

1: Assess the risk at your workplace

Employers must assess their workplaces in order to identify places where the risk of transmission is introduced. This process must involve frontline workers, supervisors, and joint health and safety committees and/or worker representatives. You should continue to assess the workplace after operations resume to ensure risks are identified and managed.

The virus that causes COVID-19 spreads in several ways, including through droplets when a person coughs or sneezes, or from touching a contaminated surface before touching the face. To understand the risk at your workplace, consider the following questions:

Cornerstone Risk Assessment:

- Where do people congregate, such as break rooms, production lines, or meeting rooms?
 - Waiting room, kitchen, file room
- What job tasks or processes require workers to come into close proximity with one another or members of the public?
 - Booking appointments, checking people in, taking money, potentially in therapy/assessment rooms
- What materials that are exchanged, such as money, credit cards, and paperwork?
 - Credit cards, Small amount of paper transfer
- What tools, machinery, and equipment do people come into contact with in the course of their work?
 - Printer, filing cabinet
- What surfaces are touched often, such as doorknobs, elevator buttons, light switches, equipment, and shared tools?
 - Doorknobs, printer, dishwasher, toys, microwave, pens

2: Implement measures to reduce to risk

You must select and put measures in place to minimize the risk of transmission

A. Cleaning and hygiene

- Provide adequate hand-washing facilities on site for all workers and ensure the location is visible and easily accessed. Develop policies around when workers must wash their hands, including upon arriving for work, before and after breaks, after handling cash or other materials, before and after handling common tools and equipment
- Implement a cleaning protocol for all common areas and surfaces, including washrooms, equipment, tools, common tables, desks, light switches, and door handles. Ensure those engaged in cleaning have adequate training and materials.
- Remove any unnecessary tools or equipment that may elevate the risk of transmission, including items like coffee makers and shared utensils and plates.

Our Plan:

- Associates/psychologists will be asked to wash their hands between clients
- Policy for all clients and their care providers to either use hand sanitizer or wash their hands at the start and end of each session. If a client voices concern about the policy, it will be explained that it is a clinic-wide policy for in-person appointments and an alternative option is to be seen via telehealth. Directors' contact information will be provided should they have additional questions or concerns about the policy.
- Main clinic entry door will be propped open during times when the office manager is on site.
- Individual associates/psychologists will sanitize frequently touched surfaces (e.g., tables, desktops, interior/exterior office door knobs) and wash hands between clients. This includes at the start of the day and end of the day.
- All toys/games/magazines and water have been removed from the waiting room.
- All non-sanitizable toys/games will be kept in cabinets out of sight. Individual practitioners will be responsible for ensuring their belongings are regularly sanitized should they choose to use the materials with clients. There will be no sharing of materials between practitioners.
- No shared dishes/utensils will be available and non-essential shared equipment (i.e., coffee machine) have been removed. All food/containers/utensils need to be taken home at the end of the day. Leaving dirty dishes in the kitchen will not be permitted. Wipes will

be available and clinic personnel will be required to wipe down the microwave/fridge etc. after usage.

- Clinic telephone voice mail and website will clearly instruct patients where to seek up-to-date instructions on assessment for COVID-19. <https://bc.thrive.health/>
- Staff will conduct a self-assessment daily before entering the clinic <https://bc.thrive.health/> and sign the sheet in the kitchen indicating the daily self-assessment has been completed.
- Frequently-touched surfaces in the common areas (i.e., waiting room, file/storage room, kitchen) will be sanitized twice daily, including door knobs, washroom keys, printer, waiting room chairs, microwave, kitchen faucet.

B: Maintaining physical distance

- Consider reducing the overall number of workers at the worksite at one time. This may be done by implementing work-from-home schedules or rescheduling some work tasks.
- Ensure that the appropriate number of people are in each area of a worksite to prevent workers from coming too close to one another or members of the public. This may be done by posting occupancy limits (e.g., on elevators, washrooms, and other small spaces), and limiting the number of workers at one time in break locations.
- Maintain a distance of two metres between workers and others wherever possible, by revising work schedules, organizing work tasks, and employing the use of dollies or other aids for work tasks that would typically be done by more than one person.
- Implement measures to ensure workers can maintain a distance of two metres when serving or working with or near members of the public.

Our Plan:

- Families will be asked to limit the number of caregivers coming to appointments and siblings will not be able to attend appointments, in order to minimize pressure on the

waiting room. Unless two caregivers are required for the appointment, we ask that only one parent bring the child to the appointment.

- Waiting room chairs will be spaced out to ensure sufficient physical distancing
- As much as possible, appointments will be staggered (psychologists to coordinate) and families will be asked to arrive to their appointment on time to ensure sufficient physical distancing in the waiting room.
- As much as possible and as clinically warranted, associates will be encouraged to continue to meet with individuals via telehealth.
- No families will be waiting in the waiting room while their child is being seen. Some exceptions to this might be necessary for clinical reasons and when physical distancing can be maintained.
- Maximum occupancy signage will be placed in the waiting room (both the main waiting room and office 6 waiting room), kitchen, and filing room will be posted.
- Associates will be encouraged to print materials during times when the office manager is not present. If not possible, coordinate with the office manager to ensure distancing while printing is retrieved.

C. Where physical distance cannot be maintained

- Where distance cannot be maintained, consider separating people with partitions or plexiglass barriers.
- Where other measures are not sufficient, consider the use of masks or gloves, understanding that these have limitations.

Our plan:

- A plexiglass barrier will be installed at the front desk, as physical distancing measures cannot be maintained between the door and the front desk.

- In clinical situations where physical distancing cannot be maintained, associates will use PPE or plexiglass barriers.
- Associates will be encouraged to print materials during times when the office manager is not present. If not possible, the office manager will set the printing materials outside of the associates office door.
- All clinicians, the office manager, clients, and clients' parents/guardians must wear a mask that covers both the nose and mouth (medical masks are not required as we do not fall under the definition of a healthcare setting as per the PHO) when in an office together, or when in a common area (e.g., kitchen, file room, waiting room). As per the MoH policy, exceptions may need to be applied for people with certain medical conditions. Medical grade masks are available for clinicians and clients as needed.

3: Develop policies

Develop policies around who can be at the worksite, including policies around sick workers and travellers

- The provincial health officer and the BC CDC have issued the following guidance around self-isolation, which must be reflected in your policies:
 - Anyone with symptoms of COVID-19 including fever, chills, cough, shortness of breath, sore throat and painful swallowing, must self-isolate at home [for a minimum of 10 days](#)
 - Anyone under the direction of the provincial health officer to self-isolate must follow those instructions
 - Anyone who has arrived from outside of Canada, or who is a contact of a confirmed COVID-19 case, to [self-isolate for 14 days and monitor](#) for symptoms
- Prohibit or limit visitors.
- Have a plan around workers who may start to feel ill while at work, including who they should notify and how they will travel from the workplace to their home.

- Will you have workers working alone to reduce the risk of transmission? If so, you need to have **procedures** for these workers to ensure they are safe.
- If you will have employees working from home, you need to develop **work from home procedures** to ensure workers are working safely.
- Signage: There will be a sign on the front door regarding infectious symptoms and who is restricted from entering the premises (i.e., individuals with respiratory symptoms, individuals who have traveled outside of Canada within the last 14 days, and individuals who have been in contact with an individual with COVID-19 within the last 14 days).

Our Plan:

- Associates will be asked to immediately let the directors know of any exposure to Covid-19 in clients, associates and/or their close contacts so appropriate steps at the clinic can be taken.
- All Directors, associates and staff will be required to comply with the provincial health officer and the BCCDC' guidance around self-isolation;
 - Anyone with symptoms of COVID-19 including fever, chills, cough, shortness of breath, sore throat and painful swallowing will not be allowed in the clinic for a minimum of 10 days post symptom onset.
 - Anyone who has arrived from outside of Canada, or who has been in contact of a confirmed COVID-19 case within the past 14 days will not be allowed to be in the clinic.
 - Clients will be asked to stay home if they are at all feeling unwell. Late cancellation fees be waived in full for illness as a clinic-wide policy. Families will be informed of this policy via their appointment reminders from Jane.
 - All clients attending an in-person appointment will be reminded of COVID-19 policies and procedures in place at Cornerstone via the electronic appointment reminders. Additionally, consent/assent will be obtained from all individuals attending in-person appointments (see COVID-19 Informed Consent form).

- A COVID self-assessment screener has been created for JANE. This screener will be sent to all clients who will be attending an in-person appointment one day prior to their scheduled appointment. If a client does not complete the self-assessment prior to arriving, the clinician will complete it with the client as part of their appointment. If a client is sent home due to endorsed symptoms on the screener, the late cancellation fee will be waived.
- The office manager and all clinicians, who are on-site at Cornerstone (whether for in-person or virtual sessions) must complete a COVID self-screen each day when they arrive. They will use the following screener: <https://bc.thrive.health/vocid19/en>. There will be a sign in sheet in the kitchen where they can sign off that they completed the self-assessment.
- The website will be up to date on all processes in place due to COVID-19.

4: Develop communication plans and training

You must ensure that everyone entering the workplace, including workers from other employers, knows how to keep themselves safe while at your workplace

- Be sure everyone is trained on the measures you have put in place and the policies around staying home when sick.
- Post signage, including occupancy limits and effective hygiene practices. Signage should also be posted at the main entrance indicating who is restricted from entering the premises (including visitors and workers with symptoms).
- Ensure workers are adequately supervised to ensure they know what to do.

Our Plan:

- Signage: There will be a sign on the front door regarding infectious symptoms and who is restricted from entering the premises (i.e., individuals with respiratory symptoms, individuals who have traveled outside of Canada within the last 14 days,

and individuals who have been in contact with an individual with COVID-19 within the last 14 days).

- Signage: There will be signage in the clinic stating maximum occupancy for the clinic waiting room (both for the main waiting room and office 6 waiting room), kitchen and filing room.
- Email communication and clinic meetings will occur with associates/staff regarding policies and procedures. Associates/staff will be encouraged to ask questions for clarification and provide input on suggestions to keep the work environment safe

5: Monitor your workplace and update your plans as needed

- Things may change as your business operates. If you identify a new area of concern, or if it seems like something isn't working, take steps to update your policies and procedures. Involve workers in this process.
- Ensure that workers can raise safety concerns. This may be through a worker representative in workplaces of 9 to 20 employees, or through a joint health and safety committee for workplaces of more than 20 employees. Employers with fewer than 9 employees must also have a way for workers to raise health and safety concerns at the workplace. Work with these committees and workers to resolve any identified safety issues.

Our plan:

- The Directors at Cornerstone will continue to monitor guidance provided by the following agencies and update the COVID-19 safety plan accordingly:
 - The BC Centre for Disease Control
 - Ministry of Health and the Provincial Health Officer
 - Worksafe BC
 - The College of Psychologist of British Columbia

- Clinic Directors will continue to monitor safety/risks within the clinic and will change policies and procedures as necessary.
- All associates and staff will be asked to continue to monitor safety/risks and asked to raise health or safety concerns with any of the directors.
- Any new associates/staff who commence working at Cornerstone during the time of the pandemic will get oriented to COVID-19 policies and procedures as part of the orientation process.

6: Assess risks arising from resuming operations

If your workplace has not been operating, there may be risks arising from restarting your business that you need to manage. Consider the following:

- Have you had any staff turnover, or are workers being required to change or adapt job roles, or to use new equipment? Consider training or new employee orientation.
 - Will workers need time or training to refresh their skills after having been out of the workplace?
 - Have you changed anything about the way you operate, such as the equipment you use or the products you create?
 - Are there any processes required for start-up that might introduce risks? Consider the impact of restarting machinery, tools and equipment, or clearing systems and lines of product that may have been left when your business was closed.
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- Not Applicable to Cornerstone Child and Family Psychology