



Elmwood Planning and Program delivery during COVID-19 Pandemic- Fall

Following public health and government directives, this plan has been developed in accordance with ECRC Pandemic Protocol, and the work health & safety guidelines with input from health, legal, our Board of directors to ensure proper social distancing measure are in place as we are delivering a blended of services (in person programming and virtual).

Please note that this information is being constantly updated and we will update this document accordingly. See also our COVID-19 resources at <http://elmwoodcrc.ca/best-practices/> To access virtual supports individuals are encouraged to subscribe to our Facebook page or YouTube channel at “Elmwood Community Resource Centre” or by visiting our website at www.elmwoodcrc.ca. We also have developed multiple language virtual tour videos of our services.

General Guidelines

The virus that causes COVID-19 spreads in several ways, including through droplets when a person coughs or sneezes, and from touching a contaminated surface before touching the face. Higher risk situations require adequate protocols to address the risk. It is important that we protect ourselves and one another during this time and during all moments of increased risk to our community, including flu season.

The risk of person-to-person transmission is increased the closer you come to other people, the amount of time you spend near them, and the number of people you come near. Physical distancing measures help mitigate this risk.

The risk of surface transmission is increased when many people contact the same surface, and when those contacts happen in short intervals of time. Effective cleaning and hygiene practices help mitigate this risk.

It is recommended to increase outside air flow and circulation if weather permits and reducing capacity to ensure physical distancing of 2 meters between individuals.

The following recommendations must be followed:

- 1) All ECRC facilities have safety & hygiene protocols signage, plexiglass barrier (screen guard), and physical distancing floor decal pasted throughout the building.
- 2) For situations in which physical distancing is not possible, in case where the office space is small, employee will be required to wear non-medical mask and whenever available will be provided with face shields.
- 3) For those using “someone else” workstation, you must sanitize the area including desk, keyboard, phone before you leave the office. Wipe down the office chair with a Lysol wipes.



- 4) All staff are reminded to follow the daily schedule for sanitization of frequently touched surfaces to be sanitized after use and following cleaning & disinfecting protocols.
- 5) All programming will provide a combination of service delivery method including in-person, over the phone, zoom, social media platform to the extent possible to accommodate client needs.
- 6) All visitors, participants attending any of our facilities will be required to follow our COVID-19 guidelines and protocols (including screening and washing their hands)

All staff, visitors and services user have easy access to soap and running water or to hand sanitizer.

Cleaning Process

- If you share a workstation with others, use Lysol wipes or take other steps to sanitize your keyboard, mouse, phone, and desk area. In an effort to reduce the spread of COVID 19, we will require that all staff sanitize their workstation at the end of their shift.
 - ✚ Hand sanitizer, disinfecting wipes, gloves, Kleenex and safety measure signage are in each office, and meeting rooms. At the front desk there will be additional supplied if needed.
- Staff are to wipe down their door handle, desks and phone, chairs after one on one meetings or appointments
- Drop-in will be sanitized by staff working in drop-in after each participant use (Front-doors, phone, desk & computer area including keyboards, mouse, chairs, Universal washrooms, counters, etc.)
- Throughout the day, Lysol wipes or other disinfectants are to be used following the cleaning Tasks schedule on the following:
 - Door handles / knobs;
 - All washroom handles/faucets;
 - Drop-in keyboards and mice;
 - TV remote;
 - Public phone;
 - Coffee pot handles; and
 - Water cooler handles.

Task A: opening and closing (9 am and 8pm)

Disinfect the following Door Handles Front and back doors of Building, all of the Light Switches including Hallways, Boardroom, Kitchen Light and Fan switches, Bathroom doors, Light switches, Boardroom light and fan switches, Reception area switches, Child Minding room switches and handles- Also disinfect Automatic Door Opener switches.

Task B: to be done at 1pm



Reception Area coffee and Resource area tables, Chairs in drop in space, drop- in Phone handles, Water Dispenser Handles, Dishwasher handle, Kitchen Table and counter, Fridge/Freezer handles, Microwave handle and buttons, Utensil drawer handles, Coffee maker, Toaster/Kettle handles, Oven knobs

Task C: to be done at 4pm

Bathroom Handles, Towel Dispenser knobs, disinfect Door (where people push to get in or out, both sides of the door) – sink knobs and handles

****DO NOT do toilet bowls nor seats as this will be done by cleaning contractors**

- COW contractors' cleaners will be coming Mondays to Fridays to clean and sanitize all surfaces every night.

Task D: to be done at 10am and 7pm

Reception area Computer keyboards, mouse, mouse pads, Chair handles, Table/Desk surfaces, Coffee station- disinfect Trays, table surface, Coffee pot handle, Sugar Whitener handle or dispenser, drinking water station- toggles/switches, Photocopier buttons.

- A bleach water solution will be available in the staff room at the back for office use

Conducting Health Assessment

All Staff, Participants, Visitors at ECRC facilities are required to adhere to hygiene precautions, as well as responding to screening questions and forehead thermometer prior accessing any services at the Centre.

COVID-19 Screening questions will be required once per day for all participants accessing the Centre.

For Participants and Visitors

- Individuals will be encouraged to either wash their hands in the universal washrooms or use the hand sanitizers,
- Individuals to fill out the screening questions and if all the answers are No they will be welcome to access services,
- In the case they answer yes, please ask them to leave the building and return once they have no symptoms for the past 24 hours. Report this to the Executive Director and Operation Manager as soon as possible, sanitize all touched surface.

- ✚ Management will do follow up and check-in with the individuals.


Participants and visitors, will be informed that we will maintain the screening forms and participants lists for a minimum of 21 days to ensure appropriate public health follow-up can be done should a participant be exposed to COVID-19 during these activities

For Staff



Staff must complete **daily health check prior starting work** through the shared health screening tool at <https://sharedhealthmb.ca/covid19/screening-tool/>. This health check can be completed via questionnaire, email, phone or text 12-24 hours prior to the appointment or meeting.

1. If you are ill or live in close proximity with an individual who is ill, you must stay home and inform the Executive Director by email and management will follow-up with you with a plan of actions.
2. If you have recently returned from international travel, staffs are required to self-isolate for 14 day and symptom monitoring before returning to work. Please email your program director for further directives for returning to work plan.
3. If you have recently returned from domestic travel in the last 14 days from a location not including these: Western Canada, the territories, and Ontario – west of Terrace Bay); you must self-isolate and monitor your symptoms. Please email your program director for further directives for returning to work plan.
4. If you are experiencing flu and/or cold symptoms such as fever, cough, sore throat, headache, runny nose you must self-isolate and until the symptoms have been resolved for 24 hours, even if the swab is negative. You can seek medical advice by **phoning Health Links - 204-788-8200 or toll-free 1-888-315-9257.**

 Community Screening locations are Mount Carmel Clinic (886 Main St.), Access Transcona (845 Regent Ave. W.), Access Winnipeg West (at 280 Booth Dr.) and Access Fort Garry (135 Plaza Dr.), South Winnipeg at the Manitoba Public Insurance (MPI) Bison Drive Service Centre from 9 a.m. to 6 p.m.

- **If you have been diagnosed with COVID-19, you will be required to self-isolate for 14 days and until you are symptom free for a period of 24hours.**
- The Executive Director will discuss with you different option if applicable and or feasible to work remotely or using a combination of sick time, wellness allocation based ECRC HR Policy and Program needs for coverage.
 - All remote work must be done using ECRC technology equipment.

5. **Wearing mask in the office is mandatory for all staff.**

- All staff are required to wear mask **while covering the front desk**
- Staff are required to wear mask during one on one meeting and group sessions
- All staff are required to **wear mask in common spaces** (hallways, kitchen, drop-in, board room, when sharing office space)
- All staff must wear mask when driving with participants and or coworkers for work purposes.

Program Delivery

Programs will be provided both in person and virtually to accommodate various needs while reducing number of individuals entering the center.

Smaller group is encouraged to support physical distancing.

1. Drop-in will be available for individuals needing to access computer, phone or fax. The computer space will operate at a **capacity of 2 individuals** at a time and will be limited to 2 hour per day per person. If there are no other individual using the space, please consider allowing individual to access the space a little longer.

Please call 204-982-1720 ext 200 or adminassistant@elmwoodcrc.ca to book a time. If you do not have a booking, you will be asked to return at the earliest available time slot if the computers are at capacity and allow time for sanitization.

2. Basic Needs Support + Resource Connections + Information and Referrals+ Employment Supports. Calling 431-275-2287 Mondays to Fridays from 9 am to 4pm to access Basic Needs including food hampers and Employment support.

Individuals are encouraged to arrange pick up for food hampers and complete COVID-19 screening ahead of time if possible. Individuals will be asked to wait in between the vestibule so staff can bring them their package.

3. Counselling services will be available in person for 45 minutes only with proper physical distance between people or over the phone, online and via email support. Staff must wear mask at all time during individual counselling session and group session.

- For Intake assessment please contact, counselling@elmwoodcrc.ca or call 204-982-1720 ext 201
- When booking in person counselling appointment, staff must remind participant that they will need to fill out our COVID-19 screening question and adhere to hygiene protocol when they arrive for their appointment.
- Counselling Warm Line is available Mondays to Fridays from 10 am to 6 pm by calling or texting 431-275-2290.
- Gender Based Violence counselling services are offered in person and over phone based on client's needs.
- All counselling groups will be facilitated in a small group of 4-5 participants. When weather permits all group will be conducted outside.
 - Groups will occur on _____
 - Virtual group to be offered in addition if there are individual with technology access.
 - Consider posting group materials such as voice over presentation or PowerPoint on our social media platforms.
- Psycho- educational materials, resources and tip sheets will be uploaded on our website <http://elmwoodcrc.ca/webinarsandtoolkits/>

and Facebook page.

4. Elmwood Youth Employment Experience (EYEE) program will continue to support individuals who are seeking employment through
 - Small in person group of up to 4 youth
 - ✚ Participants will have their own writing utensils, stationery, and supplies. No sharing of supplies will be permitted in the class.
 - Virtual groups will be offered to individuals with technology access
 - Individual in-person session will be offered **for 45 minutes only**.

Staff must wear mask at all time during individual and group session.
These supports can be accessed by calling us at 204-982-1720 ext. 305 or via email employmentdirector@elmwoodcrc.ca

5. The Building Futures program will continue to operate both in small group and online group (zoom, skype) to offer language and employment services for newcomers. These supports can also be accessed over the phone at 204-982-1720 ext. 211 or via email teacher@elmwoodcrc.ca.
 - Small in person group of individuals **at 75 Brazier or 545 Watt Street**.
 - ✚ Participants will have their own writing utensils, stationery, and supplies. No sharing of supplies will be permitted in the class.
 - Zoom/Skype classroom learning will be offered to everyone
 - Individual in-person sessions will be offered **for 45 minutes only**.
 - Staff must wear mask at all time during individual and group session.
6. The Reach Out! After-school & homework program will continue to offer both in person and virtual programming to youth 12-21 years old from Tuesdays to Fridays from 4pm-7pm.

- Program Director to ensure smaller groups of youth per room are maintained.
- Youth must register for program ahead of for their specific grade days- maximum 14 youth.
 - *Tuesdays will be for Grade 7 and 8 youth*
 - *Wednesdays will be for Grade 9 & 10 youth*
 - *Thursdays will be for Grade 11 & 12 youth*
- Keep the same group of youth consistently and ensure that we maintain same staff that interact with them & stay together throughout the session.
- Encourage youth to use their assigned pens, pencils, stationery supplies. Minimize sharing of supplies whenever possible.
- HEEY Teacher will be available for in person appointment for tutoring homework sessions on Tuesdays and Wednesdays by booking appointment (4pm -5pm or 5-6pm or 6-7pm).
- HEEY Teacher will be available on Thursdays for tutoring support through the Level-Up Warm Line #204-698-7536 .

- If computers or other technology devices need to be shared, clean and disinfect frequently touched surfaces such as keyboard and mouse as well as desk surfaces.
 - Implement hand hygiene practices before and after breaks or sessions.
7. The Newcomer and Immigrant Settlement (NISW) program offers support to individuals settling in Elmwood by contacting: Zone Settlement Coordinator for registration and intake assessment at 204-982-1720 ext. 206 or via email nisw3@elmwoodcrc.ca,
- The NISW Warm line is 431-275-2289 and is available Monday to Friday from 10am to 4pm
 - Services will be offered through a combination of methods : in person, phone, zoom/skype, whatsApp and or by email.

Psycho-Education/ Conversation Circle /I & O group sessions

- Registration to attend in person group is required to ensure space capacity.
- Provide handwashing stations or hand sanitizer and COVID-19 Screening station before participant participate in the group.
- If weather permit it's highly recommended to run group or teach group. Inform participants that outside classes may be an option and for them to bring appropriate clothing.
- NISW staff to wear face shield instead of mask if when facilitating conversation circle or I & O group. Note -face shield will allow participants with low language level to see staff mouth movement.
- Organize participants into smaller groups that stay together throughout the session. Implement more individual activities or activities that encourage more space between participants and staff.
- Implement hand hygiene practices before and after breaks.
- Remind clients to reschedule if they are ill. Consider virtual appointments as necessary.

Individual I & O session/ In person appointment

- Inform clients of the ECRC COVID-19 safety & hygiene protocols in place prior to their appointment. (e.g. screening questionnaire, bring own pen, maintaining, physical distancing, where to wait for appointment, stay home if they are sick).
- Staff to wear mask and provide mask to client if unable to maintain physical distancing.
- Staff to sanitizing all high touch services (e.g., door handles, light switches, desk, arm chairs) before and after a client attends an in-person appointment.
- Whenever possible and weather permits to conduct session outside while ensuring confidentiality.

8. The Ombigiaawsiwin program offers Indigenous Traditional & Cultural programming through sharing of online educational materials and a virtual peer-group support.

- In person small group support and posting online video teaching

9. The Adult Literacy (GOAL) program will continue to offer both small in person class and virtual classes, over of the phone or email support to learners.

- Weekly homework materials are delivered to learners. To reach the program, call us at 204-982-1720 ext. 302, or via email: teachergoal@elmwoodcrc.ca or adulthoodliteracydirector@elmwoodcrc.ca
- Inform clients of the ECRC COVID-19 safety & hygiene protocols in place prior to their appointment. (e.g. screening questionnaire, bring own pen, maintaining, physical distancing, where to wait for appointment, stay home if they are sick).
- Provide handwashing stations or hand sanitizer and COVID-19 Screening station before participant participate in the Class.
- Participants will have their own assigned seating space, writing utensils, stationery, and supplies. No sharing of supplies will be permitted in the class.
- Organize participants into smaller groups that stay together throughout the class time. Implement more individual activities or activities that encourage more space between participants and staff.
- Participants will have their own assigned seating space, writing utensils, stationery, and supplies. No sharing of supplies will be permitted in the class.

10. Child-minding

- Children will be expected to wash their hands at the designated handwashing prior to entry into the Childminding room. Check their temperature at the same time.
- Frequently-touched surfaces should be cleaned and disinfected prior and after children arrive.
- Childminding room can accommodate up to 2 children from different household and 4 children from same family.
- Traffic in and out of the Childminding room will restricted/limited to children, parents and childminding staff.
- Hand sanitizer will be available in the Childminding room. Childminders will help sanitize children's hands constantly throughout the visit in the Childminding Center.
- Remind parents to keep children home if they are sick .

11. Home Visits

- Discuss with clients COVID safety protocol, inform that it is possible to conduct the home visit while remaining 2 meters apart.
- Conduct COVID-19 screening questions prior to home visits and if individuals, family members have symptoms all appointment must be reschedule. Consider virtual meeting if possible.

- When possible and weather permitting, opt to conduct meetings outdoors.
- Staff must wear mask at all times during a home visit.
- Staff to have hand sanitizer and gloves when conducting home visit.

12. Transportation- use ECRC passenger vans

- When transporting others to have the windows down instead of the AC if possible as it spreads less germs/moisture than circulated air.
- **Staff and passengers must wear facemasks inside the vehicle for the duration of the travel.**
- Sanitize the seating areas before use and after dropped off, paying particular attention to high-touch areas (e.g., door handles, window controls).
- Ask participants and family members to practice cough/ sneeze etiquette; ensure tissues are available and disposed of in a sealable plastic bag.
- Provide hand sanitizers in all vehicles and require hand hygiene when entering and exiting the vehicle.
- Clean and disinfect frequently touched surfaces before use and after dropping off participants
- Passengers should try to avoid touching things inside the vehicle if possible.
- Have passengers place their belongings in the trunk of the vehicle.

13. Providing Snacks/ food

- All Food and Snack must be served in single use sealed containers.
- Staff must serve client, this includes things like condiments such as ketchup bottles.
- Only sealed bottle or can beverage will be served during programs

14. Delivering Food or Wellness Package

Please ensure you follow the following safety measures to keep yourself and the community healthy and well.

- Prior to deliver call the family from ECRC office, confirm address, give approximate delivery time and inform of delivery procedure.
- Wear mask, gloves at all times,
- Remember to implement physical distance
 - ✚ **For house delivery:**
 - a. Place the package on the families preferred door step
 - b. Call the family from the ECRC cellphone and let them know the package is there for them to pick up
 - c. Wait for the family to retrieve the package
 - ✚ **For apartment delivery:**
 - d. Using a gloved hand or Kleenex put in the buzzer code, or call from the ECRC cellphone
 - e. When you see the family coming to the door leave the hamper



- f. Implement Physical distance wait for the family to retrieve package and check-in with them
- Be careful with the hampers, we want to deliver food people will want to eat, try an ensure bread does not get squished and eggs do not get broken. Check the surface before placing the hamper on the steps, try and avoid placing hampers on wet or dirty surfaces.

If for some reason the package is not retrieved, do not leave it, we want to ensure that the families who have requested emergency hampers receive them. Try calling the family from the cellphone before returning to the center.

15. Donations- to minimize exposure to the risks associated to COVID-19, we will gratefully accept cleaning materials, toilet paper, non-perishable pre-package foods and monetary donations online at CanadaHelps.org by mail or in-person drop off at: [545 Watt Street | Winnipeg, MB | R2K 2S2](https://www.google.com/maps/place/545+Watt+Street+Winnipeg,+MB/R2K+2S2).

Thank you for ensuring compliance and keeping everyone safe .

Stay Well!

Nina Condo
Executive Director