

# *Arbutus Shaughnessy Kerrisdale Friendship Society*



## **Re-opening the ASK Friendship Centre for clients**

### **Safety Plan as of October 19, 2020**

This safety plan for reopening of the ASK Friendship Centre -Kerrisdale (ASK) has been the combined effort of the Health & Safety Committee for ASK (consisting of the full staff and management for the Centre- 10 people in total) and is meant to ensure the safe return of clients to the Centre and the safety of the staff. A separate Safety Plan has been created for staff working at the Centre without clients present, as some protocols are different. The committee used the WorkSafeBC safety plan and the Vancouver Coastal Health Recovery Checklist for Community Based Group Activities to create this plan. A representative from VCH Infection Prevention and Control (IPAC) did a site visit and provided information and feedback on this safety plan. The plan will identify the safety measures, both broad and specific, that are needed for the clients to return to the centre based on current knowledge. This plan is a living document and will be altered as the requirements of WorkSafeBC, Ministry of Health and Vancouver Coastal Health Authority (VCHA) change throughout the duration of this pandemic.

Through contract with VCHA the ASK Centre - Kerrisdale provides day programs for frail seniors, many of whom have dementia. These programs are aimed to reduce isolation, by increasing socialization, increase physical and mental stimulation and provide respite to family/caregivers. The program is dependent upon the interaction of staff and clients in a friendly secure setting. Staff need to assist clients at close proximity due to their level of care needs, therefore physical distancing cannot be maintained between staff and clients at all times. The majority of clients have some level of dementia or changes in judgement, therefore staff may not always be able to keep the clients from staying 2 meters apart.

### **Step 1 - ASK Centre- Kerrisdale Risk Assessment with Clients in attendance**

Safety Issues identified:

- a. **Where people gather:** Waiting to get into the elevator at the back door, front door, entrance area outside elevator at back door, foyer in centre, hallway into

bathrooms, male and female bathrooms, admin office, program office, dining room, program area, patio.

- b. Jobs tasks and processes where we will work closely with one another:** receiving clients from HandyDart and/or drop off's at back and front door, elevator, many programs, meal service, taking clients to the bathroom, assisting clients in all programming, health assessments by nurse, working in the offices (admin and program), serving and delivering food, helping clients with self-care or transitions (offering an arm, pushing a wheelchair, directing where to go, washroom), food/drink delivery.
- c. Tools and equipment that will be shared among workers (Shared equipment):** kitchen equipment brought into program area (coffee/tea urns etc), remote controls, chairs, tables, fax machine/printer, keys for shared spaces, kettle, microwave, client name tags, equipment that supports programs we facilitate with clients (exercise equipment and active game equipment, board games and puzzles), BP machine, shared laptop, shared phones, piano
- d. surfaces that people often touch (high touch areas):**  
General: door knobs, light switches, alarm pad, buzzer at front and back door, sanitation equipment (Lysol containers, spray bottles etc), laundry machine,  
Program/dining Area: Furniture – tables, chairs (armrests and back of chair), door handles, walkers, wheelchairs and canes, microphone, clients coats, coffee/tea urns for clients, kettle,  
Elevator: button into elevator, buttons and keys in elevator, railing, walls,  
Bathroom: stall doors, lock, flush, toilet seat, sink handle, soap dispenser, cupboards in bathroom, handrails, paper towel dispenser  
Offices: Desks, chairs, phone, safe, file cabinet, small fridge, office supplies, printers

## **Step 2 - Implement Measures to Reduce Risk**

**First level** of protection (elimination): Maintain a physical distance of 2 meters from one another at all times possible. Knowing this is not always possible with clients at the Centre, higher levels of protection will need to be in place for staff.

- Reduce the daily number of clients attending. With our current staffing we can have a max of 10 clients a day. Our facility could hold a max of 12 clients, which would require funding for an additional staff member.
- Clients to be walked one by one from the HandyDart bus by the HandyDart driver. One staff will greet clients and do a quick visual health check (verbal screening of questions already done on the phone before attendance). One staff member will take one client at a time up in the elevator up to the Centre.

- Family members will not enter the program space, unless absolutely necessary. Family can ring the doorbell and staff will come down to welcome the client
- Clients will be spaced 2 meters apart at all times in the Centre (coffee time, programs, dining area) Space is wide open and large. Furniture is arranged to act as a visual cue for physical distancing. Have only enough chairs for the number of people already spaced out 2 meters apart. Clients will be directed to where to sit throughout the day. Extra chairs, equipment and furniture that cannot be wiped down have been removed.
- Tours or new client intake are on hold until directed to do so by VCH.
- All coffee, milk, food, will be brought out of the kitchen by the cook.
- No clients to serve themselves at meal time or coffee time. Milk and sugar will be put into clients' coffee by staff.
- Dishes will be washed in a commercial dishwasher, left to air dry and put away by the cook into cupboards in the kitchen.
- Two clients at a time in each bathroom (male and female) to maintain physical distancing. Multiple staff can be in the bathroom to wash hands if wearing PPE.
- Ventilation system at the Centre is inspected and cleaned yearly by the landlord.
- Will increase circulation of outdoor air by opening the doors to the balcony, when possible

**Second level** of protection: (Engineering Controls) Where physical distance cannot be maintained:

- When it is just staff in the Centre and physical distancing can be maintained, PPE is not required.
- All staff will wash hands or use sanitizer frequently throughout the day - before and after bathroom routines, food service delivery and clean up, before and after touching shared equipment and upon entering ADC at the beginning of their day
- Cleaning and disinfecting of all shared equipment and high touch areas, including bathroom will be done twice daily (mid-day and end of day). The cleaning supplies used will be ordered from VCH.
- Frequent sanitizing of all shared surfaces and equipment. After each change in program or sitting space or as needed.

- Clients will be reminded and encouraged to wash hands after using the bathroom facilities. Signs on proper handwashing are posted in the bathroom. After a client uses the bathroom, staff will offer hand sanitizer when they come back to the program or dining room space to ensure hand cleanliness.
- Bathroom to be cleaned and sanitized 2 times a day (door handle, toilet seat and flush valve, grab bars, sink and faucet and soap dispenser, paper towel dispenser). Once mid-day by staff and once at the end of day by contracted cleaning company.
- Schedule clients to attend on the same days to reduce mixing clients as much as possible.

### **Third level of protection: (Administrative Controls)**

- Max 1 staff in main kitchen at one time
- Max 2 people without PPE in the bathrooms at one time
- Max 3 people in the program office at one time, if they can be spaced out (one desk between each worker). Staff who need access to the Centre's phone will have priority to sit in the office. Other staff can create a workstation in the program area.
- Max 1 person in admin office at one time
- Max 12 people in the main activity space, lounge and dining room without PPE.
- Max 2 people in elevator at one time (One staff with PPE)

### **Fourth level of protection: (PPE)**

- When clients are in the Centre all staff will wear medical masks (level 2 or 3) and eye protection. This will be ordered weekly from VCH.
- Staff to wear full PPE (mask, eye protection, gloves and gowns when there is a risk of coming in contact with any bodily fluids (ex.helping a client in a bathroom stall) or when a client is presenting with symptoms.
- Staff to follow [VCH Community Setting Dress Code](#)
- Clients will be encouraged to wear a non-medical mask or face-shield while at the Centre as another level of protection.

### **Step 3 - Develop Protocol**

- Anyone showing any symptoms of COVID-19 (including fever coughing, chills, shortness of breath, sore throat, new muscle aches or headaches) as per [BCCDC](#) will be prohibited from entering the centre
- Anyone who has travelled from outside Canada in the last 14 days will be prohibited from entering the centre
- Anyone directed by Public Health to self-isolate will be prohibited from entering the center

- Visitors are prohibited in the Centre until further notice.
- Any essential visitors outside of staff or clients, must be recorded in daily visitor log, located in Admin office on top of file cabinet
- Clients to stay home when feeling unwell:
  - any clients must stay home if they are feeling unwell, have symptoms of COVID-19 OR travelled outside Canada in the last 14 days OR were identified as a close contact of a confirmed case must stay home and self-isolate.
  - Staff will connect with every client and/or caregiver in the morning to do a wellness screen on the phone.
  - If a client comes in and is showing signs and symptoms of COVID-19 or any other sickness or they start to feel ill throughout the day, they will put on a medical mask, be isolated and the family/caregiver will be called to come and get them. The client will be isolated in the boardroom on the first floor with a staff member until family arrives. If symptoms are severe 911 will be called. All areas and surfaces that clients had come into contact with will be sanitized immediately.
  - Families will have to agree to have someone available to pick them up at short notice before they can attend the program with all up to date contact information.
  - Clients will be encouraged to get the Flu vaccine.
  - For general illness (including colds) do not return to the ADP program until all the symptoms are gone
  - For GI symptoms, do not return to the ADP program until 48 hrs after the GI symptoms are gone
  - If they have had a positive Covid test, Public Health will provide a clearance letter to return to the program.
- Staff to Stay Home When Sick:
  - Staff will answer health screening questions each day when they arrive at work.
  - Staff to monitor their health and not report to work if they are feeling ill. Staff will also monitor how they are feeling throughout the day and report any symptoms to the nurse and directors
  - All staff who have symptoms of COVID-19 OR travelled outside Canada in the last 14 days OR were identified as a close contact of a confirmed case must stay home and self-isolate.
  - Staff must assess themselves daily for symptoms of common cold, influenza, or COVID-19 symptoms prior to entering the Centre
  - Those unsure of if they should self-isolate should be directed to use the [BC COVID-19 Self-Assessment Tool](https://bc.thrive.health/) (https://bc.thrive.health/) if they are concerned, they can be advised to contact 8-1-1 or the local public health unit to seek further advice.
  - Employees who start to feel ill at work must report to the nurse or director immediately, wash or sanitize their hands, take temperature, isolate and go home immediately and call 811. If symptoms are severe, they should call 911

immediately. All surfaces that the employee has come into contact with will be sanitized and disinfected. Monitor other employees and clients that the person came into contact with for symptoms, inform families/caregivers and case manager regarding possible exposure

-ASK will follow [return to work guidelines from BCCDC](#)

- In the event that a staff or client who has attended the program has a confirmed case of Covid 19 ASK will stop operation immediately, inform VCH, and follow VCH and public health direction. A designated staff member will call clients and/or client families to cancel and call HandyDart to cancel rides.
- If a staff member has been exposed to someone with Covid, Public Health will determine the level of exposure and determine if self-isolation is required
- For general illness (including colds) do not return to the ADP program until all the symptoms are gone
- For GI symptoms, do not return to the ADP program until 48 hrs after the GI symptoms are gone
- If they have had a positive Covid test, Public Health will provide a clearance letter to return to the program.
- All staff will be required to have the Flu Vaccine.
- Cleaning and disinfecting will follow [VCH Infection Prevention and Control protocols](#). Cleaning supplies will be ordered from VCH.
- Handwashing protocol – [Refer to WSBC guidelines and poster](#)
- How to wear a mask protocol - [Refer to WSBC guidelines and poster](#)
- Help prevent the spread of COVID-19 Protocol- [Refer to WSBC guidelines and poster](#)
- PPE protocol - [Refer to BCCDC posters](#)

### **Assess client readiness prior to arrival**

- New admission and return to program requirements. Clients must be able to follow physical distancing guidelines, comply with wearing a mask, will not become agitated or stressed due to wearing a mask or seeing a staff wear PPE, be able to go to the bathroom with no assistance, be able to attend alone (without a caregiver) and be able to participate in the full days activities.
- Staff will do telephone assessment with client and/or family before opening to determine eligibility to return and will assess client in person on first day off attendance
- Consent form outlining the Centre's Safety Plan, as well as what is expected of clients and their families will be sent to clients/family/caregiver for review and signature of client and/or caregiver is required before client can attend the Centre.

- Clients and/or caregiver will have a verbal health check over the phone each morning before attending the program for the day. If a client is not deemed to be able to answer the questions due to dementia, then a caregiver must answer the questions. In order to answer the questions the caregiver must have seen the client that morning. Questions to be asked are based on BCCDC/Ministry of Health's document [\*Infection Prevention and Control Requirements for COVID-19 In Long Term Care and Seniors' Assisted Living\*](#) on Page 27&28
- If there is not enough staff to run the program due to staff being off sick, some clients may be told they cannot attend that day or the Centre may be closed.
- Remind and instruct the caregiver/family to ring the bell and wait outside when dropping off and picking up.

### **Upon arrival at Centre**

- All staff and clients must practice hygiene upon entering the ADP by washing their hands or using alcohol-based hand sanitizers approved by Health Canada.
- Immediately out of the elevator, staff will wipe down mobility aids and sanitize the clients hands.
- temperature screening will not be done as this is an unreliable screening practice for the senior population. Temperature only taken if the client seems unwell.
- Client will then be directed to a seat in the program area

### **Daily Workflow**

- Due to increased care needs there will be a 1 staff to 3 clients ratio with program staff. There will also be a nurse and manager on site. This ratio will be changed as needed depending on workload and clientele.
- Upon reopening the center we will be operating with a hybrid model. We will serve up to 9 clients in the centre at one time. As well as daily online programs for those clients at home.
- One to one wellness check-in phone calls will continue with clients who are not attending the in person or online programs or who deem to need additional support calls on top of programming. Frequency of calls will be decreased due to the increased workload of in person programming.
- The number of days open will depend on the number of people wanting to attend.
- The goal is to have all eligible clients attend the centre a minimum of 1 day a week or receive outreach support and virtual programming from their home.
- Remove all shared program activities such as books, magazines, etc.
- Remove all clutter or decorations for easier cleaning and disinfecting
- Modify or discontinue any programs that have multiple people sharing equipment such as card games, Mahjong, table games etc.
- All programs will be physically distanced and not share equipment.

- If equipment is used it will be constructed of materials that can be cleaned and disinfected. or equipment will be dedicated to individual participants - stored at Centre and labeled.
- When weather permits programs outside (such a walking groups or programming in the park) or programming on the ASK Centre patio will be considered.
- Scenic drives on the ASK buses will be on hold until a cleaning protocol is approved by IPAC.
- A plan will be in place for seating and programming prior to clients arriving at the centre based on the clientele attending that day to ensure physical distancing.
- Current reusable name tags for clients will be replaced with single use stick on name tags
- Staff will have scheduled breaks throughout the day to ensure they can safely take off their PPE. A staff room has been created in the Centre.

#### **Preparing for next day/end of day:**

- Ensure that all shared equipment and facilities (e.g., telephones, computers, tables, chairs, door handles, light switches, cabinet handles, and commonly touched surfaces) receive cleaning and sanitizing after clients leave.
- Briefing on success/challenges regarding protocols, modify as necessary.
- Cleaning company to do a deep clean of the bathroom at the end of every day clients are in the centre.

#### **Step 4 - Develop Communication Plans and Training**

All staff will be provided with Safety Plan, policies, procedures and protocol related to COVID-19

- Safety plan will be placed on designated wall at Centre
- The safety plan will be posted on our website prior to when clients are to return.
- All staff are a part of the health and safety committee and there will be regular meetings to address any changes that have to be made to the safety plan including changing or rewriting policies and procedures
- Ensure that all employees are trained on the policies and procedures surrounding the COVID-19 Safety Plan. Any concerns are to be communicated with the Nurse and the management team.
- All clients returning to the Centre will be provided with the safety plan and a consent form to read and sign so we are assured that they understand the new protocol and understand the risk of attending the program.
- Signage posted around Centre in English and Chinese on:
  - Handwashing protocol from [BCCDC](#) and [WSBC](#)
  - [physical distancing](#)
  - number of people in shared spaces [Signage](#)
  - Signs placed on front and back door [Do not Enter if sick.](#) [Help prevent the](#)

### spread of COVID-19

- Proper use of PPE [signs posted](#)

### **Monitor your workplace and update plans as needed**

As stated by WSBC, our safety plans are live and should be reviewed regularly due to the ever-changing nature of the current COVID-19 pandemic. Daily communication amongst staff has always been the cornerstone to our success in providing care and service to our clients, this will continue and incorporate issues related to COVID-19

- Health and Safety meetings will continue on a weekly basis to review and update the safety plan to discuss and needed changes or new information
- During regular staff meetings before clients arrive all staff will report issues and or changes that need to be made to accommodate the clients and to ensure everyone's safety
- Recreation staff will be reviewing programs delivery and efficacy daily and report any issue to the program coordinator and management
- If you have any health or safety concerns please call 604-263-7333 or email [caring@askcentre.ca](mailto:caring@askcentre.ca)

### **Assess and address risks from resuming operations**

- Once we have reopened, continue to monitor all new protocols and the effect on staff as work has changed and may increase.
- Daily review of how the new changes in procedures, routines and programs are affecting our vulnerable client population