

1. PREPARATION, APPROVAL, DISTRIBUTION, AND CONTEXT OF THIS PLAN

- 1.1. This plan has been prepared in accordance with ACCES' Return to Office Work COVID-19 policy and relevant public health guidelines, with input from ACCES' Joint Health and Safety Committee (JHSC) and approval by the Senior Leadership Team.
- 1.2. The Covid-19 Response Plan will be posted on the Organizational website, on the Organizational intranet (MyACCES), and in a public location at every Organizational site.
- 1.3. The Covid-19 Response Plan may be updated from time-to-time, with input from the JHSC and approval by the Senior Leadership Team.
- 1.4. Each Organizational site will adopt and publicly post the Organizational COVID-19 Response Plan, which may also be shared with funders or other stakeholders as required.
- 1.5. Planning for staff working at organizational sites and for staff meeting face-to-face with clients in an office setting will be done in accordance with the ACCES' **Return to Office Work Policy** and ACCES' **COVID-19 Procedures** for client/visitor appointments.

2. ORGANIZATION-WIDE MEASURES TO REDUCE THE RISK OF PERSON-TO-PERSON TRANSMISSION

- 2.1. Measures to maintain physical distancing of at least 2 meters
 - a. Employees, in consultation with their direct supervisors, will be on a pre-scheduled rotation where each person works during a pre-scheduled day(s) per week from the Organizational site, and the remainder of the work week will be working remotely. This allows us to permit spacing as we will have minimal levels of staffing as per ACCES' **Employment Levels of Service**.
 - b. Employees who are working at an Organizational site must ensure that they maintain a distance of at least 2 meters from other people at the site and must follow the PPE and Sanitization (section 2.2) and Distancing procedures (section 2.1) outlined in ACCES' **Return to Office Work Policy** and procedures outlined in ACCES' **COVID-19 Health & Safety Training**.
 - c. Employees will work at only one Organizational site, unless it is essential that they attend more than one site. The direct supervisor will ensure that the employee attends the least number of sites possible and will seek approval from SVP for any travel between sites.
 - d. Meetings of any type will be conducted virtually. If this is not possible and an in-person meeting is required, then a distance of at least 2 meters between people must be maintained and will be done in accordance with ACCES' **Return to Office Work Policy** section 2.3 and ACCES' **COVID-19 Procedures** for client/visitor appointments.
 - e. In no case will any meeting or event of greater than **10 people** be hosted by the Organization or attended by an Organization staff member.

- f. Employees will not travel in a vehicle together, unless a distance of at least 2 meters can be kept between them.
- g. Client service will be provided remotely, to the extent possible, while accommodating client needs. Where those needs cannot be adequately met through remote service, appropriate precautions will be taken for in-person meetings, following the screening/distancing procedures outlined in ACCES' **Return to Office Work Policy** (section 2.1 and 2.3) and **COVID-19 Procedures** for client/visitor appointments.
- h. Visitors to any site will be limited to those essential in the circumstances.
- i. Supervisors must ensure that employees follow these guidelines and any additional site-specific guidelines that may be established.
- j. The Working Group will provide access to appropriate signage templates to be posted at each Organizational site regarding physical distancing.

2.2. Additional measures to minimize the risk of transmission

The Return to Office Work - Working Group will:

- a. Purchase portable plexiglass barriers (screen guard) for the reception desk, resource centre and workshop rooms at each Organizational site.
- b. Purchase the following PPE for staff: face shield, face masks, gloves. PPE (face mask) is required when meeting with clients and visitors 1:1, and face shields are also being provided for added safety, as needed. If staff are able to distance appropriately when working at their desk/office, PPE may be safely removed during this time. Additionally, ACCES signage will indicate our offices have a "no handshake" policy in effect.
- c. For situations in which neither physical distancing nor other measures are available, such as for the administration of first aid, ACCES also purchased and distributed a supply of gloves and face masks to each Organizational site. All staff will receive face shields and extra face shields will be kept in stock by the Site Team, for rare and exceptional cases in when such equipment is necessary.

Site management will:

- a. Ensure that when a face mask or face shield is provided for situations in which neither physical distancing nor other measures are available, such as for the administration of first aid, the recipient is guided through the steps in the ACCES' **COVID-19 H&S training** on How to Use a Mask.
- b. On an ongoing basis, monitor the supply of gloves and face masks for use when neither physical distancing nor other measures are available and purchase replacement supplies as needed from suppliers previously approved by the Administration Team.

Measures to ensure adequate hygiene and cleaning are maintained

The Return to Office Work - Working Group will:

- a. Purchase and distribute to each Organizational site an initial supply of gloves, disinfectant wipes/spray and paper towels for sanitization of surfaces.
- b. Purchase and distribute to each Organizational site an initial supply of hand soap and hand sanitizer for hand hygiene and install at appropriate locations.
- c. Establish a daily schedule of cleaning and of sanitization of frequently-touched surfaces by Janitorial Services
- d. Ensure that Staff are required to use disinfectant wipes/spray for sanitization of surfaces before and after each in person visit.
- e. Ensure that HVAC systems are maintained and provide an adequate airflow within each Organizational site.
- f. Prior to re-opening of a closed site:
 - i. Arrange for a pre-opening cleaning by janitorial service providers.
 - ii. Provide access to appropriate signage templates to be posted at each Organizational site on hand washing and respiratory hygiene as outlined in the ACCES' **Return to Office Work Policy**.

Site management will:

- a. On an ongoing basis, monitor the supply of gloves, disinfectant wipes/spray, and paper towels for cleaning and disinfecting and purchase replacement supplies as needed from suppliers previously approved by the Administration Team. For clarity, it is not necessary that every desk is equipped with cleaning and disinfecting supplies, but instead that each staff person have easy access to cleaning, disinfecting supplies and gloves.
- b. Monitor the frequency and adequacy of janitorial services and inform the Administration Team if there are issues.
- c. Inform the Administration Team in advance if a site will be used on a weekend so that janitorial services can be arranged.
- d. Ensure that barriers and frequently-touched surfaces are sanitized after use and staff are trained in following Cleaning and Disinfecting guidelines and wear gloves when cleaning and/or disinfecting as per the ACCES' **COVID-19 H&S Training**.
- e. Post signage in appropriate locations on hand washing and respiratory hygiene.

Employees will:

- a. Wash their hands frequently, and at minimum:
 - When arriving at work;
 - Before and after going on a break or eating;
 - Periodically throughout the day especially if meeting with clients;
 - After handling delivery documents, packages, boxes, bags, etc.; and
 - Before and after touching shared items and surfaces.

- b. Follow Cleaning and Disinfecting guidelines and disinfect surfaces while wearing gloves after meetings with clients. Shared equipment, tools, and frequently touched surfaces should also be disinfected after use by others and as instructed by site management and/or their direct supervisor.

2.3. Measures to restrict entry

- a. Anyone accessing or working at an Organizational site shall be signed in upon arrival and signed out when leaving by the assigned staff meeting with the client/visitor. Sign in/out will be done via **A-connect for clients** and **MS Forms for visitors**.

- b. If an appointment with a client or essential visitor is arranged by phone or otherwise in advance, the individual shall be told that they will not be allowed to enter (a) if they have tested positive for COVID-19 and have not subsequently tested negative (even if they are asymptomatic) or (b) if they answer "YES" to any of the following questions:
 - i. In the past 14 days, have you been in close contact with someone who is sick or who has tested positive for COVID-19?

 - ii. In the past 14 days, have you returned from travel outside of Canada (including USA)?

 - iii. Have you been in close contact with anyone who has returned from travel outside of Canada during the past 14 days?

 - iv. Do you have any of the following symptoms or have you experienced any of the following symptoms during the past 14 days (even if mild)?
 - Fever (temperature equal to or over 38°C/100°F)
 - Cough
 - Difficulty breathing
 - Sore throat / trouble swallowing
 - Runny nose
 - Loss of taste or smell

- Muscle aches and tiredness
 - Nausea, vomiting and/or diarrhea
- c. Upon arrival, anyone accessing the site shall be asked not to enter (a) if they have tested positive for COVID-19 and have not subsequently tested negative (even if they are asymptomatic) or (b) if they answer “YES” to any of the following questions:
- i. In the past 14 days, have you been in close contact with someone who is sick or who has tested positive for COVID-19?
 - ii. In the past 14 days, have you returned from travel outside of Canada (including USA)?
 - iii. Have you been in close contact with anyone who has returned from travel outside of Canada during the past 14 days?
 - iv. Do you have any of the following symptoms or have you experienced any of the following symptoms during the past 14 days (even if mild)?
 - Fever (temperature equal to or over 38°C/100°F)
 - Cough
 - Difficulty breathing
 - Sore throat / trouble swallowing
 - Runny nose
 - Loss of taste or smell
 - Muscle aches and tiredness
 - Nausea, vomiting and/or diarrhea

If the answer to any of these questions is positive, access to the site shall not be granted. In the case of a staff member, they should self-isolate and consult with their supervisor for next steps.

- d. The Working Group will provide access to appropriate signage templates to be posted at each Organizational site regarding facility entry.

2.4. Measures Regarding First Aid and Illness on Site

- a. All employees must stay home when sick. Supervisors must ensure that employees follow this guideline.
- b. All staff must familiarize themselves with ACCES’ **Return to Office Work Policy**, ACCES’ **COVID-19 Procedures** for client/visitor appointments and **ACCES COVID-19 Health & Safety Training**.
- c. Employees who start to feel ill at work, even with mild symptoms, must report to the assigned manager (on-site) and their direct supervisor, while maintaining a distance of at least 2 metres.

- d. When anyone at an Organizational site becomes ill:
 - i. Management and HR must be alerted which will trigger **Business Continuity Plan for Coronavirus** and the **Covid-19 Isolation Policy**.
 - ii. The ill person must wear their mask and will be requested to go home/to seek medical assistance, or isolated if unable to leave immediately.
 - iii. The site lead will notify their Coordinator of Administration and Executive Support to contact their cleaning service provider to ensure thorough sanitization of all areas which the ill person may have come into contact with.
 - iv. The Human Resources Department will ensure that appropriate decisions are made to protect staff, clients and/or visitors that came in contact with the ill person. This may include notifying staff/clients/visitors to leave the office, to get tested for COVID-19, to self-isolate, notification to Public Health and/or Ministry of Labour, as appropriate.
 - v. If the person is severely ill (e.g. difficulty breathing, chest pain), 911 must be called.