

COVID-19 Safety Plan

North Shore Crisis Services Society (NSCSS) is dedicated to the health, safety and well-being of our clients, staff, volunteers and customers.

To ensure safe access to our programs and services during the COVID-19 pandemic, we developed safety protocols for all of program facilities. Since the beginning of pandemic, SAGE Transition House has remained and our community programs are open with adapted operations. Good Stuff Connection Clothing Program and Thrift Store resumed operations on June 15th when we entered into Phase 3 of BC's Restart Plan after needing to temporarily close on March 15th due to COVID-19

We developed a Covid-19 Return to Workplace Safety Plan which includes protocols and policies to meet the specific and unique needs of clients, staff, volunteers and customers in each program. The agency's plan was developed based on WorkSafe BC, the Provincial Health Officer, our funding partners and agency staff. We will continue to monitor our safety protocols on a regular basis and make any necessary adjustments as needed based on the any new information from the Provincial Health Officer and from WorkSafe BC.

Everyone's Health and Safety

- Please use the <https://bc.thrive.health/covid19/en> before you arrive at any NSCSS facility.
- Please stay home if:
 - If you are sick or have symptoms of COVID-19, follow the guidelines of the <https://bc.thrive.health/covid19/en> and stay safe
 - If you have travelled internationally. (It is mandatory for all travelers returning to Canada to self-isolate for 14-days)
 - If you live in the same household as a confirmed or clinical COVID-19 case who is self-isolating, or if you have been exposed and are self-isolating under the direction of Public Health

In-Person Health and Safety while using our services

- Hand sanitizer is available at the front entrance at all locations for staff, volunteers, clients and customers to use when they enter any of our facilities.
- Everyone is encouraged to maintain 2 metres (6 feet) or more distance at all times.
- Our facilities' main surfaces and high touch areas are sanitized by staff at the beginning of each day including throughout the day and at the end of each day. Surface cleaner is provided at all facilities.
- Everyone is expected to adhere to the maximum occupancy signs in each location or to meet outside, if possible.
- All staff, volunteers, clients and customers must wear a mask when at all NSCSS facilities (exception: outdoors, while eating/drinking or working alone)
- There is a daily health checklist for staff to sign at when they enter their worksite
- All staff must wash their hands when they enter their worksite
- Policies have been developed on what to do if a staff, volunteer, client or customer becomes ill at one of our facilities

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Safety Communication Plan

- Procedures have been developed to notify staff and volunteers if there is a COVID-19 exposure
- All staff and volunteers received an orientation session on their first day of return to safe operations.
- Signage with protocols and maximum capacity information is posted in visible locations.
- Any updates or changes to protocols will be communicated to staff via email by management, posted for seven (7) days at each work location's COVID-19 info centre and included in each work location's COVID-19 safety binder.

Access to Facilities

SAGE Transition House is OPEN. Please contact the 24-hour Women's Support Line at 604-987-3374 for immediate assistance and support.

Community Programs and Administration office: 200-147 West 16th Street, North Vancouver is OPEN by appointment only. The office is closed to the public. Please call your support worker directly or call 604-987-0366 for assistance during office hours Monday to Thursday 9am to 4:30 pm.

Good Stuff Connection Clothing Program and Thrift Store is OPEN, every day from 11 am to 4:30 pm.

Health and Safety Protocols

Community Programs and Administration Office

The office is not open to the public at this time. Clients and visitors must make an appointment if they wish to be seen in-person at our office. Clients can contact their support worker directly to make an appointment for an in-person visit. Visitors should contact 604-987-0366 to make an appointment.

Maximum occupancy limits:

- 10 people (including staff) in the office
 - Elevator: 1 person at time
 - Kitchen: 2 people max
 - Board Room: 4 people max

Staff are working remotely and on-site with onsite staffing levels being arranged for 7 or less to accommodate clients/visitors on a daily basis.

There is a shared calendar for use by staff for booking clients/visitors. This allows staff to track who is on-site at any given time.

Staff with shared offices have been moved to separate offices or have been scheduled to work at different times.

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A table has been placed in front of the reception desk so that visitors can maintain 2 metre social distancing.

Desks and visitor chairs in the offices are set up to ensure social distancing. Plexi-glass barriers have been installed in the offices where support workers and clients meet.

The water cooler was moved to a different location to reroute kitchen traffic.

Air purifiers have been distributed throughout the office and staff are encouraged to open their windows whenever possible.

All staff are responsible for disinfecting their own offices before and after use and after each client or visitor use. A cleaning schedule for staff has been developed to sanitize all the high touchpoints in the common areas.

Good Stuff Connection Clothing Program

Good Stuff Connection is open every day, 11 am to 4:30 pm. Donations can be accepted by appointment only at this time by calling 604-987-1773.

Maximum occupancy limits:

- 8 people (including staff) in the store
- 3 people (staff or volunteers only) in the back of the store

We have implemented the following safety measures for the health and safety of our staff, volunteers and customers:

- We have posters and signage outside and inside our store of all our COVID-19 safety protocols.
- Floors markings to direct and ensure 2 metre social distancing
- Clothing racks were re-arranged to provide more space for customers, change rooms are not in use at this time
- We are asking our customers to limit their stay to 20 minutes
- Customers who bring their own bags are asked to bag their own purchases

A daily routine cleaning schedule has been implemented for staff to follow. Instruction on disinfection in on the schedule.

Signs on handwashing and covering coughs and sneezes are posted in the staff washroom and in the store.

Staff are expected to disinfect equipment (i.e. coffee maker, phone, steamer, cash terminal) throughout the day.

SAGE House

SAGE House is open 24/7. Our 24-hour Women's Support Line 604-987-3374 is available for immediate assistance.

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Maximum occupancy limit: 26 people (including staff and second stage housing clients)

Single women do not share a room.

COVID-19 guidelines for residents have been developed to ensure the health and safety of everyone at SAGE House and each resident receives a handbook of those guidelines.

Air purifiers have been purchased for common areas. Furniture has been configured in common areas and office to maximize space.

Daily cleaning schedules are being followed by staff for all areas of the house.

Information about how to properly wear a mask and reusable masks have been provided to staff and residents.

Procedures are in place in the kitchen and common areas for proper cleaning and handling of utensils and equipment. Equipment and toys have been culled to help maintain cleanliness.

HOPE's Place and Janet's Place

We currently have four (4) 2-bedroom units of second stage housing for families who are transitioning from living in an abusive relationship.

Families are expected to follow any public health orders in regards to who may access their household.

Staff and visitors must:

- do a verbal health check-in with the family before entering their suite
- must wear a mask if entering one of the suites

Supporting documentation:

NSCSS policy & procedures

NSCSS site-specific guidelines for return to work safe operations

WorkSafeBC BC Document: COVID-19 Safety Plan

WorkSafeBC BC Document: Community social services and COVID-19 safety protocols

WorkSafeBC BC document: In-person counselling: protocols for returning to safe operations

WorkSafeBC BC document: Retail: protocols for returning to safe operation

BC Housing document: BC Housing Sector COVID-19 Operations Manual