

Business name: Carea Community Health Centre

Date completed: December 6, 2020

Division/group: All

Date distributed: January 24, 2021

Measures we're taking

How we're ensuring workers know how to keep themselves safe from exposure to COVID-19

- We have implemented and continue to update policies and procedures for COVID-19 safety measures, where appropriate, to ensure compliance with public health guidelines and government orders
- Weekly COVID huddles with senior leadership, managers, and key personnel
- Communicating important updates to the Carea employees via email and huddles
- Maintaining and updating COVID-19 sector of the agency Portal and ensuring it aligns with current public health guidelines and recommendations
- Monitoring and responding to questions regarding COVID-19 on the employee portal
- Providing PPE Training to employees

How we're screening for COVID-19

- By having all clients complete a telephone pre-screening questionnaire prior to attending on-site services
- Having entryway screening at all locations
- By having HR screen employees for wellness prior to returning to work when symptoms are present, exposure is suspected, or international travel has been taken.

How we're controlling the risk of transmission in our workplace

Physical distancing and separation

- Requiring everyone, including staff, clients, and visitors, to wear a medical grade mask provided at entry
- By having only one point of entry for entering and exiting each site
- By tracking all visitors entering and exiting the building
- Minimizing the number of individuals in Carea buildings to essential employees and limited clients only
- Maximize virtual care services that appropriately reduce in person visits

Cleaning

- Frequent enhanced cleaning and disinfection of high-touch surfaces and objects
- Monitor and re-fill sanitizer station levels in common areas

Other

- Ensure appropriate personal protective equipment is available to all staff wherever there is risk of exposure
- Implementation and use of plexiglass barriers (where appropriate)
- Posting of signage at entries and throughout buildings
- Placing floor marking in common areas

What we will do if there is a potential case, or suspected exposure to, COVID-19 at our workplace

- Requiring employees to notify their manager and/or HR if they develop COVID-19 symptoms, have been exposed to someone with COVID-19, have been advised to self-isolate by a Public Health Authority; OR, if they have received a positive COVID-19 test result
- Procedures are in place for contact tracing and the liaising with Public Health Authorities in the event of potential or suspected cases of COVID-19
- Enhanced cleaning protocols
- Notify staff and clients in a timely manner in the event of a suspected direct exposure
- Close in-person programs as necessary

How we're managing any new risks caused by the changes made to the way we operate our business

- Senior leadership, managers, and key personnel meet regularly to identify and assess any new and emerging risks, provide guidance regarding mitigation measures, and to provide recommendations for changes to operations
- Continue to keep employees updated as soon as possible regarding changes in guidelines and/or restrictions
- Monitoring feedback, concerns, and lessons learned provided through employee huddles and the portal to better understand any gaps or room for improvement
- Sharing resources to assist Carea employees with managing stress and anxiety related to the COVID-19 pandemic
- Safety plans are in place for all in-person programs

How we're making sure our plan is working

- Senior leadership, managers, and key personnel meets regularly to provide guidance, approve protocols/processes, discuss potential issues, implement plans (where appropriate), determine appropriate response/action for issues, and make recommendations based on guidance from various working groups
- HR is tracking all employee illnesses and screening/tracking COVID related absences (e.g. quarantine for possible exposure or symptoms) and leaves of absence.