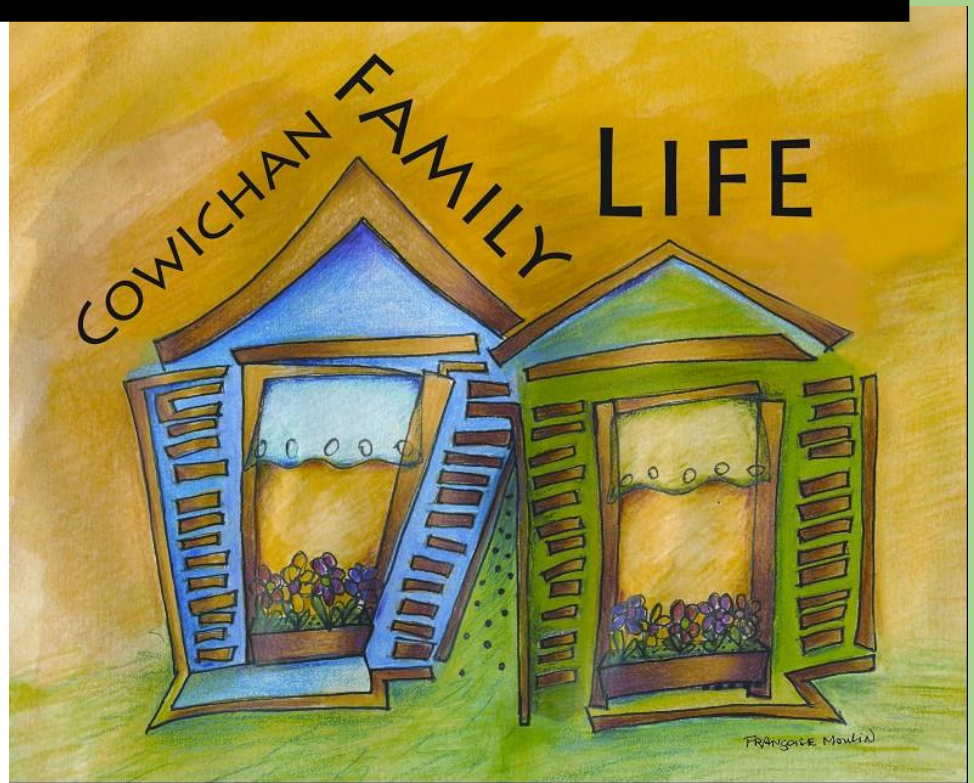


2020

COVID 19 SAFETY PLAN



GOAL

To offer clarity for all staff, volunteers, team members and clients about policies, guidelines, and client care and administration procedures at Cowichan Family Life Association (CFLA) that have been put in place to reduce the risk of COVID-19 transmission.

This manual has been created through an effort of concern, guidelines, and accountability.

Supporting individuals and families to strengthen relationships and reach their full potential

Compiled and written by
Rosalyn Bird, CFLA Board President and
Jude Wong, Volunteer Counsellor

Table of Contents

EDUCATION	4
Understanding the Risks	4
Levels of Protection	4
Covid-19 Signage.....	5

SAFETY/APPOINTMENT PROTOCOLS	6
General	6
Hours of Operation	6
Appointment Scheduling	6
Booking Appointments	7
Appointment Confirmation/Covid-19 Screening.....	7
Cancellation Policy.....	8
Distancing Protocols	8
Paying for Services.....	8

DURING APPOINTMENTS	9
In-Person Appointments	9
Virtual Appointments.....	9

HYGIENE PROTOCOLS **11**

General	11
Washrooms.....	11
Products.....	12

ANNEX A **13**

BC COVID-19 Symptom Self-Assessment.....	13
COVID-19 Informed In-Person Consent Form.....	14/15
COVID-19 Informed Virtual Consent Form	16
COVID-19 Informed Group Consent Form.....	17
Preparation Before Online Counselling	18

ANNEX B **19**

Entry Check Visitors – Poster – PDF	20
Cover Coughs Sneezes – Poster – PDF.....	21
Handwashing -Poster – PDF	22
How to Use Mask – Poster – PDF	23

EDUCATION

UNDERSTANDING THE RISKS

The virus that causes COVID-19 spreads in several ways, including through droplets when a person coughs or sneezes, and from touching a contaminated surface before touching the face. Higher risk situations require adequate protocols to address the risk.

The risk of person-to-person transmission is increased the closer you come to other people, the amount of time you spend near them, and the number of people you come near. Physical distancing measures help mitigate this risk.

The risk of surface transmission is increased when many people contact same surface, and when those contacts happen in short intervals of time. Effective cleaning and hygiene practices help mitigate this risk.

Note that different protocols offer different protection. Wherever possible, use the protocols that offer the highest level of protection and add additional protocols as required.

LEVELS OF PROTECTION

First level protection (elimination): Use policies and procedures to keep people at a safe physical distance from one another. Limit the number of people in your workplace at any one time and implement protocols to keep people least 2 metres from each other whenever possible.

Second level protection (engineering controls): If you cannot always maintain physical distancing, install barriers such as plexiglass to separate people.

Third level protection (administrative controls): Establish rules and guidelines, such as cleaning protocols, telling workers to not share tools, or implementing one-way doors or walkways.

Fourth level protection (PPE): If the first three levels of protection are not enough to control the risk, consider the use of non-medical masks. Be aware of the

limitation of non-medical masks to protect the wearer from respiratory droplets. Ensure workers are using masks appropriately.

COVID-19 SIGNAGE

COVID-19 signage has been posted for both CFLA staff and clients. Appropriate and applicable signage are located at entrance and/or exit locations, washrooms, common/kitchen area, and counselling rooms. WorkSafeBC signage is in Annex B of this safety Plan.

SAFETY/APPOINTMENT PROTOCOLS

GENERAL

During this challenging time CFLA is taking the care, concern and safety of their clients, staff, and volunteers extremely seriously. As a result, we have made several changes as to how we deliver our services. These changes will remain in place and be adjusted accordingly as we, the CFLA community and business monitor the severity of the Covid-19 situation. There will be ongoing dialogue and review of our safety practices with staff, volunteers, and clients. Our new protocols are in line with the requirements and recommendations put forth by provincial regulators and will be monitored and adapted, as necessary.

CFLA is committed to continuing its high standard of service and will be providing In-Person and Virtual counselling, Personal Education Courses and Peer Counselling Training.

CFLA continues to monitor our voicemail, email, and website inquiries. We are happy to advise new and existing clients about counselling services, educational courses, and training opportunities

Alternate work practices to reduce the number of workplace visitors (clients, delivery persons, etc.) have been put in place and are further detailed throughout this safety plan.

HOURS OF OPERATION

General Inquiries Public Walk In - Wednesday, Thursday, Friday 9:30 .am- 4:00 pm

In-Person/Virtual Counselling - by appointment only

Self-Development/Education Courses – by registered attendance

APPOINTMENT SCHEDULING

Ensure that all in-person appointments are scheduled and staggered to allow time to sanitize surfaces between appointments and to minimize contact with others.

A single client and staff member occupancy limit has been determined for each workplace area to maintain the physical distancing requirement and ensure total number of people at CFLA does not exceed a maximum of 6 persons at any one time.

BOOKING APPOINTMENTS

Ask clients when booking whether they have symptoms of COVID-19. A thorough and honest pre-screening for symptoms of COVID-19 must be completed: BC COVID-19 Symptom Self-Assessment (Annex A, Pg 13). Clients must confirm they have not travelled outside British Columbia in the previous 14 days. Ask them to cancel or reschedule their appointment if they develop symptoms or have a family member who has confirmed or suspected COVID-19.

Advise CFLA clients prior to arrival about provisions we have made for personal protective equipment. If they have a mask, ask them to bring it with them and wear it when they arrive. If they do not have a mask, a mask will be provided on arrival.

APPOINTMENT CONFIRMATION/COVID-19 SCREENING

One day prior to client's appointment, call to connect personally with the client and ask them to complete the BC COVID-19 Symptom Self-Assessment. Tell your client to stay home if experiencing any symptoms of COVID-19, including fever, chills, cough, shortness of breath, sore throat, loss of sense of smell. If clients are experiencing these symptoms and have not been tested for COVID-19, you should recommend that they do so; they start by calling 8-1-1.

Remind the client that an Informed Consent for any counselling services during COVID-19 is required, it will be provided prior to or at their initial appointment.

Inform clients they must arrive unaccompanied unless client is a minor who requires parent/guardian, or infirm and needs assistance.

CANCELLATION POLICY

Late cancellation (less than 24 hrs) from clients and counsellors will be accepted should exposure or symptoms occur.

DISTANCING PROTOCOLS

CFLA staff, volunteers and clients must maintain 2 metres / 6 feet of distance in facility areas as best as possible within the practice setting. As the reception/hallway areas at CFLA are reasonably narrow physical distancing may be difficult to maintain. Clients and staff are to move through facility areas in a single line, not side by side. Check to ensure counselling rooms are not already in use prior to entry, create one-way traffic flow wherever possible.

Divider screens have been installed in the reception area.

Use alternate forms of greeting and avoid hand shaking and close contact.

Reduce traffic through staggered appointment start and end times.

Pillows, blankets, toys and reading materials etc. that cannot be sanitized after touch are to be removed from counselling rooms.

Client must arrive unaccompanied unless client is a minor who requires parent/guardian, or infirm and needs assistance.

Client is required to contact reception on arrival for access to the office.

PAYING FOR SERVICES

Payment occurs in the reception area, a wireless point of sale system with tap feature may be used or arrange e-transfer for payment. Receipt is emailed to client. Cash is not preferred but may be handled if anyone doing so sanitizes their hands immediately afterwards.

DURING APPOINTMENTS

IN-PERSON APPOINTMENTS

Upon client's arrival, CFLA staff and client should review the BC COVID-19 Self-Assessment Tool and present the client with the COVID-19 Informed Consent In-Person Counselling form for completion. The appointment may be cancelled by CFLA Staff if the client does not meet the pre-screening criteria on physical presentation at the practice environment. Pre and during the appointment: Ensure the client feels empowered to make their own decision as to what they need to feel safe to receive CFLA services. The initial counselling session will be 1.25 hours long with 15 minutes to discuss and confirm completion of the informed consent form.

An Informed Consent Form for In-Person services during COVID-19 is required (Annex A, Pg 14/15). The completion of the form is to include ensuring the client understands that while CFLA has taken measures to minimize risk of viral transmission, the nature of in-person counselling, education and training means that physical distancing is challenging and not always possible. Professional ethics, honesty and clear communication are the key to the informed consent discussion. It is our responsibility to explain both the risks and the potential benefits of our in-person services and assist our clients to make decisions in their best interest. Offer virtual services if the In-Person Informed Consent is not agreed upon by client. The Informed Consent Form specific to Covid-19 regulations is only required the first time a client returns to CFLA upon re-opening. The completed form is to be added to the client's file.

VIRTUAL SERVICES

Our staff are using several virtual service options; phone and zoom meeting platforms.

An Informed Consent for Online Counselling Form (Annex A, pg 16/17) needs to be completed by new and previous clients requesting counselling. The initial

counselling session will be 1.25 hours long with 15 minutes to discuss and confirm completion of the informed consent form.

The CFLA illness policy and safety protocols are being communicated with clients through phone, email, or website before entry into the office or commencing virtual services. Our CFLA Website and phone voice message has been updated to educate and inform clients about our service delivery changes and appointment cancellation/change policy.

HYGIENE PROTOCOLS

GENERAL

Hand sanitizer is available for client's use on arrival and prior to departure. If hands are visibly soiled, they must be cleaned with soap and water as opposed to using alcohol-based hand rub or sanitizer alone.

Hand-washing protocols are posted visibly in reception area and bathroom areas.

CFLA staff, volunteers and clients are to be masked during documentation and administration paperwork when protective barriers are not in use.

CFLA daily, weekly, monthly, and annual cleaning protocols are available in the CFLA Procedure Manual. The following additional or increased Covid-19 cleaning protocols are to be followed:

Educate and encourage staff, volunteers, and clients to follow recommended Covid-19 safety and hygiene protocols.

Clean visibly soiled surfaces followed by disinfection.

Clean and disinfect all high-touch surfaces in between clients, regardless of appearance.

Frequently clean and disinfect common areas and high touch surfaces, at least twice a day; door handles, cabinets, faucets, fridge, microwave, etc. Electronic device keyboards and mice, phones, arm rests of chairs, desk, and table surfaces for individual workstations shall be disinfected after each use.

Schedule additional time between clients to thoroughly clean counselling rooms.

WASHROOMS

All contact areas must be cleaned and disinfected several times a day. Ensure that soap is available for hand washing, clean material for drying, and wipes (or paper towels, tissues) are available for doors and touch-surfaces.

PRODUCTS

Hand Sanitizer, Lysol Wipes, Masks, Disinfectant Spray: 1 litre of water (4 cups)
per 20 mL (4 teaspoons) bleach (2 drops essential oil)

Annex A

BC COVID-19 SYMPTOM SELF-ASSESSMENT TOOL

Are you experiencing any of the following?

Severe difficulty breathing (e.g. struggling to breathe or speaking in single words)

Severe chest pain, having an extremely hard time waking up, feeling confused, losing consciousness

No Yes

Are you experiencing any of the following?

Mild to moderate shortness of breath

Inability to lie down because of difficulty breathing

Chronic health conditions that you are having difficulty managing because of difficulty breathing

No Yes

Are you experiencing cold, flu or COVID-19-like symptoms, even mild ones?

Symptoms include fever, chills, cough, shortness of breath, sore throat, and painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches, fatigue, or loss of appetite.

No Yes

Have you travelled to any countries outside Canada (including the United States) within the last 14 days?

No Yes

Did you provide care or have close contact with a person with confirmed COVID-19?

Note: This means you would have been contacted by your health authority's public health team.

No Yes

COVID-19 INFORMED CONSENT FOR IN-PERSON COUNSELLING

DECISION TO MEET FACE-TO-FACE

We have agreed to meet in person for some or all-future sessions. If there is a resurgence of the pandemic or if other health concerns arise, services may return to online counselling only, at the request of the counselor, CFLA, or the client.

CLIENT RISKS AND RESPONSIBILITIES

To obtain services in person at CFLA during COVID-19, I agree to the following (please place a check mark beside each item below, to indicate agreement):

I understand that by signing this document, I am assuming and accepting the risk of exposure to the coronavirus, including the risk of travelling by public transportation, cab, or ridesharing services to attend sessions ____.

I agree to abide by CFLA's COVID-19 Safety Re-Opening Plan while attending in person sessions at the office ____.

I understand that if I do not adhere to CFLA's COVID-19 Safety Re-Opening Plan and/or to the policies herein, it may result in returning to or starting online counselling instead of in person ____.

I understand that there will be no physical contact (e.g. no shaking hands) with CFLA staff or volunteers ____.

I agree to take steps between appointments to minimize my exposure to COVID, and to immediately notify the office at CFLA if:

I am exposed to an infected person or one who has travelled recently ____.

A resident of my home tests positive for the infection ____.

I understand that these guidelines and precautions may change with additional and future legislation from the appropriate health authorities and WorkSafe BC ____.

CFLA RESPONSIBILITIES

CFLA has taken steps to reduce the risk of spreading the coronavirus within the office. These steps are outlined in the CFLA Safety Re-Opening Plan, which we have posted in our office. Additionally, if any of the staff, volunteers, or clientele at CFLA test positive for the coronavirus, we will notify all our clients immediately so that appropriate precautions can be taken ASAP.

CONFIDENTIALITY IN THE CASE OF INFECTION

CFLA may be required to notify local health authorities of anyone who has tested positive and has been in the office. If we must report this, we will only provide the minimum information necessary and will not go into any details about the clients' reason for seeking counselling or the personal work reflected in our client files. By signing this form, I am agreeing that CFLA may do so without an additional signed release.

Client Name: _____

Client Signature: _____

Date: _____

Adapted from the sample provided by the American Psychological Association at:
<https://www.apaservices.org/practice/clinic/covid-19-informed-consent>

INFORMED CONSENT FOR VIRTUAL COUNSELLING

I understand that the volunteer counselling program at CFLA is supervised and overseen by a professionally accredited counselor and in accordance with professional governing bodies of Canada and BC in the counselling profession. This includes online counselling offered through Zoom and Phone. While taking the prescribed steps to ensure the online space is secure and in compliance with professional standards for security and privacy laid out by the Personal Information Protection and Electronic Documents Act (PIPEDA) of Canada.

Even with these precautions however, there can be no guarantee that the online counselling space cannot or will not ever be hacked or that the session will not be interrupted by technical issues beyond the control of the counsellor. In this case, both parties will make every effort to reconnect, by video or by telephone to reschedule the appointment.

I accept this unavoidable degree of risk involved with online counselling services, and I release CFLA and all staff and volunteers from liability or legal responsibility, should my information or any part of my counselling sessions be interrupted, leaked, hacked, or otherwise exposed.

Client Name

Client Signature

Date signed

INFORMED CONSENT FOR GROUPS FORM

DECISION TO MEET IN A GROUP SETTING

i have agreed to meet in a group setting for all-future sessions. If there is a resurgence of the pandemic or if other health concerns arise, services may be changed or cancelled.

CFLA RESPONSIBILITIES

CFLA has taken steps to reduce the risk of spreading the coronavirus within the office. These steps are outlined in the CFLA Safety Re-Opening Plan, which we have posted in our office. Additionally, if any of the staff, volunteers, or clientele at CFLA test positive for the coronavirus, we will notify all our clients immediately so that appropriate precautions can be taken ASAP.

CONFIDENTIALITY IN THE CASE OF INFECTION

CFLA may be required to notify local health authorities of anyone who has tested positive and has been in the office. If we must report this, we will only provide the minimum information necessary and will not go into any details about the clients' reason for seeking counselling or the personal work reflected in our client files. By signing this form, I am agreeing that CFLA may do so without an additional signed release.

Client Name: _____

Client Signature: _____

Date: _____

PREPARATION BEFORE ONLINE COUNSELLING

Settle into your physical space and the online space at least 10 minutes early to allow time for troubleshooting, volume adjustments, etc. I will 'arrive' 10 minutes prior to our session time.

Try to set up your device so that you can be 'hands-free' during the session, and seated comfortably.

You may also wish to have with you:

1. Note pad and pen
2. Water and/or hot beverage
3. Layers of warmth
4. Tissue

If the session is interrupted, please phone _____
to reconnect or reschedule.

ANNEX B

The following signage is available in this section:

Entry Check Visitors – Poster

Cover Coughs Sneezes – Poster

Handwashing –Poster

How to Use Mask – Poster – PDF

Entry Check Poster



help-prevent-sprea
d-covid-19-entry-che

Cover Coughs Sneezes Poster



help-prevent-sprea
d-covid-19-cover-co

Handwashing Poster



help-prevent-sprea
d-covid-19-handwa:

How to Use a Mask Poster

