

Settlement & Family Services

Immigrant Settlement & Integration Program (ISIP)

COVID-19 Re-Opening Plan (ROP)

Created on: Sep. 1, 2020

Revised on: October 8, 2020

Location
(for re-opening)

Burnaby Coquitlam Service Centre - 435B North Road, Coquitlam, BC V3K 3V9

Peggy Lau, Program Director
Phone: 604-408-7255 | **Email:** peggyl@success.bc.ca



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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) – Surrey Impact Service Centre #206-10090 152nd Street, Surrey, BC V3R 8X8. 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 October 26, 2020, ISIP Burnaby-Coquitlam Service Centre will re-open to provide limited but safe in-person services (LINC 1 – LINC 3 classes and ISIP Settlement 1:1 service) at its Service Centre located at 435B North Road, Coquitlam. Operation hours for Language training service (week 1 & 3) are Monday and Friday from 9:00am to 5:00pm and Tuesday to Thursday from 9:00am to 8:30pm. Settlement service (week 2 & 4), the operation hours are Monday to Wednesday from 9:00am to 5:00pm.

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Appointments for settlement service are available on Monday to Wednesday from 9:30am to 3:30pm.

Priority will be given to clients experiencing technology barriers or who are more effectively served through in-person services. All LINC in-person services are done by prescheduled LINC class time table. In addition, the staff team will maintain and continue to enhance and deliver virtual service to LINC 4 and above students.

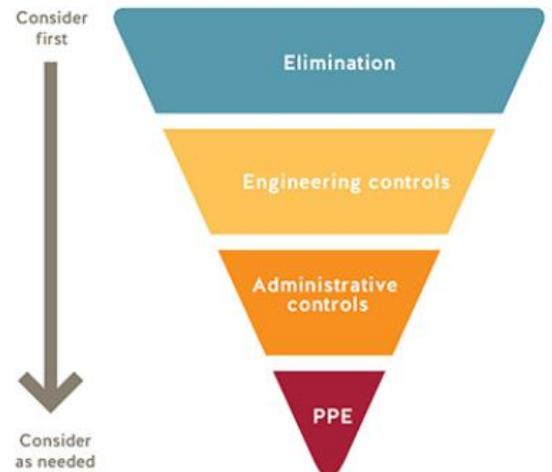
4. PROTOCOLS TO ENSURE HEALTH AND SAFE ENVIRONMENT

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 Burnaby-Coquitlam will keep clients and staff at a safe physical distance from one another. Limit the number of clients and staff in the Service Centre at any one time, and implement protocols to keep staff at least 2 meters from client.

Measures in Place:

- ISIP Burnaby-Coquitlam limits to maximum of 22 people at anytime
- AM classes are 9:15-11:30am; EVE classes are 6:30-8:30pm
 - LINC: 2 shifts Week 1 and 3
 - 09:00 to 5:00pm (Monday and Friday)
 - 10:30 to 8:30pm (Tuesday, Wednesday and Thursday)
 - Week 2 and Week 4 (Settlement service)
 - Mon-Wed 9:00am-5:00pm
- ISIP settlement in-person service are done by appointment **ONLY**
- LINC clients are to attend class on pre-scheduled day **ONLY and in smaller class size**
- LINC classes are 2 hours/session (AM schedule) and 1.5 hours/session (EVE schedule)
- Classes start and end times are staggered to ensure that physical distancing can be safeguarded
- Classes break time are staggered to minimize the number of clients gathering in the common area
- Settlement 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



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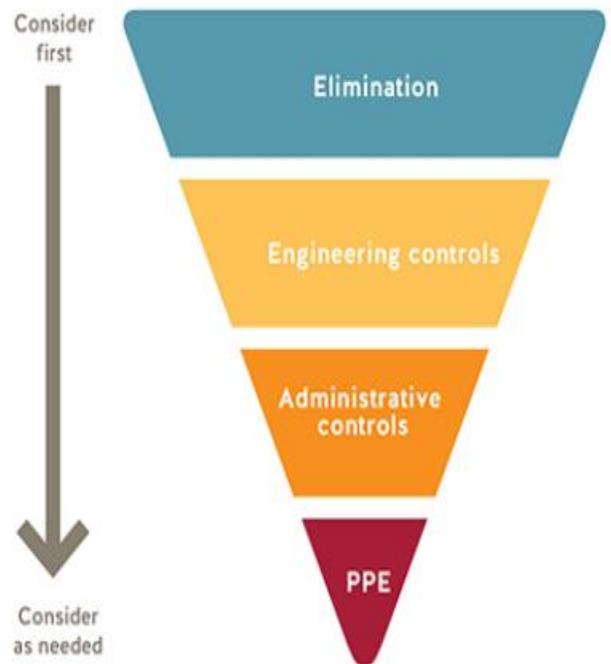
confirmed by phone or email. LINC clients receive monthly orientation on COVID-19 Health and Safety

- A 24-hour check-in call will be made to the scheduled client to ensure their health status (any 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 Burnaby-Coquitlam has re-assigned the work space for to have language instructors to conduct in-person LINC classes in the biggest classroom available
- Re-assign the Settlement Practitioners to provide one-to-one settlement service in a classroom
- Re-arrange classroom tables and chairs to ensure a physical distancing of 2 meters between clients and staff
- Social and physical contacts, such as handshake is not allowed
- Signs on observing physical distancing are displayed at the Centre entrance, interview room and classrooms and staff offices

Second Level Protection (Engineering Controls): ISIP Burnaby-Coquitlam has installed barriers to separate clients from staff where physical distancing may not be able to be maintained.

Measures in Place:

- ISIP Burnaby-Coquitlam has installed plexiglass barriers at the Centre reception to separate the client from the receptionist
- The plexiglass meets the standards as set by the National Collaborating Centre for Environmental Health
- The plexiglass each measures 36" width x 24" LXH or 42" width x 24" LXH
- The plexiglass is cleaned/disinfected once every day by the professional janitorial service contractor after office hour and immediately by the Program Assistant with the alcohol-based disinfecting spray and paper towel when the plexiglass is touched and/or sneezed/coughed at.



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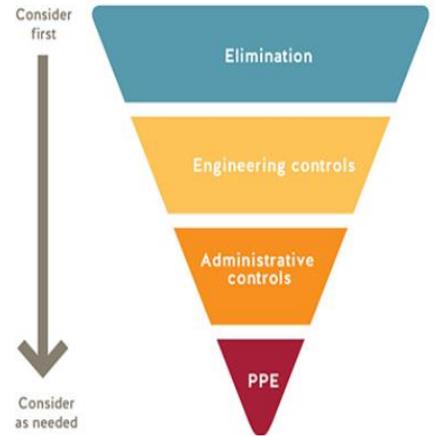


Third Level Protection (Administrative Controls): ISIP Burnaby-Coquitlam establishes rules and guidelines for *Centre Cleanliness and Hygiene, Use of Equipment, Use of Pantry Room and Washrooms, Staying Home When Sick* as well as staff communication, orientation and training.

Measures in Place:

Centre Cleanliness and Hygiene

- Cleaning and disinfecting of the Centre is done twice by a professional janitorial service contractor
 - Mid-day: 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

- Computer keyboards, photocopier, fax machine and printer in the Service Centre are covered with plastic wrap and will be sanitized by staff before and after use and the wrap will be replaced daily
- Photocopier is confined to the staff access is sanitized before and after 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 will not be available for use on site
- Bottled waters will be available for staff and clients

Use of Pantry Room and Staff Washroom

- Occupancy limit for washroom: 1 person at a time
- LINC classes break time will be staggered to reduce overcrowding the common area and hallway when students que up for the public washrooms outside of the unit
- Hand soap and paper towels are provided in washrooms
- Pantry room is confined to staff use only
- Occupancy limit for pantry room: 1 person at a time. Staff are encouraged to minimize the stay in the pantry
- Staff’s meal break is staggered

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- Detergent, disinfecting wipes and paper towels are available in pantry room
- Staff should clean and disinfect microwave, water-tap handle after each use with the disinfecting liquid
- Shared pantry equipment and utensils, such as coffee makers, 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 to 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 LINC classes and settlement 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

- Language Lead or Settlement Coordinator 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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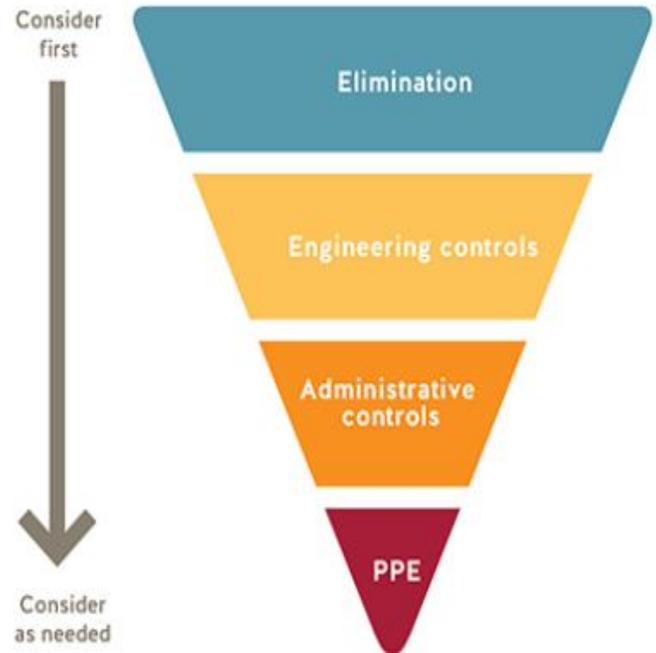
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Fourth Level Protection (Personal Protective Equipment - PPE): ISIP Burnaby-Coquitlam will provide non-medical masks to staff and its related training and guidelines.

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 mandated to wear disposable gloves
- Staff assigned as greeter are required to wear face shield
- Language instructors are encouraged to wear face shield when teaching
- 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



5. ORGANIZATIONAL PRACTICES

Staff Engagement: ISIP Burnaby-Coquitlam Service Centre 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 Burnaby-Coquitlam Service Centre 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 Burnaby-Coquitlam Service Centre will closely observe and monitor the limited but safe opening. The Regional Manager, from the group and

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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 Burnaby-Coquitlam Service Centre 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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Cleaning and Disinfecting Protocols

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 twice a day, by a janitorial contractor after afternoon and evening, Monday to Friday; • Janitorial contractor will clean and disinfect the washrooms between 12pm to 2pm on Monday to Friday.
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 after use and after each client appointments • Cleaning and disinfecting is also done twice a day, by a janitorial contractor in the afternoon and evening, Monday to Friday. • Janitorial contractor will clean and disinfect the washrooms, interview rooms, common area, kitchenette, classroom and staff office on Monday to Friday between 12pm to 2pm
Who	<ul style="list-style-type: none"> • Staff during office hours • Janitorial service contractor Monday to Friday (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 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	Any shared equipment and tools
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	(Photocopier, printer, microwave, remotes, chairs, etc.)
Frequency	<ul style="list-style-type: none"> • Cleaning and disinfecting is done after being used by staff • Cleaning and disinfecting is also done twice a day, by a janitorial contractor in the afternoon and evening, Monday to Friday
Who	<ul style="list-style-type: none"> • Staff during office hours • Janitorial service contractor Monday to Friday (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 in the afternoon and evening, Monday to Friday.
Who	<ul style="list-style-type: none"> • Staff during office hours • Janitorial service contractor Monday to Friday (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



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/](https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/bc-restart-plan)

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](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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ISIP Burnaby-Coquitlam Staff Schedule:

Week 1 and 3

Shift 1: 9:00am to 5:00pm

Shift 2: 10:30am to 8:30pm

- 1 supervisor: **Kumi Harwood (Mon, Wed, Thu)**
- 1 Settlement Practitioner: **Stella Kim**
- 1 Program Assistant: **Jay Kim (Tue, Wed, Thu)**
- Four LINC Instructors:
 - **Debbie Kim (L4 AM – M/T/W/Th)**
 - **Annie Lin (L5 AM – M/T/W/Th)**

 - **Amin Kawatin (L4 EVE – T/W/Th)**
 - **Alyssa Satterwhite (L5 EVE – T/W/Th)**

Week 2 and 4

9:00am to 5:00pm

- 3 Settlement Practitioners:
 - **Lu Qi**
 - **Stella Kim**
 - **Nahla Nassar**
- 1 Community Connections Coordinator: **Jackie Hong**
- 1 Program Assistant: **Farnoosh Mehrforuzani**

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