

## CLBC Stage Two Recommendations

Item and Page Number	Is It Covered? If Yes, Where?	If No, what do we need to do?	If unsure, state here
<p>Vulnerable Individuals – Page 1</p> <ul style="list-style-type: none"> <li>• Underlying medical conditions</li> <li>• Older (60s and 70s)</li> <li>• More likely to develop respiratory infection</li> <li>• Live with other vulnerable people</li> <li>• Persons Served who have medical conditions that that make you exceedingly age (i.e. individual with Down Syndrome)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Risk Assessment</b> updated to include “spread of positive COVID-19” strategies for Persons Served.</li> <li>• <b>Residential:</b> <ul style="list-style-type: none"> <li>○ Specific Phase 2 Risk Assessment for every individual.</li> <li>○ For community involvement, touch base with all family of Persons Served, understanding what their needs and concerns are.</li> <li>○ Perhaps a Site Risk Assessment item (COVID-19 Exposure).</li> </ul> </li> <li>• <b>Home Share:</b> <ul style="list-style-type: none"> <li>○ Individuals in Home Share need Risk Assessments.</li> <li>○ Home Share Managers will fill out Phase 2 Risk Assessments for Persons Served.</li> </ul> </li> <li>• <b>Employment:</b> <ul style="list-style-type: none"> <li>○ Have done COVID-19 Risk Assessments education for staff and persons served.</li> <li>○ Do one for each Job Seeker as it relates to this category, and provide Risk Assessment.</li> <li>○ Have completed Phase 1 and Phase 2 Risk Assessments for Employment Services.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Risk Assessment in staffed residential has what to do in staffed residential homes. Will do separate Risk Assessments for out in community/for visitors to home.</li> <li>• Actions, Life Long Learning/Employment Services/Home Share COVID-19 Risk Assessments not done for all Persons Served, but will be complete by June 30, 2020 as Persons Served return to programs.</li> </ul>	

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<p>Vulnerable Individuals – page 2</p> <ul style="list-style-type: none"> <li>• Underlying medical conditions</li> <li>• Older (60s and 70s)</li> <li>• More likely to develop respiratory infection</li> <li>• Live with other vulnerable people</li> <li>• Persons Served who have medical conditions that that make you exceedingly age (i.e. individual with Down Syndrome)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Actions:</b> <ul style="list-style-type: none"> <li>○ COVID Risk Assessments for those attending currently, and those returning to service.</li> <li>○ Identify who will not be coming back to the program at present due to risk, follow suit with residential Risk Assessments.</li> <li>○ “Spread of positive COVID-19” strategies for Persons Served.</li> </ul> </li> <li>• <b>Staffed Residential/ Actions/Employment:</b> <ul style="list-style-type: none"> <li>○ Follow control measures including: <ul style="list-style-type: none"> <li>a) Universal safe work procedures;</li> <li>b) Point-of-care Risk Assessments; and</li> <li>c) Personal Protective Equipment procedure.</li> </ul> </li> <li>○ Complete the required training provided by NACL.</li> <li>○ Check the NACL ShareVision site and NACL e-mail regularly for updates on the COVID-19 situation (every shift, at minimum).</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Some individuals have chosen not to come back into program. Those choosing not to come back into the physical program space were offered other options. They are getting 1-1 support in community, in home support, or small groups in the community. Those that typically take transit are being picked up and dropped off before and after program.</li> </ul>	

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<p>Individuals who don't understand infection control (how to support them) – Page 1</p> <ul style="list-style-type: none"> <li>• May need to adapt program</li> <li>• Identify specific bubbles for Persons Served to interact with (small pods of people)</li> <li>• Assess/address reasons for refusing (fear, boredom, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• As above, Risk Assessments flowing into Living Descriptions.</li> <li>• <b>Program Managers (Residential, Home Share, and Actions)</b> to update Program Plans to reflect risk/mitigation for overall program, i.e. VIHA and provincial recommendations (Person Served specific in Risk Assessment and Person Centered Plan.</li> </ul>	<ul style="list-style-type: none"> <li>• Specific Risk Assessment items               <ul style="list-style-type: none"> <li>○ <b>Actions and Residential:</b> Where individuals are not able to confidently move into Phase 2 options, staff will endeavor to provide one-on-one support for hand hygiene and social distancing (Risk Assessment).</li> </ul> </li> </ul>	

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<p>Individuals requiring close contact personal care</p> <ul style="list-style-type: none"> <li>• Personal Protective Equipment</li> <li>• Hand hygiene</li> <li>• Physical distancing where possible</li> <li>• Ongoing chats about risk mitigation</li> </ul> <p>Individuals requiring close contact personal care</p> <ul style="list-style-type: none"> <li>• Personal Protective Equipment</li> </ul>	<ul style="list-style-type: none"> <li>• COVID-19 Exposure and Control Plan covers close contact guidelines, and is on website and posted in all programs.</li> <li>• <b>Across all programs:</b> <ul style="list-style-type: none"> <li>○ Monthly meetings and the Health and Safety item on the agenda is a COVID-19 update; add to Program Plan.</li> <li>○ OH&amp;S Committee meetings monthly, COVID-19 updates, minutes posted.</li> <li>○ Executive Director's bi-monthly memo.</li> </ul> </li> </ul>		

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<ul style="list-style-type: none"> <li>• Hand hygiene</li> <li>• Physical distancing where possible</li> <li>• Ongoing chats about risk mitigation</li> </ul>	<ul style="list-style-type: none"> <li>○ Ongoing updates from Licensing, Ministry of Children and Family Development, Community Living BC, and the Provincial Health Office.</li> </ul>		
<p>Individuals who will have difficulty maintaining physical distancing</p> <ul style="list-style-type: none"> <li>• Hand hygiene, cough etiquette</li> <li>• Non-medical masks for Person Served to wear, engineering controls</li> <li>• Consistent staff approach with Person Served; brainstorm risk mitigation strategies</li> <li>• Educate staff and visitors preemptively on physical distancing, hand hygiene, etc.</li> <li>• Modified learning for Persons Served (visual aides, hand-over-hand learning, step-by-step cueing, make it fun!)</li> </ul>	<ul style="list-style-type: none"> <li>• COVID-19 Exposure and Control Plan covers general education/training on distancing/hygiene/Personal Protective Equipment/COVID-19 outbreak. Control measures as stated above, and in the COVID-19 Exposure and Control Plan.</li> <li>• COVID screening questions asked at each program prior to entry.</li> <li>• Outdoor physical distance visits encouraged where possible (Person Centered Plans).</li> <li>• Person Centered Plans identify specific family/friend visitor guidelines (in Risk Assessments, includes instructions for visits).</li> <li>• Person Centered Plans identify modified learning strategies, also covered above for “individuals who don’t understand.”</li> </ul>		

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<p>Individuals who have difficulty with hand hygiene</p> <ul style="list-style-type: none"> <li>• Individuals with tactile issues may touch, and touch hand and face</li> <li>• Modified learning for PS (visual aides, hand-over-hand learning, step-by-step cueing, make it fun!)</li> <li>• PS who put objects/hands in mouth</li> </ul>	<ul style="list-style-type: none"> <li>• Included in individual Risk Assessments across all programs.</li> <li>• Include one example of how we mitigate risk: <ul style="list-style-type: none"> <li>○ <b>Actions:</b> assigning 1:1 staff to provide consistent support and limit interactions/exposure.</li> </ul> </li> <li>• N/A for job seekers in Employment Services to date.</li> </ul>	<ul style="list-style-type: none"> <li>• Risk Assessments cover what to do in Staffed Residences/Home Share/Community Inclusion, and Employment.</li> <li>• Risk Assessment for going into community and touching hand to object to face.</li> </ul>	
<p>Individuals with mental health/emotional well-being concerns</p> <ul style="list-style-type: none"> <li>• Risk Assessment, mitigate concerns</li> <li>• Stress/fear/boredom/loneliness may be results of COVID-19 experience, mitigate</li> <li>• Behaviour support plans may need review/modification</li> </ul>	<ul style="list-style-type: none"> <li>• Person Centered Plans.</li> <li>• Behaviour Plans in place where needed.</li> <li>• Support/Behavior Plans assessed/reviewed where needed.</li> <li>• <b>Employment:</b> <ul style="list-style-type: none"> <li>○ Risk Assessments and Learning Logs/Person Centered Plans review and implement support strategies for anyone who is experiencing mental health/stress, etc.</li> <li>○ 1:1 meetings/check-ins have moved from direct work-related skill development to COVID-19 support, and interim goals developed that address these areas.</li> </ul> </li> </ul>		



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<p>Testing and screening for COVID-19 symptomatic and possible exposure</p> <ul style="list-style-type: none"> <li>• Staff</li> <li>• Persons served</li> </ul>	<ul style="list-style-type: none"> <li>• COVID-19 Exposure Plan outlines symptoms and instructions for how to report and get tested</li> <li>• Follow Public Health guidelines and encourage person centered practices</li> <li>• <b>For COVID-19 Infected/Symptomatic Person(s) Served in Staffed Residential Services:</b> <ul style="list-style-type: none"> <li>○ In case of an outbreak of COVID-19 in a NACL program (whether by diagnosis of a person(s) served, or a reporting of a staff to their Supervisor that they have been diagnosed with COVID-19 and may have exposed those in the program to COVID-19), it is important to remain calm and follow the steps outlined below.</li> <li>○ Program staff will inform the Program Manager (On-Call Manager after hours), who will:           <ul style="list-style-type: none"> <li>▪ Inform the appropriate Health Authority (Island Health at 250-755-3342)/medical practitioner, and follow any directives given;</li> <li>▪ Inform the appropriate Licensing Officer, and follow any directives given;</li> <li>▪ Inform the appropriate government Ministry, per reporting guidelines; and</li> <li>▪ Provide information/direction to program staff, based on consult as above.</li> </ul> </li> <li>○ Program staff will then:           <ul style="list-style-type: none"> <li>▪ Follow the direction of the Program Manager (On-Call Manager after hours);</li> </ul> </li> </ul> </li> </ul>		

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<p>Individuals willing to return to services</p> <ul style="list-style-type: none"> <li>• Risk for Persons Served for adjusting services for Stage 2</li> <li>• Risk for Persons Served for NOT adjusting services for Stage 2</li> <li>• How to support individuals returning to services</li> <li>• How to support when individuals want to return but family/caregivers have risk concerns</li> <li>• Persons Served concerned about returning when family/caregivers require them to return</li> <li>• How to implement safe service with desired supports?</li> <li>• Consider limiting number of staff a Person Served will be supported by</li> </ul>	<ul style="list-style-type: none"> <li>• COVID-19 Exposure and control plan covers risk areas; included in COVID-19 plan and as stated in Section 1 of this document.</li> <li>• Risk Assessments.</li> <li>• Ongoing meetings/conversations with providers/family/ caregivers/Persons Served to mitigate risks and move forward safely.</li> <li>• <b>Employment:</b> <ul style="list-style-type: none"> <li>○ Pre-employment goals re connecting back into world for job seekers, with interim goals.</li> <li>○ Zoom meetings with caregivers/family and Persons Served.</li> <li>○ 1:1 conversation with Persons Served to address fears</li> <li>○ Identify advocacy where needed.</li> <li>○ Supports provided by employer, Employment Services, and Home Share.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Update Risk Assessments</li> <li>• Appendix A of CLBC Stage 2 recovery document has specific considerations.</li> <li>• Develop plan for what return looks like to help all feel safe.</li> </ul>	

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<p>Matching of Staff and Persons Served to ensure safe and effective to return to service</p> <ul style="list-style-type: none"> <li>• Identify specific bubbles to limit staff</li> <li>• Consider small pods of Persons Served closest to each other</li> <li>• May be dangerous to person who is identified “high risk” may not be able to return to service as it was; modify service to accommodate</li> <li>• Limit Staff to Persons Served where possible to minimize cross-exposure</li> </ul>	<ul style="list-style-type: none"> <li>• Current Phase 1 plan addresses activities for high risk of exposure to Persons Served.</li> <li>• COVID-19 Exposure and Control Plan and Personal Protective Equipment guidelines reduce exposure and droplet transmission.</li> <li>• <b>Actions:</b> <ul style="list-style-type: none"> <li>○ Assign staff to participants as they come in; that’s who they work with for the day.</li> <li>○ Will continue with working with the same staff all day (this is a site Risk Assessment item).</li> </ul> </li> <li>• <b>Employment:</b> <ul style="list-style-type: none"> <li>○ Above plan (Actions) includes Employment Services staff and Persons Served who share some of the Actions space.</li> </ul> </li> </ul>		
<p>Staff Specific Work Considerations</p> <ul style="list-style-type: none"> <li>• COVID-19 screenings</li> <li>• Symptomatic/sick policies for staff related to COVID-19</li> <li>• Communication strategy for staff</li> <li>• Staff training</li> <li>• Staff assessing self and others for COVID-19</li> </ul>	<ul style="list-style-type: none"> <li>• COVID-19 Exposure and Control Plan covers screenings, sick policies, self-assessment instructions.</li> <li>• Executive Director’s bi-monthly memo updates communicate to Staff, Home Share Providers, and Board of Directors.</li> <li>• Programs have COVID-19 screening tool at entrances.</li> </ul>	<ul style="list-style-type: none"> <li>• Identify occupancy limits in certain spaces (offices, commonly shared spaces).</li> <li>• Modify furniture to encourage physical distancing.</li> </ul>	



## CLBC Stage Two Recommendations

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<p>Service Specific Considerations, Congregate Settings (ACT/LLL)</p> <ul style="list-style-type: none"> <li>• Stagger service start times.</li> <li>• Person Served pairing/matching to reduce risk of transmission</li> <li>• Continue with remote services where Person Served desires</li> <li>• How to physically distance in the space; what is required</li> <li>• Keep groups small and encourage physical distancing</li> <li>• Preference for outside activities</li> <li>• Consider whether to maintain/relax Stage 1 requirements</li> <li>• If anything from Stage 1 being removed, make staged plan to reduce risk of transmission</li> </ul>	<ul style="list-style-type: none"> <li>• COVID-19 Exposure and Control Plan has basic guidelines for program alterations.</li> <li>• <b>Actions</b> has adapted program for Stage 1 as of March 17, 2020 and for Phase 2 June 23, 2020. <ul style="list-style-type: none"> <li>○ Staggered start and finish times, different meeting points for start of day; some evenings and some Saturdays will be offered in order to stagger services.</li> </ul> </li> <li>• <b>Vehicle transport:</b> one person per row on diagonal, and face masks where tolerated (if more staff needed, get appropriate approvals).</li> <li>• <b>Actions/Life Long Learning/Employment:</b> <ul style="list-style-type: none"> <li>○ Site Risk Assessment.</li> <li>○ Person Served Risk Assessment.</li> <li>○ Program Plan – include possible plexiglass divider to encourage separation in main area (will depend on numbers returning).</li> <li>○ Person Centered Plans.</li> </ul> </li> <li>• <b>Employment</b> <ul style="list-style-type: none"> <li>○ Ask employers about COVID-19 plan; identified in NACL Employment Program Plan.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Determine who is returning to the space, who is staying home, if/how services will be offered in community</li> </ul>	

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<p>Services in individual's home</p> <ul style="list-style-type: none"> <li>• Provide services away from other household members</li> <li>• Be clear of NACL's expectations of staff entering home</li> <li>• Wellness check prior to entry</li> <li>• Minimize number of Person Served staff supports</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Home Share:</b> <ul style="list-style-type: none"> <li>○ Staff have appropriate Personal Protective Equipment according to COVID-19 Exposure and Control Plan.</li> <li>○ Staff understand expectations according to NACL's COVID-19 Exposure and Control Plan.</li> <li>○ Wellness check prior to visiting individuals; providers to update managers if individuals are symptomatic; staff will then follow COVID-19 Exposure and Control Plan guidelines for support</li> </ul> </li> <li>• <b>Employment:</b> <ul style="list-style-type: none"> <li>○ Vocational Counsellors will not be going into the homes for visits; instead, meeting outdoors or via Zoom, parks, walks</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Actions/Life Long Learning/Employment/Home Share Risk Assessments for staff reference when going into home.</li> <li>• <b>Home Share:</b> if person or provider denies support, shifts are cancelled.</li> </ul>	
<p>Community Based Services</p> <ul style="list-style-type: none"> <li>• Staggered start times if from one central location</li> <li>• Persons Served pairing and matching for physical distancing – small groups</li> <li>• Transportation plan to reduce risk transmission (enroute to service, during service, on way home from service)</li> <li>• Transit use with eye for safety</li> <li>• Preference to outdoor activities</li> </ul>	<ul style="list-style-type: none"> <li>• <b>All programs:</b> Risk Assessments and Person Centered Plans.</li> <li>• <b>Actions</b> <ul style="list-style-type: none"> <li>○ Person Centered Plans, schedule adaptations once it is understood who wishes to return.</li> </ul> </li> <li>• <b>Across all programs:</b> transit use on hold; will revisit safe transit as identified in Person Centered Plans if Phase 2 is extended over a long period of time; (develop a “safe transit use” training program).</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Home Share:</b> most Providers are providing transportation; where Persons Served are unable to follow guidelines, they stay home <ul style="list-style-type: none"> <li>○ Ongoing conversations to encourage/educate on guidelines happens at regular check-ins.</li> </ul> </li> <li>• <b>Actions:</b> if unable to safely use transit, staff will transport to and from program.</li> </ul>	

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<p>Shared Living</p> <ul style="list-style-type: none"> <li>• Consider if Person Served is going to return to community/services and assess risk</li> <li>• Consider preventative measures for exposure</li> <li>• Consider Home Share Provider returning to community and how risk is being reduced</li> </ul>	<ul style="list-style-type: none"> <li>• Home Share Managers know if Home Share Provider is in the vulnerable category for catching COVID-19, and have contingency plans if service is needed; documented in ShareVision.</li> <li>• Risk Assessments and Person Centered plans.</li> </ul>	<ul style="list-style-type: none"> <li>• Check if Risk Assessments address home/return to community.</li> </ul>	

Please see attached NACL's COVID-19 Exposure and Control Plan