



The Children's Aid
Society of Ottawa

La Société de l'aide
à l'enfance d'Ottawa

Covid-19 GUIDELINES

April 1, 2021

1602 cour Telesat Court, Ottawa Ontario, K1B 1B1
(Tel) 613-747-7800
www.casott.on.ca

Contents

SUMMARY OF HIGHLIGHTS.....	2
KEY PRINCIPLES FOR ALL STAFF, SERVICE RECIPIENTS AND SERVICE PARTNERS.....	3
Purpose	3
Ontario Lockdown Period	3
CASO Implications in Response to Ontario Public Health Messaging	3
Screening Criteria for In-Person Contact and Onsite Attendance.....	4
Tracking of Your Close Contacts	4
What Happens If a CASO Employee/ Volunteer Does Not Feel Well?	5
What Happens if a CASO Employee/ Volunteer Tests Positive for COVID?.....	5
Serious Occurrence Reporting in Relation to COVID-19.....	6
Contact Tracing Role.....	6
Tips for Isolation.....	6
Precautions to Mitigate the Risk of Transmission of COVID-19	7
Who Do I Call If I Have More Questions?.....	7
APPENDIX A: Vehicle Safety Recommendations.....	8
Personal Vehicles Used in the Transportation of Children	8
Parking at the East End and West End Hubs (When Transporting Children)	8
Car Seats.....	8
Vehicle Cleaning Procedures, Safety Measures, and Agency Van Management	10
APPENDIX B: Supporting Visits Between Children and Their Families and How to Manage In-Person Contact in Any Location.....	12
Who is Responsible for Arranging In-Person Visits Between Children and their Family?	12
Where Should Visits be Occurring?	12
Determining if a Referral to the Family Visitation Program is Required	12
Who Will Ask the Screening Questions of Visit Participants?	13
Expectations for all Participants Attending FVP Visits at the East End Hub & West End Hub	13
Transportation to Supervised Visits.....	17
Supervised Visits or Other In-Person Contact in Family Home or Other Location	17
APPENDIX C: Staff and Volunteer Access to and Use of Office Sites.....	19
Contributing Factors:	19
Building Access:	19
Being COVID Safe – even while on your lunch or during breaks	20

Bookable workstations: 20

Onsite Bookable Meeting Rooms: 20

Requesting Building Access for Other Reasons 21

Administrative Supports Onsite: 21

Car Seat management:..... 21

COVID-19 Safety Measures in the Buildings: 21

Onsite staff meeting with each other: 22

Clothing Donations 22

Entry and Exit Locations for East End and West End Hubs: 23

SUMMARY OF HIGHLIGHTS

The following highlighted points have been pulled into this executive summary to provide a quick glance reference to the detailed guidelines that follow:

- All staff and volunteers providing service must submit results of their workplace self-screening each day PRIOR to working ‘onsite’ at any location in the community (PPA APP)
- All staff must log their close contacts each day (CASO Contact Tracing APP)
- Staff must use the employee entrance at the East End Hub
- Service recipients must answer the COVID-19 screening questions prior to in-person contact with staff/volunteers (<https://covid-19.ontario.ca/self-assessment/>)
- Call Telehealth (1 866-797-0000) or Ottawa Public Health (613-580-6744) for specific guidance
- Inform your supervisor if you must self-isolate/quarantine or if you test positive for COVID-19
- Wear PPE appropriately (medical grade masks, goggles/face shields if close)
- Limit building access to essential activities and respect signage for traffic flow
- Choose to meet outdoors or in large indoor spaces rather than small indoor spaces
- Use hand sanitizer frequently
- Clean toys, rooms, vehicles, car seats, hardware, high-touch surfaces before and after use
- Use Outlook to book workstations, meeting rooms, and visit rooms
- Contact Property Management (propertymanagement@casott.on.ca) for unique building access requests
- Contact [Submit New On-Site Administrative Support Request](#) for onsite supports
- Contact helpdesk@casott.on.ca for help with technical issues
- Contact the Drive Desk to request a car seat (ex. 2555)
- Contact Alexandra Graham (ex 1977) with questions regarding Health and Safety
- Contact coronavirus@casott.on.ca with other questions/ comments related to the pandemic response

KEY PRINCIPLES FOR ALL STAFF, SERVICE RECIPIENTS AND SERVICE PARTNERS

Purpose

These guidelines are intended to guide all operations and serve as the one centralized source of information to address all areas of service delivery during the coronavirus pandemic. We recognize that it is very likely that we will not be returning to regular operations until a COVID-19 vaccine is available, which we understand may be 1-2 years. This means that only those staff that are required to be onsite to perform their duties will be regularly attending the offices. All staff and volunteers should follow these guidelines when meeting with a service recipient in person, or when performing their duties in general. Please refer to the Table of Contents to determine which Appendices are relevant for you to review, depending on your role. Please refer to the guidelines regularly (at least weekly or more often), as they are updated frequently in response to the changing situation.

Ontario Lockdown Period

Effective Saturday, April 3, 2021, Ontario will be in a provincial lockdown for one month. This is a reminder to follow the CASO Guidelines carefully. While our Guidelines are not changing because we are already following best practices that are aligned with the lockdown requirements, it is an opportunity for all staff and volunteers providing services to refresh your memory with the detailed recommendations in the guidelines in order to most safely deliver services.

CASO Implications in Response to Ontario Public Health Messaging

Previously we had developed alignment with the colour stages to provide guidance with activities. Currently there is very little difference between the different colour stages in terms of the impact on CASO activities. Please see the following CASO implications of public health messaging, which takes in to account the public messaging regarding the colour stages, other messaging that is relevant for organizations that provide essential services, as well as our obligation to protect the workplace and workforce wherever possible.

Recognizing the risks posed by the new variants, Public Health strongly advises that we continue to stay at home, avoid social gatherings, only travel between regions for essential purposes, and limit close contacts. For this reason, we will be restricting non-essential team gatherings at this time until Public Health communicates otherwise. The following key points are applicable as of this update:

- Mandatory self-screening
- Mandatory medical masks (except when in own office/workstation area)
- Face shield/ goggles required if closer than 2 metres in providing service, except when driving
- Bookable workstations available
- Bookable Meeting rooms and Visit rooms available for client service (East / West Hubs)
- Limited Office Use
- Follow Requirements of other organizations as directed by them (i.e. OPR Residences)
- Limited use of volunteers
- No in person team meetings allowed
- Meetings between staff allowed (based on business need and manager approval)

If you have a concern about how children and families' needs will be met with in-person services, please connect with the case supervisor to discuss the specific case-related situation to develop a plan. In situations that are not easily resolved in a case-planning discussion (involving all impacted persons), please contact Dan MacNeil (or the covering Manager – Andree Guillemette) to seek guidance.

Screening Criteria for In-Person Contact and Onsite Attendance

Effective January 25, 2020 all employees and volunteers who are attending a worksite on any given day will use the workplace screening app "PPA" to submit their self-screening results at the beginning of the day prior to attending onsite to perform their work ('onsite' means attending a work site, including in the community in a client home or other location to meet in-person).

If an employee/ volunteer does not pass the screening questions, they should not enter the workplace or go into the community and are to contact their supervisor to discuss next steps.

Staff who is involved in supporting visits/meetings or any form of in-person contact must ensure that those they are meeting with have answered the self-screening questions posted at <https://covid-19.ontario.ca/self-assessment/> prior to meeting. If the result of the self-assessment is a recommendation that you should self-isolate, please contact those impacted to ensure they are aware that you are not able proceed with your regular activities (i.e. if you are a family member or caregiver of a child, please contact your worker; if you are a staff member, please contact your supervisor; if you are a volunteer, please contact the supervisor of volunteer services).

If you have questions regarding your situation, please contact OPHIL – Ottawa Public Health Information Line 613-580-6744 to seek direction from a public health nurse. As each situation differs, we highly recommend this consultation. Follow up with your worker or supervisor to plan for appropriate next steps in your particular situation, based on the recommendations you receive from your consultation with Ottawa Public Health. When a CASO staff member is meeting in-person with a service recipient for any reason (supervising a visit, or a meeting for case planning purposes, or other), it is the responsibility of the staff person who will be involved in the meeting to ensure that the other participants have answered the questions in the self-assessment screening tool (which can be entered on behalf of someone else if needed (i.e. parent(s), caregiver of the child who will be attending, other network members who will be attending). The staff member in charge of the meeting does not need to screen other staff who will be in attendance, as they will have already performed the self-assessment.

Tracking of Your Close Contacts

To support the centralized tracking of close contacts that staff have with others during the course of their workday, we ask that you use the "Close Contact Tracing" app that has been pushed to your phone. A web link and User Guide have also been provided on the Grapevine. It is critical that EVERY DAY you enter the names of everyone with whom you are in close contact (**within 2 metres of another person for at least 15 minutes, even if wearing a mask**), so that proper contact tracing can be managed if any of you receive a positive test result. Please be reassured that the information captured in this app is secured within the CASO file management system and can only be accessed by specific staff in Human Resources and system administrators. Lists of close contacts will be provided by HR staff to the supervisor as appropriate if there is a need to do contact tracing.

What Happens If a CASO Employee/ Volunteer Does Not Feel Well?

1. I don't feel well, I have one or more of the symptoms related to COVID-19:
 - a. Report to your supervisor that you are not feeling well and do not come to the office or go out into the community.
 - b. Contact your health care provider or Telehealth Ontario to find out if you need a COVID-19 test. If you are required to get tested, continue with the process. If you are not required to get tested, return to work when you feel well.
 - c. If you require a test, find the assessment centre near you: <https://covid-19.ontario.ca/assessment-centre-locations/>.
 - d. Keep track of your symptoms. Get medical help if your symptoms get worse (if you have trouble breathing, etc.). If you have a medical emergency and need to call 911, tell the dispatcher that you have, or may have COVID-19.
 - e. If your test results were negative, you can return to work once you are symptom-free for 24 hours.

What Happens if a CASO Employee/ Volunteer Tests Positive for COVID?

1. The person who tested positive will follow Public Health guidelines regarding self-isolation.
2. The person who tested positive will contact their supervisor immediately to inform them of the test results.
3. The person who tested positive is encouraged to download the COVID-19 App and update it with their positive result.
4. The Supervisor will ask the employee for consent to disclose their name to the Local Union President as well as any staff members who they identify with whom they were in close contact in order to mitigate additional exposure. The Supervisor, Organizational Wellness, will email the employee the consent form following notification from the Supervisor.
5. Supervisor/On-Call Manager will seek the list of close contacts from HR and will confirm with the employee if any are missing (with respect to the 48 hours prior to the onset of their symptoms).
6. Supervisor/On-Call Manager to inform their Manager/Director and the Supervisor, Organizational Wellness, (Alexandra Graham).
7. The Supervisor, Organizational Wellness will guide the supervisor through the following process:
 - a. The Supervisor, Organizational Wellness will inform the Union Executive/JHSC Union Co-Chair.
 - b. Supervisor will file a Serious Occurrence Report with the Ministry, containing the following information:
 - i. Select "Service Provider" in drop-down menu.
 - ii. Date of the COVID-19 test.
 - iii. Date of receipt of the positive result for COVID-19.
 - iv. Does the employee have symptoms?
 - v. Last day employee met in-person with someone or attended a CASO site at work.
 - vi. With how many service recipients/partners has the employee been in close contact?
 - vii. With how many other employees has the employee been in close contact?

- c. Public Health is no longer managing the contact tracing, so the Supervisor, Organizational Wellness will request that the Supervisor contact those who were identified as having been in close contact in the course of business, and will remind them to answer the questions in the COVID-19 self-assessment tool with this new information in forming their answers.
- d. The Supervisor, Organizational Wellness will inform WSIB.

As you can see, it is critical that everyone is prepared to provide information regarding with whom they have been in close contact, at any given time.

Serious Occurrence Reporting in Relation to COVID-19

To assist in their tracking of the impacts of COVID-19 on the workforce provincially, the Ministry recently CASO requirements for filing a Serious Occurrence Report in the following situations:

1. We must report on any incident that a child or youth (including CCSY) tests positive for COVID-19, or COVID-19 results in death.
2. We must report where there is a program/site closure due to COVID-19 related precautions or outbreak; or when COVID-19 outbreak is confirmed by local health authority.
3. We must report a positive COVID-19 test result for staff, foster parents, volunteers or other non-clients residing in the home.

Any supervisor who is required to file a Serious Occurrence Report related to COVID-19 may contact Dan MacNeil or Andrée Guillemette for support.

Contact Tracing Role

As of October 6, 2020, Public Health is no longer managing the contact tracing activities. An interviewer from Public Health will contact you if you test positive for COVID-19, usually by phone. You can also retrieve your test results at <https://covid19results.ehealthontario.ca:4443/agree>. The interviewer will help you understand what to do next and what support is available. They will ask you to inform all those with whom you have been in close contact that you received a positive test result.

Human Resources Staff and your Supervisor, together with you, will work to contact those individuals with whom you may have had close contact during the course of your work, to make them aware of the situation.

You are not required to provide a medical note, however it is expected that you provide regular updates to your supervisor regarding your condition. Ensure your timesheet is completed and submitted for approval; use your entitlements (sick, vacation, float, etc.) to cover the time during your absence. Should your illness have you away from work longer than 14 days, or if you don't have enough accumulated entitlements in your bank, contact your Employee Services Coordinator to assist you with other options (*Infectious Disease Emergency Leave*, Short-term disability, EI Sickness Benefits, etc.).

Tips for Isolation

- Stay home except to get medical care
- Monitor your symptoms. If you have an emergency warning sign (including trouble breathing), seek emergency medical care immediately
- Stay in a separate room from other household members, if possible

- Use a separate bathroom, if possible
 - Avoid contact with other members of the household and pets
 - Don't share personal household items, like cups, towels, and utensils
- Wear a mask when around other people, if you are able to.

Precautions to Mitigate the Risk of Transmission of COVID-19

1. Each time an in-person contact occurs, ensure that all people involved in facilitating the in-person contact have completed the online self-assessment questions and there are no concerns highlighted as a result. If any concerns are raised, the contact should not occur. If there will not be a worker involved in the contact, it is important that the worker for the family and the worker for the care providers explain to them the expectations to take responsibility to self-screen and to follow public health guidelines regarding how to visit safely with people that do not live together.
2. Ensure that all people involved in facilitating the in-person contact understand the following key precautions:
 - a. Wash your hands frequently (and don't touch your face)
 - b. Stay 2m apart from others that you don't live with (practice physical distancing)
 - c. Wear a clean, **medical grade** mask when meeting in person to provide services, when indoors AND when outside or in a car.
3. Go to these helpful links to view videos regarding:
 - a. [Putting on Mask and Eye Protection](#)
 - b. [Taking off Masks and Eye Protection](#)
 - c. [How to Hand Wash](#)
 - d. [How to Hand Rub](#)

Who Do I Call If I Have More Questions?

1. Ottawa Public Health Information Line 613-580-6744: If you have completed the online Self-Assessment Tool for COVID-19, and you are confused by the direction that the results gave you.
2. Your worker or supervisor or manager: If you are not sure how to proceed with managing the services that you are scheduled to receive or provide, as a result of the need to self-isolate.
3. Alexandra Graham at 613-747-7800 ex 1977: If you have questions about the process to follow.
4. Questions that are sent to coronavirus@casott.on.ca are reviewed every business day and redirected to the appropriate person(s) according to the nature of the question.

APPENDIX A: Vehicle Safety Recommendations

Personal Vehicles Used in the Transportation of Children

Staff or volunteers who use their own vehicle to transport children will sign out clean car seats according to the process outlined in the following *Car Seat Sign-Out and Sign-In Process*. Staff will not use their own personal car seats to transport children other than their own. Clear plastic bags will be kept on the PPE cart for access by staff who use car seats in their own vehicles.

Staff or volunteers will also follow all recommendations provided below regarding seating, use of PPE, and vehicle cleaning of their personal vehicle.

Parking at the East End and West End Hubs (When Transporting Children)

EAST END HUB:

Staff or volunteers or foster parents or network members who are dropping off or picking up children at the East End Hub, but who are not remaining for the duration of the visit, will use the parking lot at the Volunteer Services (East) entrance. Staff who are supervising the visit will come to the vehicle to bring the children to or from their visit.

Staff who are bringing children to a visit and remaining for the duration of the visit may choose to use the parking lot at the Volunteer Services entrance as well. All other staff or visitors will use the staff parking lot or visitors parking lot in order to limit the number of cars in the parking lot at the Volunteer Services entrance.

WEST END HUB:

Staff or volunteers or foster parents or network members who are dropping off or picking up children at the West End Hub, but who are not remaining for the duration of the visit, will use the parking lot in front of the Main entrance. Staff who are supervising the visit will come to the vehicle to bring the children to or from their visit, and will greet the family members in that parking lot at the same time, and escort all visit participants to the visit room through the Main entrance.

Car Seats

CASO provides car seats to staff or volunteers who transport children. To ensure only disinfected car seats are being used, the following procedures must be followed for the transportation of each child on each occasion. Scheduling of drives should take into consideration the option of one driver to be assigned to all drives required for the same child on the same day, with no other children being transported in that vehicle in between the drives for that child.

Car Seat Sign-Out and Sign-In Process

1. Clean car seats are available for sign-out or return by staff at the East End Hub: Mon – Fri during regular business hours (8:30am – 4:30 pm) by phoning 613-747-7800 ex. 2555 (identify the type of car seat required, and date/time of staff pickup), and the West End Hub: Mon – Fri (1:00 pm - 4:30 pm) by phoning 613-747-7800 ex 3435.
2. East End Hub: Drive desk staff will place the car seat with the staff person's name on it in the Nepean Room for pickup by the time agreed upon on the designated table. Carts are available nearby if needed. West End Hub: Receptionist will place the car seat with the staff person's name on it by the PPE cart.

3. East End Hub: the preference is for staff to exit through the south door, however if this is challenging with a car seat, staff may exit through the employee entrance door, making sure to stay 2 metres away from others who may be entering through this door.
4. Staff and volunteers will return a used car seat to be disinfected by cleaning staff and will not use the same car seat to transport different children, unless the seat is unused for 7 days between children. There is no need to put a car seat into a clear plastic bag when returning it if it has not been soiled.
5. If a car seat has been soiled (i.e. vomit, urine, saliva, food, etc.), staff will put the used car seat in a clear plastic bag.
6. Staff will return the used car seat to the East End Hub by placing it in the Nepean Room on the designated table for used car seats.
7. Cleaning staff will collect the used car seats and will disinfect them prior to the Drive Desk staff bringing them back into inventory for redistribution.
8. Drive Desk staff will assign specific car seats to volunteer drivers for longer-term usage as volunteer drivers will be assigned to provide drives for one family only. Volunteer drivers should contact the drive desk if they have any particular car seat needs and the drive desk staff will attend the car to sort out the concerns.

Use of Car Seats During After Hours

1. Any staff that requires a car seat outside of regular business hours will have access to one agency van (white) which is equipped with clean car seats with two toddler seats that are already installed securely. Required extra car seats will be stored in the trunk space.
2. Staff that used the car seat will be responsible for identifying the seat that was used so that cleaning staff can disinfect it. This should be clearly described in the email noted in step 4 below.
3. If a car seat has been soiled (i.e. vomit, urine, saliva, food, etc.), staff will place the soiled car seat in a clear plastic bag (or cover the soiled car seat with a clear plastic bag if it is one that is already installed).
4. Staff must email Security, cc the AHS supervisor, and cc the drive desk to inform them when they have used the van, specifying which car seats were used, and if they removed a car seat. Staff need to clearly communicate in this email what items have been soiled or used.
5. AHS supervisor will ensure that any staff that had to use the van or remove a car seat have emailed Security and the drive desk to notify them.
6. Cleaning staff will retrieve any used or soiled car seats from the van to disinfect or thoroughly clean them prior to the Drive Desk staff bringing them back into the inventory for redistribution.
7. Drive desk staff will replace any of the "extra" car seats that were removed from the trunk of the white van by staff during After Hours (updating the inventory tracker) in the morning of the following business day.
8. Drive desk staff will ensure that the white van has two toddler seats pre-installed in the white van if one of those seats was removed for cleaning, updating the inventory tracker accordingly in the morning of the following business day.

Cleaning of the Car Seats

Disinfection of car seats is critical to mitigate the risk of transmission of COVID-19 from one child to the next.

The following cleaning protocol will be followed:

1. Staff who use a car seat to transport a child will return the car seat to either the East End or West End Hub so that it can be disinfected and brought back into inventory prior to redistribution.
2. Soiled car seats that are returned in a clear plastic bag for cleaning will be cleaned by cleaning staff, using the following procedure:
 - a. Cleaning staff to follow current PPE guidelines. Refer to the section titled *PPE*.
 - b. Remove all fabric parts of the car seat and wash in cold water with detergent, following manufacturing instructions.
 - c. Tumble dry on low heat until dry, following manufacturing instructions.
 - d. Clean all plastic and metal parts with disinfectant wipes.
 - e. Reassemble the car seat.
 - f. Place the clean car seat in the designated locked storage area for clean car seats.
 - g. Drive desk staff will retrieve clean car seats from the designated locked storage area to bring them back into inventory for redistribution.

Vehicle Cleaning Procedures, Safety Measures, and Agency Van Management

Regular Cleaning of Vans

1. Unnecessary items will not be stored in the vans (ie. books, movies, remote controls, headphones).
2. Passengers in the van should not be allowed to eat or drink in the van.
3. Anyone who drives a van is responsible for wiping down all high touch surfaces that may have been touched by anyone during the drive, as well as to remove garbage and other items.
4. Any Stow 'n Go seats not in use should be stowed in the floor.
5. Cleaning staff will ensure regular vacuuming of carpets and thorough interior cleaning of all hard surfaces, on a weekly basis or more often as needed.
6. Vans will be professionally quarterly (ie. TOPS) – includes shampoo and cleaning of all interior surfaces
7. Property Management may be able to support cleaning of the vans between use by different drivers, depending on time and nature of the request. Request for this service should be made via email to propertymanagement@casott.on.ca.

Coordination of Agency Van Usage

1. The Supervisor, Volunteer Services (or designate) will be responsible for assigning agency vans to each staff driver for primary use, and for coordinating requests by other staff who may require use of an agency van (i.e. for transportation of a large sibling group where other arrangements cannot be made).
2. The white van will be available for After Hours Staff (AHS) and on request through the Supervisor, Volunteer Services during regular office hours. (The key is located in lock box for all

staff access). Any staff that require access to a car seat outside of business hours should call the AHS supervisor for direction on how to retrieve a car seat from the white van.

3. Following use of the white van, staff must email Security, with a cc to the drive desk and their supervisor to inform them when they have used the van specifying what seats were used, and if they removed a car seat.
4. The supervisor will ensure that any staff that had to use the white van have emailed Security and the drive desk to notify them.
5. Cleaning staff will ensure the van is properly cleaned, depending on the details provided in the email by the AHS staff, in the morning of the following business day.
6. Designated staff will check the white van every morning to confirm appropriate car seat inventory in the van.

Seating with Safe Practices in Place

1. Upon arrival at the location of the pick-up, to reduce contact between the driver and the child, the caregiver will bring the children/youth to the vehicle and install them in their car seats if required. The driver will verify the car seat installation prior to each drive. There may be some situations where this is not feasible, and the driver will bring the child to/from the vehicle and install them in their car seat if required – driver discretion to be used.
2. When transporting any children, open the windows to facilitate fresh air flow.
3. When transporting a single child, use the middle-row seat furthest from the driver (behind front passenger seat).
4. When transporting two or more children, follow vehicle and car seat safety recommendations for the safest location according to car seat safety standards.
5. Staff drivers will sign out car seats as per above procedure for use on an as-needed basis.
6. The white van will be equipped with pre-installed car seats, which can be re-arranged if required by the staff who is using the white van.

Scheduling of Drives for Children

1. Drive clerks will take cleaning of vehicles into consideration when scheduling drives for children – for instance, the need to clean vans can be reduced by the same vehicle and driver transporting a child to and from a visit without other children using the van in the interim.
2. Volunteer drivers will be assigned to one family only, based on program requirements and location.

Personal Protective Equipment (PPE)

1. Each person in the vehicle should wear a mask for the duration of the drive. See the section titled “Transportation to Supervised Visits” in Appendix B for details regarding children and masks. Drivers (staff and volunteers) should wear disposable **medical grade** masks provided by CASO, rather than cloth masks.
2. The following supplies will be maintained in each agency van and will be provided in a kit to each volunteer driver: disinfectant spray, plastic bags for used car seats, disinfectant wipes, gloves, masks, hand sanitizer.
3. Each van will be equipped with garbage bags for disposal of PPE.

APPENDIX B: Supporting Visits Between Children and Their Families and How to Manage In-Person Contact in Any Location

Who is Responsible for Arranging In-Person Visits Between Children and their Family?

Supervisors overseeing families receiving protection services must determine how many children and youth on their team require in-person visits. For each case, the supervisors will ensure a meeting is convened with all stakeholders, (i.e. workers, caregivers, families) to develop the plan according to the criteria outlined below. If the attempts to arrange in-person visits are unsuccessful, the family worker will consult with the Access Committee. Staff supporting visits in the community should review the recommendations for managing visits at the East End Hub and incorporate the same principles when supporting visits elsewhere (i.e. screening, use of PPE, hand washing, physical distancing, what to do if someone gets ill, managing the visit space, transportation guidelines).

Where Should Visits be Occurring?

Arrangements for children and families to have visits with each other should be made with the location to be determined based on safety requirements. With respect to mitigating the risks of COVID-19, outdoors is safer than indoors; this leads to the preference for public parks (where washrooms have been opened for public use). Visits may occur indoors in public spaces or in family homes. The booking of rooms for visits at the East End Hub and West End Hub are managed by staff in the FVP program, through Outlook room bookings requests. Priority will be given to families being served by the Family Visitation Program. CASO is exploring options for alternate indoor locations to support family visiting. Please follow these recommendations regarding precautions to take with respect to handwashing, PPE, and cleaning of surfaces and items, regardless of the location of the visit.

Determining if a Referral to the Family Visitation Program is Required

Ideally, children and families can visit each other in their homes or community locations with the support of members of their network whenever possible. In some situations, the assistance of the Family Visitation Program is required.

1. Assess for child safety concerns considering the following questions to be addressed:
 - a. What you would be worried about if the child(ren) were to be alone with the parent(s) for a specified length of time?
 - b. Is there a length of time for which you would not have safety concerns? If so, what would that be?
 - c. Who has been involved in the support network and is anyone able to provide support in facilitating the visits for the family (through transportation or supportive supervision)?
 - d. Is there a need for transportation of the child and/or the parents?
2. The child's caregivers should transport the child to minimize the number of people involved in having contact.
 - a. If the caregiver is unable to transport due to a need to use public transit, who in the network will support with transportation needs?
 - b. If staff will be involved in facilitating the contact, will staff have a role in supporting the transportation of the child and/or parents?
3. Is there an identified worker safety concern? If so:
 - a. Is there a documented worker safety plan that came out of a worker safety meeting?

- b. What location was advised to address the worker safety concerns?
 - c. Could a different location be considered (in which case another safety meeting is required)?
 - d. Did the network support meeting result in a recommendation regarding the location of the in-person meeting, considering the areas of concern identified above?
 - e. Were outdoor locations considered first, recognizing the reduced risk of Covid-19 transmission when outside?
4. What is the plan for testing the child protection safety plan during in-person contacts and what impact does the location of the in-person visit have on this opportunity to test the safety plan?

Who Will Ask the Screening Questions of Visit Participants?

All visit participants will need to complete the COVID-19 self-assessment using the tool at <https://covid-19.ontario.ca/self-assessment/>.

Staff who will be supervising the visit will contact the participants the day before to confirm all have completed the self-assessment questions online and can proceed with the visit, and again before the visit commences on the day of the visit; (for those who are attending a visit at the East End hub, the screening on the day of the visit will be completed upon arrival at the building by the Security staff). If a participant was unable to review the questions online, staff will assist by reviewing the current questions from the online tool with the family member to ensure all participants are cleared to attend in person.

Expectations for all Participants Attending FVP Visits at the East End Hub & West End Hub

The safety of everyone attending visits at either the East or West End Hubs is of paramount consideration. All participants must agree to follow the visit recommendations and steps put into place to ensure participants' safety. Anyone who does not follow the recommendations may not be offered the opportunity for further participation in visits.

Visit participation is limited to immediate family, or extended family and network members, based on clinical reasons and pre-approval prior to the visit to a maximum of **5** participants in total. Visitors who have not been pre-approved will not be able to join the visit.

All participants will have reviewed these Guidelines which demonstrate ways to help stop the spread of COVID-19 before they participate in visits.

All visits will be either **60** minutes or **90** minutes long to minimize risk to all participants. No extensions to visits will occur unless **manager** approval has been received.

PPE (Personal Protective Equipment)

All visit participants and supervising staff will be required to wear masks unless they fall into the following categories:

- A child under the age of 2;
- Discretion is to be used for mask usage for children over the age of 2. Children should only wear a mask if they are able to keep it on for the duration of the visit;
- A child with autism or significant developmental delays;

- Their physician has recommended against it for medical reasons (i.e. severe asthma).

Participants may use their own home-made cloth masks; if they do not have their own mask, a mask will be provided by CASO. Staff involved in the visits or transportation are to use disposable medical grade masks provided by CASO. On request, CASO will provide gloves and/or gowns. Upon completion of visits all disposable masks and other PPE must be discarded in the designated garbage bins that are located near the exit doors of the FVP area. Staff who cannot maintain at least 2 metres distance when providing service must wear a face shield or goggles.

Masks and gloves are to be worn when cleaning items such as toys. Follow the manufacturer's instructions when disinfecting car seats with the disinfectant spray.

Handwashing

When entering the East End or West End Hub, and again prior to entering the visit area, all participants will sanitize their hands. Posters on how to properly sanitize your hands have been posted at all sanitizing stations. Anytime a participant leaves or re-enters the visit room they must re-sanitize their hands. Children will be reminded by adult participants to sanitize their hands.

Should participants exit the visit area to continue their visit outside they must sanitize their hands both when exiting and entering the FVP area.

Hand sanitizer stations have been placed at the entrance of the hubs, the visit area entrance, and in every visit room. Sanitizing wipes are available in the visit rooms for anything that requires handling.

Physical Distancing

Participants must remain in their designated room during their visit unless approved by the staff who is supervising the visit. Prior to leaving the room the staff will ensure there are no other person(s) in the common hallway areas of the visit area.

Physical distancing is strongly encouraged, meaning that all participants who do not live together should stay 2 meters apart during every visit. Kissing or sharing drinks is not recommended.

Anyone who needs to hold a baby should wear a mask and should place a clean receiving blanket between the baby and themselves (or wear a disposable gown).

What to do if Someone Becomes Ill During Visits

Should an adult/youth become unwell during a visit, the visit will be ended, with the sick person being separated where possible. Staff will continue to monitor them, using full PPE tool (gown, gloves, mask and face shield or goggles), and aid as required while arrangements are being made to have the person transported home. Notification to the FVP program supervisor for support and guidance is suggested. If the ill person is an adult, CASO will provide taxi fare so they can avoid using public transit and will advise them to contact their primary care provider or Telehealth (1-866-797-0000) and to self-isolate when they arrive home. Anyone who is in close contact with the ill person should self-isolate as per the Ontario Self-Screening Assessment tool results (<https://covid-19.ontario.ca/self-assessment>).

If the ill person develops serious symptoms, staff will call 911 to transport them to the hospital. Following the person's departure, all surfaces that they have touched will be cleaned and disinfected.

Visit Area Recommendations:

FAMILY VISITATION ROOMS

- Rooms are assigned according to the number of participants per visit to facilitate appropriate physical distancing.
- Minimum furniture is available in each room; any items brought into the room for the visit (i.e. highchair; toys) will remain in the room and will not be removed for the duration of the visit.
- At the beginning of any visit, supervising staff will turn the sign on the door of the room from “Clean” to “Unclean”.
- When a room has been cleaned, the cleaner will turn the sign on the door of the room from “Unclean” to “Clean”.
- East End Hub:
 - Only group rooms A & B, the observation room, the FVP Headstart room (Nursery room), and room G will be used on a staggered time schedule maintained by staff.
 - Only 4 rooms may be used simultaneously at any point during the day. The FVP Headstart Room usage does not count towards the total of 4 rooms in use at one time. Only one observation room may be used at a time. Booking to be requested through Outlook and approved by FVP staff.
 - An area is set up with a desk and chair near the door for the staff that is supervising the visit.
 - Following any visit the supervising staff will contact the security guards so they can dispatch the cleaning staff. The room used will remain vacant for a minimum of 30 minutes to allow for proper cleaning and sanitizing.
 - The small play area that is attached to the Headstart classroom has been prepared for booking through the FVP program supervisors for single family use for their visit. People using this space should sanitize their hands before entering the playground, and after leaving the playground, and should wear masks during their visit. Requests to use this outdoor space should be made through the Outlook room booking process; this space is called “FVP Headstart Playground” in Outlook.
- West End Hub:
 - There are two visit rooms that will be available to support for one visit per room per day (Kanata Visit Room 1 and Kanata Visit Room 2). Booking to be requested through Outlook and approved by FVP staff.
 - ⊖ Following any visit, the supervising staff will contact the FVP program supervisors to advise the room has been used, to ensure no reassignment.
 - The rooms will be cleaned at the end of the day by cleaning staff.

COMMON HALLWAY

- In order to ensure physical distancing is maintained staff will monitor the hallway areas to ensure that when their clients need to leave the visit room or use the washroom that there isn't anyone else in the hallway.

FOOD AND WATER

- Caregivers of the children/youth will provide snack foods for their visits. Participants may bring small packaged snacks (nut free) for themselves, ensuring they have packaging that can be easily wiped down and discarded. If the visit is scheduled during a mealtime, participants may bring a pre-packaged meal for themselves and the child(ren), if it can be easily wiped down and the packaging can be easily discarded (a microwave will be made available for use as needed). CASO will provide disposable plates and utensils for use by all participants. Staff and participants will need to discuss how to ensure safe handling and serving of food during the visit in order to minimize the risks of COVID-19 exposure and cross-contamination. Families that wish to bring food that was prepared at home should discuss this in advance with the staff to discuss how this will be managed in keeping with safe practices. Bottle warmers will be placed in the rooms when/where required.

TOYS

- CASO will provide toys preselected by staff to accompany the family in the visit. The used toys will stay in the visit room to be disinfected by the cleaner. The cleaner will then return the cleaned toys to visit room C at the East End Hub (which is being used for the storage of FVP supplies) and to the Observation room at the West End Hub. No personal toys will be stored for participants in between visits by CASO staff. At this time, participants should not bring toys for the visits.

WASHROOMS

- Diaper change will take place in the visit room – one floor mat will be available per visit room. Staff supervising the visit will ensure that the floor mat is cleaned following use.

EAST END HUB:

- Children/youth may use one of the two washrooms that will be labelled A & B in the FVP area during the visit. A sign on the door will indicate if the washroom is clean. When visits occur in the Headstart Room, children may use the washroom in the Headstart hallway. Adults may assist children/youth in using the washroom. Handwashing must occur following use. When leaving the washroom, the person who used it (or the person helping them) will turn the sign from “clean” to “unclean”. Staff will notify the security guard of the need to sanitize the washroom and they will dispatch the cleaning staff.
- All adult participants will use the washrooms in the lobby area for any personal use. When leaving the washroom, the person who used it will turn the sign from “clean” to “unclean” and will ensure the security guard is informed that they used it so that the cleaning staff are dispatched to clean the washroom.

WEST END HUB:

- Children/youth and visitors may use the public washroom in the public hallway near the visitation rooms. Adults may assist children/youth in using the washroom. Handwashing must occur following use. When leaving the washroom, the person who used it (or the person helping them) will disinfect hard touch surfaces with disinfectant wipes.

STAFF OBSERVATION ROOM

- Only one chair is placed in the staff observation room. Staff will use their own personal headsets/earphones. No items will be stored or left in this room by anyone.
- East End Hub: Staff must inform the security guard when they are finished using the room so that a cleaner can be dispatched to clean the room before the next person uses the room.
- West End Hub: Staff must wipe down the chair and common areas prior to and after use. Cleaner will sanitize the room at the end of the day.

Transportation to Supervised Visits

To minimize the risk of cross contamination CASO recommends that immediate caregivers provide transportation of children to and from the visits. Where this is not possible due to the need to use public transportation, staff drivers (or volunteer drivers) or staff who are supervising the visit will provide transportation to and from the visit.

Upon arrival at the location of the pick-up, to reduce contact between the driver and the child, the caregiver will bring the children/youth to the vehicle and install them in their car seats if required. The driver will verify the car seat installation prior to each drive. There may be some situations where this is not feasible, and the driver will bring the child to/from the vehicle and install them in their car seat if required – driver discretion to be used.

Upon arrival at the location of the visit (East or West End Hub, family home, or other) the children/youth will remain in the vehicle with an adult until they are met and screened by the staff who is supervising the visit. The children/youth will be brought directly into the visit area once this is completed. Where visits are held at the East End Hub or West End Hub, no children/youth will wait inside the building.

It is recommended in situations where the care provider is not transporting the child/youth that everyone should wear a mask, unless:

- A child under the age of 2;
- Discretion is to be used for mask usage for children over the age of 2. Children should only wear a mask if they are able to keep it on the duration of the visit;
- A child with autism or significant developmental delays;
- Their physician has recommended against it for medical reasons (i.e. severe asthma).

Where possible the windows should be opened slightly to provide fresh air circulation.

Vehicles should be disinfected following transportation with cleaning products and PPE as per the specific guidelines in *Appendix A: Vehicle Safety Recommendations*. This document also outlines the procedure for ensuring that car seats are properly cleaned between uses.

Supervised Visits or Other In-Person Contact in Family Home or Other Location

Prior to conducting a supervised visit (or in-person meeting) that will be occurring in a location other than the East End Hub, the staff who will be supervising the visit or attending the home should contact the family one business day prior to the visit to confirm they have self-screened using the online tool at <https://covid-19.ontario.ca/self-assessment/> (or assist them with this self-screening as appropriate) and will ask them again on the day of the visit prior to proceeding. When selecting a location for the visit,

consider how the participants will be able to access washroom facilities; many community parks and public spaces provide public access to washrooms.

IF THE VISITS PROCEEDS

- Arrangements should be made in advance or prior to entering a home to have pets secured as they may be uneasy if approached by someone in a mask;
- Wash or Sanitize hands prior to entering the home or alternate location;
- Wear a mask (PPE) (follow proper donning and doffing of PPE), whether indoors or outdoors;
- You may choose to wear a gown over your clothing if there are small children who may not be able to maintain physical distance of 2 metres.
- Limit the personal belongings you bring into the home;
- Do not shake hands or make physical contact;
- Use your own computer, phone or other devices;
- Limit touching of your face;
- Maintain physical distancing throughout the visit;
- Minimize any contact with any surfaces in the home;
- Do not share any beverages or food.

UPON EXITING THE VISIT

- Immediately sanitize any personal belongings you took into the home or alternate location;
- Discard any PPEs into a separate garbage bag in your vehicle (preferably your trunk);
- Immediately sanitize your hands and follow the recommended hand hygiene protocols;
- Wear a gown over your clothes or change your clothes if you experienced close contact with a child or feel your clothing became soiled;
- Wash your clothes and take a shower when you get home.

APPENDIX C: Staff and Volunteer Access to and Use of Office Sites

In our return to operations during the pandemic, we are exploring ways to support business activities that are difficult to do in offsite locations. The primary focus is to find ways to maintain a small group of staff members onsite to perform the work that is required, and to provide service to staff members who perform work offsite. This is to manage the ongoing risk of transmission of COVID-19, which has not changed despite the phased approach to re-opening of businesses across the country. We are mindful of the ever-increasing rise of COVID positive cases across the country as a result of the reopening of businesses.

Please note that our offices are still not open for regular business. Members of the community who require in-person contact with staff of the CASO should contact their worker or call the main line at 613-747-7800 to connect with the appropriate person to discuss their needs. Staff who may be onsite at our West-End Hub will not respond to members of the community who may wish to drop by the office.

Contributing Factors:

Factors that contribute to the approach we are taking include:

1. If any person reports that they have symptoms or have come in close contact with someone who has symptoms, we take steps to ensure others they may have been in close contact with are taking precautions to self-isolate and restrict their potential contact with others.
2. If any person reports that they or someone they have been in contact with has tested positive for COVID-19, we must be able to provide detailed information to Public Health regarding everyone with whom they may have had close contact. Public Health then works with CASO to manage the contact tracing.
3. Some staff must work onsite to perform their duties. Their risk of contracting the virus is lower if there are fewer people coming and going from indoor spaces.
4. Property management activities to prepare the sites for increased numbers of staff are significant: determining traffic flows for every site/location/purpose and installing signage; increased cleaning protocols for every area that is accessed; regular updates of property management protocols with changing public health recommendations; etc.
5. Building access management is required for specific requests.
6. Support staff activities to support increased numbers of staff onsite are significant: preparation of fully functional workstations; onsite equipment maintenance; development of new processes to support new ways of doing business.

Building Access:

Volunteers or foster parents who are providing transportation may access the public washrooms at the East End Hub through the front reception area. If volunteer drivers require a replacement car seat or PPE replenishments, please contact the drive desk at ex. 2555 and a drive clerk will bring the required items to your car at the East End Hub.

Staff may enter either the East End Hub: 1602 Telesat, Gloucester or the West End Hub: 150 Katimavik Rd, Kanata at anytime, Monday to Friday (7am – 7pm) without an appointment, for the following reasons:

1. Washrooms
2. PPE

3. Pickup of prepared documents/ clothing donation bags
4. Drop off documents/ items
5. Pickup car seat that was pre-ordered or drop off car seat for return
6. Shredding
7. Access to make use of a Self-Serve photocopier/scanning/printing machine (East End Hub: Nepean room)/ West End Hub: near the Bookable Workstation #1).
8. Use of a bookable workstation
9. SUSPENDED DURING GREY STAGE: Brief access to personal workstation for the purpose of picking up items (please do not remain at your workstation to work but reserve a bookable workstation if you need to stay for any reason to work at your computer).
10. Meet with IS Help desk technician (pre-booked appointment with IS technician)

Being COVID Safe – even while on your lunch or during breaks

If you are working at the office or are out in the community during your lunch or breaks, please ensure that you are continuing to follow public health guidelines.

- Consider eating at your desk. If you are in an area with other employees, consider booking a workstation so that you can be in a separate area where you are able to ensure physical distancing.
- Ensure you are wearing your mask to get to your lunch/break area and that you are putting your mask back on immediately following your lunch and prior to entering any other common area.
- Ensure you are properly washing your hands before and after your meal.
- If you are using a bookable workstation or your own workstation, please ensure that you are frequently cleaning and disinfecting your high touch areas.
- If you are out on a smoke break ensure you are maintaining physical distancing requirements and that you are washing your hands upon exiting and prior to returning to your vehicle, home or office.

Bookable workstations:

Staff may reserve a bookable workstation at either the East End or West End Hub through Outlook. 6 workstations are available at the East End Hub on the 3rd floor, in individual offices around the perimeter of the building with signage to show their locations. 4 workstations are available at the West End Hub. These are intended to support staff who are meeting with children and families in the community and who may need to stop in between appointments to capture notes between visits, take a lunch break, etc. These are not intended to provide staff with a location to work for an entire day or to perform administrative duties. Staff requiring admin supports should contact their administrative assistant to request support. Additional workstations will be made available if online bookings demonstrate the need.

Onsite Bookable Meeting Rooms:

East End Hub: Front Lobby meeting rooms continue to be available through the Outlook room booking system. (Maximum participants are indicated for different sized rooms).

West End Hub: The Kanata Large Meeting Room is available through the Outlook room booking system (maximum 6 participants). Only one meeting per day will be allowed. The room will be cleaned in the evening by the night cleaners.

Staff who are required to meet with members of the community and cannot do so in a safer, outside location, may book one of the four available meeting rooms in the front reception area of the main floor at the East End Hub, or the Large Kanata meeting room at the West End Hub, through Outlook. If the meeting room is not large enough to accommodate the number of attendees, staff should email propertymanagement@casott.on.ca to make a request for a larger meeting room (maximum 10 attendees).

Requesting Building Access for Other Reasons

Staff should email propertymanagement@casott.on.ca to request a large meeting room for client meetings that cannot be accommodated in the lobby meeting rooms, with a maximum of 10 participants, or with other special requests. Include in your email the reason for your request and the requested date/time, with as much advanced planning as possible (at least one business day in advance is required). Depending on the nature of the request, senior leadership approval may be required.

Administrative Supports Onsite:

All staff should seek administrative support as per usual from your identified administrative assistant (AA), who will assist in navigating to the correct service area if required. Centralized supports are available through request at [Submit New On-Site Administrative Support Request](#) for onsite supports such as printing/scanning/faxing, clothing depot collection.

Labelled items that are prepared for staff pickup will be left at the East End hub in the Nepean Room on designated tables, and at the West End hub in a bin beside the PPE cart. Please do not enter the front lobby area to ask for these items before checking for them on the designated tables first.

Car Seat management:

Staff may sign-out or return car seats to either location, during specified hours as listed below:

East Hub – Drive Desk staff are onsite Monday to Friday 8:30 – 4:30 to manage car seat sign out as noted in Appendix A.

West Hub – Admin supports are onsite at the West End Hub Mondays to Fridays from 1:00 – 4:30pm to manage car seat sign out as noted in Appendix A. This is not guaranteed but is usually available.

Onsite Traffic Flow:

Please see the diagrams below to learn about where staff should enter and exit both sites. Please note that staff access at the West End Hub has been changed to the side entrance. Staff that are accompanying children and families to have an indoor visit at the West End Hub will greet the children and families outside at the main entrance, and when all participants for the visit have arrived, staff will bring everyone into Visit Room 1 or Visit Room 2 to have the visit (having pre-booked the room through Outlook).

COVID-19 Safety Measures in the Buildings:

Staff should wear a medical grade mask when indoors, except when located alone at a workstation. Staff must wear a face shield/ goggles if providing in-person service where 2 metres cannot be maintained (except when driving).

All staff should wipe down the desk/keyboard/phone/headset before and after using the space. This applies to staff who are onsite regularly as well as those who are occasionally attending the office – there is a possibility that someone else may have used the desk/workspace. Staff should use their own laptop and mouse.

Containers of wipes are available in each kitchenette and may be provided on request through Property Management (email: propertymanagement@casott.on.ca).

Staff should wash hands frequently and maintain vigilance when touching high-touch surfaces in kitchenettes, washrooms, and other common areas.

Follow all signage regarding traffic flow, elevator and bathroom use, and other.

Onsite staff meeting with each other:

Staff who have been granted access to work onsite should refrain from meeting with each other in small spaces. If you must meet in person, choose to do so in larger bookable meeting rooms on request through Property Management (email: propertymanagement@casott.on.ca). Booking them in this manner ensures appropriate cleaning protocols are put in place following your meeting.

Clothing Donations

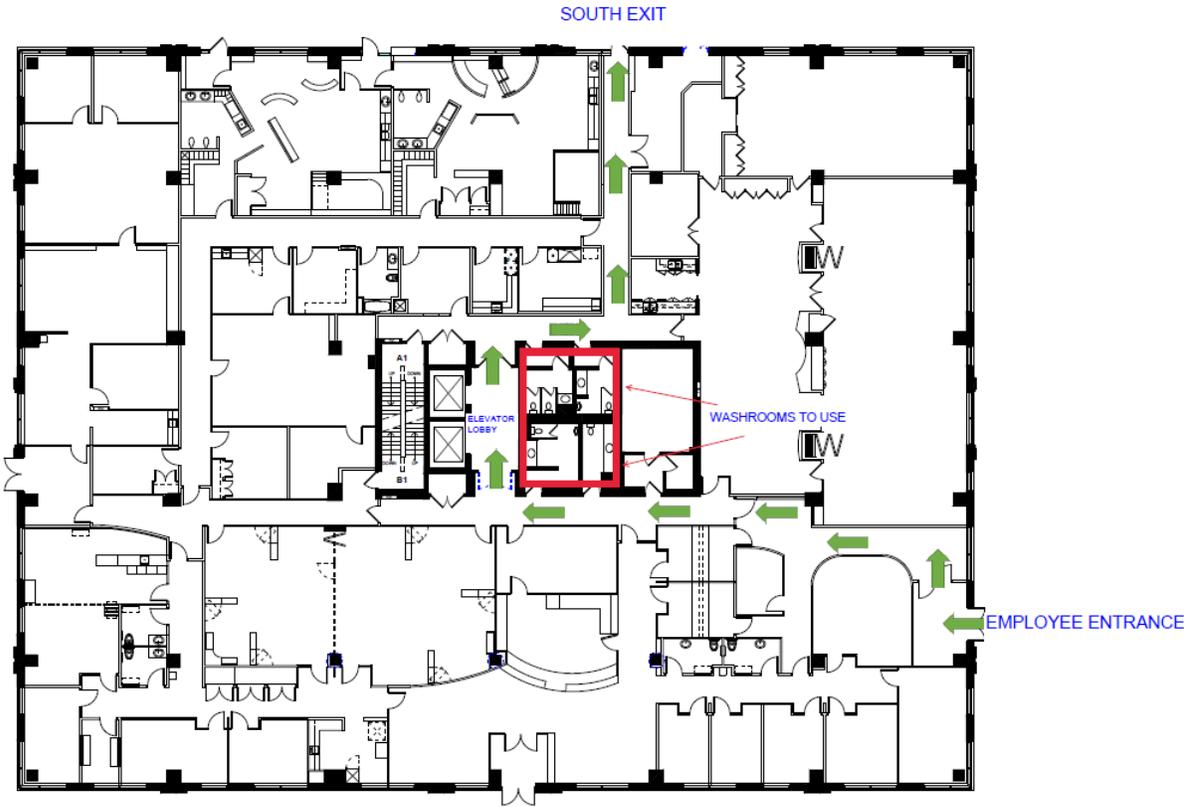
CASO is currently not accepting donations of clothing, toys or books from the community. CASO has a partnership with Boomerang Kids to receive donated goods for redistribution to children and families. Donated goods are sorted and left for 7 days prior to redistribution to children and families. Staff who are handling donated goods are reminded to wash hands before and after handling items, and to wear gloves if desired.

Entry and Exit Locations for East End and West End Hubs:

East End Hub (1602 Telesat Ct, Gloucester, ON):



East End Hub Traffic Flow Diagram:



West End Hub (150 Katimavik Rd, Kanata, ON):

Children's Aid Society of Ottawa - 150 Katimavik

