

COVID Protocols – Active and in Place until Further Notice

In keeping with the mission and vision of the Mark Preece Family House it is our goal to re-open with effective protective measures in place to ensure, to the best of our ability, the safety of staff, volunteers and families in the COVID environment. We will take a gradual phased approach and follow public health safety and disinfecting protocols and standards.

We are demonstrating just how much we care by taking care!

Preliminary Phase

Prior to reopening, hazards and risks will be assessed and controls put in place to ensure staff, volunteer and guest safety:

What are the tasks we can minimize or eliminate?

- Minimize physical contact – maintain 6-foot distance
- Minimize staff contact with each other – maintain 6-foot distance
- Eliminate contact greetings such as handshakes and hugs
- Minimize cash payments (using an envelope and hold 48 hours as required)
- Minimize volunteers
- Minimize congregating in common areas such as the Community Kitchen and Family Room
- Reduced occupancy per provincial guidelines
- Common Areas and shared space is limited per provincial guidelines

What are the best practices to reduce/eliminate the spread of COVID-19?

- Recognize how COVID-19 is spread and what the symptoms are and **assess** the steps you can take to **reduce the spread of infection**
- Maintain **6-foot physical distancing**
- **Frequent Handwashing & Mask-wearing**

CONTROLS

1. **Contactless Door Opening** – this can be achieved by “unlocking” the front door through the computer and placing distancing markers at the front door.
2. Newly installed **security cameras** allow front desk staff to see who is at the door, as well as throughout the House at night. Viewing available on mobile phones, and by HHS security.
3. Manage arrival of *all* families to the House – healthcare referral, pre-registration and a **pre-scheduled in-person Intake appointment is required**. No drop-ins or visitors permitted.
4. **Clear communication of COVID House protocol distributed to all stakeholders** – healthcare referral providers, volunteers, staff and client families. Pre-registered client families will be

COVID Protocols – Active and in Place until Further Notice

emailed with expectations and house protocol as well as a Health & Safety Screener to be printed, signed and submitted upon arrival at the House.

5. **Contactless Greeting** – we will use our wireless phone/intercom system to communicate with anyone at the front door. Pre-booked client families will be asked to wear a mask and be welcomed in (extra masks are available at the front desk protected by plexiglass barriers). They will also be asked to present (or sign a new) Health & Safety Screener, to be scanned and kept in the client file. The FSC will thoroughly review all protocols during the Intake session.
6. **“Plexiglass Cough and Sneeze” barriers** have been installed at the front desk, between the reception area and hallway. Interactions with families will be dedicated to each end of the reception area with registration (*one person only with others remaining in front room*) at the east counter; with door opening and payment processing at west counter. Staff will enter or exit reception area from appropriate side eliminating cross over.
7. **Employees and Guests will:**
 - Show proof of full vaccination and or provide a negative Covid Test weekly
 - Wear a mask at all times in public spaces
 - Wash hands frequently throughout the day
 - Follow all health & safety protocols of the MPFH at all times
 - If sick, stay away from the House
 - If you become ill, report it immediately
 - If you come into contact with anyone exposed to COVID, report it immediately
 - Practice all health and safety protocols when at the Mark Preece House
 - Speak to Us if you have any questions
 - For more information click the link below:
<https://www.hamilton.ca/sites/default/files/media/browser/2020-07-31/covid19-workplace-outbreak-guidelines.pdf>
8. **Hand-washing station** with anti-viral soap will be provided in the Family Room for families and employees;
9. All frequently accessed areas and touch points will receive **thorough and frequent disinfecting** by all staff as well as Housekeeping;

COVID Protocols – Active and in Place until Further Notice

10. Fans will be set to run continuously on the **HVAC system to increase airflow** and reduce contaminant build up (*check with HVAC company to ensure we're using appropriate filters*)
11. No drop-ins or unregistered families or visitors permitted
12. No airbeds
13. Time, type and distance triaging in full effect to prioritize room designation and turnover
14. Community Kitchen Open with restrictions
15. Congregate Areas (Eating Area and Front Family Room restrictions)
16. Designated Eating Area restricted to two families at a time with sign-up at Family Service Desk
17. **Housekeeping** staff will:
 - don a new set of gloves for cleaning each room and will hand wash between each pair of gloves
 - wear a mask while cleaning when in guest rooms or common areas
 - ventilate rooms for 48-hours in between full room cleaning for new guest
 - clean bathrooms every 2nd day when room is occupied
 - ensure the sanitization of all hard surfaces in a room
 - launder all items using the hottest water possible
 - disinfect surfaces like elevator buttons, door handles, phones, electronics, bedside tables, television remotes, light switches and other common touch-points more frequently
 - remove shared items such as pens and paper from rooms
 - disinfect used guest room hard keys with peroxide disinfectant
18. Secure garbage receptacles will be provided to ensure safe discarding of masks, gloves and wipes.