

FSNS Safety Plan

June 22, 2020

Updated: November 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 (in a reduced capacity) to support our community by operating in a virtual manner. Now that we are in Phase 2 of BC's Restart Plan, we are slowly starting to welcome in-person interactions.

Through the various ways we reach out to all of 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 capacities for each of our facilities and meeting rooms.

Cleaning Procedures

- We are cleaning all our facilities regularly and high touch areas are wiped down frequently.
- 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 and Volunteers

- Plexiglass barriers are installed around reception areas.
- All staff and volunteers have been provided with additional health, safety and personal hygiene training prior to working.
- Staff and volunteers are required to wear a mask or visor when interacting with clients.
- Signage has been increased to emphasise social distancing.

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.
- All clients, staff members, volunteers and visitors will need to complete a health questionnaire each day either electronically or on paper when they attend a facility.
- Please stay home if:
 - If you are sick or have symptoms of COVID-19 please stay home, 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.
- All staff, volunteers, visitors and clients are required to wear a mask while attending an Agency facility unless they are in an enclosed office by themselves, talking on the phone or eating etc. This includes both indoors and at outdoor programs. Masks and gloves are available at each facility.
- Maintain 2 metres (6 feet) or more distance between people at all times.
- Adhere to the maximum occupancy signs in each location or meet outside if possible.