



## **STAY SAFE: COVID-19 PLAN**

Diversified Rehabilitation Group (Company) is committed to developing a Stay Safe COVID-19 Plan that outlines the policies, guidelines, and procedures that have been put in place to reduce the risk of COVID-19 transmission. This plan follows the 13 steps outlined on COVID-19 and returning to safe operation.

### **COVID-19 SPREADS**

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 increases when many people contact the same surface and when those contacts happen in short intervals. Effective cleaning and hygiene practices help mitigate this risk.

### **1. BUILDING ACCESS**

- The Company reserves the right to stagger start and end times if crowding at entry and exit locations means the physical distancing requirement of at least 2 meters cannot be maintained. Alternatively, the Company may consider designating doors for entry and exit to prevent workers and others from coming into proximity.
- The Company will provide hand sanitizer to workers and clients as they enter the building.
- Post signage restricting access to the workplace to those who are exhibiting symptoms of COVID-19.

### **2. WORKPLACE OPERATION**

The Company may and should consider:

- Alternating and / or adding additional shifts to reduce the risk of exposure and maintain the physical distancing requirement.
- Avoid meetings or gatherings where physical distances cannot be maintained.
- Use larger rooms, move meetings outside, or have all or some attendees attend virtually.
- Creating cohorts of workers who work together and do not interact with other cohorts. This will assist in reducing transmission throughout the workplace in the event that a staff member becomes ill.
- Establishing one-way staircases to minimize worker contact – post signage to indicate direction.
- Where possible, employers may consider remote work options for workers who do not require office attendance.

### **3. WORKSTATIONS:**

The Company will:

- Position workers in a location that allows them to put more distance between themselves and their coworkers or customers. Arrange workstations at least 2 meters apart and away from communal pathways.
- Consider making communal pathways one direction to reduce personal interactions.
- If necessary, install effective barriers (e.g., plexiglass shields) between workstations.
- Where possible, cancel in-person meetings and hold meetings by teleconference, video conference, or email instead.
- Minimize sharing office space or workstations. If workers share the office space, they must follow the company cleaning and hygiene protocols, ensuring that frequently touched surfaces are addressed such as the computer keyboard and mouse, desk surface, and telephone.

### **4. PROTOCOLS FOR YOUR WORKPLACE**

Each staff member is obligated to assess their health status prior to entering the work environment. Staff members who book appointments for clients and who work one-on-one with clients and/or in a group setting must pre-screen clients for COVID 19 symptoms prior to booking an appointment and again at the point of arrival for treatment.

Limit the handling of credit cards whenever possible by allowing clients to scan or tap their cards and handle the card readers themselves. Encourage e-transfer or tap payment over pin pad use.

### **5. ENTERING THE WORKPLACE AND THE CLINIC**

Individuals cannot enter the workplace or the clinic if they have any of the following symptoms:

- Fever
- Chills
- New or worsening cough
- Shortness of breath
- New muscle aches or headaches
- Sore throat
- Have traveled outside of Canada within the last 14 days
- Are you in close contact with a person who tested positive

Upon arrival to the office and or clinic, each staff member and visitor(s), must wash their hands or clean them with hand sanitizer before and after work/visit. Maintaining physical distancing of 2 meters is essential and mandatory.

If the individual(s) are displaying symptoms of COVID-19, refer to Health Link BC 811

### **6. OCCUPANCY LIMITS COMMUNAL SPACE**

Occupancy limits with 2 meters distance:

- Waiting area: 3 clients
- Clinic: 8 Clients in total
- Lunchroom 2 people
- Boardroom 6 people
- Patio 4 people
- Residence 6 clients and up to 2 staff members (support person will be accepted if we have less than 6 clients)
- Offices: 2 Staff members per office with 2 meters distance
- Reception: 3 Staff Members

## 7. LEVELS OF PROTECTIONS

**The Company and employees are required to use the most suitable level of protections**

**First level protection (elimination):** We use policies and procedures to keep people at a safe physical distance from one another. We limit the number of people in our workplace at any one time, and implement protocols to keep workers and clients 2 meters from other workers, clients/customers, and members of the public.

**Second level protection (engineering controls):** In the case you can't always maintain the 2-meter physical distancing, workers are required to use a portable barrier such as plexiglass to separate people.

**Third-level protection (administrative controls):** We have established rules and guidelines, such as cleaning protocols, telling workers not to share tools, or implementing one-way doors or walkways. All employees and clients must follow the established rules and guidelines. It is each staff member's responsibility to inform each client and member of the public about our COVID-19 regulations and guidelines and to take action to protect our workplace, coworkers and clients.

**Fourth level protection (PPE):** If the first three levels of protection aren't enough to control the risks, we supply workers with personal protective equipment (PPE), such as non-medical masks. PPE should not be used as the only control measure. It should only be used in combination with other measures.

## 8. CLEANING AND HYGIENE

Wash your hands:

- Upon arrival,
- After brakes
- After handling debit/credit cards
- Opening courier packages
- Using common tools and equipment
- Cleaning common areas (washrooms, common tables, lunchroom light switches)

Taking additional precautions for safety:

- Bring your own dishes, utensils, and coffee mugs
- Use paper coffee cups
- Use our own coffee mug
- Wash your personal coffee mug with dishes soap
- Dry your coffee or tea mung using the paper towel
- Never leave your coffee or tea mug in the common area
- Disposal of your paper coffee cups never leave them on the table or the desk
- Always use rubber gloves when disposing of coffee cups, utensils, or other disposable items after clients or coworkers
- Wipe off your boardroom table using the provided sanitizer using a paper towel
- Wipe off your desk/phone, armrests/keyboard / etc. at the end of each day using the provided sanitizer and the paper towel
- Our offices/residences are sanitized on a regular basis

## **9. WASHROOM HYGIENE**

Follow the basic washroom hygiene posted in each washroom and throughout the office.

### **BEFORE THE APPOINTMENT**

- Ask clients when booking whether they have symptoms of COVID-19. Ask them to cancel or reschedule their appointment if they develop symptoms or have a family member who has confirmed or suspected COVID-19.
- Remind clients of this policy when they arrive for their appointment.
- Place markings on the floor directing visitors where to stand to communicate with the front desk staff.
- Work collaboratively with the admin staff to make sure you follow COVID -19 safety rules and guidelines.
- Ensure that all in-person appointments are scheduled and staggered to allow time to sanitize surfaces between appointments.
- Schedule a break or virtual session following an in-person appointment to minimize contact with others.
- Each clinician is responsible for sanitizing surfaces between appointments.
- Make sure to follow the 4 levels of protection, including the Company's COVID-19 safety rules and guidelines.
- Provide clients with a direct and accessible route to sit in the waiting area and during the therapy session to ensure physical contact is not required to access the seating area(s).
- Remove non-essential items from the reception area and treatment areas, such as candy, magazines, booklets, pamphlets, and complimentary phone chargers.

- Where elevator use is required to access the office, ensure clients maintain physical distancing and use of the elevator is staggered. One person in the elevator. Encourage clients to use stairs.

## 10. DURING THE APPOINTMENT

- Restrict access to clients only where possible (i.e., no children, friends, or family accompaniment allowed). Include consideration for disabled individuals and those who require accompaniment (e.g., a parent or guardian)
- Provide hand sanitizer for clients to use upon entry to the workplace.
- Use alternative forms of greetings and avoid hand shaking or close contact.
- For couples or family counselling, ensure that clients who attend are from the same household or "social pod." Where appropriate, consider outdoor sessions for couples or family counselling to ensure the physical distancing requirement.
- If it is not possible to maintain physical distancing with clients, consider the use of masks. Masks can reduce the spread of droplets from the wearer but may not prevent the wearer from inhaling the droplets of others. It is therefore important to ensure that clients as well as the counsellor are wearing masks to ensure protection for both parties.
- Limit the use of communal pens and refrain from exchanging items before and after the appointment (e.g., send receipts, documents, and reports electronically).

## 11. AFTER THE APPOINTMENT AND WORKDAY

- Each clinician and other staff members are responsible to sanitizes surfaces (door handles, desks, coffee tables, chairs office equipment, and tools) between appointments using the provided sanitizers.

## 12. STAY SAFE PLAN

We have not been operating for a period of time during the COVID-19 pandemic; therefore, the Company will provide training to and present the plan to all staff on how to manage risks arising from restarting your business.

Our safety and the safety of our clients are our common obligation and our shared responsibility. Diversified Rehabilitation Group and its staff are committed to:

- Monitor our workplace and update our plans as necessary.
- Things may change as our business operates. If you identify a new area of concern, or if it seems like something isn't working, take steps to update your policies and procedures.

Workers and the Company's involvement in the Stay Safe Plan and process is the foundation for the well-being of our staff and clients.

We have a plan in place to monitor risks. We make changes to our policies and procedures as necessary.

Workers know who to go to with health and safety concerns.

When resolving safety issues, we will involve management and workers.