

COVID-19 Response Planning Checklist for CLBC funded Service Providers March 2020

Organizations serving CLBC eligible people need to be extra vigilant given the chance that some individuals they are serving are medically fragile.

During the current pandemic, primary direction for health risk and actions comes from the Provincial Health Officer, the Ministry of Health and regional health authorities.

It is essential that agencies maintain healthy, safe, and clean environments that support quality services and minimize the risk of harm to persons served, personnel and other stakeholders. In the current pandemic, extra guidance will come from public health experts on protecting against transmission.

At this time you should reference your agency's emergency plans. In the event of an emergency, it is critical that individuals and staff be prepared and provided with the appropriate tools and resources to respond effectively.

This checklist has been developed to help you plan your response to the COVID-19 pandemic, as it may affect your programs. The checklist is divided into two sections:

- Critical to your emergency response is your ability to operate and support individuals. The first section of the checklist deals with **Business Continuity Planning**.
- The second section of the checklist addresses **influenza protocols**, including infection control. During this pandemic you need to be prepared to provide enhanced infection control and cleaning services.

1. Business Continuity Planning

The COVID-19 pandemic will likely cause disruption throughout society for several months. It is expected that large numbers of people will become ill and may be away from work. Your business continuity plan will help you maintain your program's essential services in the face of this pandemic.

Possible effects of a pandemic could include:

- Reduced labour supply
- Interruption in getting supplies or materials

- Change in needs of supported individuals
- Reduction or restrictions on public meetings or gatherings which will likely impact how community supports are provided
- Reduced availability of health care services
- In extreme situations, possible disruptions in other services such as transit, medicine, food supply

Plan to have extra supplies on hand in the event of a COVID-19 outbreak, including:

- Soap
- Alcohol-based hand sanitizers for employees who have no access to soap and water
- Tissues
- Disinfecting wipes
- Trash baskets
- Gloves
- Disposable masks to use *for people who are sick*
- Paper plates, disposable cups and utensils

(CLBC understands that during the current pandemic supplies have become difficult to access. It is working within government to identify options when service providers cannot find supplies through traditional sources).

The detailed requirements of your plan are dependent on the size and complexity of your agency and services.

Here are some things you should consider:

<p>Essential Services</p>	<p>Have you identified your essential services?</p> <ul style="list-style-type: none"> • If you provide a variety of services can you categorize those that are critical, vital, necessary and desired so that staffing, and resources can be prioritized if necessary (see *) • Identify services that may be postponed or discontinued for the duration of the pandemic wave in order to free up resources. • Review payroll, systems maintenance, communications systems, support services, client services.
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<p>Personnel</p>	<ul style="list-style-type: none"> • Consider how you will maintain your essential services when 15 – 35% of your workforce may become ill or be quarantined. • Develop clear, non-punitive policies or guidelines for when employees and volunteers are expected to stay home and when they can return to work. Staff (and volunteers) may need to stay home when they are sick, caring for a sick household member, or caring for their children in the event of school/daycare dismissals. • Have you identified recently retired staff or casual staff who may be available to assist with shifts during this pandemic? • Identify critical job functions and positions, and where possible plan for alternative coverage by cross-trained staff members. • Have you established procedures to cover employees or volunteers who become ill at work? • Have you developed policies to cover the kinds of work volunteers may undertake during a pandemic? • Implement a training plan for your employees on COVID-19 and risk prevention measures. This may help address employee concerns and help avoid additional employee shortages due to fear of exposure.
<p>Availability of Assets</p>	<ul style="list-style-type: none"> • Identify supplies and equipment that are essential to the safe provision of your services. • How will you deal with potential disruptions to the supply chain? Are there supplies that you can stock up on such as: <ul style="list-style-type: none"> ○ Soap ○ Alcohol-based hand sanitizers for employees who have no access to soap and water ○ Tissues ○ Disinfecting wipes ○ Trash baskets ○ Gloves ○ Disposable masks to use <i>for people who are sick</i>

Communication Plan	<ul style="list-style-type: none"> • Implement a communication plan for staff to keep them abreast of developments. • Have a communication plan for disruption of services and important updates for individuals and families. • Maintain up to date contact lists for emergencies. • Maintain up to date contact lists for your staff and supported individuals. • Maintain communication across service providers as necessary to coordinate services.
Training	<ul style="list-style-type: none"> • Are staff cross trained so they can cover other duties? • How will training be delivered if relying on new or relief staff? • Have you designated someone to co-ordinate staff training and education about pandemic influenza?
Documentation	Maintain records as required by CLBC or Licensing.
Individual Services	Client individual status considerations.
Order of Succession	Is there a clear chain of command and contingency planning if members of leadership are unable to work?

*** Service Delivery Classifications**

Critical: The most important of services, generally requiring consistent attention 24 hours a day. For example, those services considered essential to individual’s safety, shelter, nourishment, and medication needs.

Vital: The second most important of services, generally requiring attention within a 72-hour time frame.

Necessary: The third most important of services, generally requiring attention within a 2-week time frame.

Desired: The least important of services, generally requiring attention within a matter of months.

Additional information on business continuity plans can be found at:
<https://www.ccohs.ca/publications/PDF/businesscontinuity.pdf>

2. Influenza Protocols

Provincial health officials and your prepared protocols will provide the basis for the response to COVID-19.

The goals of an influenza/infectious disease plan are:

- a) To prevent influenza illness and complications in individuals served and staff.
- b) Timely diagnosis and appropriate management of influenza infection in people served.
- c) Timely diagnosis and management of an influenza outbreak within the program.

Have you developed protocols for identifying, preventing and controlling influenza outbreaks?

<p>Prevention</p>	<p>Consider the following concrete actions:</p> <ul style="list-style-type: none"> • Post information about COVID-19 to all programs for staff and contractors. • Place signage up about proper hand washing. • Disinfect common areas in the programs regularly. • Avoid shaking hands and touching face. • Staff coming back from international travel and returning to work should communicate and discuss with management first (recommended self quarantine for 14 days). • All large gatherings and conferences should be avoided and replaced by phone conferences if possible. • Employees and individuals who take public transport need to take extra vigilance with proper hand washing. • Consider the vulnerability of individuals when determining participation in activities. • Practice social distancing.
<p>Identification</p>	<ul style="list-style-type: none"> • Staff should be aware of and vigilant in watching for the signs of an infection. • Work with your regional health authority to determine protocols for testing. • Notification to CLBC when there is a suspected or positive test and Protocol in place within agency for reporting.

<p>Management</p>	<p>Limit contact:</p> <ul style="list-style-type: none"> • If possible separate bathroom for ill individuals • Limit number of staff working with ill individuals if possible • Non-residential individuals will be asked to remain at home • If possible isolate individuals or designate certain areas <p>Protection:</p> <ul style="list-style-type: none"> • Maintain precautions and disinfection activities • Utilize protective equipment when supporting infected individuals <p>Support:</p> <ul style="list-style-type: none"> • Medical Attention as necessary • Additional reporting and other requirements as directed by CLBC, Licencing or other authorities • Links for caring for someone at home: https://www.canada.ca/en/public-health/services/publications/diseases-conditions/how-to-care-for-person-with-covid-19-at-home-advice-for-caregivers.html
<p>Recovering</p>	<p>Post outbreak – what can we learn from our response and how can we share that learning and incorporate into our emergency plans and protocols.?</p> <p>What steps are required to get back to normal operations?</p>

Resources:

The best source of up-to-date information on the novel coronavirus (COVID-19) in British Columbia is the BC Centre for Disease Control (BCCDC): www.bccdc.ca.

Speak to someone:

- Novel coronavirus information: 1-833-784-4397
- Health information 8-1-1

Coronavirus – Being Prepared:

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/being-prepared.html>

Coronavirus – How to care for a person with COVID-19 at home – Advice for caregivers:

<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/how-to-care-for-person-with-covid-19-at-home-advice-for-caregivers.html>

Canada Centre for Occupational Health – business continuity and other tip sheets:

<https://www.ccohs.ca/outbreaks/>