

Settlement & Family Services

Immigrant Settlement & Integration Program (ISIP)

COVID-19 Re-Opening Plan (ROP)

Created on: June 20, 2020

Updated on: September 10, 2020

Location (for re-opening)

#300 – 8268 Granville Street, Vancouver, BC, V6P 4Z4

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1. INTRODUCTION

This Re-Opening Plan (ROP) document is part of the Business Recovery Plan (BRP) for Immigrant Settlement & Integration Program (ISIP) – Vancouver Region Granville Office (#300 – 8268 Granville Street, Vancouver, BC, V6P 4Z4). This ROP is informed by *BC's Restart Plan: Next Steps to Move BC Through the Pandemic*, *BC Covid-19 Go Forward Management Strategy*, *ISIP Covid-19 Phased Operational Recovery – Guidance and Principles* and the website information from *WorkSafe BC's Covid-19 and Returning to Safe Operation – Phase 3*, *Covid-19 Guidance and Orders of the Provincial Health Officer*, *BC Centre for Disease Control*. This ROP is a result of active engagement of frontline workers, health and safety committee members and supervisors in a process of assessing the risks at the Centre, developing and implementing the protocols as well as continuously evaluating and reviewing the protocols and procedures.

The ROP provides guidance for the ISIP clients and staff to prevent the transmission of Covid-19 and maintain a healthy and safe environment at the Centre. This ROP identifies key infection prevention and control practices to implement, as well as actions to take if a client or staff member develops symptoms of Covid-19.

2. UNDERSTANDING OF COVID-19

The virus that causes Covid-19 spreads in several ways. It can spread in droplets when a person coughs or sneezes. It can also spread if a person touches a contaminated surface and then touches his/her eyes or nose.

The risk of person-to-person transmission increases the closer people come to each other and the more time they spend near each other.

The risk of surface transmission increases when many people contact the same surface and when those contacts happen over short periods of time.

For up-to-date information on Covid-19, please visit the **BC Centre for Disease Control (BCCDC)** website, www.bccdc.ca.

3. RE-OPENING FOR LIMITED IN-PERSON SERVICES

As of September 14, 2020 ISIP Vancouver Granville office will re-open to provide limited but safe in-person services at its Service Centre located at #300 – 8268 Granville Street, Vancouver.

Monday (LINC) 9:00am to 5:00pm

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Tuesday to Thursday (LINC)
9:00am to 8:30pm

Tuesday to Thursday (Settlement)
9:00am to 5:00pm

Priority will be given to clients experiencing technology barriers or who are more effectively served through in-person services. All in-person services are done by appointment only. In addition, the staff team will maintain and continue to enhance and deliver virtual service to other clients.

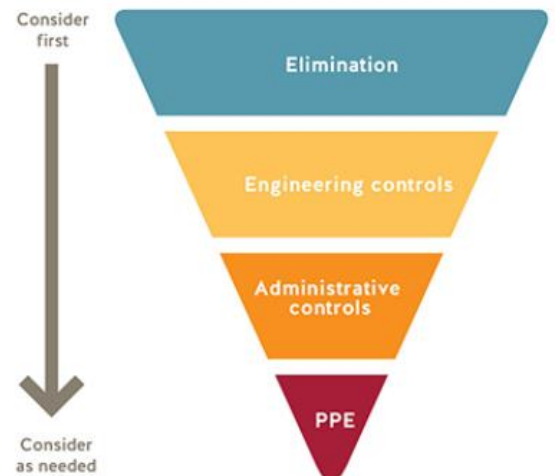
4. PROTOCOLS TO ENSURE HEALTH AND SAFE ENVIRONMENT

This ROP applies the recommended 4 levels of protection from the WorkSafe BC resource guide on *In-Person Counselling: Protocols for Returning to Operation* into its protocol development.

First Level Protection (Elimination): ISIP Vancouver Granville office will keep clients and staff at a safe physical distance from one another. Limit the number of clients and staff in the Centre at any one time, and implement protocols to keep staff at least 2 meters from client.

Measures in Place:

- ISIP Vancouver Granville office limits to a maximum of 8 staff and 19 clients throughout office hour
- In-person service are done by appointment **ONLY**
- LINC classes are broken into small class size. Students only meet with teacher on pre-scheduled class date
- LINC classes are meeting in person every second week
- LINC classes start and end times are staggered
- LINC students break times are staggered
- Settlement service appointments are staggered to ensure that physical distancing can be safeguarded
- Entrance door is locked at all times and open for the scheduled clients only
- Clients receive a copy of COVID-19 Health and Safety Guidelines when the appointment is confirmed by phone or email
- Clients are advised to come alone for the appointment to minimize the impact on the occupancy limit. If clients must bring their family to attend the appointment, a maximum of 4 family members from the same household can attend. Appointment for family must be provided in the classroom.
- A 24-hour check-in call will be made to the scheduled client to ensure their health status (any



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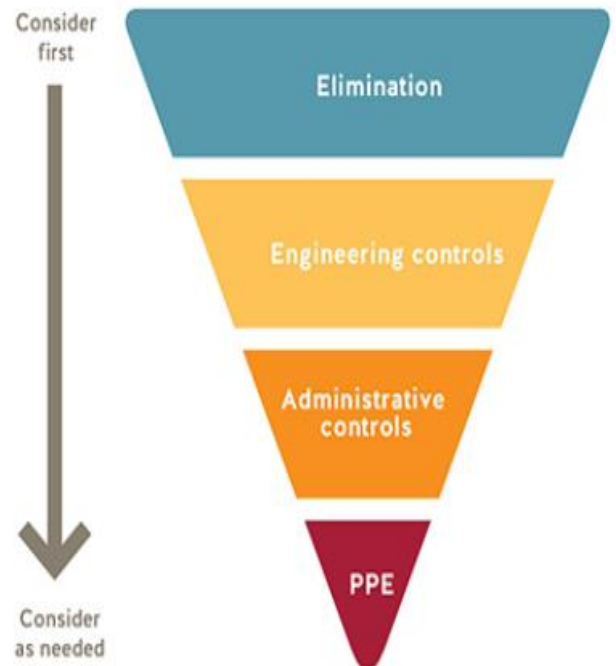


- Covid-19 symptoms) before the appointment
- A further entry check will be done with the client prior to entry for the scheduled appointment
- Contact logs are required for clients and staff
- An Informed Consent for In-person Service Form is required from each client
- ISIP Vancouver Granville office has re-assigned the work space for Settlement Practitioner to meet clients individually in classrooms.
- Language Instructors will meet students in small groups on Monday to Thursday every second week.
- Classroom tables will be aligned together to ensure a physical distancing of 2 meters between the staff and the client during LINC class or settlement 1:1 service
- Social and physical contacts, such as handshake is not allowed
- Signs on observing physical distancing are displayed at the Centre entrance, interview rooms, staff offices, and classrooms

Second Level Protection (Engineering Controls): ISIP Vancouver Granville office will install barriers to separate clients from staff where physical distancing may not be able to be maintained.

Measures in Place:

- ISIP Vancouver Granville office has installed plexiglasses to separate the client from receptionist
- Has installed plexiglass barrier in classrooms to separate the clients from staff while providing settlement service
- The plexiglass meets the standards as set by the National Collaborating Centre for Environmental Health
- The plexiglass each measures 36" width x 42" LXH and 23" width x 32" LXH
- The plexiglass is cleaned/disinfected once every day by the professional janitorial service contractor after office hour and immediately by the Program Assistant and the Settlement Practitioner with the alcohol-based disinfecting spray and paper towel when the plexiglass is touched and/or sneezed/coughed at.



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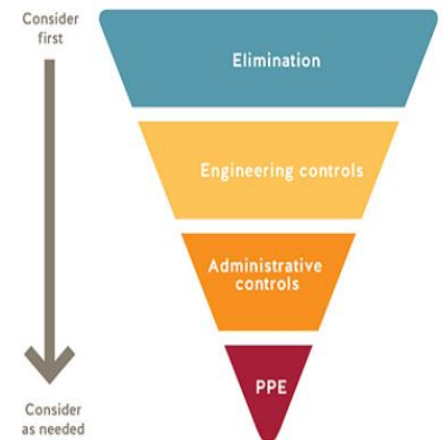


Third Level Protection (Administrative Controls): ISIP Vancouver Granville office establishes rules and guidelines for *Centre Cleanliness and Hygiene, Use of Equipment, Use of Pantry Room and Washrooms, Staying Home When Sick* as well as staff communication, orientation and training.

Measures in Place:

Centre Cleanliness and Hygiene

- Cleaning and disinfecting of the Centre is done twice by a professional janitorial service contractor
 - Mid-day: between 12pm to 2pm
 - Evening: after hour
- Garbage containers are emptied twice daily by a professional janitorial service contractor
- Sensor hand sanitizer dispensers are installed at the Service Centre
- Each staff is provided with washable and disposable masks, face shield, disposable gloves, sani-wipes, alcohol-based hand rub (at least 70% alcohol) for their own use
- Staff are trained and reminded regularly about the importance of diligent hand hygiene (hand-washing with water and soap for at least 20 seconds)
- Signage and posters on hand washing and respiratory etiquette are displayed in the Service Centre, classrooms, interview rooms, reception area, staff offices and the pantry room



Use of Equipment

- Photocopiers, printers and fax machine in the Service Centre are covered with plastic wrap and will be sanitized by staff after each use and the wrap will be replaced daily
- Photocopier is confined to the staff access is sanitized after each use
- Each staff works with their own desktop/laptop, stationery, headset (no sharing)
- Pens are provided for client to use and keep (no communal pen)
- Water machine is not available for use on site
- Bottled waters will be available for staff and clients

Use of Pantry Room and Washroom

- Two washrooms in the office
- Occupancy limit for washroom: 1 person at a time. There is a marked spot outside the washroom for clients to stand as they queue up to use the washroom
- Break for LINC classes are staggered to prevent students to queue up for the washroom
- Hand soap and paper towels are provided in every washroom
- Pantry room is confined to staff use only
- Occupancy limit for pantry room: 1 person at a time
- Staff's meal break is staggered
- Detergent, disinfecting wipes and paper towels are available in pantry room

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- Staff should clean and disinfect microwave, water-tap handle after each use with the disinfecting liquid
- Shared pantry equipment and utensils, such as plates and cups will not be available to minimize contamination and cleaning
- Staff use the pantry room to warm up food only and take their lunch at their own desk

Staying Home When Sick

- 24-hour and entry check-ins will be in place to ensure the client's health status for appointments
- Staff are required to stay home when sick with or without COVID-19 symptoms
- Staff are required to avoid unnecessary travel and notify immediate supervisor and Regional Manager of travel plans, both business and leisure.

Staff Communication and Training

- Settlement Coordinator or Language Lead will conduct daily group check-ins (9:00 am and 4:30 pm) with staff on the COVID-19 operation, their feelings/responses, experiences, challenges or needs. In addition, individual check-ins will be done to address individual situation and needs
- Program Director and/or Regional Manager deliver on-going weekly training for staff to ensure updated training is provided for staff on the new development of the COVID-19 Health and Safety Guidelines and Protocols.

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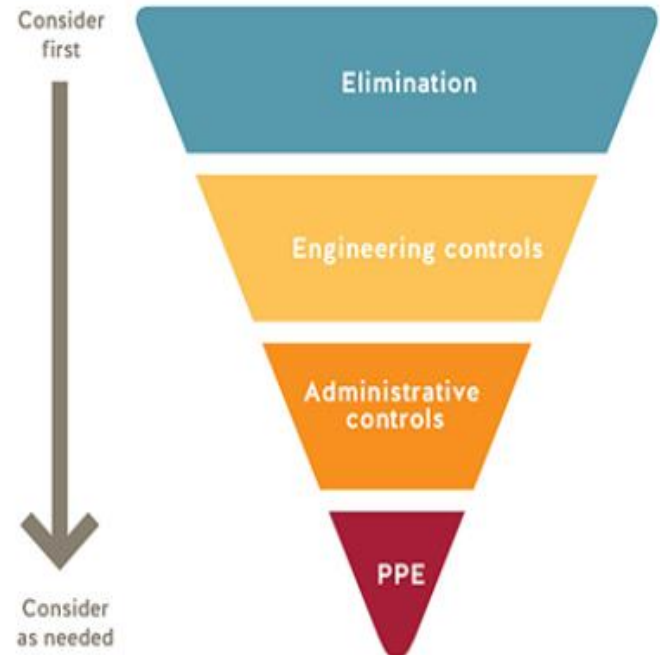
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Fourth Level Protection (Personal Protective Equipment - PPE): ISIP Vancouver Granville office will provide non-medical masks to staff and its related training and guidelines.

Measures in Place:

- Each staff is provided with three washable non-medical masks (and disposable masks as needed on site). Staff are mandated to wear mask at site;
- Staff dealing with clients' documents are required to wear disposable gloves
- Staff assigned as greeter are required to wear face shield
- Language Instructors are encouraged to wear face shield during class
- Each staff is provided with a copy of the instruction poster from WorkSafe BC on how to put on and take off a mask safely
- Staff will be trained how to use a mask and gloves safely
- Clients will be provided with a disposable mask with a copy of the instruction poster from WorkSafe BC prior to their appointment



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5. ORGANIZATIONAL PRACTICES

Staff Engagement: ISIP Vancouver Granville office has developed this ROP according to the *WorkSafe BC and Public Health Authorities* guidelines to ensure that staff understand the measures taken to reduce the risks. The staff team was involved in the planning process.

Staff Communication & Training: ISIP Vancouver Granville office will have two group check-in sessions with the staff on site as well as working from home. In addition, there will be individual check-in to ensure the staff are in healthy and safe status. Weekly training will be provided to staff update them with the current information of Covid-19 and the new guidelines/policies from the local Health Authorities, WorkSafe BC, BC Service Centre for Disease Control, Public Health Agency of Canada.

On-going Monitoring: As the pandemic evolves every day, ISIP Vancouver Granville office will closely observe and monitor the limited but safe opening. The Regional Manager, from the group and individual check-in with the frontline workers, would gather the operational information, challenges, needs, etc. Then, the findings will be reported to the Program Director, subject experts and senior management of the Agency for continuous quality improvement.

Continuous Quality Improvement: While the ISIP Vancouver Granville office team is committed to providing quality service for clients with access issues to the virtual service delivery, the team will observe up-to-date guidelines from the Health Authorities, WorkSafe BC, BC Service Centre for Disease Control, the Public Health Agency of Canada, etc. to strive for a healthy and safe environment for clients as well as for the dedicated staff members. Further training and guidelines will be developed and added to the existing ROP protocol. Staff are required to report breaches to Regional Manager immediately and file in the Incident Report following the established Agency protocol.

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Granville Service Centre – Staff Schedule

Week 1 & 2

	Supervisor	Settlement Team			LINC Staff (Work in in Week 1 only)			
Mon			Alison Wu (AM/PM)		Stephanie Peschke (AM/PM)	Ricardo Castro (AM/PM)	Jasmine Lin (PM)	
Tue	Jess Hannah (AM/PM)	Judy Zhu (PM/EVE)	Alison Wu (AM/PM)		Stephanie Peschke (AM/PM)	Ricardo Castro (AM/PM)	Jasmine Lin (PM)	Jeffrey Ho (EVE)
We	Jess Hannah (AM/PM)	Judy Zhu (PM/EVE)	Alison Wu (AM/PM)		Stephanie Peschke (AM/PM)	Ricardo Castro	Jasmine Lin (PM)	Jeffrey Ho (EVE)
Thu	Jess Hannah (AM/PM)	Judy Zhu (PM/EVE)			Stephanie Peschke (AM/PM)	Ricardo Castro (AM/PM)	Jasmine Lin (PM)	Jeffrey Ho (EVE)
Fri	No Service							

Week 3 & 4

	Supervisor	Settlement Team			LINC Staff (Work in in Week 3 only)			
Mon	Jane Li (AM/PM)				Stephanie Peschke (AM/PM)	Ricardo Castro (AM/PM)	Jasmine Lin (PM)	
Tue	Jane Li (AM/PM)	April Sheng (PM/EVE)	Michael Ji (AM/PM)	Stella Kim (AM/PM)	Stephanie Peschke (AM/PM)	Ricardo Castro (AM/PM)	Jasmine Lin (PM)	Jeffrey Ho (EVE)
We	Jane Li (AM/PM)	April Sheng (PM/EVE)	Michael Ji (AM/PM)	Stella Kim (AM/PM)	Stephanie Peschke (AM/PM)	Ricardo Castro (AM/PM)	Jasmine Lin (PM)	Jeffrey Ho (EVE)
Thu		April Sheng (PM/EVE)			Stephanie Peschke (AM/PM)	Ricardo Castro (AM/PM)	Jasmine Lin (PM)	Jeffrey Ho (EVE)
Fri	No Service							

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Cleaning and Disinfecting Protocols - ISIP Vancouver

Granville

Cleaning and Disinfecting Definitions

Cleaning

- The physical removal of visible soiling (e.g. dust, soil, blood, mucus). Cleaning removes, rather than kills, viruses and bacteria. It is done with water, detergents, and steady friction from cleaning cloth.
- To disinfect a surface effectively, you must clean it first to remove surface dirt and debris. Any residue left on work surfaces and equipment may deactivate the disinfectant. Use soap or detergent as a cleaning agent.
- ***All visibly soiled surfaces should be cleaned before disinfection.***
- ***Make sure to wash hands with plain soap and water after cleaning or use an alcohol-based hand sanitizer.***

Disinfection

- The killing of viruses and bacteria. A disinfectant is only applied to objects; never on the human body.
- After cleaning, apply a disinfectant to the surface. You need to leave the disinfectant on for a specified contact time to neutralize any remaining organisms. Look for recommended contact times on product instructions.

Hard (Non-porous) Surfaces

- Wear disposable gloves when cleaning and disinfecting surfaces. Gloves should be discarded after each cleaning. If reusable gloves are used, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other purposes. Clean hands immediately after gloves are removed.
- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- For disinfection, bleach solution should be used.

Soft (Porous) Surfaces

- For soft (porous) surfaces such as drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces.
- After cleaning: Dispose cleaning items as appropriate in accordance with the manufacturer's instructions, if possible.

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Areas	Commonly Touched Items (Light switches, door handles, buttons, garbage cans, etc.)
Frequency	<ul style="list-style-type: none"> • Cleaning and disinfecting is done once a day, by a janitorial contractor after 6:00 PM, Monday to Thursday • Janitorial contractor will clean and disinfect the washrooms between 12pm to 2pm on Monday to Thursday
Who	A janitorial service contractor
How	<ul style="list-style-type: none"> • Disinfected once per day (by janitorial contractor) by using industrial cleaning and disinfecting detergents and liquid
Additional Information	Client and staff are advised to use tissue paper/ paper towel to turn the door handle or elbow-push open the door without direct hand contact. Tissue paper and paper towel are available respectively at the common area, interview rooms, classrooms and staff offices and inside each washroom
Areas	Common Used Surfaces (Tables, counters, desks, etc.)
Frequency	<ul style="list-style-type: none"> • Cleaning and disinfecting is done by staff after each client appointments and LINC classes • Cleaning and disinfecting is also done once a day, by a janitorial contractor after 6:00 PM, Monday to Thursday • Janitorial contractor will clean and disinfect the interview rooms, common area, pantry, classroom and staff office on Monday to Thursday between 12pm to 2pm
Who	<ul style="list-style-type: none"> • Staff during office hours • Janitorial service contractor Monday to Thursday (after 6:00 PM)
How	<ul style="list-style-type: none"> • Disinfected (by janitorial contractor) by using industrial cleaning and disinfecting detergents and liquid <ol style="list-style-type: none"> 1) After area is used, staff will wear disposable gloves before cleaning and disinfecting surfaces 2) Staff will scrub and sanitize the area with disinfecting wipes and cleaning spray 3) Wipe area dry with paper towel, and discard paper towel 4) Gloves will be discarded after each cleaning
Additional Information	COVID-19 Health and Safety: Cleaning and Disinfecting

Areas	Any shared equipment and tools (Photocopier, printer, microwave, chairs, tables, etc.)
Frequency	<ul style="list-style-type: none"> • Cleaning and disinfecting is done after being used by staff

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	<ul style="list-style-type: none"> • Cleaning and disinfecting is also done once a day, by a janitorial contractor after 6:00 PM, Monday to Thursday
Who	<ul style="list-style-type: none"> • Staff during office hours • Janitorial service contractor Monday to Thursday (after 6:00 PM)
How	<ul style="list-style-type: none"> • Disinfected once per day (by janitorial contractor) by using industrial cleaning and disinfecting detergents and liquid <ol style="list-style-type: none"> 1) After area is used, staff will wear disposable gloves before cleaning and disinfecting surfaces 2) Staff will scrub and sanitize the area with alcohol based cleaning spray 3) Wipe area dry with paper towel, and discard paper towel 4) Gloves will be discarded after each cleaning
Additional Information	COVID-19 Health and Safety: Cleaning and Disinfecting

Areas	Possible Contaminated Surfaces (Plexiglas protective surfaces, windows, etc.)
Frequency	<ul style="list-style-type: none"> • Cleaning and disinfecting is done by staff, if suspected to be contaminated (ie. sneezed or coughed on) • Cleaning and disinfecting is also done once a day, by a janitorial contractor after 6:00 PM, Monday to Thursday
Who	<ul style="list-style-type: none"> • Staff during office hours • Janitorial service contractor Monday to Thursday (after 6:00pm)
How	<ol style="list-style-type: none"> 1) Staff will wear disposable gloves before cleaning and disinfecting surfaces 2) Staff will scrub and sanitize the area with alcohol based cleaning spray 3) Wipe area dry with paper towel, and discard paper towel 4) Gloves will be discarded after each cleaning
Additional Information	COVID-19 Health and Safety: Cleaning and Disinfecting

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How long does coronavirus survive on surfaces?



3 hours:

This is the amount of time we know that coronavirus can survive and remain infectious in **airborne droplets**, but we don't know if humans produce enough in a single cough to infect another person.

Up to 72 hours:

This is the amount of time coronavirus can stay active on **hard, shiny surfaces**. Think things like play equipment, door and public transport handles and your phone.

The virus does degrade over time, but you should avoid touching these surfaces in shared spaces, and if you can't do that, avoid touching your face afterward before thoroughly washing your hands.



Up to 24 hours:

This is the amount of time it took for researchers to find no more viable traces of the virus on cardboard. This is also a good guide for other **porous surfaces**.

Porous surfaces are much less likely to hold viable amounts of the virus.



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APPENDIXES

1) REFERENCE SOURCES:

BC Centre for Disease Control (2020) *Better Health through Promotion, Protection, and Prevention*: covid-19.bccdc.ca/

Government of British Columbia (2020) *BC's Restart Plan*: <https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/bc-restart-plan>

Government of Canada (2020) *Coronavirus Disease*: <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

HR Insider (2020) *A COVID-19 Re-Opening Compliance Checklist*: <https://hrinsider.ca/covid-19-what-canadian-hr-professionals-need-to-guide-you-through-this-pandemic/>

Vancouver School Board (2020) *COVID-19 Public Health Guidance for K-12 School Settings*: <https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/covid-19-pho-guidance-k-12-schools.pdf>

WorkBC Service Centre (2020) *COVID-19 Phased Operational Recovery – Guidance and Principles* (Document from the Ministry of Social Development and Poverty Reduction)

WorkSafe BC (2020) *COVID-19 and Returning to Safe Operations Guidelines*: <https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation>

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APPENDIXES

2) SIGNAGE/POSTER SOURCES:

WorkSafe BC - Occupancy Limit

<https://www.worksafebc.com/en/search#q=covid-19%20posters&sort=relevancy&f:language-facet=|English>

WorkSafe BC – Entry Check for Visitors

<https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-entry-check-visitors>

BC Centre for Disease Control – Do Not Enter if You're Sick

http://www.bccdc.ca/Health-Info-Site/Documents/COVID19_DoNotEnterPoster.pdf

WorkSafe BC – Entry Check for Workers

<https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-entry-check-workers>

BC Centre for Disease Control – Physical Distancing

http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_PhysicalDistancingPoster.pdf

WorkSafe BC - Handwashing

<https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-handwashing>

BC Centre for Disease Control – Cleaning and Disinfecting for Public Setting

http://www.bccdc.ca/Health-Info-Site/Documents/CleaningDisinfecting_PublicSettings.pdf

WorkSafe BC – Cover Coughs and Sneezes

<https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-cover-coughs-sneezes>

WorkSafe BC – How to Use a Mask

<https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-how-to-use-mask>

BC Centre for Disease Control – Covid-19 Prevention

<http://www.bccdc.ca/Health-Info-Site/Documents/COVID19-Prevention.pdf>

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