



COVID-19 OPERATIONAL PLAN

Updated: November 20, 2020

The health and safety of our staff and client community remains a priority for Wavefront Centre as we gradually resume operations. This operations plan outlines the measures and policies implemented by Wavefront Centre to reduce the risk and spread of COVID-19 and ensure the healthy well-being of our staff and community. (Please note the Audiology Department has additional protocols established to adhere to guidelines put forth by the College of Speech and Hearing Health Professionals and the Medical Interpreting Services Program is adhering to guidelines put forth by Provincial Health Services Authority).

Please direct questions on the Wavefront Centre operations plan to:

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A. STAFF MANAGEMENT

- Wavefront Centre staff have been trained on enhanced protocols required to resume operations.
- Staff must be symptom-free upon arriving to work each day and must complete a daily screening survey, prior to reporting for work. Any staff who are not feeling well or have symptoms consistent with a cold, flu, or COVID-19, are required to stay home.
- Staff who are concerned they have COVID-19 will be asked to contact Health Link BC at 8-1-1 and use the BC COVID-19 self-assessment tool: <https://bc.thrive.health/>.
- Staff who live with or are caring for someone who is sick or has a confirmed case of COVID-19, are required to stay home.
- Work schedules (start and finish times; scheduling of clients) have been adjusted to maintain occupancy levels deemed safe for COVID-19 management.
- Enhanced protocols for:
 - proper hygiene and respiratory etiquette
 - maintaining physical distancing of 2m or 6 ft with clients and fellow staff members
 - the use of masks, face shields and gloves when interactions are under 2m
 - adhering to current directives of public health regarding group gatherings and travel restrictions

B. VISITOR AND CLIENT SERVICES MANAGEMENT

- 1) Effective June 1st, 2020, all Wavefront Centre services will begin providing to clients who were unable to be seen during the "essential-services only" period.
- 2) Appointment Bookings:
 - All appointments must be pre-booked.
 - Virtual appointments will be offered as a first choice wherever possible.
 - All live appointments must be pre-booked. Clients will be pre-screened. Only those clients who pass the pre-screening process will be booked.
 - Drop in services are suspended until further notice.
- 3) Pre-Screening Protocol:
 - All clients and visitors must be pre-screened by staff prior to a scheduled appointment/visit.
 - Screening will be carried out by audio/video call or email by a member of the department they are visiting, prior to their arrival.
 - Screening questions include:
 - Do you have any new cold or flu symptoms in last two weeks? Have you been recently diagnosed with COVID-19?
 - Do you live with anyone who has been ill or been diagnosed with COVID-19?
 - Have you or a member of your household travelled outside of the country recently?
 - Clients/visitors who answer YES to any of the above will be asked to schedule their appointment to a later date.
 - Clients who answer NO to ALL of the above questions will be booked for an appointment.
- 4) Scheduling of Appointments:
 - Appointment times will be spaced so there is adequate time between appointments to clean and disinfect the clinic/offices between clients and to reduce the number of people in waiting areas.
 - Start times will also be staggered to ensure the maximum occupancy limit in waiting areas are not exceeded. Overflow waiting areas will be designated in the event an occupancy limit has been exceeded.
 - Visitors will be asked to bring a maximum of one guest to the appointment to ensure proper physical distancing can be maintained at all times.
 - Clients/visitors will be required to wear a mask while in the building, if you do not have your own, you will be provided with one upon arrival. People who cannot put on or remove a mask on their own are exempt. A visitor can be refused entry if they do not wear a mask.
 - Visitors will be pre-confirmed for their appointment and will be advised if they are not feeling well on the day of the appointment, the appointment will be rebooked.
- 5) Arriving at Wavefront Centre:
 - Upon arrival, client/visitors will be screened again. Those who answer YES to any of the screening questions will be asked to reschedule their appointment.
 - The following information must be recorded upon a client/visitors arrival:
 - Name of client/visitor
 - Time of arrival
 - Time of departure
 - Department or staff person they are visiting

- Phone number and/or email
- Information collected will be stored securely on our server (located in BC) and will be accessed only by executive management in the event of an outbreak.
- Client/Visitors will be asked to wash their hands or use hand sanitizer upon arrival and follow proper hygiene and respiratory etiquette protocols:
 - Wash hands with soap and water for at least 20 seconds or use a hand sanitizer.
 - Keep hands away from face. Do not touch eyes, mouth and nose.
 - Cough or sneeze into the elbow or a facial tissue.
 - Discard the facial tissue after use.
 - No hand shaking or hugging.
- Clients/visitors will be required to wear a mask while in the building, if you do not have your own, you will be provided with one upon arrival. People who cannot put on or remove a mask on their own are exempt. A visitor can be refused entry if they do not wear a mask.
- If a staff member is Deaf or Hard of Hearing, a face shield can be supplied to the client/visitor if the staff member needs to interact under the 2m or 6 ft rule.
- Client/Visitors will be asked to observe the directional lines, floor markings and maximum occupancy limits in common areas.
- Clients/Visitors who are ill: Wavefront Centre serves many vulnerable and elderly clients and cannot risk their health by exposing them to someone who may be sick.
- Client/Visitors who appear ill: will be asked to go home and reschedule their visit or offered a virtual appointment where possible.
- Clients/Visitors who are non-compliant: Clients/Visitors who are not following Wavefront Centre protocols will be re-instructed and those who continue to defy public health directives and our protocols will be asked to leave and may be refused future in-house services.
- Clients/Visitors who appear to be very stressed and anxious due to the pandemic situation will be tended to by staff, referred to appropriate support as needed and provided with helpful resources for mental well-being support:

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/mental-well-being-during-covid-19>

6) During Client/Visitor Visit:

- Staff will maintain physical distance of 2m when working with clients/visitors.
- If interactions must take place under the 2m rule, personal protective equipment (PPE) will be worn.
- PPE used: Masks and face shields will be used as part of a larger infection prevention protocol that includes handwashing and physical distancing.
 - Masks will be worn if interactions under the 2m rule is required.
 - Face shields will be worn with masks when interactions under 2m are required and if the client/visitor needs to lip-read the staff member. The face shield does not replace the mask, but will serve as an additional barrier of protection if the staff member needs to lower their mask to communicate.
 - Gloves will be used if handling hearing aids or client accessories, or for tactile interpreting when working with a DeafBlind client.
- Staff and clients/visitors will follow proper hand hygiene etiquette:
 - Before and after contact.
 - After contact with body fluid exposure risk (e.g. wax, sweat)
 - After touching surroundings.
 - If using tactile communication, staff will use gloves or wash hands immediately after contact.

C. SITE MANAGEMENT

- 1) Plexiglass barriers have been installed at all reception areas.
- 2) Signage has been posted to notify occupancy limits and effective handwashing practices. Additional signage will also be posted at the main entrance indicating who is restricted from entering the premises.
- 3) Directional Floor Markings:
 - Clients/Visitors will be asked to adhere to directional markings on the floors and hallways.
- 4) Disinfection Protocol:
 - Sanitizing wipes or solutions deemed effective for COVID-19 management will be used
 - High use touch points will be cleaned at least twice per day, every business day. These high use areas include:
 - Elevator buttons (Q street)
 - Entry door handles
 - Bathroom door handles
 - Office door handles that are touched by visitors
 - Waiting room chairs
 - Hand sanitizers will be placed at every reception area and in any office where visitors will be seen.
 - Where possible, doors will be kept open to ensure proper ventilation and to reduce touching of door handles.
- 5) Communication:
 - Clients/Visitors will be advised of Wavefront Centre's protocols:
 - On our website.
 - Prior to their visit through audio/video call or email.
 - During their visit through staff instructions and signage.

D. MEETINGS/WORKSHOPS

- 1) No mass gatherings >50 people will take place in any confined area at Wavefront Centre, as per current public health guidelines.
- 2) Meetings and workshops will be held virtually wherever possible.
- 3) If small group meetings or workshops must be held in person, maximum safe occupancy limits for all areas and offices will be observed.
- 4) Specific safety protocols established for each meeting will be reviewed at the meeting/workshops.
- 5) Safe physical distancing between participants will be observed.

- 6) Names and contact information of each participant will be recorded.
- 7) An isolation room will be designated in the event a participant becomes ill.
- 8) Rental of spaces to external parties will be temporarily suspended at this time, unless a formal preparedness plan is approved.

E. REGULAR REVIEW OF OPERATIONS PLAN

- 1) This operations plan will be regularly reviewed and a risk assessment of Wavefront Centre operations will be conducted monthly and/or more frequently to ensure protocols are consistent with the most current public health guidelines.
- 2) All staff and clients/visitors entering Wavefront Centre must be clear on how to keep themselves safe while at Wavefront Centre.
- 3) Staff will be trained on safe occupancy limits, effective hygiene practices and what to do if a staff member or visitor falls ill.
- 4) Incident management:
 - In the event a staff or recent client/visitor is tested positive for COVID, the incident will be reported to the executive management immediately.
 - The staff/visitor will be reminded to self-isolate and follow protocols provided to them by their health care provider.
 - Following advice from public health officials, Wavefront Centre staff will assist with any contact tracing investigations.
 - The confidentiality of ill staff/visitor must be maintained. Any restorative actions undertaken by Wavefront Centre will be on the advice of public health officials.
 - High level cleaning:
 - All areas of where infected staff/visitor touched will be immediately disinfected.
 - Depending on level of cleaning required, building may be required to shut down operations for a day or more so that proper maintenance by staff and janitorial crew can be undertaken.
 - Following an incident, protocols will be reviewed and revised if necessary to mitigate future risk exposure other staff/visitors in the building.
 - Incident will be documented by relevant personnel.

Watch this in ASL

Watch the COVID-19 Operational Plan in American Sign Language by Jodi Birley, Manager, Translation Services & Community Engagement at Wavefront Centre for Communication Accessibility.

[Click here](#) to watch.

Wavefront Centre for Communication Accessibility is the operating name for Western Institute for the Deaf and Hard of Hearing, a registered charitable organization.