** COVID-19 Readiness: Foundations for the Office**

**General Best Practices**

This is about general best practices that staff should know and understand when it comes to working safely at the Access Centre. Staff are encouraged to take the time to think and apply what you learn in your everyday life at work. As per WorkSafe guidelines, the Centre is establishing their own standard operating procedures as they pertain to COVID-19.

If you are already doing something that you read—great! Use this as an opportunity for a refresher. If you are not doing something that is in this material- great!

Thanks and stay safe!

**General Best Practices: What is Disinfection?**

For the purpose of this employee guideline and general understanding, the Access Centre defines disinfecting as a ‘two step’ process with the first step being the process of cleaning- removing surface dirt and grime and the second step being the act of disinfecting the same surface. Disinfection describes a process that eliminates many or all pathogenic microorganisms. Disinfecting destroys harmful bacteria, and ensures the safe re-use of common working areas, equipment and other parts of the Centre.

**General Best Practices: Handwashing Vs. Hand Sanitizer: Which is Better?**

Experts say that handwashing is better and we all know that good hand hygiene prevents the spread of disease. Although, it is generally encouraged, handwashing several times a day can be time consuming for employees. Handwashing is required upon arrival at the office, after breaks, and after handling or eating food. The next best thing is frequent hand sanitizing especially between contact with clients and staff and between meetings. Hand sanitizer is available for everyone entering the Access Centre. Please review the COVID policy under hand washing for more details and instructions. As availability and usage of consistent products is proving difficult, it is contingent on staff to read and understand to their level of comfort what hand sanitizing products they are using and how to use them. Single use gloves are available by request.

**General Best Practices: Cleanliness and Sanitization**

The Access Centre has established protocols and best practices for regular disinfection and sanitation with focused areas of cleaning, high touch areas, and departed client chairs, tables or other items, eg, telephone or computer.

No one should enter the Centre showing and/or acknowledging signs of COVID-19. This includes employees and clients. Reception needs to screen all those entering the building or office prior to admitting them to the Centre. Staff need to communicate to clients that if they are coughing or sneezing or feeling ill that they may not enter the Centre. Clients who enter the Centre will be asked to put on a

** COVID-19 Readiness: Foundations for the Office**

**General Best Practices: Cleanliness and Sanitization (continued)**

mask, and to sanitize their hands. If a person refuses to use the sanitizer provided, single use gloves will be provided. Part of contact tracing is to review COVID screening questions. If during the meeting, the client indicates they are not feeling well, the meeting will cease and be rebooked upon the advocate’s discretion.

The Access Centre is committed to using the best disinfecting products available. Providing a consistent product has proven challenging and as such, it is contingent upon staff to read and understand the products that have been made available for disinfecting and use them accordingly. Always read the precautionary statements. Follow the contact time that is provided on the product directions. Make sure that the surface remains wet the whole time to ensure that product is effective. Products should be stored in a designated area.

**General Best Practices: Client Pod Management**

The Access Centre has created two client meeting pods with barriers for protection. Each pod will have a disinfecting kit, and staff are expected to clean the pod before leaving. Cleaning includes the barrier and the touch areas. In each pod, there is a yellow sign that should be placed outside the door to indicate the pod is sanitized. There is also a spreadsheet on the wall to record the specific areas that have been sanitized.

***Client Pod Usage***

Please adhere to the following steps:

1. Book meeting pod thru ZOHO calendar.
2. The pods are to be sanitized after each use. Review the cleaning spreadsheet. Staff are to be diligent with post meeting sanitization.
3. Prior to the meeting, plan ahead to sanitize the pod to allow time for disinfecting properties to work. Gloves are available by request.
4. Ensure that reception has noted the client information for contact tracing. Review COVID screening questions with the client. Ensure client has face covering.
5. Complete the meeting (note any signs of COVID and address them then).
6. Sanitize the door handles, work desk, working area, chair and pen if used with the Pod cleaning kit provided. Client can keep the pen if preferred.
7. Complete spreadsheet posted in each pod. The spreadsheet outlines in more detail the areas that need to be sanitized.

**General Best Practices: Client Interaction**

Inform all clients of our COVID policies and procedures in advance, if possible.

Contact tracing has been set up at the reception desk. For this purpose, any visitor, staff and/or client will be recorded on the list which is maintained by the front desk. This list will be retained for 21 days and may be asked to be reviewed by management and/or health authorities. Records must be easily submitted to the health authority upon request.

Staff must wear proper face coverings (masks), and clients will be asked to wear masks when they enter the Centre. Clients will be asked to continue wearing masks to the best of their abilities and stay behind plexi-glass shield.

Keeping social distancing best practices in mind, appointments in advance are encouraged and/or call ahead. For appointments, clients are asked to arrive on time, and not early. Clients are asked to wait outside until their appointment time. Signage at entrances and throughout the Centre are placed to alert clients and staff of our COVID policies.

Each room/ pod/office has an occupancy limit. Staff should familiarize themselves with the occupancy limit for each space. There will be pinch points like hallways, kitchen and eating area where increased mindfulness of social distancing is required.

Physical barriers are used to protect staff and clients. Partitions or barriers are to be cleaned and maintained as part of cleaning practices in the office.

**General Best Practices: Daily Surface Cleaning Report**

For staff working in the office, there is a shared expectation of daily, frequent disinfecting (3x) of common touch points. In general, the times spelled out on the report are 9AM, 12PM and 4PM. In the general reception, there is a clip board with the Daily Surface cleaning report. Outside door knobs and handles, light switches and counter tops are few examples of areas that would be included in this cleaning activity.