

COVID-19 Safety Plan

**DURHAM REGION
UNEMPLOYED
HELP CENTRE**

How Durham Region Unemployed Help Centre (DRUHC) is ensuring workers know how to keep themselves safe from exposure to COVID-19

- All DRUHC staff participate in COVID-19 specific Health and Safety training before returning to the workplace.
- DRUHC Management monitor Durham Public Health and Province of Ontario websites and news releases for updates in current public health and workplace health and safety information.
- Updates to workplace protocols are shared in a timely manner at All Staff and/or Team meetings, and via email updates.

How we're screening for COVID-19

- Service Users and Visitors will be screened by Reception at the front door immediately upon entering the building.
- All Service Users and Visitors will be required to complete a Screening Questionnaire, have their temperature taken, provide government-issued ID, and agree to have contact information shared with Durham Public Health in the event of COVID-19 present in the building.
- Staff will be required to complete a Screening Questionnaire prior to entering the building. An assigned staff person will take and record only above normal temperature readings as part of the screening process.
- There will be one point of entry for Service Users and Visitors.

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

Physical distancing and separation

- Immediately upon entry into the building, everyone, (i.e. staff, visitors and service users) must wear a mask and sanitize their hands.
- All staff must wear a mask and shield when assisting Service Users.
- Staff will be required to wear a mask when they leave their individual office space to walk in common areas.
- If individuals cannot use sanitizer they must wash their hands. Individuals who are unable to use hand sanitizers will be provided with gloves.
- Service Users who cannot wear a mask will access services in one of the workshop rooms. If a workshop room is not available, the appointment will be changed to virtual.
- Service Users unable to wear a mask will be offered a face shield. The shield will be returned to Reception and cleaned.
- Staff will be safeguarded by Plexiglas barriers in individual offices. Reception and Resources staff will also be safeguarded by Plexiglas barriers, plus there will be markings on the floor showing a 2 metre distance asking staff and service users not to cross.
- At lunch time, staff are asked to eat in their office; or, if a large workshop room is available, staff can sit together in the workshop room while maintaining 2 metres distance.
- Staff are responsible for cleaning tables and removing all food containers and food waste

Cleaning

- A professional cleaning company cleans the premises two times per week.
- Each staff person will be required to spray surfaces in the area of service use when a Service User leaves.

Other:

- There will be sanitizing stations around the sites.
- Each staff person will be provided with a bottle of hand sanitizer for their own use.
- Staff will be required to use the hand sanitizer at all times when returning to their office, after meeting with clients, when cleaning surfaces.

- There will be a second bottle to be kept in each office for client use only.

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

- In the event that a Service User or Visitor is experiencing symptoms associated with COVID-19 at our workplace, staff will direct the person to an isolation area. Staff will immediately inform a manager. The manager will take down relevant information (time, date, and confirm name and contact information) and call Durham Public Health for further guidance (1-800-841-2729).
- If a staff member is experiencing symptoms associated with COVID-19 while at work, they should immediately inform a manager. The staff person will remain in their office or an isolation area. The manager will take down relevant information (time, date, and confirm contact information) and call Durham Public Health for further guidance (1-800-841-2729).

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

- Managers conduct check-ins with staff during All Staff and/or Team meetings to identify
- and address new risks caused by implementing COVID workplace safety protocols.

How we're making sure our plan is working

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Do you have any questions or concerns?

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