

# Youth Impact Jeunesse Inc. COVID-19 Operational Plan

## Introduction

As the Government of New Brunswick moves into recovery for COVID-19, it is critical that Public Health and WorkSafe NB measures are followed to reduce the risk impact of further waves of COVID-19 to employees and others at Youth Impact Jeunesse Inc. and to progress towards a “new normal”.

During the recovery phase, it is important to understand that this is not business as usual, and that the directives outlined in this document will remain in place until the risk is effectively controlled (which may include availability of specific COVID-19 treatments or vaccine) depending upon how the situation of COVID-19 evolves.

The Operational Plan will be reviewed on a monthly basis and more frequently as needed. Supplemental information/posters will be available to staff.

## Purpose

The following document provides an overview of required Public Health and WorkSafe NB measures that must be implemented by Youth Impact Jeunesse Inc.

Youth Impact is responsible to develop and implement a COVID-19 Operational Plan. The operational plan does not replace requirements in any applicable legislation or requirement by licensing bodies.

## Planning Assumptions

It will be at least 12-18 months before a vaccine is available, therefore life will not return to normal for some time. Physical distancing (2 metres), health screening, hand washing, surface cleaning, community face masks, physical barriers will be the new normal.

The following COVID-19 Operational Plan will outline how daily operations will meet requirements set out by Public Health and WorkSafe NB. The plan will explain procedures on how Youth Impact will be able to adapt to these requirements in all of its locations.

If an employee leaves the province, upon their return, they are required to self-isolate for a 14-day period. For purposes of clarity, any employee who lives in or near an interprovincial border community and commutes to work daily, are not required to self-isolate.

## Youth Impact Communication Plan

On the onset of COVID-19, the agency developed a Pandemic Committee (made up of the senior management team) with the objective to centralize all communications throughout the organization. Initially the committee met daily to discuss updates and provided the Program Managers with daily communications to discriminate to front line staff. As we move into the recovery phase, the committee meets three times a week.

Youth Impact has a working Joint Health and Safety Committee that meets monthly. There are policies that outline both employers and employees' responsibilities to ensure safety in the workplace. Section 13 Health and Safety of the Personnel Policy Manual outlines the rights and responsibilities of both employers and employees including a right to refuse policy.

All staff will be required to read the operational plan using the agencies Relias system. The Operational Plan will also be available in each program and will be discussed on a regular basis e.g. team meetings. Staff will be aware of all changes/modifications to the Operational Plan.

All newly hired staff are provided with orientation. During orientation, the Operational Plan will be explained and discussed with the staff and they will also be required to read the document on Relias.

Youth Impact Jeunesse has a sick leave benefit policy. If a staff person has 2 or more of the symptoms, they will isolate themselves at home and call 1-833-475-0724 for direction. This number is only for people who work in hospitals, nursing homes, or group living settings.

Posters are located in the building to provide information to encourage staff and visitors to screen themselves for COVID-19 and follow outlined recommendations.

The Operational Plan has been broken down into 3 sections: Residential/Transitional Housing, Youth QUEST Central (YQC), Head Office.

## **Head Office (536 Mountain Road)**

### **Risk Assessment**

At Head Office (536 Mountain Road), the risk level is low as employees at the workplace can reliably interact with each other at least two metres apart. This can be accommodated with minimal adjustments with physical distancing (remove the hazard), engineering controls (isolate people from the hazard), administrative controls (change the way people work), and PPE (protect people with personal equipment).

### **Physical Setting**

The building is open to staff and visitors, however will remain closed to the general public. Be conscious of the following outlined safety protocols.

### **Front Entrance**

The second entrance door will continue to be locked. All visitors/staff are to recognize and respect the physical distancing around the reception desk. When going down the hallway of the building, stay to the left of the wall. The Executive Assistant's work area has been modified to ensure social distancing.

### **Kitchen**

One person is permitted in the kitchen at a time. Only staff who work in the building are permitted in the kitchen.

### **Photocopy room**

One person is permitted in the photocopy room at a time. Staff are asked to disinfect any touched areas before leaving (eg. counter, photocopy pad, stapler). Disinfectant wipes are available in the photocopy room.

### **Basement**

One person is permitted in the basement at a time.

### **Boardroom**

Only 6 people maximum are permitted in the boardroom for meetings. A sign is posted on the door. People who use the room are responsible to disinfect before leaving.

### **Library**

Only 4 people maximum are permitted in the library for meetings. A sign is posted on the door. People who use the room are responsible to disinfect before leaving.

## **Private Offices**

Each staff person is responsible to disinfect and clean their office daily (cleaning person is in the building 3 days a week). Staff must ensure physical distancing of 2 metres is adhered to if they have meetings in their office.

## **Hallway/Entryway**

Staff will be aware of people in the hallway/entryway and keep physical distance when possible. A sign will be put up for people not to use the water fountain.

## **Youth Impact Staff/Visitors**

The door will be unlocked.

Visitors must follow the pre-screening protocol described in the poster which is posted in the entryway. They will also be required to sanitize their hands with sanitizer that will be provided. Masks will be available upon request.

Upon entering the building, staff will remain in the front entry and access their supplies, cheques, etc. in this area.

If staff/visitors are in the building for a meeting, they need to wait until the person they are meeting with comes to guide them to the meeting room or proceed to assigned meeting room.

Visitors/staff who use the washroom will be asked to disinfect any touched areas before leaving (ie: taps, toilet seat, flush handle, and doorknobs). Disinfectant wipes will be available in the washroom. Be sure to inform visitors that disinfectant wipes are not to be flushed, they need to be put in the garbage receptacle.

If staff/visitors are in the building for a meeting, once they have left, the staff person is required to disinfect the meeting room area (e.g. table, chair handles, doorknobs).

## **Cleaning and Disinfection**

The common areas of the building will be disinfected a minimum of two times in an 8-hour period.

A list of surfaces to be disinfected on a regular basis which is part of the disinfecting log.

Once the surfaces have been disinfected, staff will sign a signing sheet in the disinfecting log.

There will be a rotating schedule for assigning responsibility.

During the day, staff will use disinfectant wipes for disinfecting and the cleaner will use Duoquat (2 tablespoons per 1 litre of water).

## **Hand Hygiene and Respiratory Etiquette**

Hand Soap and disposable paper towel is available in the kitchen and bathroom.

Hand Washing posters are located in the bathroom and kitchen.

Hand sanitizer spray bottles are located throughout the building.

Face coverings will be worn if social distancing cannot be maintained.

## **Community Face Masks**

As stated above, face masks will be worn when social distancing cannot be maintained, e.g. applying first aid.

When a staff person is in the community shopping they are required to wear a face covering of if they are in situations where physical distancing poses challenges. Masks will be provided if staff do not have their own face covering.

Information is provided to staff with putting on and taking off face masks.

When staff are travelling together, the second person will sit in the back seat.

## **Residential Programs**

All residential programs continue to follow Public Health requirements outside of COVID-19.

### **Risk Assessment**

At the residential programs, due to the nature of the work, the risk level is always higher with people in the workplace not being able to reliably interact with each other at least two metres apart. This program is exempt from the 2-metre physical distancing requirement due to the nature of the service. Although exempt, staff should encourage youth not to touch each other and to practice good personal hygiene. The risk is accommodated in a number of ways. The youth currently do not have visits in the residential programs, they are permitted to have visits outside the home with family members. People other than staff who enter the home are required to follow physical distancing and good personal hygiene protocols. All staff have the option of wearing a face coverings and gloves during work if that makes them feel more comfortable. If and when a youth becomes infected with COVID-19, all PPE that is required to care for a sick person is available.

### **PPE**

When staff wear face coverings/masks, there is a poster that illustrates the proper procedure for putting on and taking off their mask. Staff also have available to them a short video which demonstrates the proper use of a mask.

The organization has a supply of masks, eye coverings, gloves, and gowns/smocks.

Face coverings are required by both staff and youth when they are shopping or in areas where social distancing is not possible.

### **Physical Distancing**

Due to the nature of the service, physical distancing is not possible 100% of the time.

Visitors must follow the pre-screening protocol described in the poster which is posted in the entryway. They will also be asked to sanitize their hands with sanitizer that will be provided.

When in the home, they are required to physical distance themselves from others as much as possible. When they leave, staff will disinfect all areas the person was in.

When in the community, all staff and youth are required to wear face coverings in stores or areas where physical distancing is not possible.

All employee names are logged during their shift in the daily logs. All visitor names will be recorded on a visitor's log sheet.

Specific visitors (Social Workers) are permitted to come to the home and visit with the youth in an outdoor area ensuring physical distancing is observed.

## **Hand and Respiratory Hygiene**

Hand soap and disposable paper towel is available in the kitchen and bathroom(s).

Hand washing posters are located in the bathroom and kitchen.

Hand sanitizer is available in the event hand washing is not possible.

Face coverings will be worn if social distancing cannot be maintained.

All staff and youth are expected to follow hand washing protocols. There are posters in every washroom and in the kitchen that explains the process.

There are posters in the common areas that explain good respiratory hygiene/cough etiquette.

## **Cleaning and Disinfecting**

All residential programs disinfect high touch surfaces a minimum of twice in an 8-hour shift. Staff disinfect using Duoquat (2 tablespoons per 1 litre of water). All programs have a checklist of the areas to disinfect and they are required to sign once the task is completed. Information on the product is included in supplemental documents.

All residential programs continue to follow Public Health requirements for regular cleaning and sanitation.

## **Passive Screening and Monitoring**

Youth Impact Jeunesse has a sick leave benefit policy.

Residential programs conduct shift change at the start of every shift. At that time staff will be asked how they are feeling. If staff have two or more of the identified symptoms outlined by Public Health, they will isolate themselves at home and call 1-833-475-0724 for direction. This number is only for people who work in hospitals, nursing homes, or group living settings.

Posters are located in the building to provide information to encourage staff and visitors to screen themselves for COVID-19 and follow outlined recommendations.

## **Community Face Masks**

As stated above, face masks will be worn when social distancing cannot be maintained, e.g. applying first aid. When a staff person is in the community shopping, they are required to wear a face covering of if they are in situations where physical distancing poses challenges.

Masks will be provided if staff do not have their own face covering. Information is provided to staff with putting on and taking off face masks.

## **Family/Other Visits**

As the province moves into a phased recovery process, in-person visits between children in care and their parents can be considered outside of the residential program. The decision will be made in consultation between the social worker and their supervisor. The visitation plan will be clearly communicated to the residential programs prior to the visit. The visitation plan will consider measures to decrease risk and promote infection protection, including limiting the number of people in the visit and the number of visits. Visits will typically take place in an office location e.g. Social Development or in the outdoors, e.g. park. There may be occasions when the visits will be in the family home, however, the social worker will ensure that the location can allow for physical distancing of 2 meters and be cleaned appropriately using Public Health guidelines. The Social Development plan which outlines the criteria to consider for an in-person visit is included in the supplemental information.

When social workers visit the residential homes, the following is the criteria that needs to be followed.

Prior to visits from social workers, both the youth and social worker need to understand the protocols during the visit.

When the social worker visits, the preference is to congregate outside on the patio, etc. The social worker and youth need to ensure physical distancing is observed. If not, the social worker will be asked to leave.

The social worker must follow the pre-screening protocol described in the poster which is posted in the entryway if they come into the home. They will also be asked to sanitize their hands with sanitizer that will be provided.

Upon entering the home, the social worker will be led to a designated visiting area ensuring physical distancing is observed throughout the visit. If not, the social worker will be asked to leave. Each program will determine where the visiting room is located.

If the social worker needs to use the washroom, they will be asked to disinfect any touched areas before leaving (ie: taps, toilet seat, flush handle, and doorknobs). Disinfectant wipes will be provided to the visitor. Be sure to inform social worker that disinfectant wipes are not to be flushed, they need to be put in the garbage receptacle.

Once the social worker leave, staff are required to disinfect the visiting room of highly touched areas.

Independent time will be reintroduced on an individual basis.

## **Youth QUEST Central (199 St. George Street)**

### **Risk Assessment**

At Youth QUEST Central (YQC), the risk level is low as employees and clients can interact with each other at least two metres apart. This can be accommodated with modified service delivery with physical distancing (remove the hazard), engineering controls (isolate people from the hazard), administrative controls (change the way people work), and PPE (protect people with personal equipment).

### **Physical Setting**

Doors are to remain locked at all times.

All visitors and clients are to be screened before entering the building. A screening tool will be posted at the front door.

All visitors and clients must use hand sanitizer when entering and exiting the building.

All clients, staff and visitors will maintain 6 feet/2 metre social distancing protocols. "Protect Yourself from Getting Sick" signs will be posted throughout YQC.

### **Drop In Centre**

Maximum Capacity (5 youth and 5 staff). Signs to be posted.

One washroom (with shower) is available for clients and visitors. A closed sign to be posted on the other washroom.

Kitchen is closed to clients. A closed sign is to be posted. Bagged lunches and hot meals continue to be prepared by staff and offered at the door or in the centre.

One-hour drop-in admittance per client – every hour on the hour.

Video games are suspended until further notice.

TV is permitted with social distancing.

Pool is permitted by 2 youth and equipment is to be sanitized after each use.

Client phone must be sanitized after every use.

Clothing Depot is closed to clients, staff to distribute items as needed. Signs to be posted.

Media Centre's maximum capacity is 2 with 2 working computer stations. Maximum Room Capacity and computer closed signs to be posted.

Showers are to be sanitized by staff after every use. Travel size hygiene products will be distributed and must be disposed of after every use. All towels are placed in a garbage bag lined hamper.

Laundry facilities are extended during non drop-in hours until further notice (9:00 am – 12:00 pm Monday - Friday). Laundry is to be washed in hot water with laundry soap and Dettol. Clients are responsible to begin their own laundry and staff will put it in the dryer and contact the client when its complete. All laundry must be picked up immediately. If using laundry services during non drop-in hours, clients must exit the building immediately after placing laundry in the washer. Staff will launder shower towels, daily.

### **Intensive Support Program, Drug Intervention and QUEST Case Management**

Virtual/phone meetings are still encouraged however face to face client meetings may occur in one of the YQC boardrooms or outdoors in the community or in public establishments. Program staff will not be going into clients homes until further notice. Program staff are to complete the screening process with all clients prior to meeting with them. If physical distancing cannot be ensured, staff must wear a face covering.

Program staff will be provided with all necessary supplies to ensure their safety while meeting clients in the community, including face covering, screening checklist, disinfectant, hand sanitizer and safety information.

All meetings that occur in one of YQC's boardrooms, staff and clients must sit at opposite ends of table. Boardrooms are to be sanitized immediately after every use. Program staff must meet their client at front door and complete the screening process and accompany them to their meeting space. Clients must be escorted out of the building when meeting is complete.

\*\*QUEST Case Management will hold all client meetings at YQC.

### **In kind Donations**

YQC will begin accepting in-kind donations by appointment ONLY of urgently needed items (listed on the website) and/or supplies directly related to reduce the spread of COVID-19. Please see contact 506.869.6188 for more information or to book an appointment.

### **Volunteer Activity**

Youth Impact Jeunesse will resume individual volunteer activity with restrictions due to limited capacity and to ensure social distancing. Please contact 506.869.6188 for more information or to discuss volunteer opportunities.

### **Boardroom (main floor)**

Boardroom (main floor) maximum capacity is 4. A sign will be posted on the door. Staff are responsible to disinfect the boardroom following any meeting and expected to maintain social distancing.

### **Boardroom (second floor)**

Boardroom (second floor) maximum capacity is 6. A sign will be posted on the door. Staff are responsible to disinfect the boardroom following any meeting and expected to maintain social distancing.

\*\*Please note boardrooms must be booked through SharePoint. Contact a Program Manager for additional information, building entrance and safety protocols prior to the scheduled meeting.

### **Cleaning and Disinfection**

YQC has increased sanitation and disinfecting processes, see supplemental information.

The main floor/drop-in centre is to be disinfected either after each use, hourly or 3 times per day depending on risk level.

All programs are responsible to sanitize their own office and common areas three times per day with a rotating schedule for assigning responsibility as per schedule. Staff are responsible for sanitizing their own vehicle after they transport a client.

A list of surfaces to be disinfected with either disinfectant wipes or Duoquat (2 tablespoons per 1 litre of water).

### **Hand Hygiene and Respiratory Etiquette**

Hand soap, disposable paper towel and proper hand washing signs are available at every sink.

Hand sanitizer is located at the front door and throughout the building.

Staff must wear face coverings if social distancing cannot be maintained. Signs posted (see attachment).

Staff must wear gloves when doing laundry and food preparation.