

# COVID-19 Causeway Safety Plan

## Company details

**Business name:** Causeway Work Centre (includes Krackers Katering, Cycle Salvation, Good Nature Groundskeeping and Homes for Special Care)

**Date completed:** June 2020 (The COVID-19 Response Plan)

**Revision Dates:** April 2021

**Developed by:** COVID Response Team

At Causeway, the well-being, health and safety of our clients, staff, and community partners is our top priority. You are all an integral part of the success and continuity of our agency. These have been difficult times and we understand the stress and uncertainty the pandemic has created, especially how it affects the vulnerable populations and those we serve. We have all been affected by COVID-19. Every person's experience and situation has been unique with its own set of challenges. We have tried our best to take this into account while formulating a plan to scale up our operations and continue our positive impact in the community and in the lives of those we serve. First, we are thankful to our Causeway team who have worked tirelessly to ensure our clients' needs have continued to be met during this time and adapting to the challenges of virtual support, and those who have dedicated their time to ensure our building is safe and systems continue operating. Many of you have gone above and beyond to support each other during this time. Our programs, services, and businesses have continued to provide essential support and service regardless of the circumstances and the challenges, and for that we are grateful.

**The COVID Response Team:**

Hailey Hechtman, Executive Director

Heather Coulterman, Director of Administration

Sharon Lewis, Director of Programs and Services  
Lise Arsenaault, Assistant Administrator and Health & Safety Lead

# 1. How will you ensure all workers know how and are able to keep themselves safe from exposure to COVID-19?

The Causeway COVID Response Team will communicate with all employees via email and/or phone with all pertinent pandemic updates.

## Causeway has created **Policy No. 79 – Occupational Health and Safety COVID-19 Prevention and Response**

Causeway has created an active COVID file on the Shared Drive that is updated with evolving developments. All employees have access to this file at work and remotely.

Causeway has hard copies of The COVID Response Plan posted on the Health & Safety board.

Causeway Management will communicate with clients, partners, board members, funders and the public through direct contact, social media, signage, email and phone.

Causeway is posting the COVID-19 Safety Plan on the website.

### **Actions:**

- All current and new employees and clients are required to read the COVID-19 Response Plan. This plan will be reviewed and signed off by employees annually. In the plan there are clear outlines of governmental and Causeway guidelines on procedures.
- The COVID Response Team follows news updates from the three levels of Government.
- In the event that immediate action is required, the COVID Response Team will assess and notify staff accordingly.
- Causeway staff have been separated into 2 bubbles (Sunday to Wednesday; Thursday to Saturday). Each bubble has two Bubble Leads: *Lise Arsenault & Heather Coulterman (S-W)* and *Hailey Hechtman & Sharon Lewis (T-S)*. Leads are responsible to ensure all H & S practices are being followed to the best of the staff and public's ability.
- The COVID Response Team meets quarterly (or more frequently as warranted) to review Causeway's COVID strategies.
- Policy and Procedure communications to the staff and public, once determined by the COVID Response Team, are sent out by *Hailey Hechtman*.
- All email correspondences and updates are posted on the S drive by *Lise Arsenault*.
- Signage is posted by *Lise Arsenault*.

## 2. How will you screen for COVID-19?

Causeway will follow all current guidelines outlined by the three levels of Government to ensure we have the most up to date information on symptoms and procedures that are required to safely open our businesses.

### **Actions:**

- The COVID Response Team will monitor Ottawa Public Health, Ontario Health and Health Canada guidelines for current and evolving lists of symptoms.
- If the list of symptoms changes, all Causeway Staff will be informed via email by *Hailey Hechtman or Lise Arsenault*.
- Relevant signage will be posted by *Lise Arsenault*; Mandatory Mask, Signs and Symptoms and Screening Practices.
- Bubble Leads will keep records of the staffs' daily screenings. Reminders will be sent out to staff as required.
- All staff MUST perform the Ottawa Public Health's Self-Screening Test prior to entering the building. Staff are required to text or email the result of their self-screening test to their Bubble Lead.
- All Causeway entrance doors are kept locked. Signage is posted for visitors to ring the bell upon their arrival.
- Screening stations have been set up at the front entrance and at the loading dock.
- The person at Reception and staff from the main floor will lead in the screening of individuals who enter the building.
- Staff receiving clients will be responsible to review the screening procedures on the phone and to screen clients as they enter building.
- Records of screening will be kept locked up at Reception. The records will be organized by month.
- NEW: There is a sign in/out form placed at back entrance of the building that staff entering building will be required to fill out. *April 19, 2021*

### 3. How will you control the risk of transmission in your workplace?

Causeway has taken many measures to create a safe environment for our employees, clients and members of the public. We continue to educate and support employees in working in accordance with the Health and Safety protocol as these measures continue to evolve with the changes to all levels of government guidelines.

In the event that a staff person, client, or member of their immediate household exhibits symptoms or tests positive, they will be required to not physically return to work and work from home (if possible) until they have no further symptoms, have been cleared by Ottawa Public Health or have received a negative test result.

#### **Actions:**

- All entrances to the building will remain locked.
- Signage is posted throughout building.
- Floor markings will indicate required 2 meter distancing.
- Sanitizing stations are set up at entrances and disinfecting wipes are wall-mounted on each floor and in public washrooms on main floor.
- Sanitization kits are available for all workstations.
- Sanitization wipes are available for all electronics.
- Plexiglass is installed at the front entrance Reception, at two workstations in the Resource Centre, and between public access computers in the Resource Centre.
- A temporary classroom is set up in the cafeteria for SFY students. All student desks are 2 meters apart. All have plexiglass barriers on their fronts and sides. Individual sanitization kits are placed on each desk. Student access to the building is controlled and limited to certain areas. Maps displaying student access zones are posted. Facilitators of the program control entry into the building and conduct health screenings of each student. All students are equipped with laptops which are to be used both on and off-site. This temporary classroom is only used when public health permits classes to be held on-site and is strictly for students participating in the program.
- The wellness gym is set up to maximize distance and one client at a time is allowed to workout by appointment only when permitted by public health.
- Only one washroom/change room is open. No showers are permitted at this time.

- Ventilation will be improved by purchasing air purifiers for spaces where 2 or more employees will be working for extended periods of time.
- HVAC units will run daily at maximum airflow for 1 to 2 hours prior to staff entering the building in the morning.
- Beginning in April 2021, the emergency doors will be propped open for short periods of time at least once daily to increase air circulation.
- Enhanced deep sanitizing cleaning conducted twice daily. See attached checklist.
- Regular cleaning of the building is conducted daily.
- Additional deep cleaning is conducted after SFY students leave the temporary classroom at the end of the day.
- In accordance with governmental recommendations, Causeway policies and direction from management and the COVID Response Team, employees will follow staggered work schedules. Note that these measures are fluid and are dictated by which zone Ottawa is currently under.
- Employees will follow the following protective measures:
  - Wash your hands frequently with soap and water for 20 seconds.
  - Use an alcohol-based hand sanitizer (min. 70% alcohol) frequently if soap and water are not available.
  - Practice physical distancing of at least six feet (two meters).
  - Stay home if you are sick.
  - Sneeze and cough into your sleeve.
  - If you use a tissue, discard immediately and clean your hands afterward.
  - Avoid touching your eyes, nose, and mouth.
  - Avoid contact with people who are sick.
  - Avoid high-touch surfaces, when possible, and clean your hands afterward.
  - Wear gloves when interacting with high-touch surfaces, when possible, and clean your hands afterward.
  - Disinfect high-touch surfaces frequently and clean your hands afterward.
- Employees will do the following:
  - Utilize remote work arrangements, if appropriate.
  - Replace in-person meetings with virtual communication when appropriate.
  - Cancel all work-related travel.
  - Ensure that work is planned and executed with consideration to physical distancing.
  - Ensure the Causeway COVID-19 Health and Safety Protocol is available at all Causeway workplaces.
  - All Causeway employees will read and work in accordance with the Causeway COVID-19 Health and Safety Protocol.

- Gently remind each other if protocols and safety measures are not being properly followed.
  - Ensure that if additional measures are required or recommended by the Occupational Health and Safety Act and associated regulations and public health officials, the Causeway COVID-19 Health and Safety Protocol is updated and resources are made available.
- Employees and clients have access to the following Personal Protective Equipment & Safety Supplies:
    - Hand sanitizer
    - Disinfectant spray/wipes
    - Gloves (disposable)
    - Face masks (each employee & client employee receives 1 reusable mask. Disposable masks are also available)
    - Face shields are available upon request

Specific Internal Measure:

#### Causeway – General

- Signage throughout building
- Portable hand-sanitation stations
- Wall-mounted hand sanitation stations
- Floor markings for physical distancing
- Pre-work hours enhanced cleaning procedures
- Enhanced cleaning procedures in high traffic areas
- Disposable masks available at front entrance, Intake, and Resource Centre
- Sanitation kits for work stations
- Disposable masks for staff and clients
- Reusable masks for staff and clients in SE's, Janitorial and NH
- Face shields available upon request
- Plexiglass at Reception, two staff workstations in the Resource Centre and in the public computer access area
- Mobile barriers for in-person meetings
- Cleaning products in vehicles

Clients from our various programs who are receiving in-person services for essential supports will have their access to the building controlled and limited to the specific areas necessary to receive such support.

## Krackers Katering (KK)

Krackers Katering is a member of the Causeway Group of Social Businesses, a network of socially-minded, not-for-profit ventures focused on transforming disadvantaged lives through training and employment. It operates on site at 22 O'Meara Street.

Krackers currently works in two bubble teams and follows all of Causeway Work Centre's protocols as well as the *Ontario Health: Restaurant and Food Services Health & Safety During Covid-19 Guidelines*.

KK's has taken the following measures:

- Signage throughout building
- Portable hand-sanitation stations
- Wall mounted hand-sanitation stations
- Floor markings for physical distancing
- Disposable masks for staff and clients
- Reusable masks for staff and clients
- Face shields available upon request
- End of day cleaning checklist
- Cleaning products (wipes, gloves, masks) in vehicles
- Specific policies from Krackers regarding safe food handling

Cycle Salvation (CS) Location: 473 Bronson Ave and F-2447 Kaladar Avenue

Cycle Salvation is a member of the Causeway Group of Social Businesses. Cycle Salvation is a bike shop that provides training in bike mechanics to people who are economically disadvantaged by restoring and selling donated bicycles. Bikes donated to Cycle Salvation are diverted from scrap yards and landfills.

Cycle Salvation is an off-site location that follows Causeway Work Centre's protocols and Ontario Health's guidelines for retail businesses. It has currently adapted its business by creating a curbside window to allow it to continue conducting business with the public.

CS has taken the following measures:

- Signage throughout building
- Sanitation and cleaning supplies
- Cleaning checklist in AM/PM
- Curbside access only for the public
- Plastic covering for square terminal
- Reduced hours to the public
- 3 mechanics maximum per shift with designated workstations
- Floor markings for physical distancing

- Disposable masks for staff and clients
- Reusable masks for staff and clients
- Face shields available upon request
- Small access window for commerce w/ plastic shield
- Signage for Kaladar location
- Cleaning products for Kaladar location

### Good Nature Groundskeeping (GNG)

Good Nature Groundskeeping is a member of the Causeway Group of Social Businesses, providing professional landscape maintenance services in Ottawa. Good Nature Groundskeeping generates employment opportunities for people who face barriers to employment by providing them with a supportive work environment and skills training.

As a landscaping business, GNG operates at many locations. They follow Causeway Work Centre's protocols, Ottawa Community Housing protocols and Nepean Housing protocols as well as the guidelines developed by the various levels of government.

GNG has taken the following measures:

- Through funding from Causeway Foundation, GNG purchased 12 bikes for clients at CS to use during the early stages of the pandemic
- Disposable masks are provided for staff and clients
- Reusable masks for staff and clients (at CWC for pick up)
- Disposable Gloves
- Wear masks in vehicles
- Cleaning products in vehicles
- Designated equipment for staff
- Signage for Kaladar
- Cleaning products for Kaladar

### Homes for Special Care (HSC)

The Homes for Special Care Program runs under the Ministry of Health and Ministry of Long-Term Care. Our recreational facilitators provide recreational activities and assist with life skills at various residential locations throughout Ottawa.

HSC follows all of Causeway's protocols, the Ministry of Health and Ministry of Long-Term Care and protocols put in place by the various residences.

HSC has taken the following measures:

- Cleaning products provided to staff
- Protective shield barriers installed in vehicles
- Disposable masks for staff and clients (ROCGH/homes will supply ongoing for clients)
- Reusable masks for staff
- Disposable Gloves for staff and clients
- Purchased mini portals and TV portals for virtual activities with clients
- Purchased vehicle shields for safely transporting clients
- Cleaning products in vehicles
- COVID PPE Training by Prescott Russell Health Unit

#### 4. What will you do if there is a potential case, or suspected exposure to, COVID-19 at your workplace?

Causeway and our social businesses will follow best practices to reduce the spread of COVID-19 and its variants. Causeway will continue to comply with requirements under the *Occupational Health and Safety Act* and associated regulations, and all levels of government public health measures.

In the event that there is a suspected or confirmed case of COVID at any of Causeway's workplaces, the COVID Response Team in conjunction with management, will assess and ensure all necessary measures are taken to protect the health and safety of Causeway employees, customers, partners, and the community.

##### **Actions:**

##### **Employer**

Employers must take every reasonable precaution necessary to protect the health and safety of workers. What is appropriate and reasonable depends on the nature of the organization and its workforce, including:

- Implementing a system for screening and/or notifying the appropriate workplace parties and public health authorities in case of a positive diagnosis.
- Providing education and resources to all workplace parties regarding specific safety protocols and measures.
- Providing the appropriate personal protective equipment (PPE) and training as required.
- Enforcing policies and responding to a crisis in a non-discriminatory manner.
- Implementing controls to allow for appropriate physical distancing requirements.

- Encouraging good hygiene, like hand washing and enhancing environmental cleaning and disinfection.
- Having a business contingency plan.
- Ensuring policies and procedures are posted in their respective work areas internally/externally

### **Supervisor/Manager**

Supervisors will be held accountable for the health and safety of workers under their supervision. Supervisors are responsible for ensuring that all infection prevention and control protocols are being followed and workers are complying with and following established safe work procedures. Some responsibilities include:

- Responsible to educate client employees and ensuring proper procedures are being followed.
- Ensuring workers are adhering to measures and procedures as required.
- Ensuring workers use equipment and protective devices and clothing as required.
- Advise a worker of any existing or potential risks of exposure.
- Ensure policies and procedures are posted in their respective work areas internally/externally.

### **Worker**

Every worker will protect their own health and safety by working in compliance with the law and with safe work practices and procedures. Some responsibilities include:

- Familiarizing themselves with the symptoms of COVID-19 and self-monitoring.
- Practice physical distancing measures.
- Informing their supervisor and Occupational Health if they develop symptoms and not going to work.
- Following safe working procedures and properly using appropriate PPE.
- Familiarizing themselves and following the policies established by the organization as well as specific guidelines for their own departments.
- Practicing good hygiene protocols including frequent hand washing, using appropriate respiratory etiquette, not touching the face with unwashed hands and avoiding close contact with people who are sick.

### **Joint Health and Safety Committee**

Every effort will be made to ensure that the JHSC will work in conjunction with all appropriate workplace parties to carry out their duties including conducting workplace inspections and investigations, making recommendations for the improvement of the health and safety of workers, and being consulted on regarding implementation of programs and procedures.

## OCCUPATIONAL ILLNESS REPORTING PROCEDURES

### **Workers experiencing symptoms while at work:**

- Have the duty to immediately inform their manager/supervisor;
- Will be advised to self-isolate and be sent home;
- Call their primary care provider or Telehealth for further guidance.
- Individuals testing positive or having come in contact with anyone who has tested positive have the duty to report information to their manager/supervisor.

### **Employers have a duty to report confirmed cases to:**

- The Occupational Health Department should be notified as soon as possible
- The Ministry of Labour, Training and Skills Development in writing within four days
- JHSC/Health and Safety Representative;
- Trade Union, if applicable.

Administration will also report occupationally-acquired infections to the Workplace Safety and Insurance Board (WSIB) within 72 hours of receiving notice of the illness. The employer should consult with the Occupational Health Department and local public health for when a worker is safe to return to work. Clear instructions should be provided to all workplace parties about the reporting procedure.

- The public will be notified of changes with Causeway and any of its Social Businesses via email, phone, signage and social media as deemed appropriate.

## 5. How will you manage any new risks caused by changes to the way you operate your business?

Causeway is cognizant of the many challenges this pandemic has caused for our employees and clients. The continual changes and uncertainty over time continue to have an effect on everyone to varying degrees. As an organization Causeway works hard at being adaptive, supportive and flexible to the needs of employees, clients, partners, funders and the general public.

### **Actions:**

- Communicate with employees any changes in an efficient, clear, respectful and timely manner.

- Be present and listen to employees.
- Ensure employees are aware and have access to SSQ benefits supports.
- Monthly zoom check-in during agency meetings.
- Wellness Wednesday sessions via zoom meetings.
- One-on-one check-ins via emails, phone calls, zoom meetings.
- Guarding Minds survey, followed by forming a Guarding Minds committee and Tuesday Guarding Minds Lunch & Learn sessions.
- Motivational email sharing to stay connected.
- Resources shared with all as they are made available.
- Training, webinars, e-learnings made available to staff.
- Flexible schedules for work.
- Weekly scheduled open-door office hour with Executive Director.
- Social events via zoom.
- Ensure employees are taking vacation and breaks.
- Review and revise plan as needed.

## 6. How will you make sure your plan is working?

Causeway will do its best to be available for its employees, clients, funders, partners and members of the public. We will continue to closely follow all Health & Safety guidelines that are put in place by all levels of government. We will continue to listen to our employees and be transparent regarding all measures that are being followed.

### **Actions:**

- The COVID Response Team will meet quarterly to review policies and procedures around COVID-19.
- The COVID Response Team will monitor all levels of government.
- Changes will be made as new information is presented from all levels of government. The COVID Response Team will consult with Management and with the Health & Safety Committee before making changes.

- All new measures will be communicated via email and within programs as deemed appropriate.
- We will continue to support our employees to the best of our abilities and share resources that would be helpful.

# COVID-19 Causeway 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:** Causeway Work Centre

**Date completed:** June 2020 (COVID-19 Response Plan)

**Revision date:** April 2021

## Measures we're taking

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

Causeway COVID Response Team will communicate with all employees via email and/or phone with all pertinent pandemic updates.

Causeway has created **Policy No. 79 – Occupational Health and Safety COVID-19 Prevention and Response**

Causeway has created an active COVID file on the S drive that is updated with evolving developments. All employees have access to this file at work and remotely.

Causeway has hardcopies of The COVID Response Plan and COVID-19 Causeway Safety Plan posted at on the Health & Safety board.

Causeway management will communicate with the clients, partners, board members, funders and the public through direct contact, social media, signage, email and phone means.

Relevant changes from all levels of Government and links will be shared with all staff as required.

### How we're screening for COVID-19

- Relevant signage will be posted: Mandatory Mask, Signs and Symptoms and Screening practices
- Bubble leads will ensure and keep records of staff daily screening. Reminders will be sent out to staff as required.

- All staff MUST follow Ottawa Public Health Self-Screening Test prior to entering the building. Staff are required to text or email the result of their self-screening to their bubble lead.
- All Causeway entrance doors are kept locked. Signage is posted for visitors to ring the bell upon arrival.
- Screening stations have been set up at the front entrance and at the loading dock.
- Person at Reception and staff from the main floor will lead in the screening of individuals who enter the building.
- Staff receiving clients will be responsible to review screening procedures on the phone and to screen clients as they enter building.
- Records of screening will be kept locked up at Reception. The records will be organized by month.
- Clients from our various programs who are receiving in person services for essential supports will have their access to the building controlled and limited to the specific areas necessary to receive such support.
- NEW: There is a sign in/out form placed at back entrance of the building that staff entering building will be required to fill out. *April 19, 2021*

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

Causeway has reduced staff capacity in the building by creating two work bubbles with staggered work days and hours for staff.

Staff who have identified that they have tested positive will work from home.

### **Physical distancing and separation**

- Floor markings and directional indicators.
- Employees work remotely and in bubbles. Employees in the building have been relocated to different areas to ensure that social distancing guidelines are followed.
- Plexiglass barriers have been installed in various locations.
- Mask wearing is required and PPE is provided for employees and members of the public.
- Signage is posted throughout the building to reinforce protocols.

- Each workstation has been assessed to determine level of risk and measures have been taken to reduce close contact
- Waiting areas have been altered to accommodate public health distance guidelines

### **Cleaning**

- Deep sanitizing occurs twice daily
- Regular cleaning occurs once a day
- Krackers Katering follows *Ontario Health: Restaurant and Food Services Health & Safety During COVID-19 Guidelines*.
- Additional cleaning is being performed to disinfect and cleanse the temporary SFY classroom in the cafeteria at the end of the day.
- See attached Cleaners Checklist

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

In the event that there is a suspected or confirmed case of COVID at any of Causeway's workplaces, the COVID Response Team in conjunction with management, will assess and ensure all necessary measures are taken to protect the health and safety of Causeway employees, customers, partners, and the community.

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

Causeway is cognizant of the many challenges this pandemic has caused for our employees and clients. The frequent changes and uncertainty continue to have an effect on everyone to varying degrees. As an organization, Causeway works hard at being adaptive, supportive and flexible to the needs of employees, clients, partners, funders and the general public.

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

- The COVID Response Team will meet quarterly to review polices and procedures around COVID-19.
- The COVID Response Team will monitor all levels of government.

- Changes will be made as new information is presented from all levels of government. The COVID Response Team will consult with management and Health & Safety Committee before making changes.
- All new measures will be communicated via email and within programs as appropriate.
- We will continue to support our employees to the best of our abilities and share resources that would be helpful.

*Please refer to COVID-19 Causeway Safety Plan and COVID-19 Response Plan for full details outlining our plan.*