Creston and District Society for Community Living

Pandemic Plan

Created March 2020

Contents

1. Purpose

This Pandemic Plan is developed as a guide for Creston and District Society for Community Living (CDSCL) to facilitate the continuation of essential services and/or functions during a pandemic emergency.

2. Background

The British Columbia Centre for Disease Control defines a pandemic as "an epidemic that has spread over several countries or continents, usually affecting a large number of people." A pandemic may affect significant number of employees at any given time, removing them from the workforce for a variety of reasons. It may also significantly impact the people receiving supports and how service is delivered.

CDSCL provides a wide variety of services to people with developmental disabilities. Several of our services are essential and would need to continue during a pandemic. The population supported by CDSCL is particularly vulnerable to disease outbreaks and may require special precautions to reduce the risk of exposure.

3. Monitoring and Planning

3.1 Information Gathering and Monitoring

The Executive Director and Operations Manager is responsible to monitor information about a potential outbreak or pandemic and determine response options and/or requirements. This may include:

- ➢ Information from the BC Centre for Disease Control (BCCDC)
- ➢ Information from local health authorities
- ➢ Guidance from Licensing authorities
- ➢ Guidance from funders or other monitoring bodies
- ➢ Information-sharing between other service providers
- ➢ Information from other authorities or community stakeholders

Information will be regularly monitored for updates from the above sources. CDSCL leadership will also continually monitor its services for any potential outbreaks or other risks.

3.2 Initial Response and Communication

The Board of Directors will ensure that a response plan is initiated to mitigate the spread of the virus and will communicate relevant information and/or directives to key stakeholders.
This plan will be continually updated as required.

3.3 Education

CDSCL will ensure that persons receiving services, family members, staff and contractors are provided with information about the virus, preventative measures, and appropriate responses. This may be provided through memos, communications media, training, coaching or other appropriate means.

3.4 Essential Services and Critical Business Functions

Service provision and business functions may be adapted throughout the course of an outbreak and/or pandemic. The following services and business functions are deemed essential and will continue throughout any stage.

Essential Services (See Appendix A):

- ➢ Ensuring housing/shelter for persons receiving residential services (staffed residential and supported living)
- ➢ Maintaining a safe environment within homes
- ➢ Providing essential services to persons supported (i.e. meals, personal care, health and behavioural support) and ensuring appropriate supplies are available
- ➢ Responding to emergency maintenance needs

Critical Business Functions (see Appendix B for planning template):

- ➢ Processing payroll and benefits
- ➢ Responding to serious/urgent personnel issues
- ➢ Processing Critical accounting functions, such as Payables and Receivables
- ➢ Adjusting Funding Gap Templates (FGT's)
- ➢ Ensuring Back up Disaster Recovery IT plans work
- ➢ Ensuring critical communications

3.5 Resource Pandemic Preparedness Plans

To ensure all essential services are maintained, each member of the Leadership Team will prepare a Resource Pandemic Preparedness Plan (See Appendix C) consisting of the following:

- ➢ Identification of essential service activities
- ➢ Determination of essential staffing levels
- ➢ Plan for modification of service provision to mitigate risk, including both precautionary and responsive measures
- ➢ Plan to ensure supplies required for essential services are available
- ➢ Communication Plan
- ➢ Assessment of potential staffing barriers
- ➢ Consideration of alternate options for staffing and/or caregivers
- ➢ Resource-specific issues

Plans will be submitted to the Operations Manager and the Executive Director overseeing each resource.

4. Risk Mitigation

4.1 Outbreak Prevention
CDSCL will follow all recommendations or directives of the local health authority, BCCDC, Licensing or monitoring bodies to ensure that proper mitigating strategies are implemented. These may include:

> ➢ Enhanced universal precautions and environmental cleaning/disinfection
> ➢ Education of key stakeholders
> ➢ Encouraging person receiving services, staff, contractors and visitors to implement recommendations from health authorities or the BCCDC
> ➢ Ensuring appropriate social distancing procedures
> ➢ Screening visitors and /or requiring wearing of masks for those exhibiting symptoms
> ➢ Offering off-site work alternatives to people who may be at risk or put others at risk, where appropriate/possible
> ➢ Adjusting service activities and/or support strategies to minimize risk of exposure

4.2 Travel to affected Areas
CDSCL will take all appropriate measures to follow all travel advisories in the course of service provision, including avoiding travel to affected areas.

> ➢ Following the B.C. Provincial Health Authorities such as Interior Health, Licencing, BCCDC and monitoring bodies' recommendations.
> ➢ Travel Notice will be issued to all employees as travel recommendations are posted on the above Provincial sites.
> ➢ An employee must notify a Community Living Coordinator if they have essential travel in an affected area. (They will have to self quarantine when they arrive back for 14 days)
> ➢ Quarantine recommendations are subject to change upon notice of the Provincial Health Authorities and the BCCDC

5. Pandemic Response Plan

5.1 Managing Exposure or Potential Exposure
CDSCL will follow all directives of the local health authority, BCCDC, Licensing, or any other legislative authority when responding to outbreaks or other identified risks. Risks may include:

> ➢ An outbreak at a resource site (Rebekah Manor, NW Boulevard Apt)
> ➢ Infection, possible infection or exposure of persons supported, staff or visitors to a virus
> ➢ Travel of persons supported, staff or visitors to an area identified by the World Health Organization (WHO) as an area of risk
> ➢ Any other situations identified as requiring a response

Community Living Coordinators will monitor the health status of persons served and employees. If an employee feels ill, or if someone observes that another person is exhibiting symptoms of illness at work, they will be required to:

> ➢ Notify the Office Management and the Executive Director
> ➢ Contact the health authority or 8-1-1 for advice
> ➢ Follow any health authority or BCCDC directives for isolation/quarantine
> ➢ Follow CDSCL's direction/directives unless Health Authorities give directive

The Executive Director will determine a response plan in consultation with relevant authorities and the Operations Manager.

5.2 Service and Administrative Adjustments

CDSCL will consider the following options for adjusting services and business functions during a pandemic:

➢ Suspending non-essential services and/or business functions
➢ Closing non-essential worksites
➢ Adjustment of service activities and support plans
➢ Provision for administrative staff to work off-site where possible

The scope and duration of these adjustments may be determined on a case by case basis or on an agency wide level.

5.3 Staffing

CDSCL will ensure that essential staffing levels are maintained at all times, as defined in individual Resource Pandemic Preparedness Plans. The following options will be considered to respond to staffing shortages and/or outbreaks within a resource, which will generally be considered in the following order:

➢ Staff reassigned from non-essential services (when non-essential service is suspended)
➢ Family and /or other approved natural supports taking persons to their home and/or providing supports within the resource
➢ Volunteers already screened by CDSCL and BCeID criminal record checks
➢ Staff from out-of-region (with consideration for travel compensation, accommodations and other expenses as required)
➢ Reviewing approved vacation requests for potential schedule changes and/or recalls
➢ Home Share/ Respite Providers screened by CDSCL and other CLBC partners
➢ Staff taking a person to their home

CDSCL Director will have the authority to approve any of the above to ensure essential staffing levels are maintained.

5.4 Staff Training/Cross-Training

CDSCL will take measures to ensure that training and/or cross-training occurs so that essential services and/or critical business functions can continue. This may include:

➢ Cross-training of staff at different worksites
➢ Ensuring multiple staff are trained in critical business functions
➢ Training of non-staff supports
➢ Providing timely access to information systems (i.e. share point, QuickBooks) to ensure that profile and planning information is available to alternate staff/care workers

5.5 Human Resources Practice Adjustments

The following HR practices may be adjusted to respond to a pandemic:

- ➢ Flexibility in sharing staff between union and non-union site
- ➢ Offering compensation for out-of-region travel
- ➢ Offering discretionary overtime premiums
- ➢ Accessing contracted care workers to provide staffed supports
- ➢ Allowing administrative staff to work off-site

5.6 Monitoring and Communication

The Board of Directors and the Executive Director and Operations Manager are responsible to monitor the pandemic, adjust planning, and communicate with stakeholders on an ongoing basis. The Executive Director and Operations Manager are responsible to monitor each resource and provide updates to the Chair of the Board of Directors. The Operations Manager and Executive Director are responsible for communicating any changes, or risks to the Chair of the Board of Directors.

6. Recovery

The Executive Director and the Leadership Team will regularly monitor developments and follow any directives from the local health authority, funder or BCCDC. Once the pandemic is lifted, a plan will be developed to address any issues arising from pandemic and restore regular service delivery.

Appendix A – Essential Services Identification

The following is a list of services and the priority for delivery. Those service activities listed as Priority 1 are considered Essential Services that must be maintained during a pandemic.

Key:

Priority 1   Potential to affect health and safety of the public or is legislated by law.

Priority 2 Major inconvenience to the Person Served but does not significantly affect health and safety

Priority 3 Minor inconvenience to the Person Served; Service probably not missed or could be deferred over the short term (6 weeks)

service	Key functions	Priority	Potential for Increased Demand
Residential	Housing/Shelter, supporting health/safety, personal care, meals, health/Behavioral supports, other support	1	Medium ➢ May be increase in health/behavioural issues ➢ May require additional supports due to staying home from community based services/activities
Supported Living	Assisting people with daily living skills at their home or apartment	1	Medium ➢ May require additional support due to persons staying home from community based activities ➢ Mental Health deteriorating
Community Inclusion Programs	Community Inclusion Programs such as day program and Bust'n a Move	3	Low
Vocational Inclusion Program	Wood shop and Employment Contract	2	Low
Independent/Supported Employment	Many of our clients have employment in the community	3	Low

Appendix B – Critical Business Functions and Resources

1	Critical Business Function/Position	
2	Employee (s) responsible for which function?	
3	Critical functions performed	
4	Other staff who are cross-trained	
5	Cross-training on other positions	
6	Other staff, temps or retirees who could perform the duties	
7	Does the current incumbent have school age children at home?	
8	How does the current incumbent travel to work (i.e. out of town	
9	Does the employee(s) work allow for shift work (i.e. 7am-3pm or 3pm-11pm etc…	
10	Software that may be needed to perform the job.	

Appendix C – Resource Pandemic Preparedness Plan

This plan should be completed by resources when a risk of a pandemic is identified. Planning should occur as early as possible so that resources are prepared in case of sudden crisis. The Manager and Worker Health and Safety Rep (JOSH) should be involved in completing this plan. The Resource Pandemic Preparedness Plan forms a part of CDSCL's overall Pandemic Plan.

Name of Resource:

Manager:

Worker Health and Safety Rep:

Number of Persons Supported:

Essential Activities Define essential activities. "Essential" includes anything required for the Health and safety of the person and/or activities that could not be suspended for more than 2-3 weeks without significant impact on the person's well being. Examples include housing/Shelter, personal care, health and behavioural support, food provision, and any other critical tasks.
Essential Staffing Levels Determine minimum staffing levels required to carry out essential activities. Include the number of staff and the times required (e.g. 2 staff from 7am-7pm, 1 staff from 7pm-7am
Service Adjustments Outline what adjustments can be made to service provision to mitigate the risk of exposure and/or outbreak. Consider such issues as what activities are offered, where activities are offered, how risks can be mitigated with current activates, environmental considerations and support strategies
Supplies and Resources What will need to be done to ensure proper supplies and resources are available
Communication How will you communicate information to persons supported, staff, families and other stakeholders?
Staffing Barriers and Response Plan Identify any staffing barriers specific to the resource that may require planning. This may include staff who may need to care for others who are vulnerable or who may not have access to other supports (e.g. children during school closures, the elderly), staff who may not have transportation if a spouse is sick and can't make other arrangements.
Alternate Staffing/Support Provision Options List options within your resource for ensuring support should a staffing become critically low. Consider the following: family members or other non-CDSCL supports; former staff, Board Members, Volunteers, staff who could take persons to their own home (with Executive Director approval)
Training Plan Is there any training that could happen in advance of an outbreak, such as with alternate staffing/support providers
Resource Specific Considerations for Outbreaks/Exposure Are there any unique considerations for responding to an outbreak or potential exposure to a virus with your resource? You may eConsult information from the BCCDC and/or local health authority for information on potential response measures.