



## COVID-19 Safety Plan

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**Business Name:** North York Rehabilitation Centre Corp.

**Date Completed:** June 16, 2020, Revised October 2, 2020

**Date Re-Distributed:** October 9, 2020

**Developed By:** NYRC Health and Safety Committee

To help ensure that NYRC and its assessors are ready to conduct independent medical assessment services, NYRC has developed a COVID-19 safety plan (see attached). NYRC continues to monitor the impact and scope of COVID-19 in the communities that we service and continues to adapt and modify our response as required. Close communication between NYRC and our valued clients and assessors ensures that guidelines, requirements and expectations are aligned with the activities of NYRC. This Safety Plan is reviewed and updated monthly and as needed.

Use of all telehealth modalities is encouraged when appropriate. Many healthcare regulatory colleges in Ontario have created guidelines for the use and applicability of telehealth modalities for their members, which they must follow. However, when telehealth modalities cannot be used, the following guidelines should be considered when resuming in-person IME services for individuals across Ontario.

### **Workplace Considerations:**

NYRC has taken appropriate action to reduce the risk of COVID-19 exposure and transmission within our workplace. Physical restrictions are in place and are monitored to maintain social distancing.

Resources at NYRC, including Personal Protective Equipment (PPE), are managed in a way that clearly demonstrates that priority will always be given to supporting the ongoing pandemic response. Following the recommendations of public health officials, PPE is available and utilized as deemed clinically appropriate in instances where social distancing measures are difficult or unable to be maintained. This may include items such as masks, gloves, face shields and disposable gowns as appropriate or required. The use of PPE is applicable to all staff, independent healthcare assessors and all visitors to our facilities.

All staff, including independent healthcare assessors, are screened routinely for symptoms of COVID-19. Employees must also review/acknowledge a COVID-19 screening questionnaire upon arrival to the office. If found to be symptomatic, they are recommended to be tested and recommended to quarantine in accordance with provincial guidelines. Every effort is being made to have proper physical distancing amongst staff, consistent with recommendations of public health officials.

Increased cleaning and maintenance practices are in place to ensure NYRC meets the highest sanitary standards. This includes increasing the frequency of cleaning in our office suites at NYRC, and in the shared office tower, including the cleaning of all public access areas with high-grade cleaning solutions. Disposable disinfecting wipes are also available throughout the office, including at points of care (i.e. assessment rooms) for the immediate cleaning of high-touch surfaces such as door handles, examination tables and desks after each use.

NYRC has hand sanitizing stations readily available with signage within our facilities requesting their utilization. Hand sanitizer is also available where a sink is not in close proximity for regular hand washing. Where sinks are available

within NYRC's facilities, proper hand washing instructions are posted to encourage people to wash their hands (e.g., 20 seconds) with soap and water.

Appropriate social/physical distancing should be maintained wherever possible. It is recommended that seating capacity in waiting areas be reduced to ensure that appropriate social distancing can be maintained. NYRC has taken these measures within its facilities.

### **Assessment Measures Being Taken**

Reducing the number of assessments taking place per day.

Increasing the time between assessments to allow for appropriate cleaning and to reduce the number of individuals present at any one time.

In this respect, we are communicating with referral sources and examinees that, where possible, only the individual being assessed should be attending the appointment and that family members only attend when necessary to ensure the safety of the examinee. For the purpose of limiting physical contact, virtual interpretation services may be considered where the opportunity presents itself.

### **Health Screening**

All individuals attending for an in-person assessment are screened for symptoms of COVID-19 via telephone within 72 hours of their scheduled assessment. The screen will be repeated on arrival at NYRC. In addition, all independent healthcare assessors and individuals providing in-person services (transportation drivers, chaperones, interpreters, and readers) are screened prior to providing any services. Individuals with a positive screen result are asked to reschedule the assessment. Additional screening measures, including temperature taken via non-contact thermometer, are considered where feasible. Individuals showing signs of fever or having failed their screening are not to be permitted entry to NYRC facilities and will be recommended to contact their physician or Department of Health.

Employee screening is also completed daily upon arrival.

### **Signage**

NYRC has placed signage at the entrances to all of its facilities regarding the reporting of symptoms, contact with potential or confirmed cases, and/or recent travel. Additional signage is also placed throughout the facility with reminders for hand washing and good respiratory etiquette.

NYRC continues to monitor the state of COVID-19 in the regions we serve and is prepared to suspend operations if deemed necessary by local authorities.

### **Summary Guidelines:**

Below are guidelines from NYRC for In-Person assessments

- Clearly posted infection prevention and control procedures
- Alcohol-based hand rubs (60% +) available at the clinic entrance, reception and waiting areas, in all assessment and shared spaces (including meeting rooms) and throughout the staff offices
- Waiting area seating is distanced to maintain the 6 ft apart recommendation
- Plexiglas barriers have been installed at front reception to limit exposure
- Removal of all non-essential items in the reception area (magazines, watercooler and flyers etc.)
- Spray down all reception surfaces with disinfectant spray after each examinee

- Assessment room cleaning protocol includes all high touch surfaces such as door handles (inside and out), light switch, tables, chairs, examination table, assessment tools and phone if applicable, following instructions on the label of the sanitizing wipes
- Sanitization of pens and clipboards after each use using disinfectant wipes
- All exam rooms emptied of all but the bare minimum equipment (e.g. exam table, BP cuff)
- All examinees are encouraged to come alone and to bring their own PPE
- Tablets/virtual devices are available for use for interview purposes, to minimize the amount of in-person assessment time and disinfected after each use using disinfectant wipes
- Protocols distributed to all assessors prior to each assessment and available at front reception if requested

**PPE Requirement guidelines are below:**

<b>PPE Requirements</b>	<b>Mask</b>	<b>Gloves</b>	<b>Face Shield</b>
Reception	Mandatory	Recommended – Mandatory when sanitizing	Optional
Assessors	Mandatory	Mandatory	Optional
Examinee	Mandatory	Recommended	Optional
Employee	Mandatory in Clinic/Treatment areas	Optional	Optional
Interpreter/Chaperone	Mandatory	Mandatory	Optional

\*\* NYRC is able to supply employees, assessors and examinees with PPE (if needed) at the NYRC Office. Training has been provided to staff regarding proper application of PPE and hygiene procedures.

**Protocols Specific to the NYRC Office**

***Reception Area:***

- Maximum number of people in the waiting area: 3 people (additional 3 can be taken to boardroom if required)
- COVID-19 Health Screening, hand sanitization and temperature checks via non-contact thermometer take place immediately upon entry to the office
- PPE is provided to all attendees that do not arrive with their own
- Examinees are taken directly to the assessment room for completion of paperwork, if room available
- Reception logs entry and exit time of all Examinees, Assessors, Interpreters/Chaperones and visitors to NYRC to facilitate contact tracing
- Reception sprays down all reception surfaces with disinfectant spray after each examinee visit including chairs, pens, thermometer and door handles
- Water is available upon request (watercooler is out of order)

***Assessment/Clinic Area***

- All exam rooms have only the bare minimum of equipment and supplies. Any medical equipment needed is supplied by reception and sanitized after use.
- Hand sanitizer is supplied in every exam room
- Assessment room cleaning protocol includes all high touch surfaces such as door handle (inside and out), light switch, tables, chairs, examination table, assessment tools and phone if applicable by the assessor
- Assessors instructed to sign off on cleaning checklists outside each room after disinfecting all surfaces and supplies. The signed cleaning charts are photographed and saved in P: Reception: COVID-19 Completed cleaning checklists.

***Examinee Protocols***

- Completion of COVID-19 pre-screen within 72 hours of the assessment (saved in claimant case file).
- Application of PPE and completion of secondary COVID-19 screen upon entry to NYRC, including temperature check via non-contact thermometer. Completion of all intakes forms done in assessment room, when available.
- Removal/disposal of PPE and sanitization of hands prior to leaving the office.
- Log of entry/exit times at NYRC

#### ***Interpreter/Chaperone Protocols***

- Application of PPE and Completion of COVID-19 screen upon entry to NYRC, including temperature check via non-contact thermometer
- Removal/disposal of PPE and sanitization of hands prior to leaving the office
- Log of entry/exit times at NYRC

#### ***Assessor Protocols***

- Completion of COVID-19 Assessor Screening Questionnaire within 72 hours of the assessment
- Application of PPE upon entry to NYRC reception, and temperature check via non-contact thermometer
- Storage of personal belonging and use of small meeting room if performing multiple assessments
- Log of entry/exit times at NYRC

#### ***Staff Protocols:***

- Entry/exit through back office door only, with sanitization of hands upon entry to the office
- Completion of staff sign-in/out sheet, including COVID-19 screen
- Bring only personal items necessary for the day to the office
- Maintaining physical distancing at work (minimum 6 feet) and adhering to common room maximums
- Employees are encouraged to clean their individual work stations every morning upon arrival into the office and throughout the day as necessary or desired, using available disinfectant wipes and following the directions on the package; this includes door handles, light switches, chair arm rests, key board and mouse, desk surface and desk, as well as any other surface or office supply frequently used..
- Employees must wear a mask when it is difficult to keep one meter of distance during interactions and instances of collaborative work. It is mandatory to wear a mask when entering any common area in the building and office including hall bathrooms and kitchen when not eating. Staff are asked to access reception via common hall.
- Employees have been instructed to not to come into the office and report directly to their supervisor should they have the following symptoms:
  - ➔ Fever
  - ➔ Difficulty Breathing
  - ➔ Cough
  - ➔ Tightness of chest
  - ➔ Headache
  - ➔ Muscle Pain
  - ➔ Chills
  - ➔ Sore Throat
  - ➔ Loss of taste or smell
  - ➔ Diarrhea
- Employees are not to come into the office for 14 days if they have travelled outside Canada, been in contact with anyone that has travelled outside Canada, or been in contact with any suspected or confirmed cases,

**Common Room Restrictions:**

Employees must adhere to the following room allowances:

- ➔ 3 Employees maximum permitted in the kitchen at one time. Staff encouraged to eat at work stations
- ➔ 1 Employee maximum in the file room, copy room and storage room
- ➔ Sanitization of copier, file/copy room handles and common equipment (hole punches, staples, laminator, as well as common kitchen appliances after each use)
- Notify your manager or HR Business Partner right away if you learn that an employee in the office is not feeling well.
- If you have ideas or suggestions for additional health and safety measures, please share them with your manager, business leader, or HR Business Partner.

**Distribution of information to the Staff, Assessors, Examinees and Clients**

- Safety Plan and protocols distributed to staff electronically as they become available, and posted on the Health and Safety board in the common area
- COVID-19 protocols are being sent to all assessors 2 weeks prior to every assessment and are available to all assessors upon request
- COVID-19 protocols are available to all clients/vendors as requested
- All clients, interpreters/chaperones are advised of the requirement for PPE, temperature checks via non-contact thermometer, and health screening on every confirmation. In addition, only individuals necessary for completion of the assessment are permitted to attend

**NYRC Staff Safety Steward:**

NYRC has appointed Carolyn Liu as the Staff Safety Steward. The roles and responsibilities of the Safety Steward include:

- Monitoring cleaning and sanitizing supplies, including soap and hand sanitizer, and notify management once we reach a threshold of 5 duplicates per item to ensure adequate supplies are available
- Reminding people to follow health and safety practices if they see someone *not* in alignment with applicable guidance
- Monitoring the use and availability of PPE (such as disposable masks) to encourage proper use and ensure adequate supplies are available and again, notifying management once we reach a threshold of 5 duplicates per item.