



DIVERSE*city*
community resources society

DIVERSEcity COVID-19 Safety Plan





Contents

Understanding the Risk.....	3
Selecting Protocols for Each Workplace	3
Recommended Protocols.....	5
General Safety	5
Safety Protocols for the Workplace	10
Additional Safety Guidelines for Programs.....	15
Additional Safety Guidelines for Children and Youth Programming, including Counselling and Childminding.....	18
Appendix A – List of all Health Check Links	20
Appendix B – Resources.....	21

DIVERSEcity COVID-19 Safety Plan

In March 2020, the COVID-19 pandemic led to the closure of all DIVERSEcity sites. This plan outlines a phased approach to reopening DIVERSEcity’s physical locations and continuation of in-person services, following WorkSafe BC recommendations, specifically [child care](#), [education](#), [health](#) and [1:1 counselling](#) settings. This plan provides general recommendations, and each site will use supplementary recommendations and safety plans based on their specific environment. This plan is required to be posted at all worksites.

Understanding the Risk

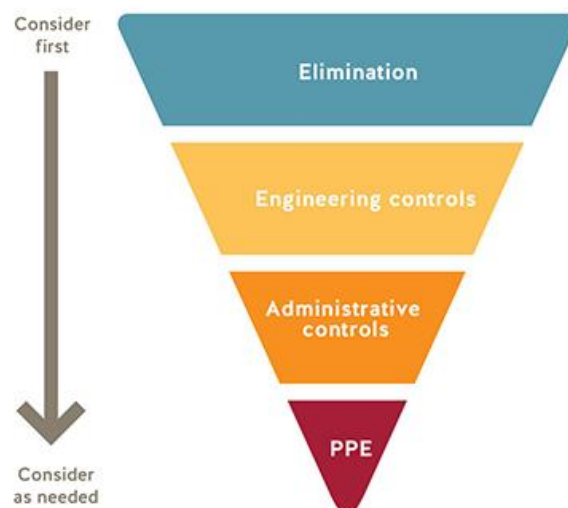
The virus that causes COVID-19 spreads in several ways, including through droplets when a person coughs or sneezes, and from touching a contaminated surface before touching the face. Higher risk situations require adequate protocols to address the risk.

- 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 the same surface, and when those contacts happen in short intervals of time. Effective cleaning and hygiene practices help mitigate this risk.

After you receive a COVID-19 vaccine, it will still be extremely important to continue to practice all the preventive safety protocols, including washing your hands, maintaining physical distancing, wearing a mask, and staying home when sick.

Selecting Protocols for Each Workplace

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.





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 workers at least 2 metres from other workers, customers and members of the public.

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

Third-level protection (administrative controls): Establish rules and guidelines, such as cleaning protocols, telling workers not to 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.](#)

Recommended Protocols

General Safety

Occupancy Limits and Physical Distancing:

- Determine and follow occupancy limits for each workplace area to maintain the physical distancing requirement. Total occupancy shall not exceed this limit.
 - Establish and post [occupancy limits signage](#) for all shared spaces and rooms such as reception areas, elevators, photocopy rooms, offices, kitchens, lunchrooms and break rooms.
 - Consider removing chairs or tables to ensure occupancy limits are not exceeded.
- Maintain 2 metres of physical distancing whenever possible between employees, contractors, volunteers and clients.
 - Consider the use of virtual meetings or other means to reduce the number of employees onsite.
 - Modify work processes and practices to encourage physical distancing between all employees, contractors, volunteers and clients.
 - Provide instructions to employees on methods for maintaining physical distance such as not greeting others by hugging or shaking hands.
- Manage the flow of people in common spaces such as reception areas, hallways, on stairs.
 - Arrange common and high traffic areas in a way that allows at least 2 metres of physical distance between each employee.
 - Identify entry and exit points.
 - Use floor marking to identify lineups and adequate physical distancing.
 - Consider the use of one-way systems.
 - For small areas or rooms, such as a file storage or copy room, implement schedules and/or procedures for single-worker or limited-worker access to maintain physical distance.
- Scheduling employees and their work spaces to ensure physical distancing.
 - Consider creating cohorts of employees who work together and who do not interact with other cohorts. This will assist in reducing transmission throughout the workplace in the event that an employee becomes ill.
 - If possible, provide additional areas for employees to have their breaks, including outside areas if available.
 - Stagger employee start, break and end times.
 - Minimize sharing office space or workstations. Ensure employees use their own equipment and limit sharing of supplies and equipment (e.g., pens, staplers, computers, telephones, tablets, computer mouse).
 - Plexiglas barriers are available for use in some classrooms to provide barriers between clients and employees.

Hygiene Practices and Respiratory Etiquette:

- Establish hand washing, hygiene and respiratory protocols for everyone in the workplace. Frequent handwashing and good hygiene practices are essential to reduce the spread of COVID-19.
- [WorkSafe BC handwashing signage](#) and the [BC Centre for Disease Control handwashing signage](#) is provided to communicate good handwashing practices. Post WorkSafe BC handwashing signs near all sinks.
- Require employees to wash their hands or use an alcohol-based hand rub (frequently called hand sanitizer) regularly throughout the day, including:
 - When they arrive at the workplace and before they go home
 - Before and after handling food (raw, cooked or pre-packaged)
 - After using the toilet
 - After contact with body fluids (e.g., phlegm, mucus, spit, vomit, blood)
 - Before donning and after doffing personal protective equipment
 - After cleaning tasks
 - After handling garbage
 - Whenever hands are visibly dirty
 - When moving between different environments (e.g., outdoor-indoor transitions)
- Wash hands with soap and water for a minimum of 20 seconds when available.
- Ensure hand hygiene supplies are available at all times (e.g., soap, clean towels, paper towels and minimum 60% alcohol-based hand rub).
 - Consider the maximum number of employees and clients required to wash their hands at peak times and ensure that sufficient hand washing or alcohol-based hand rub stations are available for these times.
- All employees, contractors, volunteers and clients are required to wash their hands or use an alcohol-based hand rub immediately upon entering the facility.
- Keep alcohol-based hand rub out of the reach of children and supervise its use for children.
- Hand hygiene stations should be set up at building and program entry and exit points and other locations as appropriate.
- Where practical, use of touchless alcohol-based hand rub dispensers, garbage bins, etc. can be helpful to minimize transmission through physical contact.
- Limit the use of touching non-automated doors by keeping doors open that are not accessible to the public.
- Encourage employees to remain on site during lunch or at break times, and for employees who do leave the site, contactless delivery or pick up options are recommended when possible.
- Provide education and direction to employees and clients to ensure good respiratory etiquette.
 - Covering the mouth and nose with a disposable tissue when coughing or sneezing, or with the crease of the elbow if tissue is not available.
 - Throw away used tissue in waste receptacles.

- Immediately perform hand hygiene after coughing or sneezing.
 - Avoid touching their eyes, nose or mouth.
- Ensure used tissues, disinfectant wipes and PPE are properly disposed of in a lined waste receptacle that is emptied at least daily. Waste receptacles should not require physical contact (e.g., removal of lid) to discard items.

Cleaning and Disinfection:

- The workplace should be cleaned and disinfected in accordance with the [BC CDC's Cleaning and Disinfectants for Public Settings](#).
- Staff should noted the difference between cleaning and disinfecting:
 - **Cleaning:** the physical removal of visible soiling (e.g., dust, soil, blood, mucus). Cleaning removes, rather than kills, viruses and bacteria. It is done with water, detergents and steady friction from cleaning cloth.
 - **Disinfection:** the killing of viruses and bacteria. A disinfectant is only applied to objects; never on the human body.
- Any visibly soiled surfaces should be cleaned first before being disinfected.
- Maintain an adequate supply of cleaning and disinfection products and materials.
- Develop a cleaning and disinfection schedule and procedures that focuses on high-traffic, common areas and high-touch surfaces such as reception areas, washrooms, shared office spaces, doors and cabinet handles, stair railings, desks, keyboards, light switches and communications devices.
 - General cleaning and disinfecting of the workplace should occur at least once a day.
 - Frequently touched surfaces should be cleaned and disinfected at least twice a day.
 - Employees should clean and disinfect their work station and work area before and after each shift and in-between clients.
- Remove toys that have surfaces that are not easily cleaned, such as plush stuffed animals.
- Remove unnecessary items from reception area, counselling rooms or classrooms to reduce surfaces that could become contaminated (e.g., magazines, comfort items).
- Empty garbage containers daily at a minimum.
- If an employee or client leaves the building due to symptoms of COVID-19, clean and disinfect areas those individuals were in, including surfaces they may have touched, immediately upon their departure.

Use of Personal Protective Equipment (PPE):

Personal Protective Equipment (PPE) is equipment that is worn to minimize your exposure to hazards.

- Before donning PPE, as well as after removing PPE, hands should be washed thoroughly. If hands cannot be washed, alcohol-based hand rub must be used.
- PPE that is reusable (i.e. gowns, aprons) should be removed and washed or disinfected at the end of the workday. PPE that is limited to single use (i.e. disposable masks, gloves) must be discarded after each use.
- Determine what PPE may be required for employees who are responsible for cleaning and disinfecting. Read product labels and Safety Data Sheets associated with the products to help make this determination.
- Where PPE has been used for workplace tasks prior to the COVID-19 pandemic, continue to use this PPE when performing these tasks.
- Wear disposable gloves when cleaning body fluids (e.g., phlegm, mucus, vomit, stool, urine).
- The use of masks is an additional control to supplement other measures outline in the safety plan and helps to reduce the risk as employees and clients move around in the workplace.

Non-medical face masks alone will not prevent the spread of COVID-19.

- The reference to “masks” within the safety plan refers to non-medical face masks. Face shields are not considered an acceptable substitute for a mask.
- Masks are not required for virtual services.
- Masks are required for all employees, contractors, volunteers and clients when they are in common areas like classrooms, hallways and washrooms, and anytime they cannot safely distance from others. Exceptions will be made for children under the age of 2 and those who cannot wear masks for medical or disability related reasons. If they cannot wear a mask, offer virtual services or other appropriately determined services.
- Even when wearing a mask, physical distancing should be maintained. If it is not possible to maintain physical distancing with clients, consider the use of Plexiglas barriers in addition to mask use.
- Masks are required for all employees, volunteers, contractors and clients during the delivery of in-person client service, including but not limited to, accompaniment, appointments and small group sessions.
- Employees seated at their workstations may remove their mask temporarily while working independently but shall replace their mask before getting up for their workstation and/or when collaborating with others.
- Individuals who’ve receive a COVID-19 vaccine are still required to wear a non-medical face mask.
- Refer to [WorkSafeBC’s guidance on the selection and use of masks](#). Post [How to Use a Mask signage](#) about the correct use of masks in common areas.
- The Government of Canada provides additional resources for [how to put on, remove and clean non-medical masks and face coverings](#).



Employee Travel:

- Consider separate vehicles if possible.
- If employees must travel together, larger vehicles may be able to accommodate physical distancing by using a seat configuration that maximizes distance between people. It's recommended that one person is seated in the driver seat and one person is seated in the rear passenger side.
- Masks must be worn by all passengers in the vehicle when carpool or traveling together.
- It is recommended that high touch surfaces such as vehicle door handles, seat belts and seats are disinfected before and after travel.
- Employees traveling on public transit must adhere to all [Translink COVID safety guidelines](#), including mandatory mask wearing.

Safety Protocols for the Workplace

Virtual Services:

- Where possible, provide virtual services for clients.
- Utilize DIVERSEcity client consent form specific to offering virtual services.
- Meetings of any type will be conducted virtually, using telephone or video conferencing. If this is not possible and in-person service/meeting is required, the employee will notify their supervisor and the Manager, COVID Support.

Health Checks:

- All employees, contractors, volunteers and clients who have symptoms of COVID-19, have travelled outside Canada in the last 14 days, and/or were identified as a close contact of a person with a confirmed case of COVID-19 must stay home and self-isolate in accordance with guidance from the [BC Centre for Disease Control](#).
- All employees, contractors, volunteers and clients must complete a health check prior to attending the workplace and receiving in-person service.
- If providing services virtually or contactless drop-off, a health check is not required.
- Client health checks may be completed in their preferred language by the assistance of an employee or translation service.
- There are 6 available online health checks. The employee, contractor, volunteer or client will need to complete the health check that applies to them. Please see Appendix A for health check links.
- Employee, contractor and volunteer health checks must be done the same day as their shift and prior to entering the workplace. Signage will be posted at entrances and will display the QR code for the survey.
- Client health checks are a two step process:
 1. **Working day prior:** The appropriate client health check is to be complete 1 working day prior to visiting a DIVERSEcity workplace or receiving in-person service. This health check is to be completed by an employee over phone with the client. Ensure the client understands the mask policy and is willing and able to wear a mask. If they cannot wear a mask, offer virtual services or other appropriately determined services.
 2. **As you greet the client:** An employee will review the health check verbally to ensure client remains eligible for in-person service. This may be completed in their preferred language by the assistance of an employee or translation service. If the client answers “yes” to 1 or more of the verbal health check questions, the client is no longer eligible for in-person service. Please kindly instruct the client to go home and call 8-1-1 for further guidance.

Not Eligible to Provide In-Person Service:

The provincial health officer and the [BC Centre for Disease Control](#) (BC CDC) have issued the following guidance around self-isolation. The following workers should not come into the workplace:

- Anyone who has had [symptoms of COVID-19](#) in the last 10 days must self-isolate at home.
- Anyone under the direction of public health to self-isolate must follow those instructions.
- Anyone who has arrived from outside of Canada (including the USA) must self-isolate for 14 days and monitor for symptoms.
- Anyone who is a close contact of a confirmed COVID-19 case must self-isolate for 14 days and monitor for symptoms.

Any employee, contractor, or volunteer who becomes in-eligible to provide in-person service must notify their supervisor/manager immediately. Before returning to the workplace and providing in-person services, the individual must acquire supervisor/manager approval.

Illness during In-Person Service:

- If COVID-19, cold and/or flu symptoms arise for an employee, contractor, volunteer or client during in-person services, discontinue service and reschedule appointment for a later date.
- Clean and disinfect all work areas and surfaces the ill individual may have touched immediately after the individual leaves.
- Employees must immediately notify their supervisor/manager of the situation.
- Consider designating a COVID-19 refuge area at the workplace for an individual who becomes ill. This refuge area can be used as the ill individual waits for transportation or emergency personnel to arrive. Provide additional PPE and first aid supplies in the refuge area.

Access to DIVERSEcity Sites:

- Client services will be provided remotely, to the extent possible, while accommodating client needs. Where those client needs cannot be adequately met through remote service, appropriate precautions and safety guidelines will be taken for in-person meetings and services.
- All employees, contractors, volunteers and clients must complete a health check prior to attending the workplace and receiving in-person service.
- If a client health check was not complete prior to the appointment, please have an employee complete the online client health check with the client before providing in-person service. An electronic tablet is available at reception at DIVERSEcity's Community Campus to help facilitate any client health checks that had not been completed 1 working day prior.
- All employees, contractors, volunteers and clients will only work at or access services at one site, unless it is essential that they attend more than one site. Supervisor (Manager or

Director) approval is required and supervisor will ensure that employee, contractors, volunteers and clients attend the least amount of sites possible.

- Any meeting or event hosted by DIVERSEcity or attended by any DIVERSEcity employee, contractor or volunteer will adhere to public health orders on gatherings and events, including limits on size of gathering.
- Supervisors must ensure that employees follow the guidelines in this safety plan and any additional program or site-specific guidelines that may be established.
- Identify any risks that arise from the reduction of people at the workplace; for example, employees working alone and/or with high-risk populations under the COVID-19 guides. Address these risks as required.

Reception and Waiting Area:

- Post signage at building entrances and within the workplace to assist with communicating expectations, such as hand hygiene, physical distancing, respiratory etiquette, reporting illness or travel history, occupancy limits and no entry if unwell or in self-isolation.
- Post signage in reception areas that identify concerning symptoms and ask clients to identify themselves if they are experiencing any of them.
- Waiting areas should be arranged to maintain the physical distancing requirements.
 - Install barriers (e.g., Plexiglas) between receptionists and visitors. Place markings on the floor directing visitors where to stand to communicate with front desk employees.
 - Arrange the waiting area in a way that allows at least 2 metres of physical distance between individuals. Consider removing extra chairs and tables from the area to support this.
 - Provide clients with a direct and accessible route to sit in the waiting area (i.e., by marking the route on the floor using signage) to ensure physical contact is not required to access the seating area.
- Include consideration for disabled individuals and those who require accompaniment (e.g., a parent or guardian).
- Remove unnecessary items and offerings such as magazines, booklets, pamphlets, toys, candy and beverages. Use disposable cups or single use items where necessary.
- Ask clients to arrive no more than five minutes before their expected appointment.
- Where reception and waiting area size or layout presents challenges to physical distancing, consider alternative approaches, such as asking clients to wait to enter the building until they receive a text message or phone call to advise that their appointment can start, or meeting clients outside pre-appointments.
- Where elevator use is required to access the office, ensure employees, contractors, volunteers and clients maintain physical distancing and use of the elevator is staggered. WorkSafe BC has occupancy limit signage to post.

Scheduling Appointments:

- Determine and limit the number of clients at DIVERSEcity workplaces in accordance to building and room occupancy limits.
- The Manager, COVID Support must be notified of all scheduled client appointments at a DIVERSEcity workplace.
- Establish policies and procedures around when and how clients can access DIVERSEcity workplaces.
- Client appointment times will be staggered to ensure adequate physical distancing and disinfecting of the room(s) before and after the appointment time. It is recommended that there are 30 minutes between an employee's client appointments if scheduling multiple per day.
- When speaking with clients during scheduling and appointment reminders, ask them to reschedule if they, or anyone in their household, has symptoms of COVID-19, have been asked to self-isolate or have travelled outside of Canada within the last 14 days.
- Consider emailing the clients any forms that need to be filled out so they can complete them prior to the appointment.
- Programs with a webpage should consider posting information on modifications made to the site and appointment visit procedures.
- Communicate illness policy and safety protocols with clients through phone, email or website before entry into the workplace.
- For 1:1 appointments, inform clients that childmind is not available. Clients may bring their children if needed, but clients will be responsible for supervising their children. Toys and comfort items will not be provided. Consider asking clients to bring a small toy (easy to disinfect, not soft or plush) or book for their children.

Immediately Before an Appointment:

- Arrive approximately 30 minutes prior to the scheduled client appointment.
- Clean and disinfect the appointment room and high touch building surfaces prior to the client(s) arrival. It may include but not limited to Plexiglas barriers, tables, chairs, light switches and door handles.
- Familiarize yourself with any directional signage, locations of hand washing or alcohol-based hand rub stations and other site-specific protocols.
- Plan the work and anticipate areas where physical distancing cannot be maintained (e.g., corridors, small offices, etc.). Consider single-person access if entry into a constricted area is required.
- Prepare for the client verbal health check.
- Clients will be asked to wait in their vehicles or outside the building, until just before their appointment, when possible.
- Clients will be asked to wash hands or use an alcohol-based hand rub upon entering the workplace and will be given a verbal health check by an employee.



Immediately After an Appointment:

- Clients will be asked to wash hands or use an alcohol-based hand rub upon exiting the workplace.
- Clean and disinfect the appointment room and high touch building surfaces after the client(s) departure. It can include but not limited to Plexiglas barriers, tables, chairs, light switches and door handles.

Pick Up and Drop Off:

- Implement strategies to ensure physical distancing is maintained at drop-off and pick-up areas at the beginning and end of appointments. Consider staggered drop-off and pick-up times, using multiple entrance points if available and placing markers at entrance points to support physical distancing.
- Use alternative forms of greetings and avoid close greetings such as hugs and handshakes. Remind children and youth to keep their hands to themselves when possible.

Kitchens, Meals and Snacks:

- Kitchens may remain open for employees with physical distancing, occupancy limits, cleaning and disinfecting and other protocols outline in this safety plan in effect.
- In kitchens, coffee stations will be closed but hot water can still be provided. Appliances such as fridges and microwaves may remain open but cleaning and disinfecting must occur before and after each use.
- Consider distancing the tables in rooms where food is being offered.
- Provide a handwashing or alcohol-based hand rub station prior to consumption of food.
- Do not allow sharing of food or drink by employees, contractors, volunteers or clients.
- Do not use a self-serve option. Provide snacks directly to clients in individual servings. Provide pre-packaged snacks (granola bars, etc.) or boxed lunches when providing food is necessary.
- Consider providing to-go meals or snacks for clients.
- Consider providing bottled water instead of community water coolers or fountains.
- Wash all fruits and vegetables with soap and cold water then rinse before consuming.
- Provide individually wrapped utensils to clients. Paper and plastic disposable products can also be used for individual servings and then discarded by the individual.
- Do not allow clients to participate in food preparation.

Additional Safety Guidelines for Programs

Note that these guidelines are in addition to all guidelines listed above.

Delivering Supplies Contactless to Clients at Home:

- Discuss contactless delivery to maintain physical distancing requirement (e.g., employee leaves packages in a pre-arranged location) where possible.
- If providing a contactless service (e.g., Food hamper drop-off), a health check is not required.
- Provide employee or volunteer with a mask and alcohol-based hand rub.
- Masks are required when physical distancing cannot be maintained. Please see the “Use of Personal Protective Equipment (PPE)” section on page 7 for more information.

Client Services at the Clients’ Residence:

- Discuss with clients the space where home visits will take place prior to the visit. Ensure that it is possible to conduct the home visit while remaining 2 metres apart.
- When possible and weather permitting, opt to conduct meetings outdoors.
- Provide employee or volunteer with a mask and alcohol-based hand rub. Have extra for client if needed.
- Conduct the applicable client health check prior and verbal health check upon arrival. All health checks will be completed via online survey, see Appendix A.
- Remind clients of safety guidelines including physical distancing, hand hygiene, respiratory etiquette and the mask policy. Please see the “Use of Personal Protective Equipment (PPE)” section on page 7 for more information.
- Employee and client must wash hands or use an alcohol-based hand rub before and after the visit.

Accompaniments, Integration Visits and Outreach:

This includes attending third party agencies and Interpreters providing service at Health Care centres.

- For accompaniment visits to other agencies, try to complete the visit using virtual technology where possible. If the employee is attending in the role of an interpreter, try to conduct interpretations virtually.
- The employee should be knowledgeable about the COVID-19 guidelines of the organization/agency where the visit will take place prior to the appointment. Adhere to all facility/organization procedures & requirements.
- Employees and clients may need to complete a third party agency’s health check, in addition to DIVERSEcity’s required employee and client health checks.



- Continue to practice physical distancing, hand hygiene, respiratory etiquette and all other general safety guidelines.
- Face masks are recommended at all times for employees and clients conducting in-person services at an external facility/organizations, even if not explicitly required by the facility/organization.
- Provide employee or volunteer with a mask and alcohol-based hand rub. Please see the “Use of Personal Protective Equipment (PPE)” section on page 7 for more information.

Accompaniments, Integration Visits and Outreach – Public Transportation:

- Employees, contractors, volunteers and clients must complete a health check prior to any accompaniment appointments.
- If employees or clients display symptoms during the accompaniment, the appointment will be stopped and rescheduled for a later date.
- An alcohol-based hand rub should be used upon entry and exit from public transportation.
- Adhering to [Translink’s COVID safety guidelines](#), employees and clients using public transportation are required to wear a face mask that should be worn at all times.
- Appointments at peak periods should be avoided and travel should be undertaken during non-busy times to allow for maximized physical distancing.
- Maintain physical distance from other transit passengers when possible and follow transit physical distancing markers. Use bus seating when possible.
- Employees should maintain 2 metres of physical distance to clients where possible.
- Allow extra time to arrive at the appointment. Take the next bus if the bus is too full.
- Walk to the appointment or arrange to meet the client at a meeting point close to the appointment if possible.

Classes:

- Consider teaching classes outside when practical and weather permitting. Inform students that outside classes may be an option and for them to bring appropriate clothing.
- Organize students into smaller cohorts or groups that stay together.
- Strive to minimize the number of different employees (instructors, assistants, etc.) that interact with students.
- Consider different classroom configurations to maintain distance between students and adhere to room occupancy limits.
- Instructors are required to wear a mask. If the usage of a mask hinders language learning for individuals with low language levels, consider using a clear mask so that the client can see their mouth.
- Incorporate more individual activities or activities that encourage more space between students and employees.



- Develop policies around when students should wash their hands. Provide handwashing or alcohol-based hand rub stations.
- Stagger start and end of class times as well as break times for students and employees to prevent crowding when entering and leaving the site.
- It is recommended that there are 30 minutes between classes to ensure adequate time for cleaning and disinfecting.

Group Workshops and Youth Programming:

- Consider creating smaller groups to support physical distancing. Keep the members of these groups consistent and minimize the number of different employees that interact with the same group. Consider creating cohorts of employees and clients.
- Ensure workshop participants use their own equipment (e.g., pens, paper, computers) where possible.
- Conduct workshops and youth programming outside when possible and weather permitting.
- If computers need to be shared, clean and disinfect high touch surfaces such as computer keyboards, mice and desk surfaces.
- Implement hand hygiene practices before and after breaks and workshops.

Community Kitchens and Community Gardens:

- Limit the number of employees and clients in a food preparation area at any one time.
- Limit the number of individuals in the community garden at any one time.
- Establish separations using Plexiglas between workspaces in kitchens.
- Consider creating cohorts of employees and clients who work together.
- Establish directional arrows and workspace flow to control traffic and ensure physical distancing.
- Establish hand hygiene and disinfecting protocol for communal equipment and tools. This should be at a higher frequency, including before and after each use by an employee or client.

Additional Safety Guidelines for Children and Youth Programming, including Counselling and Childminding

Note that these guidelines are in addition to all guidelines listed above.

Pick Up and Drop Off:

- Where parents or caregivers must enter for drop off or pick up and/or they are participating in the appointment with their child:
 - Designate an area within the site for this.
 - Direct them to maintain physical distance from employees and other children.
- Use alternative forms of greetings and avoid close greetings such as hugs and handshakes and remind children and youth to keep their hands to themselves when possible.
- Encourage parents, caregivers and children to practice hand hygiene, including washing hands or using alcohol-based hand rub when arriving and leaving.

During an Appointment:

- Incorporate more individual activities or activities that encourage more space between employees and clients. For younger clients, adapt activities to minimize physical contact and reduce shared items.
- It is not always possible for employees to maintain physical distance from children and between children. Adhere to the principle of physical distancing where possible, by:
 - Minimizing the frequency of direct physical contact with children.
 - Note that children who live in the same home do not need to maintain physical distance from each other.
 - Minimizing the number of different employees that interact with the same child or group of children.
 - Including the use of outdoor space for various activities, including snack/meal time, while adhering to physical distancing and hygiene practices.
- Separate toys and activities into small containers and create separate play areas in order to facilitate easier cleaning after appointments.
- Consider creating a “to be washed” bin where toys and supplies can be placed to be cleaned and disinfected in between uses, appointments or at the end of the day.
- Toys, objects and surfaces known to have been in contact with bodily fluids should be cleaned and disinfected as soon as possible.
- Allow additional time for employees to complete disinfection of shared equipment (e.g., toys) and high touch surfaces prior to the next child/group arriving.
- Provide adequate amounts of high touch materials, such as art supplies, activity sheets and books in order to minimize sharing between children.

- According to the BC Ministry of Health, “There is no evidence that the COVID-19 virus is transmitted via textbooks, paper or other paper-based products. As such, there is no need to limit the distribution or sharing of books or paper based resources”¹ However, as a precaution, books or any shared paper supplies or products should be set aside after use for a minimum of 24 hours before using again with another program participant. Plastic coverings on books can be wiped down with cleaning solution.
- Store children’s belongings separately, for example by using individual cubbies.
- Consider placement of children when facilitating groups, for example keeping children within small groups, and placing children with an empty seat beside them and diagonally between rows.
- Discourage any food or drink sharing.
- Eliminate group food preparation activities.
- Non-medical face masks are mandatory for anyone 12 years of age and older, and DIVERSEcity recommends non-medical masks for children over the age of 2. Masks are not recommended for children under the age of 2.
- Where appropriate, consider outdoor sessions to ensure the physical distancing requirement. Importantly, confidentiality considerations should be considered when you are planning to provide sessions outdoors or in public settings and this topic could be addressed in your intake and informed consent forms.
- Consider whether a different informed consent form for in-person services during COVID-19 is appropriate. Discussion of these service delivery frameworks should be communicated to program participants/caregivers before starting in-person and virtual services during COVID-19.
- Consider providing or maintaining virtual services if the in-person service delivery framework and informed consent is not agreeable to the program participant during COVID-19 times.

Continue to education children and youth on our COVID safety guidelines including hand hygiene and respirator etiquette:

- Support children, youth and caregivers to wash their hands including:
 - When they arrive and before they go home
 - Before and after eating and drinking
 - After using the toilet
 - After playing outside
 - After handling pets and animals
 - After sneezing or coughing
 - Whenever hands are visibly dirty
 - When moving between different environments (e.g., outdoor-indoor transitions)
- Provide education and direction to children and youth to:
 - Cough or sneeze into their elbow sleeve or a tissue
 - Throw away used tissues and immediately perform hand hygiene
 - Avoid touch their eyes, nose or mouth



Appendix A – List of all Health Check Links

DIVERSEcity staff, volunteers & clients:

Employees & Contractors: <https://www.surveymonkey.com/r/DCRSEmployee>

Volunteers: <https://www.surveymonkey.com/r/DCRSvolunteerhealthcheck>

Clients: <https://www.surveymonkey.com/r/DCRSclient>

Children’s Programs (First Steps), including Options and Umoja staff & clients:

Employees & Contractors:

<https://www.surveymonkey.com/r/ChildrensProgramsEmployeeHealthCheck>

Clients: <https://www.surveymonkey.com/r/ChildrensProgramsClientHealthCheck>

Community Programs (Seniors & Food) – including Better at Home, Food Hamper and Food Hub contractors & clients:

Contractors: <https://www.surveymonkey.com/r/BaHContractor>

Clients: <https://www.surveymonkey.com/r/BaHClient>

Appendix B – Resources

General Information:

BC Centre for Disease Control (BC CDC) COVID-19 home page: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19>

BC COVID-19 Self Assessment Tool: <https://bc.thrive.health/covid19app>

Self Quarantine Upon Return to BC: <https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/self-isolation-on-return>

BC CDC Symptoms: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/symptoms>

BC 8-1-1 (Public Health): <https://www.healthlinkbc.ca/services-resources/about-8-1-1>

Fraser Health COVID-19 Downloadable and Translated Resources: https://www.fraserhealth.ca/health-topics-a-to-z/coronavirus/resources#.YAm_kP1KjIW

WorkSafe BC COVID-19 Information and Resources: <https://www.worksafebc.com/en/about-us/covid-19-updates>

BCCDC Foundation for Public Health Pandemic Terminology: <https://bccdcfoundation.org/pandemics-the-terminology/>

Translink BC's COVID Safety Guidelines: <https://www.translink.ca/rider-guide/coronavirus-precautions>

Specific Safety Guidelines:

BC CDC's Cleaning and Disinfectants for Public Settings: http://www.bccdc.ca/Health-Info-Site/Documents/CleaningDisinfecting_PublicSettings.pdf

Hard-surface disinfectants and hand sanitizers (COVID-19): List of disinfectants with evidence for use against COVID-19: <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>

WorkSafe BC's guidance on the selection and use of masks: <https://www.worksafebc.com/en/resources/health-safety/information-sheets/covid-19-health-safety-selecting-using-masks?lang=en>

Masks – How to put on, remove and clean non-medical masks and face coverings: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/how-put-remove-clean-non-medical-masks-face-coverings.html>

Worker Health Checks – Public Health Order: <https://www.worksafebc.com/en/about-us/covid-19-updates/health-and-safety/health-checks>

COVID-19 and Food Safety: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/food-safety>



Signage and Infographics:

Occupancy Limits Signage: <https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-occupancy-limit?lang=en>

WorkSafe BC Physical Distancing Signage: http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_PhysicalDistancingPoster.pdf

Fraser Health Children Physical Distancing Signage: https://www.fraserhealth.ca/-/media/Project/FraserHealth/FraserHealth/Health-Topics/Coronavirus/BTS/Kids-physical-distancing-poster_golden-retrievers.pdf?la=en&rev=57bf22d551f740349977832f354bb346&hash=CF287137C34CEC946899BDF519BF60568A2BB9FB

WorkSafe BC Handwashing Signage: <https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-handwashing?lang=en>

BC CDC Hand Washing Signage: http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_Handwashing%20Poster_MD%20offices.pdf

WorkSafe BC How to Use a Mask Signage: <https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-how-to-use-mask?lang=en>

Fraser Health Masks and Head Coverings Signage: <https://patienteduc.fraserhealth.ca/file/masks-and-head-coverings-large-poster-528836.pdf>

WorkSafe BC Stop the Spread of COVID-19 Infographic: http://www.bccdc.ca/Health-Info-Site/Documents/StoptheSpread_COVID-19_graphic.pdf

Fraser Health COVID-19 Things to Know Infographic: <https://patienteduc.fraserhealth.ca/file/covid-19-things-to-know-503485.pdf>

Video Resources:

COVID-19 Safety Practices: <https://www.youtube.com/watch?v=PzyQoQhd4js>

COVID-19 Symptoms: <https://www.youtube.com/watch?v=YAc9NabBJzg>

Physical Distancing: <https://www.youtube.com/watch?v=9csvgEpeSrl>

Hand Washing Tutorial: <https://www.youtube.com/watch?v=3PmVJQUcm4E>

Alcohol-Based Hand Rub Application Tutorial: <https://www.youtube.com/watch?v=ZnSjFr6J9HI>

Face Mask Tutorial: <https://www.youtube.com/watch?v=etZK-GrUYgM>

Surgical Gloves Removal: <https://www.youtube.com/watch?v=ATU383lIfT8>



Mental Health and COVID-19:

BC Virtual Mental Health Supports during COVID-19:

<https://www2.gov.bc.ca/gov/content/health/managing-your-health/mental-health-substance-use/virtual-supports-covid-19>

Fraser Health Resources List: <https://www.fraserhealth.ca/health-topics-a-to-z/mental-health-and-substance-use/mental-health-resources-to-support-you-during-covid-19#.YBCkzehKjIU>

BC CDC Mental Wellbeing during COVID-19: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/mental-well-being-during-covid-19>

Foundry BC for Children, Youth and Families: <https://foundrybc.ca/covid19/>

CMHA COVID-19 and Mental Health: <https://cmha.ca/news/covid-19-and-mental-health>

Employee Family Assistance Program (EFAP) for DIVERSEcity employees:
<https://www.lifeworks.com/ca/>