

# COVID-19 Safety Plan

The Windsor Family Health Team COVID-19 Safety Plan is a guide to support team members during the COVID-19 pandemic. Content is based on recommendations from the Ministry of Health and the local public health unit. It is understood that as the pandemic evolves, so does WFHT response as processes and practices are amended to follow updated guidance documents as they become available.

## Resources:

<https://covid-19.ontario.ca/>

<https://www.ontario.ca/page/develop-your-covid-19-workplace-safety-plan#section-2>

[How to develop your COVID-19 safety plan: A guide for Ontario workplaces](#)

<https://covid-19.ontario.ca/exposed>

[COVID-19: Symptoms, treatment, what to do if you feel sick - Canada.ca](#)

## Disclaimer:

The Windsor Family Health Team (WFHT) makes all reasonable efforts to verify and update information disseminated to the team as well as that contained in this guide. The WFHT is not responsible for any errors, omissions, misinterpretation or misuse of this guide. All WFHT members are asked to be familiar with the most recent guidelines and directives from the Ministry of Labour, CPSO, Ministry of Health and the local public health unit.

## Company details

Business name: Windsor Family Health Team (WFHT)

Date completed: November, 2022

Division/group: FPP & TCC

Date distributed: June 22, 2022

Revision date: June, 2022

Developed by: Beth Kinnaird-Iler & Stephanie Mayville

Others consulted: Margo Reilly, ED

## 1. How We Ensure Workers Know How to Stay Safe:

- ❖ Ministry of Health and local health unit updates are forwarded to the team as they become available.
- ❖ Post signage throughout workplace educating on the importance and process for: hand washing/sanitizing, social distancing, respiratory etiquette.
- ❖ Conduct weekly staff meetings (team and clinical) to reinforce information emailed, encourage/address concerns/questions.
- ❖ All meetings are held using zoom to support physical distancing.
- ❖ Create a multidisciplinary Pandemic Committee to meet q 2 w (or as needed) to discuss new information related to covid and the impact on office processes, patient care etc.
- ❖ Provide up to take covid information on the WFHT website and social media outlets.
- ❖ Consider re-assigning office/work space to support 2 m distancing as directed by public health and ministry experts.
- ❖ Develop a cleaning checklist for each office area to confirm cleaning processes (eg. hospital clean in patient exam rooms).
- ❖ Establish a noon time cleaning protocol for high touch surfaces.
- ❖ Use physical barriers where possible (eg. Reception).
- ❖ Provide medical grade masks to patients attending in office appointments.
- ❖ Provide staff with PPE (ie. N95 and medical masks, gloves, gowns, eye protection).
- ❖ Provide staff education on COVID safety policy that includes items such as: point of care risk assessments, use of PPE, donning/doffing, cleaning etc.

## 2. How We Screen for COVID-19?

- ❖ Daily (or as needed using active and/or passive approaches depending on current pandemic case numbers and availability of new information) review of most recent covid symptoms and update team of changes.
- ❖ Staff self screen using most up to date symptom list (circulated) and self isolate with a positive screen or should symptoms begin during the work day, to return home.

- ❖ Provide staff with most recent algorithm for decisions re: symptoms, vaccination status, self isolation etc.
- ❖ Patients screened by phone at the time of appointment booking and rescreened on arrival for office appointments, to confirm absence of symptoms.

### 3. Ways we control the risk of transmission in the workplace?

- ❖ Team members (and their families) experiencing symptoms before work or who develop symptoms during the workday are asked to follow the most recent algorithm to decrease risk of transmission (eg. 'You've Been Identified as a close contact of someone who has tested positive for COVID-19 or someone with CPVID-19 symptoms. Now What?', attached to this document as well as local health unit resources).
- ❖ Place physical distancing visual markers on the floor to encourage/remind of space requirements.
- ❖ Identify waiting room chairs to be left empty to limit the number of patients in the waiting room.
- ❖ Follow recommendations to limit capacity in lunch/meeting rooms by decreasing available seating.
- ❖ Request patients do not arrive early for their office appointments to limit numbers in waiting room.
- ❖ Request patients limit the number of people accompanying them to their appointment.
- ❖ Provide hand sanitizer in the waiting area and throughout the office.
- ❖ Post signage instructing: steps to proper hand hygiene, donning/doffing PPE etc.
- ❖ Clean exam rooms and equipment used with patients following every patient.
- ❖ Schedule patient appointments to allow adequate cleaning time using cleaning products approved to kill COVID-19.
- ❖ Support primary providers to see essential patients for in office appointments as appropriate with other appointments conducted by phone at the discretion of the provider.
- ❖ Janitorial staff performing thorough cleaning after hours and staff cleaning high touch surfaces mid day.
- ❖ Secure a reliable supply of PPE with weekly monitoring system to ensure availability.
- ❖ Educate staff and encourage team members to complete a point of care risk assessment before each patient interaction to determine appropriate patient management, PPE use etc.

#### **Additonal Employee Recommendations as per recommended guidelines:**

##### **Before Work - consider**

- o Bring only essential items into the office
- o Try to pay using “tap” when making purchases

**At Work - consider**

- o Recommend to limit jewelry
- o Discourage use of nail polish
- o Sanitize hands, phone, glasses, earbuds, keys, etc.
- o Before storing personal items: Complete self screening, store belongings away from patient care areas, don PPE following most recent guidelines for primary care providers and office staff.

**After Work - consider**

- o Remove work clothing and launder immediately on highest temperature
- o Sanitize hands and all belongings
- o Change into home clothes and shoes
- o Leave work shoes outside of home
- o Shower and wash hair

## 4. Our response to actual/suspected COVID-19 cases

- ❖ Local Health Unit: Windsor Essex County Health Unit: 519-258-2146
- ❖ Staff or patient screening and/or testing positive are to leave the workplace and follow local public health direction.
- ❖ Provider discretion is used to see patients in office who screen/test positive.
- ❖ The EMR provides a record of in office appointments if any patient needs to be informed of an exposure that occurred in our office.
- ❖ An up-to-date Team Member contact list is maintained to ensure ready contact of Team Members outside of work hours, per public health direction.
- ❖ Establish policy to contact team members outside of business hours in the event of an emergency.
- ❖ Plexiglass barriers are in place where possible.

- ❖ Most recent decision tree is used to direct action based on: vaccination status, presence of symptoms, high risk contacts etc. (You have been exposed, have symptoms.... Now what?)
- ❖ All changes to office procedures are communicated promptly to patients and caregivers using social media, website, office signage and during telephone or in person appointments, as appropriate.

## 5. How we manage any new risks caused by office changes.

- ❖ Weekly team meetings include opportunity for discussion of concerns, new information with plan amended as needed and based on current recommendations.
- ❖ Patient input is encouraged through the patient satisfaction surveys and comment cards in reception.
- ❖ Plan and potential changes are discussed during monthly Health and Safety workplace inspections, Pandemic Committee, Leadership meetings etc.
- ❖ All changes/amendments are shared with the full team by email.

## 6. How we ensure our plan is working

- ❖ The JHSC and Pandemic committees assume an active role in identifying needed updates/amendments to the COVID-19 Safety Plan.
- ❖ Needed updates discussed during monthly workplace inspections.
- ❖ Use of intermittent audits of workplace cleanliness.
- ❖ No evidence of workplace outbreaks.

# COVID-19 safety plan – snapshot

This snapshot can be posted in a place where it can be seen easily so your workers, clients and other people entering the workplace will know what actions are being taken.

**Business name:** Windsor Family Health Team (WFHT)

**Division/group:** Family Practice Program, Team Care Center

**Date completed:** November 30, 2020

**Revision date:** June, 2022

## Measures we're taking

How we're ensuring workers know how to keep themselves safe from exposure to COVID-19

- ❖ The WFHT has provided education, ongoing support as well as visual reminders in the workplace related to: staff/patient screening, hand hygiene, physical space/equipment cleaning.
- ❖ Processes identified to secure and use PPE, obtain up to date COVID-19 information/direction and strategies disseminate to the team.

How we're screening for COVID-19

- ❖ The most up to date screening questions are used for staff and patients.
- ❖ The most up to date algorithm directing management of symptoms, risk of contact/exposure and isolation is followed.

How we're controlling the risk of transmission in our workplace

### Physical distancing and separation

- ❖ Visual markers and signage are displayed throughout the workspace supporting physical distancing, hand washing, PPE use and respiratory etiquette.

### Cleaning

- ❖ Details for cleaning all staff and patient areas have been developed and follow current Infection Prevention and Control Guidelines.

## What we will do if there is a potential case, or suspected exposure to, COVID-19 at our workplace

- ❖ We follow the most up to date algorithm provided by the Ministry of Health and our local PHU for direction re: case management following an exposure in the workplace.

## How we're managing any new risks caused by the changes made to the way we operate our business

- ❖ Regular meetings to review updated recommendations, direction as it relates to primary care offices and risk to patients and staff.

## How we're making sure our plan is working

- ❖ No workplace outbreaks.
- ❖ Staff participating in education and implementing protocols as defined.