

COVID-19 Safety Plan

STAFF AND CONTRACTORS

- Stay at home if have cold or flu symptoms including:
 - Coughing
 - Sneezing
 - Runny nose
 - Sore throat
 - Fatigue
 - Fever
- No handshaking or hugs outside of those “inside your bubble”
- Practice good hygiene, including:
 - Regular hand washing or hand sanitizing
 - Avoiding touching one’s face
 - Covering coughs and sneezes
- Keep physical distancing of 2 meters from others, as much as possible when in the community and where not possible, use a mask or face covering
- Take body temperature before coming into the office and if it is over 37.6°C, do not come into the office
- Staff only in the office, i.e. no family members or friends
- Staff working primarily from home due to health concerns or child-care limitations, will continue to schedule office visits in the shared calendar
- Limit interactions between staff while in the office
- Only Receptionist(s) in the Reception area
- Disinfect common touched surfaces
 - Disinfectant supplies available in all common areas including bathrooms, equipment rooms, meeting rooms, staffrooms, etc.
 - Do not spray disinfectant directly on to equipment, spray onto paper towel or use disinfectant wipes

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CLIENTS

- As much as possible will be done by e-mail, over the phone, or by video conference to minimize in-person time required with clients
- Office is open to clients:
 - By appointment only, no drop-ins
 - Only one client in the office at a time
 - Staff will meet clients in meeting rooms only, i.e. not in individual offices
- All clients attending the office must:
 - Have a scheduled appointment
 - Confirm that they do not have a fever before coming in
 - Come at their scheduled appointment time, i.e. not arrive early
 - Come alone, i.e. not bring anyone with them who is not directly involved in the matter
- Meeting rooms and payment machine disinfected after every client

EVERYONE

- Do not enter the building if have:
 - any COVID-19 symptoms such as coughing, sneezing, runny nose, sore throat, fatigue or fever; or
 - in the last 14 days, been in close contact with a confirmed or probable case of COVID-19, travelled outside of Canada or been in close contact with a person who has travelled outside of Canada.
- Maintain precautions including:
 - wash or sanitize hands upon entry;
 - physical distancing of 2 meters from others;
 - only 1 person in the elevator at a time, except those “inside your bubble”;
 - where physical distancing is not possible, wear a mask; and
 - communicate through protective screens where provided.

DELIVERIES & PICK UPS

- Via the designated area only
- Signatures and any other contact with staff are not required

COMMUNICATIONS

- To staff via e-mail
- To clients via e-mail and phone
- To everyone via signage and available on our website