

## COVID Work Environment Protocols

SPACE MITIGATIONS		
OLD PROTOCOL	NEW PROTOCOL	EFFECTIVE DATE
Physical distancing of 2 metres	Minimize close sustained contact when not needed.	Ongoing
Regular Occupancy	Suspended group programming and maintain social distance for critically important appointment-based services (eg 1 staff - 1 client in workstation)	On going – to be reviewed prior to Jan 28
Common areas are open. Practice regular hand and surface hygiene.	Common areas are closed	Ongoing
Plexiglass Barriers	Permanent barriers will remain in place; portable remain available.	Ongoing
MITIGATIONS FOR ALL PEOPLE		
OLD PROTOCOL	NEW PROTOCOL	EFFECTIVE DATE
Frequent hand hygiene and good respiratory etiquette	No change	Ongoing
Stay home when sick or experiencing symptoms	No change	Ongoing
	Three layer, medical or N95/KN95 masks are recommended on site instead of only one-layer cloth masks. All sites should have 3 layer or medical masks for adults and children including staff. If a client enters the building with a cloth mask, offer them a 3 layer or medical mask.	On going
<p>Masks are strongly recommended but not required for clients, staff or volunteers.</p> <p>Signs should be posted on doors stating masks are recommended.</p> <p>If a client or other staff person asks another staff to wear a mask when interacting, it is expected that such requests are respected and staff comply.</p>	<p><b>Masks are mandatory in all indoor public spaces for people 5 years and older.</b></p> <p>Exemptions for:</p> <ul style="list-style-type: none"> <li>• People with health conditions or with physical, cognitive or mental impairments who cannot wear one</li> <li>• People who cannot remove a mask on their own</li> <li>• Children under the age of 5</li> <li>• People who need to remove their masks to communicate due to another person’s hearing impairment</li> </ul>	Ongoing
CLIENT & VISITOR MITIGATIONS		
OLD PROTOCOL	NEW PROTOCOL	EFFECTIVE DATE
All sites open to the public for both drop-in and appointment-based services	Welcome Centre Vancouver, Surrey and New Westminster sites open for staff to work from if they cannot work from home as well as for the delivery of critical in-person operations eg RAP, SOS, Legal Clinic, 1-1 client crisis. In addition, we’re reviewing the potential of	Ongoing - to be reviewed prior to Jan 28

	continuing some LCC services where possible and safe.	
Signs requiring visitors to wear masks and not enter the building if they are unwell are to be posted visibly at all sites. No information is collected beyond normal participation and program information.	All in-person services except for critical programming are suspended. This protocol will be reassessed prior to January 28, 2022	Ongoing
	<p>Signs requiring visitors to wear masks and not enter the building if they are unwell are to be posted visibly at all sites. Four screening questions – see below - asked orally at time of scheduling in-person client appointment and when entering an ISSofBC site to attend an in-person appointment.</p> <ul style="list-style-type: none"> <li>• Do you have any of the following symptoms (cough, sore throat, or fever)?</li> <li>• Have been diagnosed with COVID-19 in the last 10 days?</li> <li>• Have been directed by Public Health to self-isolate?</li> <li>• Have been in contact with a confirmed COVID-19 case in the last 10 days and asked to self-isolate?</li> </ul> <p>If the client answers yes to anyone of the questions, offer the client online or telephone service, if possible.</p> <p>No information is recorded beyond normal participation and program information.</p>	<b>On going</b>
No cumulative limit per seating beyond normal occupancy restrictions	Suspended except for critical programming	Ongoing
Drop-in services and expanded in-person classes, workshops, and training resumes at all locations	Drop-in services suspended. Appointment based only for clients in crisis or critical programming	Ongoing