

# Family Services of the North Shore Safety Plan



June 22, 2020

Family Services of the North Shore is committed to the health and safety of our clients and is working to ensure we have the right plan in place to support a safe environment for our staff, volunteers, clients, and visitors.

During Covid-19 we have remained open to support our community by operating in a virtual manner. Now that we are in Phase 2 of BC's Restart Plan, we are gradually starting to welcome in-person interactions, with plans being created specifically and uniquely to meet the needs of each program.

Through the various ways we reach out to all our community through counselling, support, education, and volunteer engagement opportunities we ask that all staff, volunteers, and clients read and follow the guidelines below.

## WHAT FAMILY SERVICES OF THE NORTH SHORE IS DOING:

### Reduced capacity and scheduled planning

- There are set maximum occupancy capacities for each of our facilities and meeting rooms.

### Cleaning Procedures

- We are cleaning all our facilities daily and high touch areas are wiped down after every use.
- Helpful cleaning information is posted in each area.
- Cleaning wipes and hand sanitizer are available in each area for ease of access.

### Protection of Staff, Volunteers and Clients

- All staff and volunteers have been provided with additional health, safety and personal hygiene training prior to working.
- Staff meeting clients in the community are required to wear a mask or visor when interacting with clients.
- Clients meeting with counsellors in the community will be provided with PPE (masks, gloves, and hand sanitizer).
- Client participation in any of our programs is voluntary and clients are welcome to decline service at any point.

## WHAT WE NEED FROM YOU:

### Your Health

- Please use the [BCCDC Self-Assessment](#) before you arrive at a Family Services of the North Shore facility.
- Please stay home:
  - If you are sick or have symptoms of COVID-19; follow the guidelines of the BCCDC Self-Assessment and stay safe.
  - If you have been given direction by a provincial health officer to self-isolate; follow those instructions.
  - If you have arrived from outside of Canada or have had contact with a confirmed COVID-19 case, self-isolate for a minimum of 14 days and monitor for symptoms.

### In-Person Safety

- Please wash your hands and / or use hand sanitizer. We have hand sanitizer available to keep everyone visiting safe.
- If you wish to wear personal protective equipment (masks / gloves) you are welcome to do so. We have additional equipment if you need it.
- Maintain 2 metres (6 feet) or more distance at all times.
- Adhere to the maximum occupancy signs in each location or meet outside if possible.

Thank you for reviewing this plan. We look forward to seeing you at the Agency in the future.