



Kardel COVID-19 Stage 2 plan

Staffed Residential

Risks Identified

- Individuals and workers who have risk factors which require extra caution to avoid exposing them to COVID-19 such as age or compromised health.
- Individuals who are unable to understand/follow physical distancing, hand-hygiene, PPE usage and other protective measures.
- Individuals with behavior that poses higher risk of transmission should not be paired with staff older than 60 or that has underlying health conditions.
- The peer grouping for high risk individuals needs to be carefully considered by only pairing with peers who have the ability to social distance and who can follow hand hygiene guidelines.
- Individuals who require personal care when physical distancing is not possible
- Individuals supported by several different staff may be at heightened risk of exposure.
- Staff that may come to the worksite when they are experiencing or showing symptoms of COVID-19
- Space limitations can make physical distancing difficult.
- Surface contamination
- Vehicle transportation of individuals increases exposure risk
- Meal times may pose heightened exposure risk.
- Community based activities can increase exposure risks.
- The closure or modified operations of community resources may limit program possibilities and/or lead to added stress for individuals
- Food/supply ordering through a food distributing company/on line shopping was arranged to decrease the need for staff to enter stores in the community.
- Managers completed a weekly review of implemented procedures and available PPE supply inventory.
- An Infection Control and Outbreak Management Protocol for COVID-19 was developed that would become active in the event that a staff or resident at a home tested positive. The protocol is kept on site.
- Managers will complete the COVID-19 Susceptibility Survey for all persons served by Kardel. Priorities will be identified through the survey and services organized according to desired outcomes.



- The Stage 2 Plans for the community inclusion services will be reviewed by the manager of the home prior to a resident returning to services to ensure that the plan will be able to meet the needs of the resident and not substantially increase possibility of exposure.

First Level (Elimination of risks) Protection Measures in Place

- Each home has posted established occupancy limits as per WorkSafeBC requirements at entry point and within each space within the home. Designated occupancy limit to promote distancing.
- Residents are screened by staff in the am and the pm using the COVID-19 Individual Supported Screening form.
- Workers are screened at the start of each shift using the COVID-19 Staff Screening form.
- Staff assignments will remain as consistent as feasible limiting the expansion of resident's and staff's bubble.
- Everyone who enters the home is required to use sanitizer upon entering the home.
- Once worker/resident has sanitized, they will then wash their hands as per Public Health guidance. Sanitizing hands does not replace the practice of regular handwashing. Guides for proper handwashing are located in the COVID-19 binder as well as posted on site.
- Workers who have come to work from another place of employment must change their clothing upon arrival. Bags for clothing are provided and there is a designated space for storage while on shift.
- Workers will follow social distancing guidelines whenever it is possible to do so.
- Workers will stagger mealtimes and create spacing so they can be distanced when not wearing a mask while they are eating/drinking.
- A High Risk Activity Plan form has been developed to assist in ensuring risks are identified and mitigation steps are clearly planned for prior to individuals and staff participating in the desired activity. Activities deemed as high risk require the pre-approval of Managers.
- Only essential visitors that are designated as essential are permitted in homes or program sites. Managers are responsible for the approval of these visits.
- Tablets are available to accommodate virtual visits with friends and family.
- A Zoom account is available to hold meetings virtually.
- Phone conferencing is available to managers for meetings.
- Staff were provided with a Kardel letter that identified them as essential workers which enabled staff to enter some grocery stores at designated shopping times.
- Kardel will continue to follow guidance from CLBC and public health authorities.



- Keep up to date and comply with all relevant direction from the provincial health officer, BCCDC, government authorities, and professional regulatory bodies.
- Kardel Nurse was made available to consult with both staff and residents that were displaying symptoms. The nurse would also remain involved and track staff health, testing, results, etc.

Visitors

Only visitors that are designated as essential are permitted in homes or program sites. Managers are responsible for the approval of these visits. Visits will be limited to the following essential needs:

1. Visitors who are providing health care, personal care or grooming services that are essential to the care needs of the individual, and cannot be completed by personnel.
2. Visits paramount to the resident's care (e.g., assistance with feeding, mobility, personal care or communication, assistance by designated representatives for persons with disabilities); This may include a designated representative attending medical appointments to provide consent to services.
3. Visits for compassionate care, including critical illness, palliative care, and end of life supports.
4. Visitors including Kardel staff, public servants or contractors for emergency services, maintenance and repairs, renovations or other services deemed essential by the Manager.

Social visits can resume when Public Health Orders allow, or as directed by a Medical Health Officer. Kardel will provide direction to all stakeholders when public health orders change to allow social visits.

Procedure for visits:

- Visits must be booked three days in advance with the manager or designate unless their presence is critical to the needs of the individual.
- Staff will screen all visitors before entering the residence using the COVID-19 Visitor Screening document.
- Visitor will NOT be permitted to enter site if they answer yes to any of the Screening questions.
- Hand sanitizer is to be used on arrival.
- Visits should take place in the designated area where social distancing is observed and masks worn.
- No visits should take place if a resident in the home is ill with COVID-like symptoms.
- Masks and hand sanitizer will be provided by the group home.
- Masks to be worn by visitors at all times. Individual to also wear mask if tolerated.



Second Level (Engineering) Protection Measures in Place

- Protective barriers have been installed in some staff vehicles when transporting individuals who are unable to wear PPE and/or follow safe distancing guidelines.
- The homes will take all measures to isolate individuals who are displaying symptoms of COVID-19.
- Electric toothbrushes have been replaced with manual tooth brushes to reduce aerosol, when possible. If electric toothbrush has to be used, staff would be required to wear both a mask and a face shield for protection.

Third Level (Administrative) Protection Measures in Place

- **Workers and essential visitors must not come into the work site if they have symptoms of COVID-19, have had close exposure with a confirmed case or have been travelling internationally in the past 14 days.**
- Workers should consider a visitor's ability to understand or comply with guidance, and any other support needs, when implementing protocols for COVID-19.
- Visitors admitted to the residence will be:
 - asked if they have symptoms of COVID-19, have had close exposure with a confirmed case or have been travelling internationally in the past 14 days.
 - asked for their name and phone number for tracing purposes.
 - Informed where the safety plan is located
 - informed as to the location of handwashing stations and masks.
 - asked to wash or sanitize their hands, following posted guidelines
 - requested to maintain at 2 meters distance at all times from other people while in the home unless it is to provide necessary medical care.
- Staff are responsible for ensuring that the occupancy for the residence is within the posted limit. Limit for the site is located at the entry and then separate spaces within are listed at each doorway.
- It is the responsibility of each worker to review the COVID-19 binder at the start of each shift and to initial that they have read and understand the information. The manager will also use Sharevision to request that staff review information in the binder as it is updated.
- A daily cleaning/sanitizing schedule is posted on site. Workers are to sign off on the completion of tasks.



- Managers will monitor the cleaning schedule to ensure that all areas for both AM and PM schedules are accounted for. Written cleaning procedures are located next to the cleaning schedule, and questions regarding cleaning/sanitizing procedures can be brought to the Manager.
- Reusable towels and cloths should not be used unless for bathing purposes, single use is preferable when practical.
- All workers and visitors must carry out hand hygiene upon entering the work site. Sanitizer is available at the entrance of the residence and throughout the building.
- All workers and visitors must maintain 2 meters physical distance from each other person whenever possible. Avoid congregating in spaces such as conversations in hallways.
- The individual who is hosting meetings on site is responsible to ensure that proper physically distanced meeting space is provided to both workers and visitors. When in-person meetings are held, position people at least two meters apart. The host is also responsible for ensuring that the space is sanitized following the meeting. The ability to host meetings on site is determined by the current order of the PHO.
- Weather permitting, people may gather outside more safely, provided physical distancing and confidentiality requirements can be maintained.
- If a meeting is scheduled, the booking of the space should allow for attendees to wait in the meeting space if they should arrive early, as there is limited space to allow for distancing.
- Break times should be staggered to more easily allow common spaces not to exceed occupancy limits. Workers should take only as much time as needed in a common space, to allow others to use the space.
- Workers should limit the use of shared work stations and sanitize equipment following use. Saran wrap is available and should be used to cover keyboards on computers/laptops that are shared amongst other workers.
- Kardel will use Sharevision as the primary source of broadcasting information to staff regarding COVID-19. Memo's will also be sent out by fax to be posted on the OHS board. The COVID-19 binders at each site will be used to store documents that need to be reviewed and signed off by staff. Managers will be responsible for ensuring staff is checking information sources.
- Managers will ensure that each staff meeting held with staff will include a discussion on COVID-19 which includes updates on current orders, changes to COVID-19 plans, OHS Concerns in relation to COVID-19, and requirements for PPE usage.
- Kardel has an Occupational Health and Safety Committee Concern form for reporting concerns regarding risks to staff in the workplace. These forms will be available to staff on Sharevision and OHS board at each work site. Staff is to report any concerns to their manager and/or an Occupational Health and Safety Committee. Managers are to respond immediately to concerns that pose risks to staff safety and verbally report the concern to an OHS member. The Concern



Form should be faxed to the Kardel administration office attention Donna Washington. Concern Form's are reviewed by the Occupational Health and Safety Committee.

- A COVID-19 binder has been created for each worksite. This contains a variety of training materials and a COVID-19 Testing Guideline document. Staff members are required to review this information at the start of each shift and initial.
- All staff are orientated to COVID-19 procedures at each of their worksites.
- Kardel employees access ShareVision at the start of each shift to see if there are important updates regarding COVID-19.
- All COVID-19 binders on site contain a copy of the following documents, as well as other resources at the discretion of the Manager:
 - Kardel Stage 2 Residential Safety Plan
 - Copy of COVID-19 Visitor Screening.
 - Copy of Site Risk Assessment
 - Copy of Staff COVID-19 Screening
 - Copy of Individual COVID-19 Screening
 - Copy of COVID-19 Activity Request Form
 - COVID-19 health and safety: Selecting and using masks
 - Help Prevent the Spread of COVID Sign – Worksafe
 - Stop – Essential Workers Only – Worksafe
 - Donning and Doffing Guide
 - Coughs and Sneezes (WorkSafe BC)
 - Hand Hygiene (CDC)
 - Physical Distancing (CDC)
 - OSAA Protocol During the COVID-19 Pandemic
 - Handwashing Guidelines
 - Cleaning and Disinfecting Protocol
 - Visitor Guidelines

Fourth Level (PPE) Protection Measures in Place

- All staff must wear either a reusable cloth mask, or a disposable mask, at all times. If staff is in a room or vehicle by themselves, or while they are eating or drinking, no face covering is required.
- If a staff has been provided a doctor's note that specifies that they are not able to wear a mask due to a medical condition, a face shield must be worn.
- If you are supporting an individual that Kardel has determined requires access to lip reading, a face shield may be work instead of a mask. Note: A face shield is not considered equivalent to a mask, but some minimal protection is provided.
- All staff is informed of the proper use of PPE.
- Guides for PPE are kept in the COVID-19 binder on site and staff are required to initial following review.
 - COVID-19 health and safety: Selecting and using masks
 - Donning and Doffing



- Personal Protective Equipment is available on site and each staff is trained on where to locate and report low supply.
- PPE inventory is completed by managers using the Site Risk Assessment.
- PPE outbreak kits provided to all homes.
- Each home has a PPE kit that contains the following:
 - Masks
 - Face shields
 - Gloves
 - Sanitizer
 - Gowns
- The vehicles are stocked with sanitizer, gloves and masks at all times.
- It is the responsibility of staff members to ensure adequate supply is always available in vehicle by restocking used supply upon return to the home.
- Storage areas and bags for staff's belongings are provided at each home.
- Staff and residents will sanitize when entering and exiting the home.
- Staff who are screening essential visitors need to ensure that they complete the screening, wear a mask at all times, use sanitizer upon entry, receive orientation to location of hand wash stations, requirements for social distancing and location of PPE, should it be required. The proper use of a mask should be explained if the essential visitor arrives without one.

Communal Spaces

- Mealtimes may be staggered if space cannot provide adequate distancing.
- Staff should wear PPE if they are providing direct support to an individual who coughs during mealtimes. Other residents should be safely distanced away from the individual during mealtimes.
- Chairs and tables may be situated in a way that creates an environment that promotes social distancing, when required.
- Staff will ensure that they are distanced while they are eating at mealtimes and are not wearing a mask.
- Eating areas must be sanitized after use by staff.
- Buffet/potluck style meals will not be provided.
- Staff will prepare each meal and provide it to the resident along with their own utensils and dinnerware.

Cleaning and Disinfecting

- COVID-19 health and safety document: Cleaning and Disinfecting WorkSafeBC document is kept in the COVID-19 binder on site. All staff review and initial the document.
- Cleaning and Disinfecting schedule and sign off is posted at each of the homes.
- Communal surfaces and equipment are kept clear of unnecessary items and sanitized according to posted schedule.



- Shared keyboards will be covered with saran wrap to allow for sanitizing after each use.
- Disposable paper towels will be used exclusively in kitchen and washrooms. Shared hand towels will not be used at this time.
- When returning from CI programs the staff will ensure that resident's items are washed and sanitized. Items such as lunch kits should be kept in one space while at the home.
- Managers are responsible for ensuring that cleaning and disinfecting supplies are adequate and available to staff at all times. Location of these supplies will be communicated to each staff at orientation.

Transportation

- Consult the attached COVID-19 Vehicle Protocol

Personal Care

- Physical distancing is not possible during personal care, as a result, it is essential that staff wear masks during this care and complete proper hand washing hygiene.
- In addition to masks, staff can also wear a face shield depending on the type of care provided should it increase the risk of transmission.
- Handwashing needs to be completed prior to and immediately following personal care. Handwashing guidelines are available in each washroom and located in the COVID-19 binder.
- When using a washroom, public or private, please use hand sanitizer before entering and wash hands thoroughly with soap and water before leaving and sanitizer again after exiting.

Outbreak Management

- Consult the COVID-19 Outbreak Protocol located in the COVID-19 binder and posted on the OHS Board on site.
- Should a staff member exhibit symptom of COVID-19 while at work, PPE will be donned by affected employee and attending staff member, space will be immediately created for person away from others. All contact surfaces will be disinfected. If staff member is unable to drive home, emergency contact person will be informed and asked to pick up employee. Transportation of the staff may be arranged, as required. A copy of screening guidelines to be sent with staff member for follow up which includes important contact information for COVID-19 related resources. Affected staff member is strongly urged to be tested and immediately inform us of results. Staff member cannot return to work until negative test results are provided or isolation period is completed.



Residential Support Measures

- Homes will use fun activities to demonstrate distancing where an individual may have no or limited understanding.
- Venues in the communities that support appropriate social distancing will be utilized, if the current PHO order permits.
- Outdoor activities will be promoted – weather permitting.
- An outdoor area sitting area will be available to use for outdoor activities and visits when permitted.
- Residents and staff will not participate in activities that involve congregated groups in community where social distancing is not possible.

Date of Last Update: February 12, 2021

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