

# *QVSS COVID-19 Participant Handbook*

WHAT YOU NEED TO KNOW WHEN YOU COME  
BACK TO QVSS

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# Welcome Back Orientation Handbook

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This document is your welcome back client orientation handbook explaining COVID-19 related protocols. We will frequently review and practice this handbook.

## Best Practices to Keep Staff and Program Participants Safe

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**Our goal is to lower the potential risk of contracting COVID-19 amongst staff and people attending the program while QVSS offers day respite services.**

QVSS will do our very best to ensure all measures to prevent the spread of COVID-19 developed by following requirements under the OHS and its regulations and applicable public health directives issued by the Chief Medical Officer of Health.

## Resources to Prevent Pandemic Spread

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These intended safety guidelines protect participants, staff, management, and others from being infected with COVID-19 while providing day supports for those in necessary or essential need.

QVSS uses the guidelines and recommendations from the Ministry, Government and the Hastings Prince Edward County Health Unit for keeping people safe during COVID. We are following their advice on preventative actions, including physical distancing and workplace cleaning and disinfecting.

We have also used the following recourses and assistance to ensure further safety measures from:

- The World Health Organization
- Day Programs through-out Ontario
- Local Sister Agencies
- Public Services Health & Safety Association (PSHSA)

# Actions We Have Taken

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- Our priority is to protect the people we support and the staff that provides the supports.
- To provide the essential services to the people who are most in need.
- To provide these services to most those most in need while minimizing the risk of catching and spreading COVID-19 among staff and people attending the programs.
- To implement organizational pandemic and business continuity plans, including when people are unwell or unable to work due to other circumstances.
- To require people to work from home, whenever possible, and equip them with the means to do so.
- To review COVID-19 guidance from the Province of Ontario, Ontario's Chief Medical Officer, The World Health Organization, MCSS and the Hastings Prince Edward County Health Unit to determine the steps people need to take to prepare to return to the agency (QVSS).
- To instruct staff to self-monitor for symptoms of COVID-19 such as fever (38°C or higher), dry cough or difficulty breathing. If there are concerns about some signs of COVID-19, use Ontario's self-assessment tool or Telehealth Ontario (1-866-797-0000). Staff need to stay home if they are unwell.

## Prevention

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1. STAY home as much as you can
2. KEEP a safe distance
3. WASH hands often
4. COVER your cough
5. Avoid rubbing your eyes/face/nose
6. SICK? Call ahead

## Personal Protective Equipment (PPE)

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QVSS will supply you with a mask and visor, or you can bring your own. We are asking you to wear this whenever possible.

QVSS staff have received training on the safe use, care and limitations of PPE, including putting on and taking off PPE, as well as proper disposal.

# Basic Rules to Avoid Getting Sick

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Maintain physical distancing of at least 2 meters (6 feet) or more between persons, including clients and co-workers.

Wash your hands often with soap and water and when your hands are visibly soiled. Wash your hands before and after any breaks, at the beginning and end of your day. Wash your hands before preparing food or using alcohol-based hand sanitizer (with greater than 60% alcohol content) if hand washing is not possible.

## **Sneeze and cough into your sleeve.**

- If you use a tissue, discard it immediately and wash your hands afterward.
- Avoid touching your eyes, nose or mouth.
- Avoid high-touch areas, where possible, or ensure you clean your hands after.

## **General Rules**

To ensure safety and reduce risks of transmitting COVID-19, only staff and essential visitors with no symptoms associated with COVID-19 and pass a screening test will be permitted in the agency program areas.

# QVSS Day Program Operational Guidance

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**Please let us know if you are receiving day supports from another agency.**

## **Considerations for Individuals Requiring Services;**

- Supporting individuals in need of QVSS emergency day respite services, including individuals from sister-agencies who would not usually attend QVSS.

## **Other Contributing Factors to Considered:**

- Living situation – SIL/Community home/family/other
- If living with family, do both parents work?
- If both parents work, can the person remain at home? If so, for how long?
- Can the individual follow COVID-19 instructions or rules?
- Does the person wander?
- Is the individual a senior?
- Does the individual have health risks?
- Minimal # of individuals at one time.

- Individuals who can abide by crucial preventive measures. (distance/washing hands)

### **Recommended Prevention – Suggested Consideration for Entry During Pandemic;**

- **STAY home as much as you can** – Who can remain at home for virtual programs and services
- **KEEP a safe distance** – What individuals will be able to abide by the flooring distance marking?
- **WASH hands often** – Which individuals do we know exhibits good personal hygiene?
- **COVER your cough** – Which individuals will/won't use their elbow to cough?
- **SICK? Call ahead** – Who will stay home if they are not feeling well?

## **Community Programs/Outings/Transportation**

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- During the pandemic, QVSS will **not** be doing any community outings or participating in previous places like the mall, Wellness Centre, YMCA, coffee shops, etc.
- We will not be transporting any individuals to and from agency programs.
- When the weather is favourable, the participants can enjoy the backyard and the paved sports area, providing they practice social distancing and remain with their cohort.
- For the time being, there will be no changes to our current services unless okayed previously by the Hastings and Prince Edward County Health Unit.

# Entrance Area(s) and Screening for Symptoms

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- All individuals including, individuals attending the day program, staff and personal staff care providers, parents/guardians, and visitors, are screened at the beginning and end of each day before entering and exiting the building, including daily temperature checks.
- Entrance(s) areas will have a stop station where a hand-sanitizing station for everyone to use. Temperatures will be checked and recorded. QVSS will administer a series of COVID-19 screening questions.
- Staff will be near the entrance area to open the doors and make sure there is no crowding and ensure supervised social distancing. Screen and sanitize people and the handrails on the outside ramp.

## Process for Checking and Documenting Symptoms & Protocols

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**Our QVSS screener will ask questions about your physical health and symptoms using the provincial list of COVID-19 symptoms.**

- Before anyone arriving at QVSS, we will sanitize the hand railing and re-do it after everyone has arrived and is in the building.
- To assist our Screeners with a thorough process, we have each person arriving and leaving at staggered times.
- QVSS screener completes a daily attendance log and records information at the beginning and end of each day of everyone who enters and exits the agency.
- All screening will take place at the west door, entering Red's diner eating area during nice weather. During the colder months or inclement weather, the screening will take place in the vestibule area. Our staff will direct you to the appropriate area.

- Upon arrival and departure, all parents and caregivers who provide transportation should remain in their car in the parking lot (unless assistance is required) until the “ Screener” (Staff) directs them out to complete the screening process.
- The “Screener” (staff) will ask the screening questions, take temperatures either at their car or at the designated screening area, and add the information to the Attendance Log.
- People who arrive by public transit exit the vehicle and remain six feet apart until screened individually.
- All individuals, including individuals attending the day program, staff and personal care providers, parents/guardians, and essential visitors, must be screened each day before entering and leaving the building. QVSS records all temperature checks, contact information, and transportation method and stores this information at the agency. When staff and clients leave, they will sanitize and have temped out, and this is recorded.
- When people pass the screening test and temperature check, they can enter the building with assistance. Once individuals are in the building, there is a hand sanitizing station to use.
- After each person is screened, temped, and sanitized, the staff call out on the walkie-talkie the client is entering the building.
- There is to be only one person at a time using the washroom. People will wait on the dot (social distance marker) Others wait in their rooms till the restroom or dot is free.
- Each client has separated 2 meters/six feet apart from when they arrive until they leave at the end of the day. There is no mixing of cohorts.
- All QVSS staff are responsible for maintaining daily records of everyone in their cohort. QVSS keeps all documents at the agency.
- QVSS requires face coverings to be worn by everyone at QVSS, including day support staff, day program participants and anyone accompanying a person for drop off/pick-up, in all areas, including the screening area.

There will be signs stating that people must wear a mask before entering the building. You are required during **Enhanced Measures** to wear a mask and shield/eye protection.

**Please note:** Sunglasses, prescription glasses, reading glasses are not appropriate protection.

## Visitors

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- There will be no non-essential visitors at the program.
- The provision of special needs services may continue. Should questions arise in respect of which service providers are permitted to enter the premises, we will consult with the Hastings Prince Edward County Health Unit and Ministry guidelines.
- Ministry staff and other public officials (e.g., fire marshal, public health inspectors) have permission to enter and inspect QVSS at any reasonable time.
- QVSS will ensure that there are no volunteers or students at the program.

## Building Modifications

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- Floor decals measuring and marking a physical distance
- Outdoor waiting areas will have tape on the cement floor with spatial markings at two meters.
- Multiple posters & signs reminding people to wash hands and cough into elbows
- All entrances will have a stop sign reminding people not to come in if they have any signs or symptoms of COVID-19.
- All areas where people congregate are blocked. I.e., couches, double chairs, and computer stations.

# Changes and Modifications to Programs

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When you arrive at QVSS and have passed the screening process, we will guide you to your program space. Your particular area is known as a cohort. You will remain in this cohort if you attend more than one day. So, you will be with the same staff person all the time.

QVSS recognizes that physical distancing between program participants in our setting can be difficult. We encourage our staff to maintain a welcoming and caring environment for service users while encouraging safe measures.

You will also have your workspace and supplies. We asked that you do not share with others and if you need anything please ask a staff.

## Red's Diner & Your Lunch

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- **Red's Diner will not** be open until it is safe to do so.
- **Litter-less lunches and snacks** in reusable containers and beverages in reusable bottles are required, and a request to avoid using items such as aluminum foil, cling-wrap, and juice boxes. Program participants will take home all personal garbage, containers and leftovers at the end of each day.

## Modifications to the Lunch & Break Area

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- QVSS has safely repositioned all tables and chairs in our eating area to be situated at least six feet apart. Staff and clients will eat in this area.
- **Red's Diner will not** be open until it is required to be, with all safety measures put in place. Access to the fridge, microwaves, water cooler, cutlery, cups, plates, bowls condiments is **temporarily prohibited**.
- Anyone who has forgotten their lunch or snacks will have their homes/staff contacted.
- Bottled water will be available in each program area.
- QVSS will request you use ice packs in your lunch bags to keep your food from spoiling.
- We have seating in the diner for 20-23 individuals.

- Break and lunch- each cohort enters one after another, and they fill one area at a time.
- People walk in a single file and remain six feet apart. People do not move around unless escorted by staff to use the bathroom, etc.
- QVSS places participant's names on the table. It stays on the table till after lunch.
- Each table and chair are sanitized after both breaks and lunch and documented.
- When break/lunch is over, they leave the area according to their cohorts and return to program areas.
- Floors are mopped once at the end of the day.

## Medications

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If you require assistance with medication during program hours please discuss this prior to your return. You will require your medication to be in a properly labeled bottle along with a current MAR sheet.

## Fridge/Microwave/Cutlery/cups/bowls

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- There will be no access to the fridge or microwave. There is also no access to our water cooler, cutlery, cups, plates, bowls and condiments.

## Coat & Boots & Locker Areas

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- There will be **NO** locker room usage during **Enhanced Measures**. Participants will bring personal belongings to their personal space at their table.
- Staff monitor the participants one at a time in the locker room to put their coats in their locker and boots on a tray, and then they are escorted to their cohort. Participants will not be able to go back to their locker till the end of the day. At that time, staff will escort one client at a time to get their coat and change their boots at their locker/hook/boot tray and return to their cohort.
- Staff will sanitize the locker room at the end of each workday.

## **Water Cooler**

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- Will be temporarily removed. Water bottles will be available in program areas.

## **Client Phone**

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- The QVSS community phone will be removed. Anyone needing to call out can ask the staff for assistance. After the call is made, the phone must be disinfected.

## **Program Supplies**

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- QVSS will provide program supplies and equipment made of materials that can be cleaned and disinfected (e.g., avoid plush).
- Equipment and program supplies will be cleaned and disinfected daily.
- QVSS will have designated program supplies and equipment (e.g., balls, loose equipment) for each area of the building where program supplies and equipment are shared, they will be cleaned and disinfected prior to being shared.
- Individual containers for each participant, i.e., bingo dabbers, pencils, crayons, colouring books, puzzles etc.
- Separate sewers. (They already have boxes with their own supplies.)

# **Protocols When a Program Participant or Staff Demonstrates Symptoms of Illness or Becomes Sick**

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- Staff or program participants, parents and guardians must not attend the program if they are sick, even if symptoms resemble a mild cold.
- Symptoms to look for include but are not limited to fever, cough, shortness of breath, sore throat, runny nose, nasal congestion, headache, and a general feeling of being unwell
- If a program participant or staff becomes sick while in the program, they will be isolated and family members contacted for pick-up. PLEASE ENSURE WE HAVE A CONTACT NUMBER THAT WE CAN REACH YOU AT IMMEDIATELY.

## **Someone Becomes Sick or Fails Screening While at QVSS**

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Staff, parents, caregivers and people attending QVSS must not participate in QVSS if they are sick, even if the symptoms resemble a mild cold. If a person becomes ill while at QVSS, they are immediately removed and taken to a room designed explicitly for isolation.

- Staff will give the person a medical mask if tolerated and arrangements for family member's caregivers for immediate pick-up. There are alternative phone numbers if the parent/caregiver is unavailable.
- Contact the manager or manager on call immediately if a staff person becomes ill with the listed symptoms.
- They will leave the room immediately and contact their manager or manager on call. The person who is feeling unwell will be picked-up.
- Tissues will be provided to the unwell person to support proper respiratory etiquette and proper disposal of the tissues.
- Staff should remain with the person until the appropriate person arrives.

- When interacting with the unwell person, staff will wear eye protection or face shield and their procedural mask, gown and booties, and not interact with others.
- Staff will avoid contact with the person's respiratory secretions.
- The isolation space is sparse and will only have the required supplies in the area. All items in this space will be cleaned and disinfected immediately after the unwell person leaves the space. (Procedural masks, disposable gloves, a thermometer, alcohol-based hand rub, tissues, and no-lined no-touch wastebasket or bin for the safe disposal of screening materials.
- QVSS will deny entry to any person who has any of the symptoms outlined in this document.
- QVSS will deny entry to any person who has come in close contact with a person with symptoms and someone who tested positive for COVID-19 in the past 14 days.
- QVSS requires anyone feeling unwell and showing the listed symptoms to have a COVID-19 test.
- If there is a confirmed case of COVID-19, the Hastings Prince Edward County Health Unit will provide specific advice on what implemented control measures should be to prevent the potential spread.
- Contact QVSS manager to confirm the results of the COVID-19 test. Those who test negative for COVID-19 must remain at home until they are symptom-free for 24 hours.
- Those who test positive for COVID-19 cannot return to QVSS until a completed second COVID-19 test with a negative result is received.
- No one can attend QVSS until they are symptom-free for 24 hours and have received clearance by their health care provider or the local health unit.
- Staff and people attending QVSS who are awaiting test results who have/are symptomatic or have been advised to self-isolate by the Hastings Prince Edward County Health Unit will not be able to attend QVSS. In the event of laboratory-confirmed cases of COVID-19 in staff or people attending QVSS will be notified immediately.

QVSS is committed to its staff's health, safety, and well-being and the people we support. We will ensure that all updated directions from our Ministry, or Hastings Prince Edward County Health Unit, will be incorporated immediately. QVSS will strictly follow regional guidelines regarding the continuation of supports should an outbreak occur in our area when either party may terminate this agreement.