ambulance arrives.

Any individual showing signs of COVID-19 should follow the recommendations of medical personnel and follow directions according to local public health guidelines.

IPAC for COVID-19 POSITIVE INDIVIDUAL

- If an individual who has visited SCS tests positive for COVID-19, notify the Executive Director who will contact Leeds and Greenville Health Unit to assume contact tracing.
- Contact tracing information provided by visitors will be provided to Leeds and Greenville Health Unit upon request. The Executive Director will lead the preparation of an official contact list.
- If a member or employee tests positive for COVID-19, SCS will contact Leeds and Greenville Health Unit and follow their recommendations and advice.

D. GUIDANCE DOCUMENTS

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<https://www.ontario.ca/page/covid-19-response-framework-keeping-ontario-safe-and-open> accessed Jan 9, 2021

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<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/cleaning-disinfecting.html> accessed Jan 9, 2021

<https://www.ontario.ca/page/meal-and-break-periods-work-during-covid-19#section-2> accessed Jan 9, 2021

https://www.investnorthgrenville.ca/images/3170_43_COVID-19_Public_Health_Guidance_for_Businesses.pdf accessed Jan 9, 2021

https://www.investnorthgrenville.ca/images/Notice_to_Workplaces_Regarding_COVID-19.pdf accessed Jan 9, 2021

<https://www.investnorthgrenville.ca/news/item/260-business-information-covid-19#reopening-your-business-safely> accessed Jan 9, 2021

APPENDIX A– Cleaning Schedule

Cleaning Schedule

Description	Daily Cleaning	Frequency	Role
Reception	<ul style="list-style-type: none"> - Phone - Computer / keyboard / mouse - Drawer pulls - Keys - Light Switches/Alarm keypad - Office door Handles - Chair arms - Pens and Stylus - Any used office equipment (stapler, scissors, tape dispenser, etc.) - Desk 	2 x per shift (beginning and end)	Reception
Staff Offices	<ul style="list-style-type: none"> - Phone - Computer/ keyboard / mouse - Drawer pulls - Light switch - Door handles - Chair arms - Desk surface - Any used office equipment (stapler, scissors, pens, etc.) 	End of shift	Staff Occupant
Staff/Volunteer Washroom	<ul style="list-style-type: none"> - Light Switch - Door Handles - Sink/Faucet - Toilets - Paper towel dispensers - Soap dispensers - Cabinet pulls - Garbage lid 	After Each Use	Staff/Volunteer
Board Room	<ul style="list-style-type: none"> - Phone - Computer / keyboard / mouse - Light switch - Chair arms - Door handles - All furniture - Any used office equipment 	1 x per shift (end)	Occupant (wipe down following use)
Foot Care Clinic	See protocols.		Nurse
Dining Room	<ul style="list-style-type: none"> - Light switches - Tables - Chairs – seats and chair backs - Kitchen counter 	2x Daily (opening and closing)	Staff
Kitchen and Kitchen Storage	<ul style="list-style-type: none"> - All high touch areas - Refrigerator handles - Drawer pulls - Small appliances - Door handles 	Daily after use	Occupant

	- Light Switches		
Hallways and Doors	- All Hallway light switches - All door handles, locks and latches -	2x Daily (opening and closing)	Staff
Basement Activity room	- Door handles - Light switches	When Used	User