



Eastern Shore Family Resource Association

P.O. Box 53, Porters Lake, N.S. B3E 1M1
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RETURN TO OPERATIONS PLAN

Background:

The Eastern Shore Family Resource Association (the herein Occupational Health and Safety Plan - OHS - in regards to Covid-19) quickly adapted to working remotely so as to protect staff, clients, stakeholders, and members of the public from the spread of COVID-19. On May 27, 2020, however, the Nova Scotia Government announced that “Effective June 5 2020, most businesses required to close under the public health order can reopen. Businesses must follow protocols in the plan that is tailored to their sector. This includes following public health protocols to ensure physical distancing, increased cleaning and other protective measures for staff and customers.”

Policy:

COVID-19 is not a danger under the OHS Act rather it is a hazard and as a hazard the ESFRA is required under law to have a health and safety plan to mitigate risk. This Return To Operations Plan addresses the ESFRA’s physical spaces as well as self-reporting, personal protective equipment, cleaning, common greetings, pedestrian traffic flows, mental health, physical distancing, group size maximums, gatherings and Safe Work Practices, as well as specifically delineates responsibilities. All employees are to adhere to this Plan. Employees who experience operational or other difficulties as a result of this Plan are to escalate their difficulty at their first opportunity to the Executive Director for her consideration. Finally, when the ESFRA plans any onsite meeting or gathering it should clearly convey, in advance and in writing all policies in keeping with this plan.

Monitoring and Self-Reporting:

Under the OHS Act, employees are required to take precautions to protect their health and safety and to report hazards in a timely way. Each day the employer will monitor employees for symptoms and will record results. All staff are required to wash their hands prior to entering ESFRA’s space, wear a non-medical mask (ESFRA will provide 6 reuseable masks), temperature checks will be taken daily (optional for now), as well complete the Covid-19 Screening Questionnaire Staff.



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Eastern Shore Family Resource Association Sample Covid-19 Screening Questionnaire Staff

In accordance with the Public Health Order and Occupational Health and Safety the following must be taken into consideration. This is a living document and will continue to evolve as the Public Health directives evolve.

Please answer the following checklist about your health for today.

If you answered YES to two or more of these questions, you should contact 811 or your healthcare provide and get back to the Executive Director. However, the Executive Director will make a final decision on an individual basis.

1. Are you feeling sick? Yes No
2. Do you have any of these symptoms? Please check all that apply.

<ul style="list-style-type: none">• Fever• Nasal Congestion / Runny nose• Headache	<ul style="list-style-type: none">• Cough or worsening of a previous cough• Sore throat• Shortness of Breath
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3. In the last 14 days, have you or a member of your household travelled outside Atlantic Canada? Yes No
4. In the last 14 days, have you had close contact (within 2 meters / 6 feet) with someone with a probable or confirmed case of COVID-19? Yes No
5. Are you or anyone in your household waiting for results from a COVID-19 test? Yes No
6. Temperature: _____ (Optional)

Employee's Name: _____

Date: _____



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Further, it is the duty of employees to take all precautions. Hence, employees who exhibit COVID-like symptoms are to report their symptoms to the Executive Director and/or the Parenting Journey Home Visitor at least one hour in advance of reporting to work. The ESFRA will decide whether the employee is to report to work or not.

Commonly reported symptoms of COVID include:

- Fever (chills, sweats)
- Cough or worsening of a previous cough
- Sore throat
- Headaches
- Shortness of breath
- Nasal congestion or runny nose

In some instances Public Health has notified individuals, specifically, or communities, at large, of having come into contact with someone who has tested positive for COVID. Should an employee be directly notified of having come in contact with someone having tested positive for COVID, or, should an employee have been indirectly notified that they were exposed to COVID in a community setting, they should follow the direction of Public Health, notify the Executive Director of the situation and what the Public Health has said, and the Executive Director will decide whether the employee is to report to work or not.

Personal Protective Equipment (PPE) and Engineering Controls:

The ESFRA mandates all staff and all adult participants to wear non-medical masks. Children 3 to 5 years old whenever possible must wear a non-medical mask except in common areas where it is mandatory. Children under 2 are exempt. Where the ESFRA provides staff with masks (6 reusable non-medical) staff are required to wear their masks at all times, as practicable. To note, masks are to be properly and meticulously maintained and kept in employees' desks and or supply kits at the end of the day (unless they need to be taken home to be laundered).

The ESFRA will provide each staff member with hand sanitizer for their desk and personal kits. Hand sanitizer is to be kept in the employees' desks and/or kits at the end of the day. The ESFRA encourages employees to freely use hand sanitizer but not to use sanitizer in place of employees washing their hands frequently.

The ESFRA will ensure that bathrooms and kitchen have soap for handwashing (hand soap is not to be diluted) and employees are required to regularly wash their hands and for no less than 20 seconds.



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The ESFRA does not allow employees or others to wear disposable gloves from out of doors in the centre spaces. If an employee or others wear gloves from the outdoors into the centre spaces they are to immediately and properly dispose of their gloves upon arriving in the centre spaces.

The ESFRA will ensure there is hand sanitizer kiosk set-up at the front entry to the office and all employees and entrants are actively encouraged to use hand sanitizer immediately upon entry. The ESFRA further encourages employees and participants to wash their hands as soon as possible after arriving/entering centre spaces.

Plexi-glass screens are installed in the front of the desks (Executive Director, Parenting Journey and Healthy Beginnings) the desks in office 204 are more than 2m / 6ft apart.

Paper by virtue of it not being very porous is not likely to convey COVID. Having said that, the ESFRA shall install drop-off trays immediately inside the Executive Director's office for the exchange of documents. Each employee will also have their own drop-off tray which can be found in office 204.

The Executive Director will discuss with the landlord every 30 days to discern if there are any emerging fresh air or air exchange advisements based on public health directives and how and when the landlord will implement these best practices.

Gatherings and Communications:

There will be no closed door meetings with more than 8 participants and two staff and when there are meetings 2m / 6ft physical distancing will be maintained whenever possible.

No more than 10 persons may congregate in an open area of the office however 2m / 6ft physical distancing must be maintained whenever possible.

The ESFRA may plan for and hold during the course of business meetings that meet social distancing and gathering criteria. When the ESFRA plans any onsite meeting or gathering it should clearly convey, in advance and in writing all policies in keeping with this plan; e.g. maintaining 2m / 6ft social distances whenever possible, no wearing of disposable gloves, the wearing of face masks (accept during lunchtime), the use of the hand sanitizer kiosk, the need to follow directional signage, etc.

Technology has made communications more effective. Employees are encouraged, wherever possible, to schedule telephone, conference calls, or video calls in place of face-to-face meetings, training sessions, gatherings, etc. From this point forward all board meetings will be conducted via Zoom or other video conferencing platforms.



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Physical Spacing, Common Greetings and Communal Equipment:

Wherever possible clients and stakeholders should be encouraged to set-up appointments as a means of limited walk-in traffic and reception area congestion (PC/BK/PJ/HB/ED client contacts).

As of the time of re-opening employees are to maintain a 2m / 6ft social distance whenever possible from each other as well as from clients, stakeholders, and all others, including when in hallways, common spaces, or meetings.

The ESFRA is to limit entry into the office by clients and members of the public to prevent congestion in the reception area.

Employees are to politely but firmly advise others to respect their 2m / 6ft space whenever possible. As such, employees are not to shake hands, fist bump, high five, or otherwise touch another during the course of their day. If a child is in need of being held for whatever reason a receiving blanket needs to be placed between the staff and the child. These blankets will be provided.

Clients, stakeholders, or members of the general public will maintain 2m / 6ft distances whenever possible while waiting in the reception area. If 2m / 6ft distances cannot be maintained the administrator will take the name and contact information of the person and ask that they wait outside until called in.

COVID-19 can live on different surfaces for different times depending upon the surface; e.g. paper is not porous and it is believed that COVID lives on cardboard for up to 24 hours, on plastic for up to three (3) days, etc. For this reason it is suggested that wherever possible equipment (e.g. phones, staplers, scissors, etc) not be shared rather equipment be dedicated to a single user (staff personal supply kits). If equipment must be shared it must be wiped down regularly as part of the every two (2) hour cleaning protocol.

Signage and Pedestrian Traffic Flow:

The ESFRA will post on all outside entrances that the ESFRA:

1. The ESFRA mandates all staff and all adult participants to wear non-medical masks at all times. Children 3 to 5 years old, whenever possible, must wear a non-medical mask except in common areas where it is mandatory. Children under 2 are exempt. **(ESFRA is not in a position to supply masks to participants).**
2. Physical distancing rules are to be maintained where ever possible and respected at all times.



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3. There are a number of kiosks with hand sanitizer set-up in the entrance, in the common areas and in our ESFRA spaces for everyone's convenience.

As stated, the ESFRA is to limit entry through the outside door by clients and members of the public to prevent congestion in the reception area.

The ESFRA will post next to all sinks reminding employees and participants to frequently wash their hands and for no less than 20 seconds.

Because of the size of bathrooms access must be restricted to one person/family at a time. When the door is closed the bathroom is in use.

Ensuring the flow of pedestrian traffic might very well be the most challenging consideration. The ESFRA shall place arrow shaped signage on the walls so as to ensure the correct flow of traffic within its office and avoid any congestion issues which compromise 2m / 6ft spacing requirements whenever possible.

Cleaning:

The ESFRA will ensure that commonly touched surfaces will be wiped down not less than every two (2) hours with a disinfectant that contains not less than 60% alcohol or a 5 ml to 250 ml part bleach water mixture or other approved disinfectant that can be obtained by the Agency. Please Note: the bleach water mixture must be made daily. ESFRA will continue to monitor use of prior mentioned disinfectants and discuss with staff any challenges around them.

Commonly touched surfaces includes:

- Door handles
- Railings
- Light switches
- Counter surfaces
- Tap handles
- Toilet handles
- Coffee pot, kettle, fridge, microwave, and cabinetry handles
- And all Communal equipment

Mental Health:

This is a stressful time. Employees and participants may be feeling anxious about their safety at work and at home. They may be concerned for loved ones. They may need to talk and they may need reassurance that the workplace is safe to see that actions align with words about safety. Try to bear this in mind.

- Nova Scotia Mental Health and Addictions 1-855-922-1122 (M-F, 8:30am-4:30pm)



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- Provincial Mental Health Crisis Line 1-888-429-8167 (24/7)
- Kids Help Line 1-800-668-6868
- Helplines 811
- If there is an emergency call 911

Off-Site Meetings and Transportation:

Wherever possible, the ESFRA encourages employees to attend conference calls or internet meetings versus face-to-face meetings, conferences, etc. Where that is not possible the ESFRA expects employees to:

1. To ensure that the employee is in fact welcomed at the other site;
2. Call ahead of any off-site meeting, conference, etc. to discern what protocols are in place at that site; and,
3. Regardless of protocols at the other site ensure 2m / 6ft distances are maintained whenever possible, not more than 10 people are gathered in a closed area and social distancing is maintained, and that there be adequate potable water for handwashing and/or hand sanitizer stations.

Because of the propensity of COVID to easily spread in close quarters employees are encouraged not to share transportation; e.g. carpooling to or from work or to or from off-site meetings. When this is not possible they may travel in the same vehicle as long as the second individual sits diagonally in the back seat. Employees experiencing any difficulties as a result of this directive are to speak to the Executive Director.

Safety Work Practices:

- Where possible clients and stakeholders should be encouraged to set-up appointments as a means of limited walk-in traffic and reception area congestion.
- The scheduling of telephone, conference calls, or video calls in place of face-to-face meetings, training sessions, gatherings, etc whenever possible.
- Employees are to maintain a 2m / 6ft distance whenever possible from all other persons at all times.
- Employees are to firmly but politely enforce a 2m / 6ft distance whenever possible with others.
- Employees are not to attend any closed room meetings if there are more than 10 attendees AND if 2m / 6ft distancing cannot be maintained..
- Employers are to stagger break times to ensure that there are not more than 9 employees AND 2m / 6ft distancing are maintained whenever possible.
- Employees are encouraged to regularly wash their hands and for not less than 20 seconds. To note, regularly meaning every two (2) hours using soap.
- Employees are to cough or sneeze into the crux of their arm and are to actively remind others in a firm but polite manner to do so, as well.
- Employees are to refrain from touching their faces and eyes.



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- Employees are to refrain from non-essential travel as part of their jobs.
- Commonly touched surfaces and communal equipment are to be wiped down every two (2) hours.
- It is a mandatory that employees wear face masks accept during lunch and at their desks.
- Outdoor disposable gloves are not to be worn in the workplace.
- The Executive Director is encouraged to keep an open door to assist employees who need to talk and/or need reassurance during this stressful time. The Executive Director is to provide mental health provider information to employees, as needed.
- Ensure there is hand sanitizer kiosk set-up at the front entry to the office and all entrants are actively encouraged to use hand sanitizer immediately upon entry.
- Entry into the ESFRA office by clients and members of the public shall be restricted to prevent congestion in the reception area.
- There shall be arrow shaped signage on the walls so as to ensure the correct flow of traffic within the office and avoid any congestion issues which compromise 2m / 6ft spacing requirements whenever possible.
- Service deliveries people are required to wear a non-medical mask.
- Post a copy of these Safe Work Procedures throughout the office as a reminder to employees. Each employee will receive a copy of the Covid-19 Health and Safety Procedures.
- Stakeholders, families and funders may have access to this OHS Plan at anytime.

Training:

Employees shall be trained upon this Plan prior to returning to work and re-familiarized periodically and no less than every year.

Responsibilities:

Employees: It is the responsibility of all employees to take all precautions to protect their own health and report hazards in a timely manner, to use personal protective equipment and report any defective PPE, to actively participate in any safety investigation, to actively participate in training, to actively enforce policies with clients, members of the public and other stakeholders, and to heed all directives and comply with the OHS Act. Failure to do so could be subject to disciplinary measures as outlined in their 2020-2021 ESFRA Contract.

Safety Rep (Executive Director): It is the responsibility of the Safety Rep (Executive Director) to review this Plan and to provide meaningful feedback, to participate in any safety investigation, and to comply with the OHS Act.



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Executive Director: It is the responsibility of the Executive Director to ensure that the Plan is fully implemented prior to resuming in-office operations including training obligations, to replace defective PPE in a time sensitive manner, to undertake any safety investigation in a time sensitive and discreet manner, to cooperate with the Safety Rep designate as feasible, to ensure regular attending members of the public and stakeholders have a copy of this plan, to heed all directives and comply with the OHS Act, and to escalate serious operational and other issues related to this plan to the Board of Directors. The Executive Director will discuss with the landlord every 30 days to discern if there are any emerging fresh air or air exchange advisements based on public health directives and how and when the landlord will implement these best practices.