



COVID-19 Safety Plan

For posting at the Worksite

In accordance with the order of the Provincial Health Officer and WorkSafe BC

Using the WORKSAFE COVID-19 BC Template

This plan has been created to outline the six step process for the COVID-19 Safety Plan. Each step has been addressed prior to resuming the operations of Starbright.

Step 1: Assessing the Risks at the workplace

Prior to re-opening, the risks associated with COVID-19 have been assessed. The virus that causes COVID-19 can be spread in a variety of ways. It can spread as droplets when a person talks, laughs, coughs or sneezes, or if a surface has been contaminated. A person can transmit the virus from the surface by touching their face, eyes, mouth or nose. The risk of person-to-person transmission increases when many people touch the same surface over a short period of time. In order to prepare for workplace re-entry, each staff member will read and sign-off on the *COVID-19 Pandemic Policy*, which includes information resourced from [COVID-19 Public Health Guidance for Child Care Settings](#), [Interim Guidance to Social Services Providers for the Prevention and Control of COVID-19 in their Facilities](#), and [In-person counselling: Protocols for returning to operation](#) as published by the BC Centre for Disease Control and BC Ministry of Health.

Starbright Children's Development Centre has developed a plan in response to the COVID-19 pandemic as a guide for the return to in-person service. This plan takes into consideration four distinct but interrelated needs to:

1. Make certain we have a safe workplace environment for our staff and clients,
2. Fulfill our role in providing early intervention services to our vulnerable client population,
3. Fulfill our contractual obligations to our funder, and use the funds we have in the most responsible manner.
4. To this end, Starbright will, while being congruent with its own agency policies, procedures, and practices, transition in a gradual manner from support to our clients and families via technology necessitated by COVID-19 to in-person service.

Assessing the risks at the workplace checklist:

- ☑ All staff of Starbright have been involved in the workplace risk assessment. This includes Supported Child Development Assistants and Consultants, Team Leaders of all programs, staff in Speech-Language and Visual Language, Infant Development, Clinical Counselling, Program Support, Occupational Therapy, Physical Therapy, janitorial, and management. In addition, the Joint Occupational Health and Safety Committee and Quality Assurance Committee have reviewed the [Starbright Children's Development Centre Return to In-Person Service from Exclusively-Remote Service Delivery Plan](#). The Joint Occupational Health and Safety Committee has scheduled the frequency of meetings from once a month to once a week.
- ☑ Families are being and will continue to be consulted as to their own comfort level in returning to in-person services. Those who express a desire for the continuation of service support via technology will be accommodated on a case-by-case basis.
- ☑ Areas where people gather such as lunch rooms, meeting rooms, offices, therapy rooms, and the reception area have been identified as areas where people gather
- ☑ Job tasks and processes where workers are close to one another or members of the public have been identified. These include the reception area and the sign in-out book, the photocopier room, client spaces and shared offices, as well as childcare settings
- ☑ Equipment identified as shared includes technology and/or phones, the sign-in book, office supplies, photocopiers, the binding machine, coffee machine, and laminating equipment, and therapy tools have been identified as tools that workers share while working
- ☑ Other areas that people touch often have been identified: entrances and exits, elevator buttons, washroom areas, and light switches.

Step 2: Implementing Protocols to reduce the Risks**Implementing of Protocols checklist:**

- ☑ The industry-specific protocols pertaining to Starbright's sector of service delivery have been reviewed. Staff have signed off on protocols specific to the sector, and these appropriate protocols are part of the *COVID-19 Safety Plan* and the *COVID-19 Pandemic Policy*. Risks at Starbright have been identified, protocols are posted by using a signage sandwich board and signage at the entrance to Starbright. Informed consents are given to and signed off by parents to ensure they are aware of any risks associated with in-person service delivery.

- ☑ Safe accessibility and social-distancing routes have been established, as well as frequency of cleaning procedures. For the job task of meeting clients within Starbright and in child care settings, protocols have been established to keep staff and families safe. Specific protocols have been established for Supported Child Development Assistants and Consultants that vary from Centre-based protocols as the child care setting guidelines also pertain to these staff. The Joint Occupational Health and Safety Committee have reviewed these protocols.
- ☑ Protocols and guidelines referred to:
 - [A Letter to the Social Services Sector \(March 18, 2020\)](#)
 - [Interim Guidance to Social Service Providers for the Prevention and Control of COVID-19 in their Facilities \(April 4, 2020\)](#)
 - [In-person counselling: Protocols for returning to operation](#)
 - [Offices: Protocols for Returning to Operation, and](#)
 - [Guidelines for Child Care Settings](#)

These have been incorporated in the *COVID-19 Safety Plan*, as well as protocols from the *Community Social Services General Services Collective Agreement*. Pandemic procedures have been added to the *Illness in Children's Services Policy*.
- ☑ The directives of the Provincial Health Officer (PHO) and WorkSafe BC have guided the actions of Starbright management in determining the actions needed to resume in-person support by staff.
- ☑ Notices issued from the Ministry of Children and Families have been followed.
- ☑ Protocols from the BC Colleges of Physiotherapy, Occupational Therapy, and Speech-Language have been reviewed, supported, and incorporated

Throughout this process, Starbright has and will work in partnership with its client families to support their health status and well-being by taking all reasonable steps to prevent harm to clients, staff and others within the workplace. Starbright management and staff understand that a pathogen like the COVID-19 virus can be transmitted by:

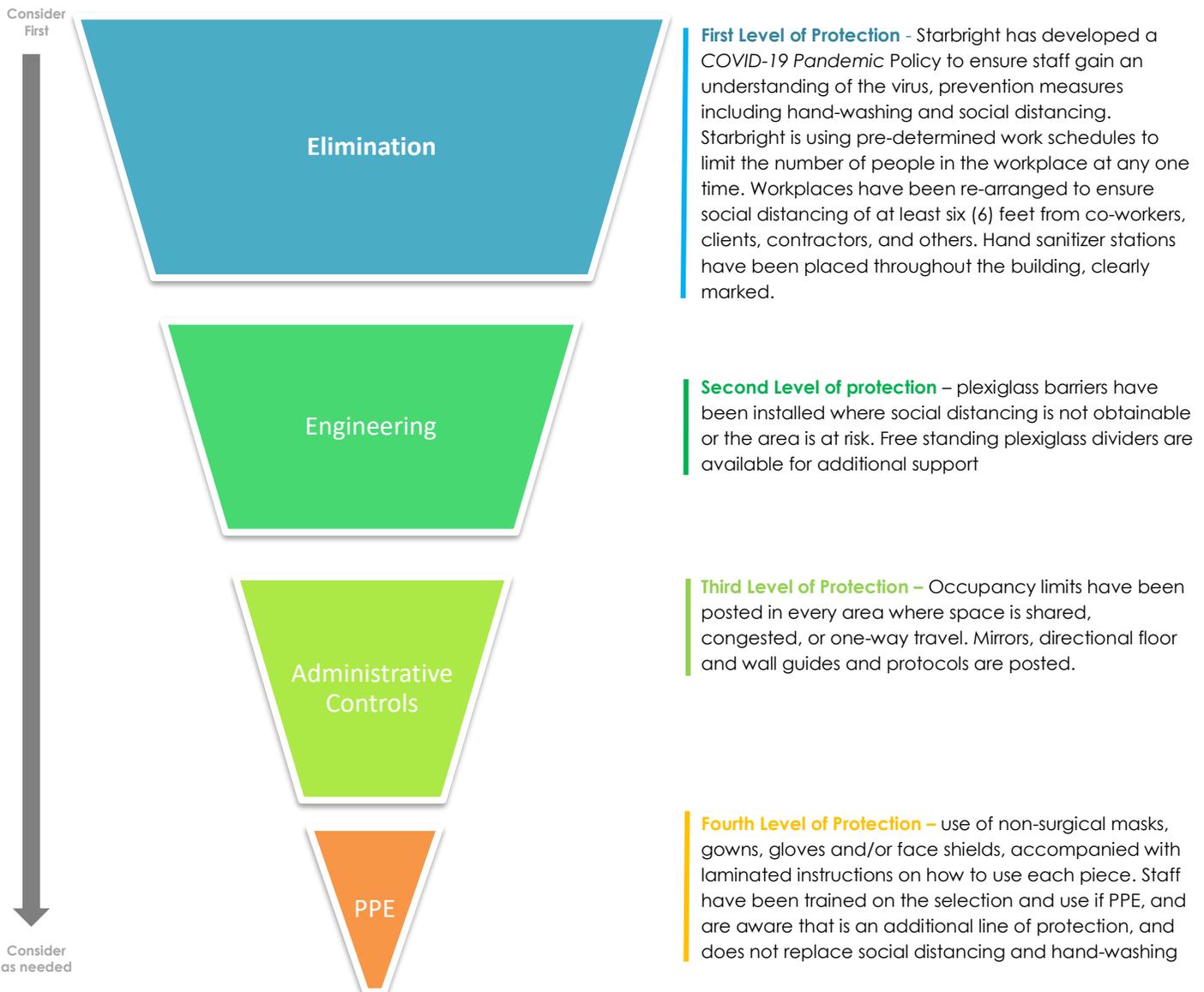
- Direct contact with another person
- Touching an object like equipment, railings, door handles, or materials, and
- Droplets from another person speaking, laughing, coughing, or sneezing that can land in the environment and be transmitted at a later time.

Due to the prolonged contact with a client over the course of an in-person therapy or consultation appointment, the difficulties in being effective in providing intervention at a distance of six (6) feet, and the possibility of the environment becoming a vehicle of transmission over the course of the day with multiple clients, Starbright management has asked staff, in addition to the other effective measures,

to use personal protective equipment and for parents/caregivers to use masks to act as a next-layer barrier against infection. While many client families will already have incorporated the wearing of masks to prevent the spread of COVID-19, some will not have their own masks. Starbright will provide a disposable mask that will be used for the duration of the family member's presence within the Centre. Such efforts are in the spirit of protecting all.

Reducing the risk of person-to-person transmission

To reduce the risk of the COVID-19 virus spreading through droplets in the air, the following protocols have been developed.



First Level of protection – Elimination

Checklist:

- ☑ Occupancy has been posted at a maximum of fifty (50) people for the Starbright premises, and physical distancing is maintained at six (6) feet. Where this is not possible, as is the case in the two small speech therapy rooms, the rooms have been made unavailable for therapy.
- ☑ Staff scheduling has been amended to include some in-person service delivery as well as virtual meetings and working remotely.
- ☑ Occupancies have been posted in every common area such as the multi-purpose rooms, therapy offices and rooms, washrooms, kitchen, elevator, and photocopy areas.
- ☑ Guides to ensure a six-foot space is maintained are posted
- ☑ Procedures for preventing or reporting COVID-19 symptoms have been posted

Work Schedules:

Prior to any staff providing in-person service to clients, staff schedules have been developed to ensure restricted, and then limited, in-building presence, including:

- Management, the data management coordinator, the administrative coordinator, and the janitor will be in the Starbright facility to promote an understanding of 'flow' and discern any areas that still need to be addressed. The reception coordinator, the team leader of Supported Child Development, and the human resources manager will be introduced into the building gradually to enable the practice of moving within the space, relocating building furnishings, engaging in meetings, and following through with work-related tasks. All other work will continue through technology remotely. Infant Development program shared pod office area: two (2) consultants on any given day, with each consultant working within the Centre for only ½ day to allow all colleagues usage of the Centre facilities in addressing client needs. All other work will continue through technology remotely.
- Speech-language pathologist shared office areas: two (2) speech and language pathologists who are located in offices independent of one another, will work ½ a day on any given day to allow all colleagues usage of the Centre facilities in addressing client needs. All other work will continue through technology remotely.
- Supported Child Development consultants' shared pod offices area: two (2) consultants, who are located in offices independent of one another (one on each side of the dividing door), will work for ½ day on any given day to

- allow all colleagues usage of the Centre facilities. All other work will continue through technology remotely.
- 'Occupational therapists'/physiotherapists' shared office areas: two (2) therapists, one from each of OT and PT, who are located in offices independent of one another, will work for ½ day on any given day to allow all office colleagues usage of the Centre facilities in addressing client needs. All other work will continue through technology remotely.
 - The clinical counselor will remain working remotely via technology with clients
 - Supported child development assistants: schedules assigned are dependent on the following –
 - After being deemed eligible for service, a supported child development consultant follows up with the family to determine the needs of the child.
 - Prior to starting, a risk assessment is completed in the child care setting to ensure that proper protocols are in place to keep the client and the worker safe.
 - Once the risk assessment is completed, an assistant will be assigned by seniority according to the needs of the child being supported and the family. Tier One clients are prioritized. Continued follow-up will be provided by the supported child development consultants.
 - All clients of Starbright for whom an in-person appointment or a community child care facility in which a work shift has been determined to be necessary, will be asked to read and sign an *Informed Consent* form that ensures important information is understood and agreed-to in light of the COVID-19 public health crisis. This consent form represents an official agreement between the parent/caregiver or the community child care setting and the Starbright staff providing the service (see *Appendices*) Appointments will be staggered in fifteen minute increments to avoid congestion, and the number of appointments on any given day will not exceed the total occupancy limit.
 - All clients and visitors are verbally pre-screened for COVID-19 prior to receiving an appointment time, and again prior to entry. They are re-scheduled if there are any concerns.

Procedures in the Event of Staff Experiencing Symptoms or Testing Positive

Staff who are showing symptoms of COVID-19 are prohibited from the workplace, whether within Starbright Centre or in a community-based child care setting. Symptoms currently communicated through public health advisements include: fever, chills, new or worsening cough, shortness of breath, sore throat, and new

muscle aches or headache. In addition, should a staff person experience symptoms of any respiratory illness (coughing, runny nose, fever) they must not enter the workplace, whether Starbright Centre or a community-based setting.

Any staff member for which the following is true is prohibited from the workplace:

- They have been directed by Public Health to self-isolate, or,
- They have arrived from outside of Canada, or,
- They have had contact with a confirmed COVID-19 case, and therefore, must additionally self-isolate for 14 days.

For staff who begin to feel sick at work, the following will apply:

- The illness will be reported via telephone to the Human Resources Manager, even with mild symptoms, and the staff displaying symptoms of COVID-19 should refer to HealthLink BC at 811.
- Staff will wash and/or sanitize their hands, put on a non-surgical mask, and go straight home
- If severely ill, 911 will be called to ensure safe delivery of worker to the hospital by medically trained professionals, and,
- Any surfaces the ill staff person has come in contact with will be cleaned and disinfected, ensuring that appropriate personal protective equipment is donned to commence with cleaning.

Management are required to make staff within the workplace aware of all known or reasonably foreseeable hazards in the workplace to which they themselves may be exposed. This includes the hazard of a contagious pathogen, and a *COVID-19 Pandemic Policy* has been developed for this purpose. Notice of the need to disclose will be given to the staff person who poses a transmission risk. Information will be shared on a 'need-to-know' basis and will be restricted to only that information that will help ensure health and safety. Depending on the circumstances, it may not be possible to provide notice of a COVID-19 transmission risk without expressly or implicitly identifying the individual at the source of the risk.

Questions staff may have concerning their own work-related situations related to COVID-19 are to be directed to the Human Resources Manager. These will be dealt with on a case-by-case basis.

Second Level of protection – Engineering Controls (Barriers and partitions)

Checklist:

- Barriers have been installed where workers can't keep physically distant from co-workers, clients, contractors, and others

- ✓ Barrier cleaning has been included in Starbright's cleaning protocols.
- ✓ Barriers have been in ways that ensure that they don't introduce other risks to workers that impairs the ability to do their job safely

Changes to the physical space and environment completed:

- Alterations have been made to the reception area by installing plexiglass and limiting waiting area spaces. Main level hallways leading to consultation or therapy rooms have been paced to ensure physical distancing is possible, and directional guides have been posted.
- Plexiglass barriers are installed in areas of possible congestion. Free-standing plexiglass has been made available to use in service delivery or meetings when needed. Cleaning products and cleaning protocols have been provided.
- Therapy rooms that do not meet physical distancing requirements have been made in-accessible.
- Allocation of storage areas have been determined as well as location of laundry baskets and times of laundry basket pick-up.
- Parking and remaining in-vehicle protocols has been established so that vehicle exit and entrance can be staggered for visitors. Staff are trained to time their exit and entrance to their vehicle to avoid congestion.

Examples of signage and barriers:

1. Exterior Advisement Signage



2. Plexiglass barriers



3. Room Capacity



4. Signage



Third Level of Protection – (administrative): Rules and guidelines

Checklist:

- ☑ Rules and guidelines for how workers should care conduct themselves are contained on the *Starbright Children's Development Centre Return to In-Person Service from Exclusively-Remote Service Delivery Plan*.
- ☑ Starbright has clearly communicated these rules and guidelines through a combination of training and signage

Measures in place:

- Occupancy limits have been posted in areas of frequent gathering such as meeting rooms, kitchen, lunch area, washrooms and photocopiers.
- Individual technology and supplies have been assigned to prevent the sharing of material. Styluses ordered to eliminate direct contact with the photocopiers, elevator, and other shared buttons.
- An electronic in/out system has replaced the sign in/out physical book.
- Cleaning protocols for door handles, protective barriers and PPE have been determined.
- Signage posted regarding occupancy limits per room or area.
- Signage posted indicating hallway and stairwell directions.
- Mirrors mounted in some areas to view around possible areas of congestion.
- Signage related to the prevention of COVID-19 transmission including the use of hand sanitizer as well as a non-surgical mask.
- Signage related to screening of workers and visitors, and what they should do if they are sick or experiencing symptoms

Room Capacity within Starbright Children's Development Centre

Starbright Children's Development Centre recognizes the limitations of space inherent in the shared office and therapy areas. However, the following limitations are required to ensure the safety of staff and clients and will each have a maximum capacity sign:

- *Reception waiting area*: one parent and one child only
- *Copier rooms*: one staff member only in each
- *Therapy rooms* (lower level: occupational therapy gym, physiotherapy gym, multi-purpose room 2, multi-purpose room 3, small gym) and (main level: large speech-language room, mid-size speech-language room, plagiocephaly therapy room): one therapist, one parent/caregiver, one child

Note: neither of the small speech-language therapy spaces can be used due to tight limited space

- *Consultation room* (infant-toddler room, multi-purpose room 1): one consultant, one parent/caregiver, one child
- *Shared staff areas (kitchen, staff lounge)*: one staff person at a time
- *Offices shared by two or three people*: one staff at a time
- *Offices shared by 3 to 5 people in a divided pod*: no person directly across from another
- *Playground structure (each)*: one consultant or therapist, one parent/caregiver, one child, and
- *Playground patio*: one consultant or therapist, one parent/caregiver, one child.

Fourth Level of Protection – Using Masks (optional measure in addition to control measures)

Checklist:

- Starbright has reviewed the information on selecting and using masks and instructions on how to use the mask;
- Staff understand that masks are not a stand-alone protection against COVID-19, and should only be considered when other control measures cannot be implemented such as physical distancing with a child in a childcare setting.
- Staff have been trained on the proper use of masks, gowns, gloves, and face shields;
- Visitors to the centre will also be asked and shown how to wear a non-medical mask due to the inability to do physical distancing with a child.

All staff are being trained in the use of personal protective equipment prior to returning to in-person service delivery including:

- Non-surgical cloth masks
- Gowns where needed
- Gloves
- Face shields

Specific attention will be placed on correctly donning and doffing PPE. Videos and visuals will be provided (see *Personal Protection Equipment Policy*)

Due to the prolonged contact with a client over the course of an in-person therapy or consultation appointment, the difficulties in being effective in providing intervention at a physical distance of six (6) feet, and the possibility of the environment becoming a vehicle of transmission over the course of the day with multiple clients, Starbright management has asked staff, in addition to the other effective measures, to use the personal protective equipment as described above,

and for parents/caregivers to use non-surgical masks to act as a next-layer barrier against infection. While many client families will already have incorporated the wearing of masks to prevent the spread of COVID-19, some will not have their own masks. Starbright will provide a disposable mask that will be used for the duration of the family member's presence within the Centre. Such efforts are in the spirit of protecting all.

In addition:

All staff will be re-trained in how to report or refuse unsafe work by reviewing the *Unsafe Work Policy*. Supported Child Development assistants will call in to their immediate supervisor. The supervisor will contact the Human Resources Manager or alternate to report the incident. The Human Resources Manager will arrange for a worker representative and a management representative from the Joint Occupational Health and Safety committee to investigate where possible. In the case of a potential exposure to COVID-19, the worker will call into the Human Resources Manager, and leave the premises following the protocols established for being exposed to COVID-19, or showing signs of illness stated previously, unless otherwise directed. If the worker is reporting unsafe work unrelated to COVID-19, he/she will report to the Starbright office and be re-assigned until a workplace investigation is completed. If he/she is reporting COVID-19 exposure or symptoms, or any sign of illness, he/she will follow the protocol stated above. If the symptoms are mild, the worker will self-evaluate and should refer to HealthLink BC at 811 for further direction. As soon as additional information has been obtained, the worker will call or have a designate call the Human Resources Manager to update the status. The Human Resources Manager will submit appropriate documentation to WorkSafe as applicable.

Reducing the risk of surface transmission through effective cleaning and disinfecting surfaces**Checklist:**

- ☑ We have reviewed the information on cleaning and disinfecting surfaces.
- ☑ Our workplace has enough handwashing and hand sanitizing facilities on site for all our workers and location of these stations are visible and easily identifiable.
- ☑ We have a *COVID-19 Pandemic Policy* that specifies when and how often a worker must wash their hands and other good hygiene practices (Handwashing, covering coughs, and sneezing posters are part of the *COVID-19 Pandemic Policy*).

- ☑ We have implemented cleaning protocols for all common surfaces such as washrooms, light switches, door handles, kitchen counters, elevator buttons, photocopier buttons, and shared tables
- ☑ The janitor, who has the majority of the cleaning responsibility, has had adequate training and the appropriate cleaning materials
- ☑ We have removed unnecessary shared tools and equipment to simplify the cleaning process such as shared plates and utensils.

Infection Control

Various methods will be used to mitigate the potential for transmission of the infection that will include the:

- scheduling of appointments using a particular therapy or consultation room so as to have a window of 'being empty' after an appointment for one-half hour to allow for thorough cleaning of the furniture within the space and the materials used, including door handles and light switches
- scheduling of appointments for arrival times of clients in a staggered fashion, with each 15 minutes apart, to reduce the number of families and children entering the building
- usage of only the main entrance to Starbright as a single point of entry, ensuring the following of protocols in place for hand sanitizer and masks for the parents/caregivers entering the building
- usage of staircases in one direction only with signs posted indicating which is "up" and which is "down"
- scheduling appointments to occur outside whenever appropriate and possible given weather and activities, and
- the usage of the elevator for one child and one adult only.

Within Starbright Centre, a hand sanitizer station will be set up at the main entry for both staff and clients to use coming into the Centre. Hand sanitizer dispensers will be available at each of two exit doors in the lower level for clients and staff to use upon leaving the building.

Handwashing centres for staff exist in the following areas:

- main level: kitchen, bathrooms, laundry room, and
- lower level: multi-purpose room 3, bathrooms, toy-washing room.

Clients will be directed to use the bathroom specifically designated for the public.

The schedule of the Starbright janitor will be altered to allow for daytime presence to ensure the repeated cleaning of frequently touched areas such as bathrooms, the kitchen, banisters, chairs, door handles, elevator buttons, and the like.

In each of the therapy and consultations rooms there will be micro-fibre cloths that are laundered daily and replaced, and a spray bottle a hospital-grade cleaner approved by Health Canada to use after a therapy or a consultation appointment is over. There will also be a bottle of hand sanitizer available. All unnecessary items in each of these rooms are removed or, if remaining, are able to be cleaned after each session and stored away.

Step 3: Developing Policies

Our developing workplace policies include the following information:

Developing Policies Checklist:

- ☑ The *COVID-19 Pandemic Policy* states that workers, clients, contractors and any other person who has had symptoms of COVID-19 in the last 10 days are prohibited from the workplace
- ☑ Anyone directed by Public Health to self-isolate is prohibited from the workplace
- ☑ Anyone who has arrived from outside Canada or who has had contact with a confirmed COVID-19 case must self-isolate for 14 days and be monitored for symptoms
- ☑ Visitors are limited or prohibited from the workplace
- ☑ First aid attendants have been provided with the OFAA protocols that are applicable during the COVID-19 pandemic
- ☑ There is a *Working Remotely Policy* in development/revision
- ☑ There is a *Working Alone Policy* in place
- ☑ Workers have training doing risks assessments either through first family contact, or access to community childcare settings.
- ☑ The *Workplace Violence Prevention Policy* is under review to include:

The risks

The first step in preventing workplace violence is conducting a risk assessment. If the assessment shows that there is a risk of violence, the employer must develop and implement a workplace violence prevention program.

When assessing the risk of violence, take the following into account:

- The location, nature, and circumstances of the work you are engaged in
- The number and nature of previous incidents of violence at the workplace over a period of at least one year
- Experiences at similar workplaces

How to reduce the risks

A workplace violence prevention program should be part of your overall health and safety program. It should be developed and implemented in co-operation with the joint health and safety committee or worker health and safety representative. The nature and extent of the program should be based on the results of the risk assessment.

A violence prevention program should include the following components:

- Written policy to eliminate or minimize risk
- Regular risk assessments
- Prevention procedures
- Worker and supervisor training
- Procedures for reporting and investigating incidents
- Incident follow-up
- Program review

- ☑ The *COVID-19 Pandemic Policy* addresses workers who may start to feel sick at work and includes the following:
 - Sick workers report to First Aid, even with mild symptoms
 - Sick workers are asked to wash or sanitize their hands, wear a mask, and isolate
 - The worker will report in via technology and go straight home. The worker will call 8-1-1 for further instruction and assessment
 - For a worker who is severely ill, call 9-1-1
 - The working area surface will be cleaned and disinfected for every area the worker was in contact with

Step 4: Develop communication plans and training

Training has been provided and communicated to all staff. This is always under revision as changes and updates occur

Develop Communication Plans and Training Checklist:

- ☑ We have a training plan in place to ensure all staff is trained in workplace policies, updates and revisions
- ☑ All workers have received and reviewed the policies for staying home when sick
- ☑ Signage is posted in the workplace stating occupancy limits and effective hygiene practices. We have used the WorkSafe templates provided.
- ☑ There is signage posted at the main entrance indicating who is restricted from entering the premises, including workers, clients, contractors, and visitors
- ☑ Supervisors have been trained on monitoring workers and the workplace(s) to ensure Starbright's policies and procedures are followed

Additional communication information

Prior to the gradual introduction of staff into Starbright Children's Development Centre, information will be communicated to each of the groups that serve as stakeholders in the services Starbright staff provide:

- a. clients
- b. community-based child care settings
- c. referral sources, and
- d. funders.

Clarity will be provided within the communication concerning the gradual nature of the shift to in-person services, the need to have PPE measures in place to protect other clients as well as staff, and the additional screening, hygiene and cleaning procedures in place.

Staff Self-Screening Communication (Appendix A)

Staff, whether centre-based or community-based, will be provided with a screening tool consisting of questions with which to self-check themselves prior to engaging in in-person contact with a client or entering the Starbright workplace. Staff will not be able to engage in in-person work with a child or parent/caregiver if they present with the symptoms of a cold, flu, or COVID-19. Staff would stay at home until the symptoms completely disappear.

Staff at higher risk of transmitting or experiencing severe illness will not take part in any in-person client services. This level of risk will be assessed during the pre-screening to return to in-person client contact.

Communication regarding the screening of Clients (*Appendix A/B*)

All parents/caregivers coming to the Starbright facility will be called prior to the in-person service date and asked a series of questions to determine the level of risk. Appointments will be rescheduled should the parent or child demonstrate symptoms or have been around anyone with symptoms in the previous 14 days.

Clients at higher risk of experiencing severe illness will also not take part in any in-person services. This level of risk will be assessed during the pre-screening.

Informed Consent for In-Person Services during the COVID-19 Public Health Crisis (*Appendix C*)

As previously indicated per discipline, all clients of Starbright for whom an in-person appointment or a community child care facility in which a work shift has been determined to be necessary, will be asked to read and sign an *Informed Consent* form that ensures important information is understood and agreed-to in light of the COVID-19 public health crisis. This consent form represents an official agreement between the parent/caregiver or the community child care setting and the Starbright staff providing the service.

Step 5: Monitoring the workplace and updating plans as needed

Things may change in how Starbright operates. When there are new areas of concern, new developments from the Provincial Health Officer and our areas that do not work, steps will be taken to update policies and procedures. All staff will be involved in the process.

Monitoring the workplace and updating plans as needed checklist:

- We have a plan to monitor risks. The Joint Health and Safety Committee has increased meetings from once a month to weekly during this high priority time. Changes and updates are made to policies as necessary

- ☑ Workers know who to go to with Health and Safety concerns
- ☑ The Joint Health and Safety Committee is involved in the resolution of safety issues

Step 6: Assess and address risks from resuming in-person services

Starbright is returning to in-person service operations, and has assessed and managed the risks arising from the return.

Assess and address risks from resuming in-person services checklist

- ☑ We have training plan and orientation for new staff when they are hired
- ☑ We have a training plan for staff taking on new roles or responsibilities
- ☑ We have a training plan around changes to our workplace, including policies and procedures, location of hand sanitizers, signage regarding COVID-19 protocols, and other materials as added
- ☑ We are reviewing the start-up of technology that has not be used since March
- ☑ We have a safe process for eliminating products and materials outdated or out of use

UPDATE:

Phase 2 entered on October 1, 2020. Maximum occupancy at Starbright Children's Development Centre, 1546 Bernard Avenue, Kelowna BC is now 50 people.

APPENDIX A

CLIENT SCREENING QUESTIONS TO BE ASKED UPON BOOKING AN IN-PERSON APPOINTMENT AND PRIOR TO THE DAY OF THE IN-PERSON APPOINTMENT

All clients must respond to screening questions prior to booking an appointment or arriving at Starbright Centre for an appointment:

- Do you, or your child, have any of the following symptoms:
 - Severe difficulty breathing (e.g., struggling for each breath, speaking in single words)
 - Chest pain
 - Confusion
 - Extreme drowsiness
 - Loss of consciousness?
- Do you, or your child, have shortness of breath when resting or difficulty breathing when lying down?
- Do you, or your child, have a new onset of any of the following symptoms:
 - Shortness of breath
 - (For your child) poor feeding
 - (For your child) feeling very tired, sluggish, or lethargic?
- Do you, or your child, have a new onset of 2 or more of the following symptoms:
 - Runny nose
 - Muscle aches
 - Fatigue
 - Loss of taste
 - Loss of smell
 - Headache
 - Hoarse voice
 - Nausea
 - Vomiting
 - Diarrhea?
- Have you been in contact in the last 14 days with someone who is confirmed to have COVID-19?
- Has your child been in contact in the last 14 days with someone who is confirmed to have COVID-19?
- Have you had laboratory exposure while working directly with specimens known to contain COVID-19?
- Have you been in a setting in the last 14 days that has been identified as a risk for acquiring COVID-19, such as on a flight, at a workplace, or an event?
- Have you travelled outside of British Columbia in the last 14 days?

STAFF SCREENING QUESTIONS TO BE REVIEWED PRIOR TO DEPARTING FOR THE WORKPLACE LOCATION

Prior to going out into a community child care setting or entering Starbright, it is expected staff will monitor themselves daily for the following:

- Do I have any of the following symptoms:
 - Severe difficulty breathing (e.g., struggling for each breath, speaking in single words)
 - Chest pain
 - Confusion
 - Extreme drowsiness
 - Loss of consciousness?
- Do I have shortness of breath when resting or difficulty breathing when lying down?
- Do I have a new onset of 2 or more of the following symptoms:
 - Runny nose
 - Muscle aches
 - Fatigue
 - Loss of taste
 - Loss of smell
 - Headache
 - Hoarse voice
 - Nausea
 - Vomiting
 - Diarrhea?
- Have I been in contact in the last 14 days with someone who is confirmed to have COVID-19?
- Have I been in a setting in the last 14 days that has been identified as a risk for acquiring COVID-19, such as on a flight, at a workplace, or an event?
- Have I travelled outside of British Columbia in the last 14 days?

APPENDIX B

BOOKING OF APPOINTMENTS

All clients will be called the day before their in-person appointment and asked the same screening questions as found in *Appendix A*.

Should a client not be reached by telephone the day prior to the in-person appointment, a message will be left indicating that in order for the appointment to be scheduled or proceed the client must call the Centre.

Should a client not respond to a screening phone call, that client will be asked via a sign posted outside the Centre to call reception and respond to the screening questions.

- Clients being seen *at the Centre* will be booked centrally by reception, to ensure time and appropriate distance separation. At that time reception personnel will inform the client that they will be asked to wear a mask and the client will be invited to bring with them their personal cloth mask. Consultants and therapists will be notified by reception of the impending appointment for arranged Centre-based in-person visits.
- For follow-up in-person Centre-based visits, the therapist or consultant will call reception to request a date/time. Reception personnel will confirm available times to ensure there is not congestion.
- All Centre-based in-person appointments made will be offset by 15 minutes.
- Clients will be asked to attend with their child but *without friends or other family members*. One parent/caregiver per child.
- Consultants and therapists will book their own appointments with clients that are to be *via technology* on the days they are working from home within their own Outlook Calendars. Staff will rigorously maintain their Outlook calendars.

APPENDIX C

A. APPOINTMENTS OCCURRING IN STARBRIGHT OUTDOOR AREAS

AVAILABLE SPACES

The outdoor space belonging to Starbright Children's Development Centre has three discrete areas:

- a) FIELD: the wide open grassy area that slopes toward the parking lot and contains only the tunnel;
- b) PLAYGROUND: the green fenced-in area containing the Omni spinner and the climbing structure, with the rubberized surfacing; and,
- c) PATIO: the anodized aluminum fenced-in area under cover that contains two storage sheds and is accessible from the Multi-Purpose Room as well as through the playground.

Each of these areas can be used for appointments with clients. Each of these areas is now listed under the possible "room bookings" on the Outlook calendar for the Centre. Reception will make the booking to ensure there is time between arrivals of clients.

A pump-style bottle of hand sanitizer will be on a table in each of the field, playground, and patio areas for use by clients and consultants or therapists at the start and the finish of the session being held in that area. After each session in the field and the playground, the bottle of sanitizer would be brought in by the therapist or the consultant at the conclusion of the session:

- a) FIELD: consultant or clinician uses a cart to load up items needed and takes them out the door by the mural, unlocking it. The hand sanitizer bottle stored on the shelf, is put into the cart for the session. During the session the hand sanitizer is placed on the table in the shade in the field. At the conclusion, the cart is brought back through the door, it is locked, and the hand sanitizer is replaced on the shelf prior to the consultant or therapist continuing on to put items away.
- b) PLAYGROUND: consultant or therapist uses a cart if required to load up items needed and takes it out the speech fire exit door into the playground. The hand sanitizer bottle will be in the wall file holder by the door and will be placed on the table within the playground area. Clients are greeted for entry at the green access gate at the lane side of the playground. At the conclusion of the session, materials are brought back through the gate and the fire exit door, replacing the hand sanitizer bottle in the wall file holder. The fire exit door is then locked by the consultant or therapist upon entry.
- c) PATIO: consultant or therapist would use a cart if required to load up items needed and takes it to the patio through the Multi-Purpose Room OR through the playground if not being used. The hand sanitizer will be placed out onto the table in the morning by Reception and brought in at the end of the day by Reception.

A sign is posted in each of the areas informing clients that the surfaces of items within the area are not sanitized.

BOOKING OF APPOINTMENTS

For existing clients, the therapist or the consultant will alert Reception if the client:

- a) has text-only ability on their cellular device;
- b) usually both parents attend;
- c) has more than one child that attends (ie., twins who are receiving therapy); or
- d) arrives by bus and is bound by bus route times.

In the call booking the appointment, Reception will inform the client of the area in which their session is to occur and the procedures related to accessing the space:

- a) If the session will occur in the playground or the field, to bring sunscreen and a hat;
- b) Alerting reception of arrival by any one of the following: telephone call, text, ringing the doorbell and informing Reception;
- c) Parking at Starbright East and meeting the therapist at the appropriate gate;
- d) If accessing the patio through the Multi-Purpose Room due to other areas being occupied, the accompanying therapist or consultant will guide the client up the stairs to the location
- e) An email will be sent to them by the therapist or consultant that they must read and send by reply their consent. For foster parents, the email will be cc'd to their social worker.

OUTDOOR APPOINTMENT PROCEDURES

Reception will do a reminder call to the clients the day prior to the appointment, following the procedure of questioning regarding health.

If the consent for in-person service has not been received, a reminder will be provided by reception that in order to have the appointment proceed, this would need to be completed.

Each client will have reviewed for them during their appointment booking call as well as the reminder call where they are to park and which color of gate to seek.

The therapist or the consultant will position him/herself in the outdoor space prior to the appointment time, ensuring that the hand sanitizer bottle is in position and that a face mask is available for the adult client.

Once the appointment has concluded, the therapist or the consultant will:

- a) Replace the hand sanitizer back into the holder/location;
- b) Remove therapy or programming items from the area so as to clear it for the next appointment;
- c) Alert reception upon arrival back at their desk that the appointment was completed and the client has left; and,
- d) Alert reception if the client is to have another appointment booked and whether that would be in the outdoor space(s) or within the Centre, and request that appointment be booked.

CANCELLATIONS OF STARBRIGHT OUTDOOR SPACES APPOINTMENTS

In the case of inclement weather, the therapist or consultant will determine if the outdoor area can be used for the appointment. If an indoor space is required, reception will be contacted to determine if an indoor space is available.

A clients who has been redirected to the Centre will come in through the main doors and will be greeted by reception. At that time the client will be provided a mask, and be asked to wait at the “please wait here” floor sign by the elevator. The therapist or consultant will be alerted of their arrival by reception.

If the client or the therapist or consultant wishes to change the appointment to a ZOOM call, the therapist or consultant will then alert reception to the need for a ZOOM room.

SCHEDULING OF STARBRIGHT OUTDOOR SPACES APPOINTMENTS

All therapists and consultants must maintain their Outlook calendars in order for reception to be able to book appointments. For each week, therapists and consultants will block off in yellow afternoons or mornings that are to be their Centre-based time to allow for reception to book future appointments for outdoor space. Reception will schedule all appointments for the outdoor space areas at staggered times to ensure there is adequate time between client arrivals so as to facilitate physical distancing. Appointments will start to be scheduled at 8:30 a.m. A half hour of time will be left between appointments for all outdoor space to allow for session clean up.

B. APPOINTMENTS OCCURRING AT CLIENT HOME IN OUTDOOR SPACE

AVAILABLE SPACES

Therapists and consultants may book home outdoor space in-person appointments. The outdoor space cannot, at this time, be a public park or venue in which numbers of people are uncontrolled. Appropriate outdoor spaces at a client’s home may be a condo ‘green space’, a backyard, or a driveway.

BOOKING OF APPOINTMENTS

Therapists and consultants will book their own appointments that are to occur at a client's home in an outdoor home space. An informed consent for in-person service must be sent out ahead by the therapist or consultant and be received prior to the appointment.

If the consent for in-person service has not been received, the therapist or consultant will alert the client that the appointment will not be able to occur without the informed consent completed.

OUTDOOR APPOINTMENT PROCEDURES

The therapist or the consultant will ensure that they enter the outdoor home space through outdoor space (such as a gate or walking around the house or condo unit) – not through the home. The therapist or consultant will position him/herself in the outdoor space ensuring 6 feet of distance or if that is not possible, will wear a face shield or mask. A face mask will be provided to the family member in the session if a distance of 6 feet cannot be maintained at all times.

CANCELLATIONS OF STARBRIGHT OUTDOOR SPACES APPOINTMENTS

In the case of inclement weather, the therapist or consultant will determine if the outdoor area can be used for the appointment. If that is not possible, the therapist or consultant may:

- Arrange for a ZOOM session during that time period, or
- Contact reception to determine if a redirection to the Centre for an in-Centre appointment is possible.

APPENDIX D**INFORMED CONSENT FOR IN-PERSON SERVICES DURING THE COVID-19 PUBLIC HEALTH CRISIS**

This document provides important information about your decision to engage in in-person services in light of the COVID-19 public health crisis. Please read it carefully. All questions will be answered. When you sign this document, it represents an official agreement between you, as the parent/caregiver of a child seeking service, and Starbright as the service agency.

Decision to Engage in In-Person Service

We have agreed to provide you with in-person support for some or future sessions. It is important you know that if there is a resurgence of the pandemic, or if other health concerns arise, it may be required to revert to support via technology.

You understand that by coming to Starbright Centre, or having our staff member work within your child's child care facility as a supportive visitor, you are assuming the risk of exposure to the COVID-19 public health risk. This risk for you may increase if you travel by public transportation, cab, or ridesharing services.

Your Responsibility to Minimize Your Exposure

To obtain services in-person, you agree to take certain precautions that will help keep everyone (you, your child, our staff, and other clients) safer from exposure, sickness, and possible death. If you do not adhere to these safeguards, it may result in our returning to support your child via technology. Please initial each of the statements below to indicate that you understand and agree to each of these actions:

Your Commitment to In-Centre Appointments:

- You will only keep your in-person appointment at our Centre if you and your child are symptom-free. ____
- You will wait in your car until no earlier than 5 minutes prior to your appointment and then call reception at 250-763-5100 to alert them to your arrival. ____
- You will come for your appointment alone with your child. No siblings and other caregivers will come into the building. ____
- You will use an alcohol-based sanitizer on your hands upon entry to the building and will remain at the entry until guided by reception personnel or by the therapist or consultant you came to see. ____
- Within Starbright Centre you will adhere to the safe distancing precautions we have set up in the waiting area and therapy or programming rooms. You won't move chairs or sit where we have signs asking you not to sit. ____
- You will try not to touch your face or eyes with your hands. If you do, you will immediately sanitize your hands. ____
- You will wear a mask in all areas of Starbright Centre. Our staff working with you at a distance of closer than 6 feet will too. ____
- You will ensure your child follows these distancing and sanitation protocols. ____
- If you have a job that exposes you to other people who are infected, you will immediately let the staff member you are to see know. ____
- If a resident of your home tests positive for the COVID-19 infection, you will immediately let our staff member you see know and we will resume our support for you via technology. ____

Our Commitment to You for In-Centre Appointments

Starbright has taken extraordinary steps to reduce the risk of spreading the COVID-19 virus to our vulnerable families and to our staff. Staff are equipped with personal protection equipment that keeps you and them safer from infection. Our cleaning protocol has been stringently increased in both frequency and the recommended cleaners. We have also staggered our appointments to ensure you are able to enter our Centre without the concern of being in too-close contact with others.

If You or Our Staff Are Sick

You understand that Starbright staff are committed to keeping you, our staff, and all our families safe from the spread of this virus. If you show up for an appointment and our staff believe that you display symptoms, or believe you have been exposed, you will be required to leave Starbright immediately. Your consultant or therapist can follow-up with services via technology as appropriate.

If our staff test positive for COVID-19, you will be notified so that you can take appropriate precautions.

Confidentiality in the Case of Infection

If you have tested positive for the COVID-19 virus, Starbright may be required to notify health authorities that you have been within the Centre. If this is reported, only the minimum information necessary for their data collection will be provided. No details about the reasons for your visit to Starbright will be provided. By signing this form, you are agreeing that Starbright may do so without an additional release.

Informed Consent

The agreement supplements the general informed consent form that you have signed with us at the start of the therapy or programming for your child.

Your signature below shows that you agree to these terms and conditions.

Client

Date

Starbright Staff member

Date

INFORMED CONSENT FOR IN-PERSON COMMUNITY-BASED SERVICES DURING THE COVID-19 PUBLIC HEALTH CRISIS

This document provides important information about your organization’s decision to engage in in-person services in light of the COVID-19 public health crisis. Please read it carefully. All questions will be answered. When you sign this document, it represents an official agreement between your child care facility, as the community setting seeking service, and Starbright, as the service agency.

Decision to Engage in In-Person Service

We have agreed to provide you with in-person support for some or future sessions. It is important you know that if there is a resurgence of the pandemic, or if other health concerns arise, we may be required to revert to support of our client via technology.

You understand that by having our staff member work within your child care facility as a supportive visitor, you are responsible for monitoring and controlling the risk of exposure to the COVID-19 public health risk in your facility.

Your Facility's Responsibility to Minimize Your Exposure

To obtain services in-person, you agree to take certain precautions that will help keep everyone (you, your child clients, their families, your staff, and our staff) safer from exposure, sickness, and possible death. If your facility does not adhere to these safeguards, it may result in our returning to support via technology. Please initial each of the statements below to indicate that you understand and agree to each of these actions:

Your Commitment to In-Facility Supports:

- You will only access our staff's in-person support at your centre if you, your staff, and your child clients are symptom-free. ____
- You will have available an alcohol-based sanitizer or a dedicated hand washing sink for our staff to sanitize their hands upon entry to the building. ____
- Within your facility you will adhere to the safe distancing precautions required. If in the case of small children, that safe distancing from other staff is not possible, you will not object to our staff wearing protective personal equipment. ____
- If you have client families whose work exposes them to other people who are infected, you will immediately let Starbright know. ____
- If a child in your care has a resident of their home tests positive for the COVID-19 infection, you will immediately let Starbright know. ____
- If you have a staff person test positive for the COVID-19 infection, you will immediately let Starbright know. ____
- If you have a staff person displaying symptoms of the COVID-19 infection, our staff person will be required to leave your facility. ____

Our Commitment to You for In-Community Child Care Setting Supports

Starbright has taken extraordinary steps to reduce the risk of spreading the COVID-19 virus to vulnerable families and to our staff. Our staff are equipped with personal protection equipment (PPE) that keeps your staff, our staff, and your client families

safer from infection. Staff have been trained in the usage of PPE and our expectation is that they use it when within your facility.

Our staff also perform a self-check daily for the symptoms of COVID-19 infection as well as other respiratory illnesses like the flu or a cold. No staff will be allowed to enter your facility with any symptoms.

If You or Our Staff Are Sick

You understand that Starbright staff are committed to keeping your staff, our staff, and all families safe from the spread of this virus.

If our staff test positive for COVID-19, you will be notified so that you can take appropriate precautions.

Confidentiality in the Case of Infection

If you or one of your staff have tested positive for the COVID-19 virus, Starbright may be required to notify health authorities that our staff have been within your community child care facility. If this is reported, only the minimum information necessary for their data collection will be provided. No other details will be provided. By signing this form, you are agreeing that Starbright may do so without an additional release.

Informed Consent

The agreement supplements the general informed consent form that you have signed with Starbright at the start of in-person supportive visitor support for your child care facility.

Your signature below shows that you agree to these terms and conditions.

Child Care Program Name

Child Care Program Personnel

Starbright Staff member

Date