

TILLSONBURG SENIOR CENTRE

COVID-19 REOPENING/RESPONSE PLAN

APPROVED BY RESOLUTION OF THE BOARD
OF DIRECTORS, SEPTEMBER, 2020
REVISED AND APPROVED AUGUST 5, 2021,
AND NOV. 4, 2021

45 HARDY AVENUE
TILLSONBURG, ONTARIO

ADAPTING TO UNPRECEDENTED TIMES

The Covid-19-related declaration of a State of Emergency and resulting stay-at-home orders by the Ontario Provincial Government changed the way we live and do business forever.

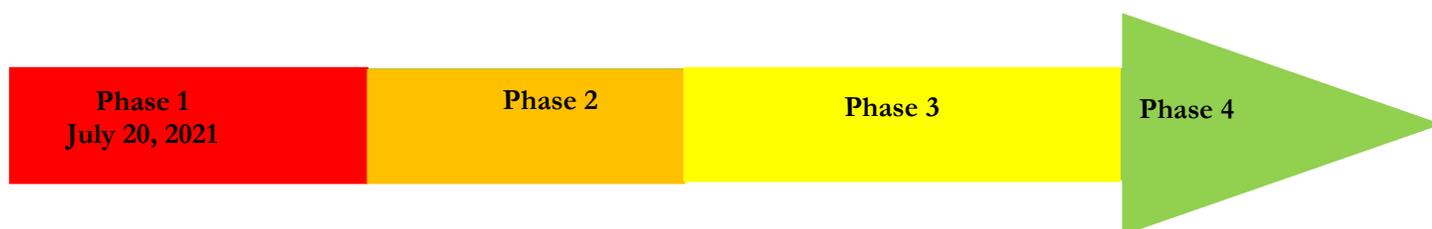
Bars, restaurants and non-essential services including providers of indoor recreation services were ordered to close in the interest of public safety in the spring of 2020. Accordingly, The Tillsonburg Senior Centre ceased its programs and moved to a model combining virtual, online, email and telephone programs, activities and outreach.

In the intervening weeks and months, after careful monitoring of the spread of the virus and its variants, the government introduced a phased approach to returning to a more normal way of living. As a facility that provides social and recreational services to those most vulnerable to the effects of Covid-19, we believe a careful, slow, measured and prudent approach to reopening is required.

In this plan we will lay out the various stages in our reopening plan, and the health and safety measures that will be enacted to ensure that everyone who visits our facility to participate in programming, does so safely and with minimal risk.

At the writing of this report, the province is currently in STAGE THREE, which permits *most* businesses and workplaces to return to operation, provided additional safety protocols can be put in place to minimize and/or eliminate risk where possible. This includes active screening for Covid symptoms, mandatory masking and verifying proof of double Covid vaccination as per Provincial Regulation.

Just as the Province of Ontario has approached a return to normal life in phases, based on virus control and health and safety best practices, it is prudent that we approach reopening in a similar manner. Therefore, we will be phasing in activities and operations in a way that's in line with public health recommendations, and control of the virus in our area. It should be noted that at present, it's difficult to assign a hard timeline to each phase because the public health situation is so changeable, however our first phase of our reopening commenced in late July, and as the situation stabilizes, the virus remains controlled and vaccination becomes the norm, more programs and activities will come online. If the health environment changes, we will take our lead from local health officials and revert to the next applicable phase that can be safely accommodated or, as necessary, to offering remote programs/work from home.



Phase 1:

Phase 1 Began on July 20, 2021 when staff returned to the office and services including the office, library and lounge opened in earnest. Education about our reopening commenced at this time as well, via Facebook, email, telephone outreach and ZOOM chats, to let our members know what they can expect when returning to the Senior Centre. During Phase 1 and onward we will maintain most virtual programs initiated during shutdown, and will look at new programs that could be offered safely. Limited fitness classes, art group, Farkle, quilting and crafting, Armchair Travel and BINGO are also being offered in this phase, adhering to strict capacity limits (19 persons plus instructor in the auditorium at 8.5 feet of distance) and observing all requirements around masking, sanitizing and social distancing. Phase one will also include gentle yoga programs and history, which are slated to begin in mid to late September. The office and library, pool tables and puzzles will be accessible, and all public health requirements around physical distancing, room capacities, class capacities, mask-wearing, cleaning, sanitizing and contact screening will be maintained.

Phase 2:

Phase 2 will commence when the province and Board of Health ease restrictions around the sharing of equipment *that can easily be cleaned and sanitized*. Programs available in this phase *could* include shuffleboard, curling and indoor carpet bowling, however participants would still be required to observe regulations around social distancing, sanitizing of equipment and masking. At this time the Senior Centre will maintain some of its virtual program offerings and may phase these out as participation dictates. During Phase 2 all of the safety protocols specified in Phase 1 will be maintained.

Phase 3:

This Phase will begin when virus numbers have stabilized locally, and when requirements around social distancing and indoor capacity limits have eased. Card games will be *considered* in this phase, but may face restrictions as per Public Health. During Phase 3 all of the safety protocols specified in Phase 1 and 2 will be maintained (ie additional cleaning and sanitizing, contact tracing, screening, etc). Masking will still be required, and anyone entering the building will be required to declare their vaccination status as per Provincial regulation. Rentals will also be considered for reintroduction at this time, provided all renters are agreeable to following Covid safety protocols as outlined on Page 4. At this stage the kitchen will remain off-limits to renters and for refreshment cart purposes, money prizes will be suspended, after-hours card games will not be offered and card players will not be permitted to 'move tables' during their games. Social distancing will continue to be encouraged wherever possible, despite this requirement having been lifted.

Phase 4:

Phase 4 will commence when there are no longer any Provincial requirements around social distancing and masking, and when active screening is no longer required. Choir and after-hours card games will be reintroduced at this time.

Dear Renter:

We're excited to be able to welcome you back to our facility for your after-hours rentals!

There are several requirements that we are expected to uphold, both for our in-house programs and our after-hours rentals. Kindly take a moment and review the criteria below, which will apply to all rentals until otherwise specified, and without exception. If you are in agreement, please sign and date this sheet when you come to sign your rental contract. We will attach a copy to the contract for our records, and provide you a copy as well.

I, _____ (please print your name) am authorized to sign this document on behalf of _____ (please print the name of your rental group). By signing this document, I agree to ensure that all parties involved in my group's rental activities adhere to the following requirements and restrictions during our rentals as per Contract # _____.

Please note that failing to follow the conditions below may result in the rescinding of your rental contract and loss of rental privileges here at the Senior Centre.

1. All rental groups shall designate one person to complete Covid screening and contact tracing for every participant **BEFORE ENTRY TO THE BUILDING**. The Senior Centre will provide all rental groups with copies of our contact tracing sheet, and every person attending the rental is to be screened at the door, and their name and phone number recorded on the sheet for contact tracing purposes. Completed sheets are to be placed in a sealed envelope and slid under the office service window at the end of the rental, so that staff can file these for a period of one month. **Anyone who does not pass active screening is to be denied entry to the facility.**
2. Whomever is designated to provide screening at the door is also responsible for verifying that every person entering the facility who is eligible to be vaccinated against Covid-19 has had two doses of vaccine. **Anyone who is eligible to be double-vaccinated and has not been, is to be denied entry to the facility.**
3. Masks or face coverings are to be worn by all renters at all times during their rental, unless ACTIVELY eating or drinking. Should anyone arrive for a rental without a mask, there is one box of disposal masks in the bottom drawer of the volunteer desk, and the screener can provide one to anyone who needs one.
4. There will be no access to the Kitchen facilities during rentals.
5. Renters are asked to restrict their use of the facility to their designated program space and the washrooms. Please do not access other program spaces during your visit.
6. All renters using tables and chairs must use the sanitizing wipes provided to clean these before leaving for the evening. Used wipes can be placed in the garbage pail in the main reception area.

IDENTIFYING AND MITIGATING COVID-19 RISK IN THE FACILITY

In an effort to ensure the safety of staff, members and visitors, The Tillsonburg Senior Centre has adopted the following controls to areas/practices identified as high-risk for transmission of Covid-19:ⁱ

Elimination

Remove the risk of exposure entirely from the workplace (ie suspending a particular program until further notice).

Substitution

Replace a hazardous substance or practice with something less hazardous (for example, revising the structure of a program so that it can be administered virtually versus in-person)

Engineering controls

Make physical changes to separate individuals from the hazard or support physical distancing, disinfecting and hygiene. (ie acrylic barriers, advanced cleaning procedures, social distancing)

Administrative controls

Make changes to the ways people work and interact, using policies, procedures, training and signage (ie floor decals, signage etc).

Personal protective equipment (PPE)

This is equipment and clothing worn to minimize exposure to hazards and prevent illnesses and infection. PPE is used to protect the wearer and can include such things as masks and eye protection.

The following have been identified as high-risk activities/practices at The Tillsonburg Senior Centre, and the text in red italics below are the way(s) in which that risk will be eliminated and/or mitigated:

- The following programs have been identified as high risk due to group size, use of shared surfaces, proximity of participants/lack of social distancing, or because they have been identified as having super-spreader potential for Covid-19: Choir, card and table games (cribbage, hand and foot, Whomp'em, bridge, euchre and bid euchre), line dance, dinners, dances.
- *The above-mentioned programs will be suspended until such time as social distancing and group size requirements have been eased. Use of masks and face coverings indoors may still be required when these programs return.*
- Daily sign in processes pose a risk not only due to potential contamination through shared surfaces (pen, sign-in book) but also due to 'bottlenecks' in the sign-in area.
- *Daily sign-in book will be eliminated and will be covered as part as facility screening, with whomever is providing screening recording the date, individual's name, and the program in which they are participating. Additionally, directional signage will ensure traffic flows in one way and out another so as to limit the contact people will be having with each other. Additionally, members will now have the ability to self-screen at home using the province's screening tool for workers, employers, volunteers and others which is found at <https://www.covid-19.ontario.ca/screening/worker/>*
- Doorknobs have been identified as high risk due to being a shared surface which could potentially spread germs.

- *In an effort to minimize the number of high-touch surfaces our members encounter, doors to program spaces will be kept open during business hours and doorknobs will be sanitized daily as per the recommendation of Southwest Public Health.*
- The main office service window has been identified as a risk due to proximity and contact with a variety of individuals.
- *The main office has been equipped with an acrylic barrier to offer some protection for staff that must interact with members/guests throughout the day; Staff will wear masks or face shields at all times when OUTSIDE the office or when social distancing is not possible, and will sanitize hands regularly, especially after handling money. Staff will keep the office door closed, and will regularly clean and sanitize the main window ledge of the office. Use of gloves will be encouraged.*
- Use of the lobby telephone has been identified as a risk due to multiple users touching hard surfaces.
- *For reasons of safety, it's not possible nor recommended to disconnect the lobby telephone. However the phone will be off-limits to the general public, and anyone who needs a call made for them can make a request at the main office. Should it be necessary for staff to use the phone, all surfaces will be disinfected afterward.*
- Shared surfaces, such as coffee pots and cookie boxes have been identified as a risk due to potential spread of contamination.
- *Coffee carts and cookie service will be suspended until further notice, but will be evaluated as time goes on. Individuals will be encouraged to bring their own refreshments with them. The kitchen will be closed to members during program times.*
- The lounge area has been identified as a risk area due to the tendency of people to congregate there before or after programming.
- *Use of the lounge will be limited, and extraneous furniture will be stored downstairs to help encourage physical distancing. Use of the lounge will be re-evaluated as we progress through the phases and may be adjusted accordingly. Rather, those visiting the centre will be encouraged not to arrive too early for their chosen program, and will be directed to their designated program space as quickly as possible.*
- Shared surfaces such as tables and chairs have been identified as a risk due to their potential to spread germs and the virus.
- *Staff will build time into the daily schedule for adequate cleaning of all hard surfaces used by senior centre members with Town staff responsible for after-hours cleaning. In terms of programs that require specific equipment, such as shuffleboard and kurling, when they do return, we will be sanitizing equipment after every use, and making modifications so that equipment will not be shared. Efforts will be made to structure programs so as to reduce or eliminate equipment wherever possible.*
- Rental activities at the Senior Centre have been identified as a risk, both because of their super-spreader potential, size, and because of the difficulty in monitoring them for contact tracing purposes. Although rentals were suspended in the spring of 2020, current guidelines by the Province and Region allow for the reintroduction of rentals, with safety precautions in place. The Senior Centre will also be expected to adopt any future rental policies enacted by the Town of Tillsonburg. **Rentals will permitted to return in Phase 3 subject to the conditions as specified on Page 4**
- The photocopier has been identified as an area of risk due to its shared nature
- *Use of the photocopier by members will be suspended and any copies required will be made by staff who will wipe down hard surfaces after each use.*

- Handling of money has been identified as high-risk and facilities are being encouraged to ‘go cashless’ wherever possible
- *While it is not feasible at this time to initiate a move to a credit/debit system, the amount of money being handled by members can be reduced substantially. Many programs such as Bingo and card games offered small cash prizes for the winners; These prizes would be counted, organized and distributed by a program convener who would also collect entry fees and relay these to the office. We propose not returning cash prizes for these programs initially, so as to avoid members handling money excessively. Where possible, we will restructure programs so that an individual may pay for a ‘block’ of classes by cheque. Staff handling money at the office will be encouraged to wear gloves and to use sanitizer afterwards.*

Screening:

The Tillsonburg Senior Centre is taking measures to ensure the safety of our staff, visitors and members and to limit the risk of infection. To help us prevent the spread of COVID-19, we will be asking everyone, including staff, entering the facility to carefully answer yes or no to the questions below and to act accordingly. Each person's answers will be recorded, along with the individual's name, phone number, date and time of entering the building, and purpose for visit. Contact screening sheets will be maintained in a designated binder for at least one month after the date of the individual's visit. Staff will screen each other, with members to be screened by a designated screener.

The below information will be incorporated into a spreadsheet to be filled out by the daily screener:

Screening questions:

NAME:

DATE:

TIME OF ENTRY:

REASON/PROGRAM:

PHONE NUMBER:

PROOF OF DOUBLE VACINATION PROVIDED: Y/N

Would you answer YES to any of the following:

- New or worse fever or cough
- New or worse sore throat/difficulty swallowing
- New or worse runny nose/stuff nose/congestion
- Loss of taste or smell
- Nausea, vomiting, diarrhea, abdominal pain
- Extreme fatigue, sore muscles
- Have you travelled outside of Canada in the last 14 days
- Have you cared for or had contact with anyone that has been identified as a confirmed or probable case of Covid?
-

1. **If the individual answers yes then:**

Return home and contact public health. You may be required to self-isolate.
Notify the administrator immediately

If someone answers yes to one or more screening questions:

- They will be advised not to enter the building and to return home as they may need to self-isolate.
- If an individual refuses to exit the building after failing a Covid-19 screening procedure, staff or responsible person will call the local non-emergency number for the Ontario Provincial Police, 688-6541, for assistance.
- In the case of staff who may become unwell mid-day, they will be sent home. Where possible, they should obtain a COVID-19 test at the earliest opportunity, and should not return to work until they have been cleared to do so by public health.
- If someone from the Senior Centre is to test positive for COVID-19, he or she will not be allowed back at the Tillsonburg Senior Centre until they have been cleared to do so by public health.
- If a member or visitor at the senior centre shows any symptoms of COVID-19, they will be placed in isolation in the Board Room. A staff member will stay with the individual until a family member or ambulance can come and pick them up. Staff will be required to wear proper PPE (a mask and gloves).

Waivers

Everyone accessing the Senior Centre be required to sign a Covid-19 related waiver before returning to programs with us. This will be a one-time process.

Waiver to read as follows:

I understand that there is an inherent risk of exposure to Covid-19 while participating in recreational programs at the Tillsonburg Senior Centre. I understand and agree to be subject to passing a screening test before entering the facility, and I agree to the following **Conditions of Use** while I am there:

- I will avoid touching my eyes, nose, and mouth.
- I will maintain a physical distance of 2 metres or 6 feet between myself and others at all times.
- I will wash my hands with soap & water for at least 20 seconds & use hand sanitizer before entering the facility, after using the washroom or before or after engaging in activities.
- I will cover my mouth with Kleenex, sneeze, or cough into my elbow.
- Where applicable, I will wipe down equipment prior to and after use.
- I will be prepared to wear mask or face covering.

I confirm having read and understood the **Conditions of Use**, and I agree to them.

I acknowledge that I am responsible for compliance with the **Conditions of Use** and hereby indemnify and save harmless the Tillsonburg Senior Centre, its directors, officers and staff from and against any and all losses, claims, actions, damages, liability and expenses, including all claims for personal injury, illness or death, arising from the COVID-19 virus, arising from my failure to comply with the **Conditions of Use**, or from any act or omission by me arising from my use of or presence at any Tillsonburg Senior Centre facilities.

I waive any and all claims against, release from liability and agree not to sue the Tillsonburg Senior Centre, its members, officers, employees, agents and representatives, for any personal injury, illness, death or any other loss sustained by me arising out of, or in connection with my participation in Tillsonburg Senior Centre activities, programs, and facility use, including any loss arising from the COVID-19 virus.

Name (print): _____

Name (Sign): _____

Date: _____

Phone Number: _____

Masks and Face Coverings:

All individuals in enclosed public spaces are mandated to wear a mask or face covering as per the policy outlined by Southwestern Public Health. Please note that face shields are no longer considered an acceptable face covering.

If an employee/volunteer works behind or within a physical barrier, or in an area not designed for public access (such as our main office), a face covering is not needed for the employee/volunteer as long as physical distancing from all other people can be maintained. All employees/volunteers who have contact with the public and do not work behind or within a physical barrier must wear a face covering.ⁱⁱ

Temporary removal of a mask or face covering, where necessary, is allowed for members of the public, as per Southwest Public Health. Here are some examples:

- When communicating with someone with hearing or communication difficulties
- While actively engaging in an athletic or fitness activity where a face covering would inhibit breathing
- When consuming food or drink
- For any emergency or medical purpose

If someone who forgets their mask, he or she will be provided with a disposable mask, however members are encouraged to provide their own masks and to use the senior centre's masks as a last resort.

Contact Tracing:

- Contact tracing will be conducted for everyone entering the facility, and results will be maintained for a period of one month after the date of the program.

Program requirements:

- No sharing of equipment or supplies in Phase 1. This includes but is not limited to: cards, supplies for crafts, fitness bands, shuffleboard, curling or billiard cues. In Phase 2, equipment (cards excepted) may be shared provided it is adequately disinfected after every use.
- Where possible, programs shall be relocated to larger rooms to accommodate physical distancing of 6 ft. – 9 ft., and start times staggered to avoid bottlenecks in any one space.
- Physical distancing of at least 6 feet will be encouraged even when the requirements around this are eased.
- Members must stay within their registered program and must not physically interact with other programs.
- Members are encouraged not touch / hug / kiss other members or staff
- All equipment / supplies must be wiped by users or staff after each program is finished.
- Day trips, dinners/dances/congregate dining activities will be suspended until further notice
- Members should arrive no more than 10 minutes before the start of their program and should proceed directly from screening to their designated program space.
- Members are asked to bring only minimal personal belongings to the centre, and to keep these with them as much as possible during program times.
- Staff may shorten program times in order to build-in adequate time for cleaning and disinfecting between programs.

Education:

- A multi-pronged approach including local media, social media, Sr. Centre webpage, email and telephone outreach will be employed to communicate with members about how a return to operations will work, and what expectations will be.
- Floor / wall decals will be located throughout the building directing members where to go
- Signage will be posted throughout the building in regard to coughing, sneezing and hand washing etiquette
- Cleaning procedures will be posted throughout the building
- Hand sanitizing stations will be located throughout the building
- Where possible floors will be delineated with social distancing markers

CONCERNS RE: SAFETY

As per Ontario Health and Safety regulations, employees have a right to refuse work which they believe is unsafe; Any staff person who has a concern about safety in the workplace should report this immediately to the Administrator who will take timely action to make any necessary corrective measures and eliminate the risk. If the concern about safety persists, the employee may file a formal complaint to Ontario Health and Safety, and officers may attend the premises, conduct inspections, write orders or violations and ensure their directives are followed. Should the Administrator have concerns, she will report the matter to the Board of Directors and involve them in eliminating the risk as appropriate.

Under the Human Rights Code, an employer may not discipline or terminate an employee who has been diagnosed with COVID-19 or is perceived to have COVID-19 (because, for example, they are exhibiting certain symptoms). Similarly, an employer may not discipline or terminate an employee if they are unable to come to work because medical or health officials have quarantined them or have advised them to self-isolate and stay home in connection with COVID-19.

The federal government has called for all travelers entering Canada to self-isolate for 14 days upon entry with exceptions for workers who are essential to the movement of goods and people, and that all Canadians, as much as possible, should stay home. In these circumstances, employer absenteeism policies must not negatively affect employees.

On March 19, 2020, Ontario passed Bill 186, Employment Standards Amendment Act, 2020, which allows for job-protected leave without pay to employees under medical investigation, supervision or treatment, or in isolation or quarantine, or who need to be away from work to care for children because of school or day care closures or to care for other relatives, or are affected by travel restrictions, due to COVID-19. As a result an employee who must be absent from work for covid-related reasons may not be terminated, however an employee may be asked to provide reasonable evidence that they are entitled to the period of leave, but may not require a medical certificate.

WHAT TO DO IF YOU HAVE OR MAY HAVE COME IN CONTACT WITH COVID-19

If any staff member, visitor, member or instructor has symptoms that they are not sure are related to Covid-19, they are advised to take the online self-assessment at www.covid19checkup.ca, and to not return to the Senior Centre until they have been symptom-free for 24-hours.

If any staff member, visitor, member or instructor has symptoms like a fever of 37.8 Celsius, a new or worsening cough and/or shortness of breath, they are advised to book an appointment to get tested at the local assessment centre and to self-isolate at home as directed by Southwest Public Health. They should not return to the Senior Centre until they are symptom free, and have received a negative Covid test.

If any staff member, visitor, member or instructor has been in contact with someone with confirmed or probable Covid-19 they are advised to self-isolate at home, to notify Southwest Public Health at 1-800-922-0096 ext 9, and to proceed as directed.

If any staff member, visitor, member or instructor has severe symptoms like difficulty breathing and or high fever that doesn't get better with Acetaminophen they are advised to proceed to the hospital immediately and to follow the direction of medical staff. They should not return to the Senior Centre until you have been cleared to do so by Public Health.

If you have tested positive for Covid-19, please self isolate at home, follow the directives of medical professionals, and do not return to the Senior Centre until you have been cleared to do so by Public Health.

ⁱ www.ontario.ca (2020) Develop Your Covid-19 Workplace Safety Plan. Retrieved July 27, 2020.

ⁱⁱ COVID-19 (Novel Coronavirus) FAQ for Face Coverings, 2020, Southwestern Public Health