



Agency Name: Building Bridges Community Support

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IMPORTANT: These guidelines are based on the directives from provincial health organizations, WorkSafe BC and CLBC. It is important to understand that it may be necessary to revert to Phase 2 should COVID numbers increase again.

PRIVACY NOTE: People have the right to their privacy. Please respect this and do not ask anyone if they have been vaccinated. No one is obligated to disclose if they have or have not been vaccinated.

PHASE 3: COMMUNICABLE DISEASE PREVENTION

General Policies in place for everyone's safety and consideration:

IMPORTANT NOTICE: Although masks are no longer mandated, because we are working with a more vulnerable population, masks should still be worn by both workers and participants in vehicles, in the individual's home (staff only) and in the office. If visits are outdoors, masks are optional for both the staff and the individual. Please continue to have full communication with the people you are supporting to ensure they feel safe. Some people may need a little more time to adjust to changes as restrictions are lifted. Some people may choose to continue to wear masks. It is expected that this is respected for both staff and participants.

Service Guidelines:

- A Health Check* is done before each visit, and only remote support is available if the worker or participant answers yes to any of the questions that are true for them personally. (* See Appendix I for further details)
- Both the worker and individuals need to follow the *Health Safety Protocols** put forward by health organizations, BC government, WorkSafe BC and CLBC (* See below for details).
- Encourage outdoor visits as much as possible. As more opportunities open up in the community, use your best judgment as to what is safe or not, and ensure the participant feels comfortable with the outing.

- Physical distance (maintaining 2m distance) during visits as much as possible. Along with hand washing, this is still an effective way of managing transmission.
- MASKS IN HOMES: Masks are still mandatory for workers when in the homes of the individuals.
- Follow provincial rules about masks when in public areas.
- It is up to the workers if they feel safe having people in their vehicle or not. Vehicle Policy* must be followed if workers are transporting people in their vehicles. (* See below for details)
- No large group services at this time (no Out and About Respite or Namaste). Double dates (where a worker and their participant meet up with another participant and their worker) are encouraged.
 - **As long as there is clear communication, and everyone agrees and are wearing a mask, workers can now transport up to two individuals in their vehicle at a time.**

Masks and other PPE

- It is up to the individuals to provide their own masks.
- People are required to sign in, use hand sanitizer and wear a mask when in the office. Office use is available to up to **two** participants and their workers at a time.
- Workers can expense up to \$20/month for hand sanitizer, disinfecting wipes/spray, masks, and any other necessary PPE. There is hand sanitizer available for staff at the office.

Health Safety Protocols

- Do the Health Check questions with self and the participant prior to seeing them;
- If anyone has **ANY** symptoms – we can only do remote support (via phone or video); if someone has symptoms, they should call 811 and follow their guidelines (i.e. isolate if necessary). **Please email Eirene if anyone has been exposed to COVID and/or if anyone tests positive for COVID.**
- If visiting multiple people in a day and going into their homes, workers are required to change their clothes at each new location – they are only required to do so if they are providing service in the home. This is not required for outdoor visits.

- Be conscientious about physical distancing (2m) and physical contact – ask individuals what they are comfortable with. Share what is a comfortable distance for you;
- Wash hands frequently, including prior to and following each visit. Use hand sanitizer if hand washing is not available;
- Cough and/or sneeze into their shoulder, elbow, or tissue, instead of their hands. Dispose of tissue immediately and use hand sanitizer or wash hands immediately after;
- Self isolate if sick:
- People who fall ill are asked to call 811, do the online self assessment (<https://bc.thrive.health/covid19/en>), or see a doctor to determine to what degree they need to isolate.

Health Check (see updated health check for changes)

- Workers are asked to do a Health Check on themselves, and to do a check in call with their participants prior to seeing them. This check in call will include the Health Check questions. Workers have been given guidelines if someone answers yes to any of the questions. If the workers are unsure, they can contact Eirene to confirm how to proceed. See Appendix I for a full outline and checklist.

Vehicle Policy

- It is up to the individual and the worker to determine if they are comfortable being in the vehicle together and potentially with another participant.
- **Vehicle Policy** - If workers are transporting people in their vehicles these safety protocols MUST be followed:
 1. Both people wash hands, or use hand sanitizer prior to getting into the vehicle;
 2. Masks are mandatory;
 3. Public Health Organizations still recommend increasing ventilation in vehicles, so driving with windows open is recommended, when possible.
 4. It is up to the worker where they would like the participant to sit in the vehicle.
 5. Maximum of two participants in the vehicle at a time (unless they are from the same household).
 6. The staff is responsible for disinfecting their own vehicle immediately after each participant.

APPENDIX I

COVID-19 Pre- visit Health Check Questions

1. Are you currently sick?

- If yes, **REMOTE SERVICE ONLY**. Ask them to do an assessment or call doctor or 811 to determine if they need to quarantine or not, and for how long.

2. Is anyone in your household sick, or been sick, in the past 7 days?

- If yes, have they done a self-assessment, called 811 or contacted a doctor?
- If no, get them to do one of the above mentioned prior to the visit. Get them to check back with you about the recommendations put forward.
- If yes, what were the recommendations?
- Follow recommendations put forward.
- **OUTSIDE SERVICE ONLY** (no transportation at this time) – do not go into the home as long as the person is sick and until they have finished any necessary quarantine. Both you and the participant **MUST** wear a mask.

3. Have you or anyone in your home gone to a hospital in the past 7 days?

- Possible quarantine required, depending on the reason and duration for the visit.
- Follow above protocol 2. if it is someone in the household.

4. Have you been in contact with anyone who has tested positive for COVID in the past 7 days?

- If yes, follow quarantine guidelines put forward by health authorities. **REMOTE SERVICES ONLY**.

5. Have you or anyone in your home (including guests/visitors), been outside of **Canada** in the past 7 days?

- If yes, **REMOTE SERVICES ONLY** for the first week back or from the first day the visitor arrived, even if they have used a rapid test and tested negative. Rapid tests are only really reliable if you have symptoms.

COVID-19 – Health Check Checklist

Name of individual	Date	Do you feel sick?	Is anyone in your home sick?	If you, or someone in your home is sick, have you/they completed a self assessment, called 811 or visited a doctor? Recommendations ?	Have you or anyone in your home gone to a hospital in the past 7 days?	Have you been in contact with anyone who has tested positive for COVID in the past 7 days?	In the past 7 days, have you, or anyone in your home, including visitors, been outside of Canada?	Initials