



Community Counselling Centre

Communicable Disease Plan 2021

Step One: Understanding the risk

The Community Counselling Centre (CCC) is committed to the safety of our clients, staff and their families. In order to ensure everyone's safety the Centre Director, Clinical Coordinator, and/or the Northern Community Counselling Centre Society (NCCS) board will on a weekly basis monitor and review communicable disease related information issued by our provincial health officer as it relates to providing in-person counselling services. This information includes any orders, guidance, notices, and recommendations issues by the provincial health officer.

Step Two: Implement measures, practices, and policies to reduce risk

Ongoing Measures

Symptom Response

1. Staff are expected to monitor their physical health and at the sign of one (1) of the following symptoms:
 - a. Sore throat
 - b. Coughing
 - c. Loss of sense of smell or taste
 - d. Fever or chills
 - e. Shortness of breath

Are required to (in this order):

- a. self-isolate from the onset of symptoms (**may be up to 14 days**) or provide proof of a negative COVID-19 test (this will be at the discretion of the staff member)
 - b. inform the Centre Director
 - c. contact the Ministry of Health (**8-1-1**) or Northern Health COVID-19 Online Clinic and Information line (**1-844-645-7811**)
2. The staff members' clients will be notified by either the Centre Director or other staff members of their counsellors' absence
 - a. Upon the counsellors return, clients will be contacted by their counsellor or by another staff member to rescheduled missed appointments
 3. In accordance with Work Safe BC recommendations the CCC holds the right to ask any staff member to leave the office should they come to work presenting with any of the symptoms outlined above. This is done with the intention of continuing to follow recommendations of the Public Health Officer (PHO) in ensuring public safety.
 4. A BC COVID-19 Self-Assessment Tool can be found on the CCC website (www.communitycounsellingcentre.com) under the resources tab.

Sanitization

1. Staff will be required to support the sanitization of the facility at the beginning, middle, and end of their shifts following the recommendation of PHO that facilities are required to sanitize every 4 hours.
2. Staff will share the responsibility of sanitizing main gathering areas such as the front desk, waiting room coffee bar, all technology (e.g., telephones, computers, etc.), door handles, and lunchroom.
3. Each staff will be responsible for cleaning their office space after each session whether session is held in person or via telehealth
 - a. Staff will be expected to end session at the 50–55-minute mark to allow for time to sanitize their space
 - b. Staff will ensure that the client tissue box is accessible to their client so that they may grab tissues as needed
 - c. It is expected that at the end of their shift that staff will sanitize the phone, table, tissue box, and door handles
4. Staff will sanitize the washroom keys after each use by using either disinfectant wipes or spray

Handwashing and Germ Spread Prevention

1. We expect that all staff will wash their hands according to the BCCDC Handwashing standards (see attached poster).



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- a. The CCC will provide hand sanitizer in the following locations
 - i. Each office space
 - ii. Front desk spaces
 - iii. Front entrance
 - iv. Staff lunchroom
2. We expect that all staff will implement appropriate Germ Spread Prevention protocol at all times throughout their shift as according to the BCCDC Coronavirus Prevention Standards (see attached poster)
3. The CCC will also allow with permission from the director staff to shorten the length of their shifts to limit the number of staff in the office.
4. Staff will ask all clients to remain in their vehicles prior to their session to limit the amount of people in the waiting room. The client may enter the waiting room no more than 5 minutes prior to session.
 - a. If the client prefers, they may organize with their counsellor to be called into the office once the counsellor is ready for session.
 - b. If client does not have a vehicle or cell phone, they are welcome to wait in the waiting room no more than 5 minutes before session (if possible) and will be asked to follow the face covering policy down below

Air Ventilation

1. The CCC has provided the following space with Germguardian Air Purifiers (Hepa filtration and UV sanitization)
 - a. Waiting room
 - b. All office spaces
 - c. Video review room
2. Staff will ensure that the air purifiers are turned on at the beginning of the day and turned off at the end of the day
 - a. Air filters will be replaced every 6-8 months as recommended by the manufacturer
 - b. Staff will notify the director if air purifier is requiring a new filter or of any malfunctioning units

Vaccination

1. The CCC will allow each staff member 3 hours during work hours should they wish to access Health Authority Vaccination services either through a booked appointment or walk-in clinic.

Face Coverings

1. The CCC will follow the recommendations of the PHO with regards to the requirements of wearing appropriate face coverings
2. The CCC asks that:
 - a. Staff and clients wear face coverings while in the waiting room unless the staff member is behind the plexi-glass barrier
 - b. Staff and clients wear face coverings while walking to their office space and when returning to waiting room
 - c. Staff and clients do not require face coverings while in session
 - i. Air purifiers must be always on during session
 - ii. Chairs must not be moved for safe physical distance
3. A staff member or client hold the right to request at any time for the other party to wear a face covering during session
 - a. Should this request not be agreed to by both parties, the session will be cancelled and rescheduled as a telehealth session
 - b. If the client does not agree to a telehealth session the concern will be brought forward to the Centre Director

Additional Measures during times of elevated risk

1. The CCC will follow all directions from the provincial health officer and our regional health authority.
2. The CCC will follow all orders, guidance, recommendations, and notices issued by the provincial health officer as it relates to our industry and region.

3. Depending on the guidance that public health officials provide us, we may need to assess the Centre to identify areas, activities, and process that may pose a risk to our staff and clients. This assessment may result in requiring the implementation of appropriate control measures to reduce the risk as advised by Public Health and WorkSafeBC. All staff will be informed by the Centre Director and/or Clinical Coordinator of any changes that may occur who will then in turn inform their clients.

Step 3: Communicate measures, practices, and policies

All staff will be provided with COVID-19 workplace policies at the start of their practicum which will also be reviewed by the Centre Director during orientation. All COVID-19 measures, practices, and policies will be accessible to each staff member on the shared staff drive.

Appropriate COVID-19 signage will be posted around the center in highly visible areas for all staff and clients. All supervisors i.e. Clinical Director, Clinical Coordinator will be up to date on any measures, practices and policies and will implement these during contact with staff and/or clients. Should any of the measures, practices, and/or policies conflict with ensuring the privacy and confidentiality of our clients the concern will be brought to the attention of the Centre Director by the staff member. If the Centre Director is unable to resolve the issue directly, they will bring the concern to the attention of the Clinical Coordinator and NCCS board if needed.

Step 4: Monitor your workplace and update your plan as necessary

The Centre Director, Clinical Coordinator, and NCCS board will monitor on a monthly basis any measures, practices, and policies that are in place regarding maintaining a safe work environment as it relates to the current risk level within our province and regional health authority. The staff will also support in the monitoring of the measures, practices, and policies by informing the Centre Director and/or Clinical Coordinator of any concerns.

In the event of a concern or change in risk level (as indicated by the PHO or regional health authority) the current plan will be adjusted accordingly, provided to each staff member by the Centre Director, and posted on the shared staff drive. If this updated plan impacts clients in any way, each staff member will be responsible for informing each of their clients.