**COVID-19 Workspace Safety Plan**

This plan requires the review of the operational activities in your workspace to ensure effective controls are in place to prevent the transmission of COVID-19. Management and supervisory staff are responsible for developing and updating this document to meet current government mandated requirements. <https://covid19.ubc.ca/>

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| Department / Faculty | ECPS/Education |
| Facility Location | Neville Scarfe Building |
| Proposed Re-opening Date | January 15, 2021 |
| Workspace Location | Scarfe 2, 306A-F, 1108-1120 |

**Introduction to Your Operation**

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| 1. Scope and Rationale for Opening |
| The Psychological Services and Counselling Training Centre (PSCTC) is a Faculty of Education academic unit that provides clinical training facilities, materials, and learning resources necessary for graduate students preparing for careers as professional psychologists and counsellors. More specifically, it is where students complete their clinical courses, and where many also do their practica and internships. Without the PSCTC, our current and incoming students in our School and Applied Child Psychology (SACP) and Counselling Psychology (CNPS) programs will not be able to accrue the required clinical training needed for progress through their program and credentials for practice when they begin their careers. In addition, for countless UBC students, UBC and community mental health and social service agencies, as well as children, youth, parents, and family members across British Columbia, the PSCTC is a critical source of accessible and high quality psychological and counselling services. These services are provided as a part of supervised graduate student clinical training courses. Clients are mostly from the Lower Mainland, but also from all regions of the province.  Most clinical services (assessments, counselling sessions, consultations) are completed by graduate students, as part of their course work and clinical training, and are supervised by registered psychologists, registered clinical counsellors, or certified school psychologists.To support the clinical training activities, the PSCTC also houses an extensive circulating collection of materials for psychological and educational assessment and intervention, counselling, vocational rehabilitation counselling, as well specialized technology and materials for both direct in-person and telehealth service delivery. Importantly, the PSCTC is a brand new centre operating in newly renovated space, and was designed to replace the New Westminster Counselling Centre and the Pyschoeducational Research and Training Centre, which provided past training sites for CNPS and SACP students. The newly renovated Centre has excellent air filtration (although as described below, additional HEPA filters have been added), and is designed for both individual and groups instruction, which means that physical distancing and other COVID-related safety measures can be readily implemented.The current plan is to begin providing limited (reduced numbers, as described below) face-to-face psychological services and counselling for clients, beginning January 2021. Our rational for a very limited opening in September was to provide SACP and CNPS students with some elements of the required clinical training they need to complete their degrees. During September and October, we have held clinical classes for Counselling graduate students and their instructors, where the graduate students have been on site providing remote counselling using the ZOOM online platform. These experiences have assisted the CNPS students to access some aspects of the clinical training they require, but falls far short of the ideal experiences provided in face-to-face counselling experiences. We have provided test library access for School and Applied Child Psychology graduate students, but have not been able to provide them with the necessary in-person learning activities that are required in their graduate programs. Of course, not opening the PSCTC to more in-person learning activities will undoubtedly delay both CNPS and SACP student’s degree progression and access to their professional careers.For SACP students, their graduate training encompasses both formal classroom instruction, as well as the application of that instruction in closely supervised clinical work with individual clients.  Students are expected to become proficient in the selection, administration, and interpretation of a variety of psychological instruments and measurement procedures. The results from assessment undertaken with each case are used to conceptualize, diagnose, and report the outcomes of assessment and to inform the planning and implementation of client treatment and/or special education programming.  While some portions of client contact can be performed online (interviews, completion of retrospective scales by informants, and reporting), many aspects of the assessment necessarily require in-person service.  In particular, some aspects of an assessment engage the client directly to complete an activity that requires manipulating objects (e.g., block design test). In-person batteries are integral for assessing conditions of intellectual disability, learning disorders, and Autism Spectrum Disorder. They also provide support for the diagnosis and treatment of other psychological disorders and conditions, including personality disorders and behaviour disorders. As such it is essential that school psychology trainees garner in-person experience with instruments and procedures that facilitate diagnosis and treatment of these developmental conditions. In turn, these aspects of assessment are critical for the accurate and effective assessment and diagnosis of learning and psychological difficulties experienced by participating clients.For CNPS students, their training includes a form of lab time during which student counsellors-in-training meet with actual clients from the UBC community and beyond. While much of this has been successfully initiated in the current virtual arrangement, we strongly believe that in-person counselling with face-to-face individual supervision will provide better training, as well as quicker and more effective intervention capacity from the supervisor, which will protect the client, counsellor-in-training, and the supervising faculty. The current arrangement at the PSCTC allows both the supervisor and the beginning student to be on campus and provides required privacy and safety for the clients and clinic students who are counselling clients for the first time. The current training in virtual counselling is acknowledged as restricted in scope and far from the requisite in-person counselling experience CNPS students require for competent practice. Both clients and CNPS graduate students will benefit from the addition of in-person counselling experiences.This proposal has been developed by the CNPS and SACP programs in ECPS, in consultation, with the Director of the PSCTC and the Department Head. It has also been vetted by the Dean’s office.***Services and Service Levels Proposed***In terms of the services we plan to offer: In August, we prepared the Centre for opening in September, including cleaning, securing PPE, installing plexi-glass, deploying signage, and developing safety protocols and engaging staff in training and the implementation of new protocols. This proposal outlines the plan to host in-person counselling and psychological services in the PSCTC facilities, and concomitantly, to make efficient and effective use of all of the PSCTC clinical teaching spaces. The addition of larger teaching spaces will support the quality of instructional experiences and minimize the safety risks to all. The level of in-person contact has been guided by Provincial and UBC guidelines. Consistent with current Public Health Orders to limit travel across regions of the province, client intake for in-person services will be restricted to local areas within the Vancouver Coastal Health Region. Details about screening of PSCTC users, screening procedures, physical distancing, capacity, sanitization, and PPE use are described in the sections that follow. Immediately below are the descriptions of how each academic program will adapt to in-person client contact, along with back up plans.SACP:For SACP students, in September-December, when clinical courses began, the PSCTC received small classes with a maximum of 8 physically distanced students, primarily to access test library materials and borrow resources. There has been no on-campus client activity to this point. Starting in January, students in both SACP and CNPS will begin to see clients for the closely supervised applied work with individual clients that is necessary for student learning. Initially, in order to minimize challenges posed by possible non-compliance with PSCTC safety procedures, clients for clinical training activities will be restricted to youth and adult clients and children 10 years or older who are on our current, screened referral waitlist (and only local clients from VCH region). In later phases, and with appropriate protocols in place, we may request that clinical services and training activities could be resumed with younger clients (and expanded beyond VCH region).SACP clinical training activities will include psychological and educational assessment of individual clients referred to the PSCTC who require an evaluation of a client’s strengths and weaknesses in various areas (e.g., reading, math, writing, language, social behavior, adaptive skills, and cognitive abilities). Typically, assessments involve the use of interviews, rating scales, standardized tests, informal assessment, and history taking. The assessment process typically occurs over several sessions. Normally the client and/or parent/guardian are interviewed in-person so that a history can be developed. At this time, this aspect will be undertaken virtually, and all measures that can be completed remotely, including interviews with school teachers or others, will also be conducted online or by telephone, using secure computer or telephone facilities provided by the PSCTC. The student will conduct the interviews or be mentored in doing so by the instructor/supervisor. Individual client assessment sessions and treatment planning meetings will be scheduled to minimize the number of in-person sessions for each client and limit the total number of visitors to the PSCTC. No more than 5 SACP clients (each with a separate clinician) would be on site at the PSCTC at any time, and each client-clinician dyad will be scheduled to a specific client room that the student will prepare prior to the client visit (according to PSCTC protocols for room preparation described in Appendix A). Particularly for assessment sessions, physical distancing will not be possible for whole sessions. In these instances, clinicians will use a plexi-glass divider on the table between student and client. When possible, distancing will be maintained and no direct contact will occur. These sessions will be monitored and recorded for supervision.It is important to note that although instrumentation to complete assessments without in-person contact is not available, there are some adaptations to clinical practice that might diminish the potential for transmission of the virus. For example, the availability of motor-free assessment is increasing (which would minimize cleaning of materials such as blocks). In addition, where possible, clients can give oral responses, or be directed to point to rather than touch material. These procedures will be undertaken during clinical training activities. Where written assessments are required, single-use pencils will be used. Following the completion of the diagnostic work, the client and/or parent/guardian will meet with the student and supervisor for a discussion of results, recommendations and program or treatment planning. Where possible, these meetings will be held in-person to maximize the client’s comprehension and facilitate student learning. Although it does not offer the student the same learning opportunity, clients will be offered the option to complete this feedback session online. If clients opt for this, the sessions will be conducted at the PSCTC facilities using secure computer facilities and with supervisor participation. SACP clinical training activities also include the delivery of psychological, educational and social and emotional interventions for youth and adult clients. For these training activities, individual graduate students with 1 – 2 clients per day) or pairs of students (undertaking peer-client simulations) will work with their course instructor/supervisor to assess individual clients (or practice with a student peer) in-person, and plan and implement interventions in the appropriate mode, based on client needs. Each student would see a maximum of 2 individual clients in a day. Where possible and appropriate, intervention will move to a supervised online presentation where supervision will be provided by supervisor on-site and student “meeting” with the client using secure computers at the PSCTC. Where intervention must be delivered in-person at the PSCTC, client visits will be scheduled to restrict the number and frequency of in-person client visits and all distancing and preventive procedures observed. Small group intervention sessions (maximum 6 participants) will be scheduled for the large group meeting room (Scarfe Room 2C) or deignated classrooms allocated by classroom services and prepared for this use, with a COVID-19 capacity that provides safe distancing. See Appendix F for Room Capacity summary. Where possible, in-person visits may be interspersed with online sessions, particularly where multiple sessions are required, and as appropriate to client needs. CNPS:For CNPS students, we provided three weeks of extensive orientation and training early in Winter Term 1, and started with one (remote) client per student counsellor in October. We have added a second or third (remote) client for some students and will, if feasible, plan to add additional clients in January for this two-term clinic. Ideally, the added clients will provide the opportunity of some in-person counselling and some current clients may transition to every second or third session as an in-person session using the PSCTC client rooms.In efforts to maximize student training and increase beneficial client outcomes, starting in January we plan to schedule clinics such that subgroups of clinic students and client dyads can meet in person at the PSCTC on a rotating basis while other students and their clients participate online. In other words, we would plan clinics so that only 3-4 of the enrolled students in a clinic class would counsel clients in-person on any given week in the PSCTC, while the other students would counsel their clients for that same week using the ZOOM online platform, using PSCTC facilities and equipment. The following week the arrangement would shift so that each client would be seen in person roughly every other week and continue counselling online on the alternating weeks. The five or six students enrolled in each clinic lab would continue to attend in person for clinical instruction, while 3-4 class members would see 1-2 clients during each clinic class. Under this arrangement, a maximum of 8 clients would attend during each 6-hour clinic class. This arrangement would be in place for each of the 8 clinic classes scheduled throughout the week. In-person counselling would be restricted at this time to local (current and new) clients from the Vancouver Coastal Health Region. Each counselling sessions (both in-person and online) is assigned to their own separate counselling room in the PSCTC. The separate counselling rooms in the PSCTC are equipped with laptop computers for online sessions, as well as plexiglass barriers for in-person sessions, and designated physically distant seating will be used. The supervising instructor and doctoral supervisor-in-training will continue to be present on-site in the large PSCTC monitoring room and available for consultation, and are able to monitor the counselling session using the PSCTC monitoring system and Zoom breakout rooms. In the event that clients cannot come to campus or if clinics need to shift due to COVID-19 conditions, our backup plan would be to return to holding clinics with students on campus in the PSCTC, but conduct all counselling sessions online. The supervising instructor would continue to be present on-site in the monitoring room and available for consultation. We have generated detailed plans for how counselling sessions could be scheduled in the PSCTC Counselling Clinics under each of these options. Importantly, we understand that these plans also need to be flexible to accommodate the schedules of persons dealing with real world constraints that may cause clients to cancel or miss appointments. Fortunately, our supervising faculty are experienced at adjusting to these inevitable alterations of ideal plans and best-case scenarios.  |
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**Section #1 – Regulatory Context**

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| 2. Federal Guidance |
| *List any specific federal COVID-19 regulatory guidance used in developing the plan** [Government of Canada: “Hard-surface disinfectants and hand sanitizers (COVID-19): List of disinfectants with evidence for use against COVID-19”](https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html)
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| 3. Provincial and Sector-Specific Guidance |
| * [BC’s Restart Plan: “Next Steps to move BC through the pandemic”](https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/gdx/bcs_restart_plan_web.pdf)
* <https://www2.gov.bc.ca/assets/gov/education/post-secondary-education/institution-resources-administration/aest_postsecgoforwardguidelines.pdf>
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| 4. Worksafe BC Guidance |
| * <https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/in-person-counselling>
* [COVID-19 and returning to safe operation – Phase 2](https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation)
* [Worksafe COVID-19 Safety Plan](https://www.worksafebc.com/en/resources/health-safety/checklist/covid-19-safety-plan?lang=en&origin=s&returnurl=https%3A%2F%2Fwww.worksafebc.com%2Fen%2Fforms-resources%23sort%3D%2540fcomputeditemdatefield343%2520descending%26f%3Alanguage-facet%3D%5BEnglish%5D%26tags%3DCovid-19%7Ca96b6c96607345c481bb8621425ea03f)
* [Worksafe: Designing Effective Barriers](https://www.worksafebc.com/en/resources/health-safety/information-sheets/covid-19-health-safety-designing-effective-barriers?lang=en&origin=s&returnurl=https%3A%2F%2Fwww.worksafebc.com%2Fen%2Fforms-resources%23sort%3D%2540fcomputeditemdatefield343%2520descending%26f%3Alanguage-facet%3D%5BEnglish%5D%26tags%3DCovid-19%7Ca96b6c96607345c481bb8621425ea03f)
* [Worksafe: Entry Check for Workers](https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-entry-check-workers?lang=en&origin=s&returnurl=https%3A%2F%2Fwww.worksafebc.com%2Fen%2Fforms-resources%23sort%3D%2540fcomputeditemdatefield343%2520descending%26f%3Alanguage-facet%3D%5BEnglish%5D%26tags%3DCovid-19%7Ca96b6c96607345c481bb8621425ea03f)
* [Worksafe: Entry Check for Visitors](https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-entry-check-visitors?lang=en&origin=s&returnurl=https%3A%2F%2Fwww.worksafebc.com%2Fen%2Fforms-resources%23sort%3D%2540fcomputeditemdatefield343%2520descending%26f%3Alanguage-facet%3D%5BEnglish%5D%26tags%3DCovid-19%7Ca96b6c96607345c481bb8621425ea03f)
 |
| 5. UBC Guidance |
| * UBC COVID-19 [Campus Rules](https://srs.ubc.ca/covid-19/safety-planning/covid-19-safety-training-rules/)
* [UBC Employee COVID-19 PPE Guidance](https://riskmanagement.sites.olt.ubc.ca/files/2020/04/COVID-19-PPE-Guidance_final.pdf)
* Ordering Critical Personal Protective Equipment
* [Building Operations COVID-19 website](http://facilities.ubc.ca/covid-19/) - Service Level Information

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| 6. Professional/Industry Associations |
| * CCPA (Canadian Counselling and Psychotherapy Association): <https://www.ccpa-accp.ca/coping-with-covid-19/>
* CPA (Canadian Psychological Association): <https://cpa.ca/corona-virus/> (especially its PDF regarding: Resources for Managing COVID-19 Anxiety by CPA Traumatic Stress Section at <https://cpa.ca/corona-virus/cpa-covid-19-resources/>)
* <https://collegeofpsychologists.bc.ca/2020/06/22/in-person-consent-during-covid-contact-tracing-obligations-register-address-online-materials-now-available-and-upcoming-workshop/>
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**Section #2 - Risk Assessment**

As an employer, UBC has been working diligently to follow the guidance of federal and provincial authorities in implementing risk mitigation measures to keep the risk of exposure as low as reasonably achievable. This is most evident in the essential service areas that have remained open on campus to support the institution through these unprecedented times. These areas have been very active with respect to identifying and mitigating risks, and further re-evaluating the controls in place using the following risk assessment process.

Prior to opening or increasing staff levels:

Where your organization belongs to a sector that is permitted to open, but specific guidance as to activities under that sector are lacking, you can use the following risk assessment approach to determine activity level risk by identifying both your organization’s or activity’s contact intensity and contact number, as defined below:

1. What is the contact intensity in your setting pre-mitigation – the type of contact (close/distant) and duration of contact (brief/prolonged)?
2. What is the number of contacts in your setting – the number of people present in the setting at the same time? As a result of the mass gatherings order, over 50 will fall into the high risk.



One or more steps under the following controls can be taken to further reduce the risk, including:

* Physical distancing measures – measures to reduce the density of people
* Engineering controls – physical barriers (like Plexiglas or stanchions to delineate space) or increased ventilation
* Administrative controls – clear rules and guidelines
* Personal protective equipment – like the use of respiratory protection

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| **7. Contact Density (proposed COVID-19 Operations)**Describe the type of contact (close/distant) and duration of the contact (brief/prolonged) under COVID operations - where do people congregate; what job tasks require close proximity; what surfaces are touched often; what tools, machinery, and equipment do people come into contact with during work |
| The physical configuration of the PSCTC allows for physical distancing with the number of people who will be present at any one time. This will be enhanced at this stage with the use of all of the PSCTC facilities in use. For clinic sessions, the people on site at any one time will be two staff members, 8-10 graduate students, 2-4 instructor supervisors, and up to 6 clients from the community. Staff members will be masked and seated behind the counter of the test library reception area (1118), a minimum of six feet/two metres from people entering the Centre and will be behind a plexiglass stand. Staff members have their own workstation that they will sanitize at the beginning and end of shift, with a maximum of 2 staff members in the test library reception area. All users (students, instructors, staff, clients) will arrive at the outside door (1100) at their prearranged time and check in at the reception desk where they will “check in” and then will go immediately to their designated room, while masked and maintaining physical distancing. Prior to arrival of clients who are students in BC schools, each student clinician will review the school exposure list ([COVID-19 Public Exposures (bccdc.ca)](http://www.bccdc.ca/health-info/diseases-conditions/covid-19/public-exposures)). If a client is a student of a listed school, the student clinician must ensure that the family has done the symptom assessment for the entire household before travelling to UBC., and if a family member or client is sick, they should stay home and cancel the appointment. The student clinician will alert the PSCTC staff that this self-assessment was requested of the family and will confirm compliance as part of the “check-in” procedures for the client guardianThe PSCTC staff who manage the “check – in” process record the name and contact information for each user, noting date and time of attendance at the PSCTC (to support contact tracing, should this be needed). As part of “check-in”, each user is asked to report that hey have completed the BC Self Assessment (<https://bc.thrive.health/covid19/en> ). The PSCTC staff will require verification **at “check in”,** referred to as “active screening”. User verification of having completed the self-assessment and meeting the entry requirements is recorded. Users have access to and are asked to use hand sanitizer on entry and before exit, and hand sanitizers are available in each room, as well. All users are required to use a non-medical mask in the PSCTC and to respect the physical distancing guidelines. Students and instructors work from their designated room for the time they are present in the centre. All user gatherings are restricted to COVID room capacities and to designated seating in those rooms where more than one individual is present. For CNPS students, at least half of their client contacts will involve remote counselling. SACP students will do as much work remotely as possible, but will provide some aspects of their clinical training activities in person with clients at the PSCTC. When clients attend on site at their arranged time, they will knock on the centre exterior door and will be met by the student who will maintain distance and direct them to the “check in” then on to the designated clinic room, while maintaining social distance and wearing masks. The desk staff who manage this process will record the client name and contact information and note date and time of attendance at the PSCTC (to support contact tracing, should this be needed). Clients will have access to and be asked to use hand sanitizer on entry and before exit. When they arrive at the designated room, the client will enter and sit at one side of the room and the student will sit on the other side of the room to maintain physical distancing. The student counsellor will normally use a face shield to allow visible facial expression and/or use the plexiglass shield. If the physical distancing can be maintained, the client may be allowed to remove the non-medical mask while seated in the designated position. The student and client will be separated by a plexi-glass panel that will be set up on a table between them. At the end of the session the student will escort the client to the outside exit door, while maintaining physical distancing. The clinic room and all touch surfaces will be cleaned after the session. Any materials used with a client will be cleaned and sanitized, then returned to the test library, where established cleansing protocols are implemented. No student will see more than 2 clients in-person during any one 6-hour class day. When anyone needs to leave their designated room (e.g., to go to the washroom) they will do so while maintaining physical distancing and in established and designated movement patterns (one-way directional signage, floor signs indicating safe distancing, designated entrance and exits, maximum capacity signage). At the end of each class day, each occupied space will be cleaned.In addition to training clinics and practica, the PSCTC has a resource room and computer lab (1108Q), which houses 6 computers and a library of texts and resource materials relevant to training. These are invaluable for students to access different tests and relevant resources that are not publicly available. To maintain physical distancing, only 4 of these computers will be in use, with an ‘out of order’ or ‘do not use’ notice on the middle computer in each row (there are 3 on each side of the room). Each user is responsible for cleaning their workstation after use. At the end of each day that the room has been accessed, it will be cleaned. |
| **Contact Number (proposed COVID-19 Operations)**Describe the number of contacts in your proposed COVID-19 operational setting (# of people present in setting at same time) |
| Normal occupancy would involve the same number of staff, students, and instructors at any one time. The difference in the proposed plan is the number of clients present at any given time. With 8-10 students, 2-3 instructor supervisors and 5-6 clients attending the PSCTC during each day of operation (9:00 -9:00 Monday – Thursday, and 9:00 – 4:00 Fridays. At any point during the day, there would be fewer than this on site at any time. Within the COVID context, and the need for physical distancing, no more than 6 clients will be present at any one time and they will not enter the Centre at the same time. The plan for managing the positioning and physical movement of everyone in the Centre is provided in the response to question 7. |
| **9. Employee Input/Involvement**Detail how you have met the MANDATORY requirement to involve frontline workers, Joint Occupational Health and Safety Committees, and Supervisors in identifying risks and protocols as part of this plan |
| This proposed plan was developed in collaboration with several faculty members and students, including the ECPS Department Head, the Director of the PSCTC, the Program Coordinators for SACP and CNPS, as well as the clinical directors for each program, supervising faculty, and current graduate student GAAs. The plan was then presented to all members of CNPS and SACP, including staff and students via email for feedback. That feedback was then incorporated before the plan was submitted to the Dean for approval. |
| **10. Worker Health**Detail how all Supervisors have been notified on appropriate Workplace Health measures and support available and how they will communicate these to employees |
| PSCTC Staff Financial Processing Clerk (Low), Test Library Graduate Academic Assistants/Reception (Mid)* Communications to all staff as part of our ZOOM all-staff calls held weekly
* Email meeting summary distributed to all staff
* Distribution of this plan to all staff
* Supervisor to have in-person discussions with each staff member during shift, by telephone or ZOOM, weekly.

Instructors and Clinical Supervisors (low-mid)* Email meeting summary distributed to instructors and supervisors
* Distribution of this plan to all staff
* Director to have in-person briefing discussion with each Instructor/Supervisor weekly or prior to clinic or class meeting
 |
| **11. Plan Publication**Describe how you will publish your plan ONLINE and post in HARD COPY at your workplace for employees and for others that may need to attend site |
| Final plans will be posted to ECPS Department website: <https://ecps.educ.ubc.ca>, and to the PSCTC website <https://psctc.educ.ubc.ca/> and links made from each of the subpages for CNPS, and SACP programs. A hardcopy will be posted in the reception area of the PSCTC. All PSCTC clients will be directed to the online and posted safety plan as part of the PSCTC clinic communication. |

**Section #3 – Hazard Elimination or Physical Distancing**

Coronavirus is transmitted through contaminated droplets that are spread by coughing or sneezing, or by contact with contaminated hands, surfaces or objects. UBC’s goal is to minimize COVID-19 transmission by following the safety hierarchy of controls in eliminating this risk, as below.



The following general practices shall be applied for all UBC buildings and workspaces:

* Where possible, workers are instructed to work from home.
* Anybody who has travelled internationally, been in contact with a clinically confirmed case of COVID-19 or is experiencing “flu like” symptoms must stay at home.
* All staff are aware that they must maintain a physical distance of at least 2 meters from each other at all times
* Do not touch your eyes/nose/mouth with unwashed hands
* When you sneeze or cough, cover your mouth and nose with a disposable tissue or the crease of your elbow, and then wash your hands
* All staff are aware of proper handwashing and sanitizing procedures for their workspace
* Supervisors and managers must ensure large events/gatherings (> 50 people in a single space) are avoided
* Management must ensure that all workers have access to dedicated onsite supervision at all times.
* All staff wearing non-medical masks are aware of the risks and limitations of the face covering they have chosen to wear or have been provided to protect against the transmission of COVID-19. See [SRS](https://srs.ubc.ca/covid-19/) website for further information.

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| **12. Work from Home/Remote Work**Detail how/which workers can/will continue to work from home (WFH); this is required where it is feasible |
| Finance staff member will continue WFH for those tasks that can be completed remotely, using remote desktop (estimated to be 25% of current work).  |
| **13. Work Schedule Changes/Creation of Work Pods or Crews or Cohorts**For those required/wanting to resume work at UBC, detail how you are able to rescheduling of workers (e.g. shifted start/end times) in order to limit contact intensity; describe how you may group employees semi-permanently to limit exposure, where necessary |
| * **Finance staff member:** In October, this staff member returned to campus 1 day per week to carry out required work; process and refund credit card payments, pick up and sort mail and processing of ordered materials, prepare, and close client case files, as well as manage distribution of fee-for-service payments in Workday. This person is scheduled to work 3 days per week (.6 FTE), but now attends on campus for those required activities and then returns to working remotely for tasks that can be accomplished off site
* **Test Library/Reception staff (Graduate Student GAAs)** Graduate Student GAA staff members work two 5-hour shifts each week, normally on the same schedule, providing reception and clinical teaching support to students, instructors and clients. During each 5-hour shift they serve a small cohort of students, instructor/supervisors and their clients (fewer than 15 people per 5-hour shift). With increased client activity, the GAA staff numbers may increase, but the same schedule and arrangements would be maintained.
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| **14. Spatial Analysis: Occupancy limits, floor space, and traffic flows**Describe or use UBC building keyplans (or do both, where appropriate) to identify and list the rooms and maximum occupancy for each workspace/area, explaining your methodology for determining occupancy |
| *If you elect to use Narrative Representation** *Describe how you came up with your occupancy numbers*
* *Describe your direction flows, where appropriate, such as one-way flows or separate worker entry/exit*
* *Describe your physical distancing spacing locations to reflect 2 metre spacing around stationary workspaces and common areas*

*If you elect to use Keyplans Representations – hand drawn representations are acceptable** *Illustrate occupancy for each room*
* *Illustration direction flows with arrows, where appropriate, such as one-way flows or separate worker entry/exit*
* *Illustrate your physical distancing spacing locations to reflect 2 metre spacing around stationary workspaces and common areas. Please note that in a UBC keyplans, a door frame is roughly 3 feet – you can double the door frame scale to apply a ~2 metre (6 feet) radius to your stationary spaces and within common areas.*

*If you would like to use building keyplans, please contact* *records.section@ubc.ca**.* |
| **15. Accommodations to maintain 2 metre distance**Please detail what accommodations/changes you have made to ensure employees can successfully follow the rule of distancing at least 2 metres from another employee while working  |
| * The client rooms are to be used only by the student and the client and they will have the occupancy limit of 2.
* If the client is a child, they can only be accompanied by one parent to the designated room, and then the parent is requested to leave the PSCTC or wait in one of three designated seats in the PSCTC foyer. The foyer seating allows for safe one-way passage of users to access washrooms, and sufficient distance from the hand washing and equipment sanitizing stations. station.
* The resource room, which has 6 computers (3 on each side of the room) The middle station will have the “do not use” sign to ensure physical distancing. The other 2 stations are positioned more than 2 meters from each other. here will be a 4-person occupancy limit for this room.
* The copier/stationary area will have a 1-person limit occupancy.
* The reception computers will be behind plexiglass, and this area will have a 2-person occupancy limit, with each staff member restricted to their own work station.
* Any meetings requiring all staff members to be present will be held virtually. Student instruction will be restricted by room limits, with only Room 2C available for groups up to 12 persons, again in designated seating set to meet physical distancing guidelines.
* Shared kitchen spaces, fridges, kettles, cutlery, and other appliances and equipment will not be available for use. There will be “do not use” sign on these appliances and equipment.
* Only 2 staff members (student GAAs) will be scheduled at a time to work at the front desk and will clean and sanitize the shared working station before and after their shift.
* Supervision rooms will be used for viewing of student clinical activities by the supervisor and will have the occupancy of 4 persons at a time.
* Staff and other users will use shared washrooms in the building and follow appropriate occupancy and physical distancing measures as outlined by the building standards.
 |
| **16. Transportation**Detail how you are able to (or not) apply UBC's COVID-19 vehicle usage guidelines to the proposed operational model - if you cannot apply these guidelines, please describe alternative control measures |
| n/a |
| **17. Worker Screening**Describe how you will screen workers: 1) exhibiting symptoms of the common cold, influenza or gastrointestinal; 2) to ensure self-isolation if returning to Canada from international travel; and 3) to ensure self-isolation if clinical or confirmed COVID-19 case in household or as medically advised |
| We will consult with the following sources of advisories, guidance, practice guidelines, recommendations, and information:* [Government of Canada: “Hard-surface disinfectants and hand sanitizers (COVID-19): List of disinfectants with evidence for use against COVID-19”](https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html)
* [BC’s Restart Plan: “Next Steps to move BC through the pandemic”](https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/gdx/bcs_restart_plan_web.pdf)
* <https://www2.gov.bc.ca/assets/gov/education/post-secondary-education/institution-resources-administration/aest_postsecgoforwardguidelines.pdf>
* <https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/in-person-counselling>
* [COVID-19 and returning to safe operation – Phase 2](https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation)
* [Worksafe COVID-19 Safety Plan](https://www.worksafebc.com/en/resources/health-safety/checklist/covid-19-safety-plan?lang=en&origin=s&returnurl=https%3A%2F%2Fwww.worksafebc.com%2Fen%2Fforms-resources%23sort%3D%2540fcomputeditemdatefield343%2520descending%26f%3Alanguage-facet%3D%5BEnglish%5D%26tags%3DCovid-19%7Ca96b6c96607345c481bb8621425ea03f)
* [Worksafe: Designing Effective Barriers](https://www.worksafebc.com/en/resources/health-safety/information-sheets/covid-19-health-safety-designing-effective-barriers?lang=en&origin=s&returnurl=https%3A%2F%2Fwww.worksafebc.com%2Fen%2Fforms-resources%23sort%3D%2540fcomputeditemdatefield343%2520descending%26f%3Alanguage-facet%3D%5BEnglish%5D%26tags%3DCovid-19%7Ca96b6c96607345c481bb8621425ea03f)
* [Worksafe: Entry Check for Workers](https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-entry-check-workers?lang=en&origin=s&returnurl=https%3A%2F%2Fwww.worksafebc.com%2Fen%2Fforms-resources%23sort%3D%2540fcomputeditemdatefield343%2520descending%26f%3Alanguage-facet%3D%5BEnglish%5D%26tags%3DCovid-19%7Ca96b6c96607345c481bb8621425ea03f)
* [Worksafe: Entry Check for Visitors](https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-entry-check-visitors?lang=en&origin=s&returnurl=https%3A%2F%2Fwww.worksafebc.com%2Fen%2Fforms-resources%23sort%3D%2540fcomputeditemdatefield343%2520descending%26f%3Alanguage-facet%3D%5BEnglish%5D%26tags%3DCovid-19%7Ca96b6c96607345c481bb8621425ea03f)
* UBC COVID-19 [Campus Rules](https://srs.ubc.ca/covid-19/safety-planning/covid-19-safety-training-rules/)
* [UBC Employee COVID-19 PPE Guidance](https://riskmanagement.sites.olt.ubc.ca/files/2020/04/COVID-19-PPE-Guidance_final.pdf)
* Ordering Critical Personal Protective Equipment
* [Building Operations COVID-19 website](http://facilities.ubc.ca/covid-19/) - Service Level Information
* <https://bc.thrive.health/covid19/en>

<https://srs.ubc.ca/covid-19/health-safety-covid-19/frequently-asked-questions-covid-19-self-assessment-requirements/>* <https://srs.ubc.ca/covid-19/>
* WorkSafe BC: <https://www.worksafebc.com/en/about-us/covid-19-updates>; especially: In-person counselling: Protocols for returning to operation at: <https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/in-person-counselling>
* Province of B.C. Health Officer and Public Health Authority, especially points relevant to in-person counselling: especially: In-person counselling, psychiatrists, psychologists, social workers, and counsellors: <https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/phase-2?keyword=covid&keyword=safety&keyword=plan> (Phase 2); <https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/phase-3?keyword=covid&keyword=safety&keyword=plan> (Phase 3); <https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/phase-4?keyword=covid&keyword=safety&keyword=plan> (Phase 4)
* UBC Mandatory Health and Safety Training for all Workers: <https://srs.ubc.ca/training-and-general-education-courses/mandatory-training-for-all-ubc-workers/>

Every person (student, faculty member, or client) entering the PSCTC will be documented and self-assessment entry requirements verified as described above.. Signage for individual self-screening will be placed on all ingress doors around and at the Centre. The language and requirements will adhere to templates coming from the Province and UBC Safety Risk Services. * All persons will be required to monitor their health to ensure that they are not endangering the community by entering the building if they are showing signs of a cold or any symptoms of COVID-19 inclusive of but not limited to: fever, chills, new or worsening cough, shortness of breath, new muscle aches or headache, or sore throat. It is imperative that anyone experiencing such symptoms, whether due to a cold or otherwise, not enter the Scarfe Building or the Centre. The most current requirement will be posted on the Faculty of Education’s COVID-19 page at educ.ubc.ca/covid-19/.
* In concert with the above self-monitoring requirement paragraph, all persons expected to enter and use the Centre will be required to check their health condition, in terms of the above symptoms and to respect the conditions for entry into the Centre or the Scarfe Building, at several temporal points: (a) at the time of making a clinical service appointment by phone or online (for clients), (b) self-monitoring (completing a self-assessment) before leaving home on the day of a clinical service appointment (for clients), (c) self-monitoring (completing BC Self-Assessment) before leaving home on the day of entering the Centre or the Scarfe Building for work or training (faculty, staff, and students), (d) self-monitoring and responding to “check-in” questioning upon arrival at the Centre (for clients, faculty, staff, and students).
* In case of clients reporting or suspecting to have any symptom at any point before arriving at the Centre and during their visit at the Centre, their appointments will be cancelled/postponed or terminated immediately, respectively, as described in the following section (Item 18).
* In case of faculty, staff, or students reporting or suspecting to have any symptom at any point before arriving at the Centre and during their visit at the Centre, they will follow the steps as described in the following section (Item 18).
 |
| **18. Prohibited Worker Tracking**Describe how you will track and communicate with workers who meet categories above for worker screenings |
| The Workday absence documentation process will l be utilized to track any workers who cannot attend work due to one or more of the three categories of restriction (as defined by WorkSafeBC). The guidance of the Provincial Health Officer and the BC Centre for Disease Control (BC CDC) around self-isolation will apply to all members of the Faculty of Education community.: * Anyone who has had symptoms of COVID-19 in the last 10 days must self-isolate at home.
* Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat and new muscle aches or headache
* Anyone under the direction of the Provincial Health Officer to self-isolate must follow those instructions.
* Anyone who has arrived from outside of Canada must self-isolate for 14 days and monitor for symptoms.

If a Faculty of Education employee (whether faculty or staff) starts to feel ill while on campus, we will contact UBC First Aid on the Point Grey Campus by calling 604-822-4444 or 2-4444 (UBC Landlines). The first aid attendants will conduct a COVID-19 screening assessment by phone - complete the thrive BC COVID-19 Self-Assessment Tool and follow its recommendations.While the UBC faculty, staff, and students who report any of the above symptoms or are suspected to have such symptoms will be required follow the above guidelines and advisories, individual clients who seek psychological services or have counselling appointments at the PSCTC and report or are suspected to have symptoms will be required to stay home and seek appropriate medical advice and treatment by following all guidelines for next steps as outlined BC CDC: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-aresick/steps-when-sick.html>.If clients report such symptoms or are suspected to have any of such symptoms upon arrival at the Centre or during their stay at the Centre, they will be required to return home immediately by means that does not involve public transportation. They should follow all guidelines for next steps as outlined BC CDC: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-aresick/steps-when-sick.html>. Faculty, staff, and student trainees and supervisors at the Centre will be required to inform the PSCTC staff who will keep a record of such incidents involving clients with reported or suspected symptoms. |

**Section #4 – Engineering Controls**

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| **19. Cleaning and Hygiene**Detail your cleaning and hygiene plan, including identification for hand-washing stations and the cleaning regimen required to be completed by your departmental staff (i.e. non-Building Operations) for common areas/surfaces |
| Reception Area:* Physical contact will not be permitted at the PSCTC.
* All staff will conduct a coronavirus self-check (https://bc.thrive.health/covid19/en) and come to work only if they are symptom free.
* All clients will wait outside until they are contacted for their appointment in the covered portico next to the ingress door.
* Staff will remind clients and students to use sanitizer upon entering the office and will direct people straight into the testing/therapy room after “check-in” is completed.
* PSCTC staff maintain a “check-in” document at the reception desk. All visitors to the PSCTC will be required to provide their name, email and phone numbers at the “check-in” in the instance where COVID contact tracing would be necessary.
* Payments for services will be collected online whenever possible. When office payment is necessary, a touchless credit card pad will be used and sanitized before and after use.
* Staff and students will also use sanitizer before seeing a client.
* The waiting room will be closed and no children’s toys or books will be visible. The sole use of this area will be for a single parent who must accompany a minor child client, and only in one of three designated seats.
* Appointments will be scheduled to minimize the chance of contact between clients.
* Appointments will be scheduled to allow sufficient cleaning and sanitizing time between appointments for the room and materials.
* All materials that are touched will be thoroughly sanitized after each use (e.g., pencils, test materials, manipulatives).
* Office seating in testing/therapy rooms has been arranged for appropriate physical distancing and/or Plexiglas barriers are used.
* If social distancing or barriers cannot be used, staff will wear appropriate face shield/mask, gloves and ask clients to do so.

Clinic Rooms:* Each clinic room will be cleaned at the end of each day by students, faculty, and staff (a cleaning checklist is posted in each room and included in Appendix C). A maximum of 2 clients will be seen in each room per 6-hour shift, with adequate time between clients to allow completion of the relevant cleaning protocols.
* Throughout sessions, students, counsellors and clinicians will sanitize all high touch surface areas, including desks, chairs, shields, handles, and switches. We will have a checklist at each room checking off what was sanitized for quality assurance. A copy of the Room Cleaning Report Template is included in Appendix C
* Staff will maintain safe distancing and parents are to encourage their children to do so.

Resource Room and Test Library:* The test library will be operating on an online and telephone reservation system in order to limit the number of users at the PSCTC at any time
* Pick-up will be available for library materials via 15-minute time slots. Students, staff and faculty will be able to reserve a time to pick up and/or return materials, and staff will inform them when their requested materials are available
* All returned items will be cleaned by the borrower prior to being returned and brought back into circulation
* Highly requested items will have a staggered circulation schedule for students in order to reduce the number of students at the PSCTC
* Test library computers will be set up to ensure physical distancing requirements are met and booking and sanitizing schedules will be used to ensure that equipment is cleaned between users.

Other:* Restroom soap dispensers are regularly maintained and everyone will be encouraged to wash their hands.
* Hand sanitizer that contains at least 60% alcohol is available at the entrance to the office and each testing/therapy room.
* Tissues and trash bins will be easily accessible and disposed of daily, or more frequently if required.
* Clients are requested to use sanitizer as they enter and leave the office.
* Masks will be available for clients and students upon request
 |
| **20. Equipment Removal/Sanitation**Detail your appropriate removal of unnecessary tools/equipment/access to areas and/or adequate sanitation for items that must be shared that may elevate risk of transmission, such as coffee makers, kettles, shared dishes and utensils |
| * All staff will receive a document outlining internal procedures for signing items in and out of circulation to test library users. This document will include what items need to be cleaned and disinfected and when they are to be disinfected. Please see attached document in Appendix E.
* All staff will wash their hands prior to and after cleaning, sanitizing, and/or retrieving necessary materials in circulation. Hand sanitizer will be available for use if hand washing is not immediately available.
* Testing kits and materials that are in high demand will undergo a 24-hour quarantine period after the user returns the loaned item before being brought back into circulation.
* All other items which are not in high demand will be organized so as to maximize the period before being brought back into circulation.
* Upon return, all manipulatives found in testing kits will be cleaned and disinfected by test library users with disinfectant wipes provided by the test library. Items that cannot be sanitized will be removed before they are circulated.
* Paper materials will not be disinfected with liquid disinfectants to preserve the quality of the item.
* Shared kitchen appliances and equipment (e.g., kettles, coffee makers, cutlery, fridge, microwave, water cooler) will not be available for use.
* Shared computers, printers, scanners, and photocopiers will be cleaned by staff, students, and faculty after each use. Upon return, all iPads and relevant electronics will be cleaned and disinfected by test library users with disinfectant wipes or alcohol-based cleaners provided by the test library. Procedures are described in Appendix B and Cleaning Report Templates are in Appendix D.
* Shared computers and workstations in the resource room and desks in the clinicians’ room will be cleaned before and after each use by the user (student, professor, clinician, etc.). Disinfectant wipes will be provided by the test library as well as a checklist posted of what needs to be cleaned. A copy of the Room Cleaning Report Template is included in Appendix CReading material and children’s toys and materials (e.g., crayons) will be removed from the waiting area.
* Shared pens and pencils will not be available for use.
* Users book a room in the clinic by request to PSCTC staff by telephone or email, schedule their requested time and room for an ad hoc booking. The majority of room bookings follow the schedule of clinical classes and their related activities. .
 |
| **21. Partitions or Plexiglass installation**Describe any inclusion of physical barriers to be used at public-facing or point-of-service areas |
| The public facing reception area will have a plexiglass separating the public from the receptionists. In line with Worksafe BC’s recommendations, the plexiglass will be covering the shortest and tallest people who are typically approaching the barrier. That means the barrier will extend more than 30 cm beyond the seated person’s nose in every direction and more than 30 cms beyond the standing person’s nose in every direction. Essentially, the plexiglass will be covering the whole reception area. There will be small openings at the bottom where the receptionist and the clients could exchange materials (documents, cards, etc.).In the clinic rooms, there will be a plexiglass partition on tables on which students and clients will be conducting testing and therapy in situations where a 2 meter distance cannot be maintained. The partition will be extended 30 cm in every direction beyond the seated person’s nose.  |

**Section #5 – Administrative Controls**

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| **22. Communication Strategy for Employees**Describe how you have or will communicate the risk of exposure to COVID-19 in the workplace to your employee, the conduct expectations for the employee's physical return to work around personal hygiene (including use of non-medical masks), the familiarization to contents of this plan, including how employees may raise concerns and how you will address these, and how you will document all of this information exchange |
| PSCTC staff will be trained in COVID-19 safety precautions and plans by the PSCTC Director, Dr. Bill McKee, in addition to completing the required UBC COVID-19 course: <https://wpl.ubc.ca/browse/srs/courses/wpl-srs-covid>. Students who will be seeing clients will be trained by the faculty supervisors as part of the clinical coursework. The training teams, including faculty and students, will together read through and discuss the COVID-19 safety plan to include avoiding coming to clinic if sick, participating in monitoring of PSCTC activity during each clinical training session, utilizing PSCTC equipment and procedures to minimize COVID-19 risk, and helping with cleaning the PSCTC rooms and equipment used for clinic, at the end of sessions. Staff, instructors and students will all be required to complete the UBC COVID-19 safety course and submit their certificate to PSCTC test library staff before being admitted to the PSCTC facilities. Everyone coming into the PSCTC will be expected to follow PSCTC safety protocol, including use of masks a, and confine clinic activity to assigned and approved rooms and spaces as described above.PSCTC staff, students, supervisors, and clients from the community will all be required to read and verbally agree to the conditions of the PSCTC safety plan with completion of described “check-in” procedures each time they enter the Centre. The PSCTC staff will screen and “check-in” all PSCTC users (clients, staff, students and instructors), indicating date and times entering and leaving. The PSCTC staff will maintain a record for each student and instructor that specifies when the participant received the safety training. All participants will be given opportunities to ask any questions or raise any concerns about the COVID-19 safety procedures. If the training is declined by a particular individual, that person will be informed that participating in PSCTC activities and services requires compliance with established safety procedures. If a client declines to confirm acceptance of the PSCTC safety procedures and policies described here, they would be informed that a referral can be provided off campus.If any person involved in PSCTC activities has a concern about COVID-19 safety and precautionary procedures within the clinic, that person will be encouraged to inform either the PSCTC desk staff or the supervising faculty member present. The safety plan will include information about how to raise a concern either in person or in writing, with the understanding that the PSCTC staff person contacted will alert the faculty and/or director to address the concern and remedy the situation as appropriate. Both CNPS and SACP updated their clinic manuals this summer to embed safety plans regarding COVID-19 and the PSCTC, as well as to update and clarify any COVID-related modifications to clinical courses. This includes revising the logs students regularly keep of attendance, client sessions, and supervision meetings to add the documentation of COVID safety plan implementation. The revised manuals were available for student orientation when classes and clinics began in September. |
| **23. Training Strategy for Employees**Detail how you will mandate, track and confirm that all employees successfully complete the [**Preventing COVID-19 Infection in the Workplace**](https://wpl.ubc.ca/browse/srs/courses/wpl-srs-covid) online training; further detail how you will confirm employee orientation to your specific safety plan |
| Everyone who enters the PSCTC during the period of COVID-19 precautions must first complete the online UBC training [**Preventing COVID-19 Infection in the Workplace**](https://wpl.ubc.ca/browse/srs/courses/wpl-srs-covid).  Faculty, staff, and students will all be notified as part of PSCTC orientation that they are required to watch the videos and pass the quiz, documentation of which is maintained by Faculty of Education staff.  The details of our PSCTC-specific safety plan to keep people safe as possible from COVID-19 will be presented and discussed also as part of employee and student orientations and in the intake procedure with counselling clients.  Clinic supervisors will be responsible for tracking and ensuring documentation of students’ and clients’ completion of both the UBC and PSCTC-specific trainings.  The PSCTC Director will be responsible for monitoring and documenting completion of both by all staff, employees, and faculty who come into the PSCTC.   |
| **24. Signage**Detail the type of signage you will utilize and how it will be placed (e.g. floor decals denoting one-way walkways and doors) |
| The PSCTC is following the procedures consistent with the Faculty of Education Safety Plan. The Faculty of Education has utilized the signage from the Safety & Risk Services COVID-19 website, the WorkSafeBC’s COVID-19 – Resources website, and from Building Operations regarding approved floor tape and decals. UBC’s signage templates have been downloaded and have been applied. Seating signage, floor tape and floor decal supplies for the Faculty have been received and are in place.  |
| **25. Emergency Procedures** Recognizing limitations on staffing that may affect execution of emergency procedures, detail your strategy to amend your emergency response plan procedures during COVID-19. Also describe your approach to handling potential COVID-19 incidents |
| * *Pull your BERP and provide an update to the designated staff by emergency support position. Ensure you have completed and documented the training for this new individual(s)*
* *Other suggested language (chose what applies based on your operations) to discuss the approach to handling potential COVID-19 incidents (where symptoms may be suspect):*
* *For individuals presenting COVID-19-like symptoms, the direction to employees is to call UBC First Aid at 2-4444*
* *Suspected positive incidents are to be reported to the Supervisor and documented by the supervisor in CAIRS as well as by emailing* *ready.ubc@ubc.ca*
* *UBC COVID-19 exposure information can be found on the* [*SRS webpage*](https://srs.ubc.ca/covid-19/health-safety-covid-19/reporting-covid-19-exposure/)
* *Direct people who are unsure about what they should do to the* [*BC Self Assessment tool*](https://bc.thrive.health/)
* *If there was a confirmed positive incident, SRS would defer to the government response protocols and rely on their direction. UBC would provide assistance as requested.*

The PSCTC will operate in ways consistent with the Faculty of Education Safety Plan which details steps to amend the Building Emergency Response Plan (BERP) The Neville Scarfe Building BERP will be updated with the BERP Amendment and will specify that floor wardens are to be assigned as per our unit-level occupancy schedule. Temporary floor wardens will be assigned during Stages 2 and 3. All assigned floor wardens will undergo online floor warden training. Unit level administrative managers will ensure there is one trained floor warden on each floor on each day of occupancy. Unit administrative managers in PCN will follow the same procedures in their units. Suspected COVID-19 Cases Individuals presenting COVID-19-like symptoms are directed to call UBC First Aid at 2-4444. Individuals who have difficulty breathing should immediately call 9-1-1 or the local emergency number (in BC this is 8-1-1 Suspected positive incidents are to be reported to the unit administrative manager who will document the information in CAIRS and email ready.ubc@ubc.ca. People who are unsure about what they should do will be directed to the BC Self-Assessment Tool. OPH programs and services remain available to all staff, faculty, and paid students who have questions or concerns about their health and safety in the workplace, including questions around COVID-19 Suspected positive incidents or exposure concerns are to be reported to the supervisor. Employees are advised that COVID-19 exposure information can be found on the SRS webpage. |
| **26. Monitoring/Updating COVID-19 Safety Plan**Describe how monitor your workplace and update your plans as needed; detail how employees can raise safety concerns (e.g. via the JOHSC or Supervisor) - plan must remain valid and updated for next 12-18 months |
| We have had and will continue regular bi-monthly reviews of our COVID-19 safety plan specific to the PSCTC.  Staff and student orientations will emphasize that safety concerns may be raised by contacting the faculty supervisor or PSCTC Director, in which case a review will be scheduled as soon as possible with attempts to address the concern quickly.  Any updates to the safety plan or responses to concerns that require action will be communicated in a timely manner to all staff, students, and clients through coordinated efforts by the PSCTC Director, the CNPS Director of Clinics, and supervising faculty.    |
| **27. Addressing Risks from Previous Closure**Describe how you will address the following since the closure: staff changes/turnover; worker roles change; any new necessary training (e.g. new protocols); and training on new equipment |
| We have lengthened our orientation period to allow for more time to orient and train new and existing staff, students, and faculty to take the necessary precautions to enhance COVID-19 safety.  In the past the orientation was 1-2 weeks, but in September we held a 4-week (minimum) training before students started seeing clients.  Clients will be scheduled starting in mid-January where in the past students started seeing in-person clients the second or third week of September.  As described above, sessions will be held in person only 50% of the time, with alternating week sessions held online to minimize the number of people in the PSCTC at one time, and to provide students with good comparative experience with both in-person and online training.  Faculty, staff, and students will be taking on additional responsibilities under our revised safety plan, including documenting presence of clients in the PSCTC, supporting persons using appropriate cleaning and sanitizing protocols, preparation and management of computer equipment during sessions, and cleaning and disinfecting PSCTC rooms and equipment used when clinics end each day.   |

**Section #6 – Personal Protective Equipment (PPE)**

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| **28. Personal Protective Equipment**Describe what appropriate PPE you will utilize and how you will/continue to procure the PPE |
| The Educational and Counselling Psychology, and Special Education department has shared supplies of non-medical masks, hand sanitizer, face shields, and plexiglass barriers that are now in place in the PSCTC. All faculty, staff and student users of the PSCTC will be required to use non-medical masks at all times when in the building, consistent with current UBC guidelines. Instances where masks can be safely removed are listed in the section following. Students, faculty and clients will be required to wear non-medical face masks in the building. All users will be asked to provide and wear their own non-medical masks, however, the PSCTC will maintain a stock, should there be a need. The PSCTC will also request clinicians and instructors to provide their own face shields, where their use is anticipated. Again, the PSCTC maintains a stock of face-shields, should there be a need. This will protect students and supervisors both in their encounters with clients. Clients will also be asked to wear non-medical masks. Worksafe guidelines for in-person counselling state: “Masks can reduce the spread of droplets from the wearer but may not prevent the wearer from inhaling the droplets of others. It is therefore important to ensure that clients as well as the counsellor are wearing masks to ensure protection for both parties.” As part of UBC’s commitment to the health and safety of our community, and the responsibility we all share in preventing the potential for COVID-19, students, faculty, staff and visitors are required to follow UBC’s COVID-19 Campus Rules <https://riskmanagement.sites.olt.ubc.ca/files/2020/07/COVID19-Campus-Rules.pdf>.when on our campuses. These rules include the UBC requirement to wear non-medical masks in common indoor spaces. Common indoor spaces include hallways, stairways, building entryways, washrooms, common areas in residences and other high-traffic areas (except as set out in an approved COVID-19 Safety Plan). The requirement to wear non-medical masks indoors recognizes that transmission is reduced when face masks are worn in conjunction with physical distancing and other safety practices. For more information, including details about exceptions, please refer to the COVID-19 Campus Rules link above. **Non-Medical Masks Not Mandatory When Physical Distancing or Approved Barriers are in Place** The PSCTC COVID-19 Safety Plan provides additional exceptions to the non-medical mask requirement if physical distancing or approved barriers are in place throughout the PSCTC spaces.* Non-medical masks are not required when working in a sole occupant office or enclosed room.
* In open concept workspaces have been designated to ensure they are 2m apart or have appropriate physical barriers, such as the Reception/Test Library area. Therefore, while occupying an assigned workspace, users have the option to remove their non-medical mask when seated or while engaged in activities where the physical distancing requirement is met.
* As per UBC’s policy, non-medical masks must be worn:
* When travelling through building corridors and shared spaces
* Any other time that 2m physical distancing cannot be maintained.

**Teaching Spaces within the PSCTC, including meeting and monitoring rooms being used as classrooms:** Effective September 16, 2020, UBC implemented a policy whereby students, faculty, staff and visitors are required to wear non-medical masks in common indoor spaces on campus. Regarding use of non-medical masks in classrooms: * PSCTC Meeting and Monitoring room capacities have been reduced so that designated seats are 2m apart. Therefore, while in these designated classrooms, students and other classroom users have the option to remove their non-medical mask when seated in designated seats, or while engaged in activities in a classroom where the physical distancing requirement is met.
* Faculty and instructors are not required to wear a non-medical mask in classrooms while physically distanced (2m) from students and other classroom users.
* As per UBC’s policy, non-medical masks must be worn:
* When travelling through building corridors and shared spaces
* While entering or exiting classrooms
* Within classrooms while moving to a seat, or at any other time that 2m physical distancing cannot be maintained.
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**Section #7 - Acknowledgement**

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| **29. Acknowledgement**Plan must demonstrate approval by Administrative Head of Unit, confirming: 1) the Safety Plan will be shared with staff and how; 2) staff will acknowledged receipt and will comply with the Safety Plan. |
| The following template, on PSCTC letterhead will be used to confirm acknowledgment that staff have received the safety plan and will comply with it:I acknowledge that this Safety Plan has been shared with staff both through email and will be made available as a shared document. Staff can either provide a signature or email confirmation that they have received, read and understood the contents of the plan

|  |  |
| --- | --- |
| **Date** |  |
| **Name** (Manager/Supervisor) |  |
| **Title** |  |

**Faculty and Staff Occupying Workspace**

|  |  |  |
| --- | --- | --- |
| Name | Email | Confirmation of Understanding |
|  |  | ☐ |
|  |  | ☐ |
|  |  | ☐ |

 |

### **Appendices**

**Appendix A**

Cleaning the PSCTC rooms, keyboard and mouse

* Use hand sanitizer on your hands
* Clean the table surface, chair armrests, and door handle using the sanitizing wipes provided.
* Take a sheet or two of paper towels from the reception area dispenser
* Apply a couple of shots of cleaning mist to the paper towel
* Use the moistened towel to very gently wipe down the keyboard and mouse
* Complete the room cleaning checklist with name, date and time of cleaning
* Apply hand sanitizer again and return to the reception desk to check out

Cleaning your Laptop computer before return

* Use hand sanitizer on your hands
* Take a sheet or two of paper towels from the reception area dispenser
* Apply a couple of shots of cleaning mist to the paper towel
* Use the moistened towel to very gently wipe down the laptop and any related accessories
* Apply hand sanitizer again and return the laptop directly to staff at the reception desk
* For return: provide your name, laptop number and verify to staff that you have completed the cleaning protocol

**Appendix B**

**PSCTC INFORMED CONSENT FOR IN-PERSON SERVICES**

**DURING COVID-19 PUBLIC HEALTH CRISIS**

This document contains important information about our decision (yours and mine) to resume or start in-person services in light of the COVID-19 public health crisis. Please read this carefully and let me know if you have any questions. When you sign this document, it will be an official agreement between us.

**Decision to Meet Face-to-Face**

We have agreed to meet in person; that is, you have agreed for me to meet with you and/or your child in the clinic. If there is a resurgence of the pandemic or if other health concerns arise, however, I may require that we meet via telehealth or postpone sessions. If you have concerns about meeting through telehealth, we will talk about it first and try to address any issues. You understand that, if I believe it is necessary, I may determine that we transition to telehealth for everyone’s well-being.

If you decide at any time that you would feel safer staying with, or returning to, telehealth services, I will respect that decision, as long as it is feasible and clinically appropriate.Reimbursement for telehealth services has not been a problem; however, if your insurance plan disallows a claim you will still be responsible.

**Risks of Opting for In-Person Services**

You understand that by you or your child coming to the Centre, you are assuming the risk of exposure to the coronavirus (or other public health risk). This risk may increase if you travel by public transportation, cab, or ridesharing service.

**Your Responsibility to Minimize Your Exposure**

To obtain services in person, you agree to take certain precautions which will help keep everyone (you, me, our families, PSCTC staff, and other clients) safer from exposure and possible serious illness. If you do not adhere to these safeguards, it may result in our starting /returning to a telehealth arrangement.  Initial each to indicate that you understand and agree to these actions:

* \_\_\_\_\_You will only keep your in-person appointment if you are symptom free.
* \_\_\_\_\_ If you are the parent/guardian of a child or youth client, we will check with public records related to COVID-19 outbreaks in your child’s school the day prior to your appointment. If your child attends a school where there is an outbreak, we will ask that your whole family complete the self-assessment prior to arrival and report this at “check-in” and further that you report whether results of these assessments impose restrictions on any member of your family.
* \_\_\_\_\_You will take your temperature before coming to each appointment. If it is elevated (38+ Celsius), or if you have other symptoms of the coronavirus (self-check: <https://bc.thrive.health/covid19/en>), you agree to cancel the appointment or proceed using telehealth.  If you wish to cancel for this reason, there will be no cancellation fee.
* \_\_\_You will wait outside the PSCTC until you are called/texted/emailed to come inside for our appointment.
* \_\_\_\_\_You will use alcohol-based hand sanitizer when you enter the Centre and go straight to the testing/therapy room.
* \_\_\_\_\_You will adhere to the safe distancing precautions we have set up in the testing/therapy room. For example, you won’t move chairs or sit where we have asked you not to sit.
* \_\_\_\_\_You will wear a mask i (as will our staff).
* \_\_\_\_\_You will keep a distance of 2 metres/6 feet and there will be no physical contact (e.g., no shaking hands) with me or other staff.
* \_\_\_\_\_You will try not to touch your face or eyes with your hands. If you do, you will immediately sanitize your hands.
* \_\_\_\_\_If you are bringing your child, you will make sure that your child follows all of these sanitation and distancing protocols.
* \_\_\_\_\_You will take steps between appointments to minimize your exposure to COVID.
* \_\_\_\_\_If you have a job that exposes you to other people who are infected, you will immediately let me and my staff know.
* \_\_\_\_\_If your commute, or other responsibilities or activities put you in close contact with others (beyond your family), you will let me and my staff know.
* \_\_\_\_\_If a resident of your home tests positive for the infection, you will immediately let me and my staff know and we will then begin/resume treatment via telehealth or postpone.

I may change the above precautions if additional local, provincial or federal guidelines are enacted. If that happens, we will discuss any necessary changes.

**Our Commitment to Minimize Exposure**

Our training centre has taken steps to reduce the risk of spreading the coronavirus within the centre and we have posted our efforts in the lobby. Please let me know if you have questions about these efforts.

**If You are or I am Sick**

You understand that I am committed to keeping you, me, our staff and all of our families safe from the spread of this virus. If you show up for an appointment and I, or our office staff believe that you have a fever or other symptoms, or believe you have been exposed, we will ask you to leave the office immediately. We can follow up with services by telehealth as appropriate.

If I or our staff or colleagues test positive for the coronavirus, I will notify you so that you can take appropriate precautions.  I will also refrain from coming to the Centre if I have any symptoms and will be monitoring my own health and exposure.

**Your Confidentiality in the Case of Infection**

If you have tested positive for the coronavirus, I may be required to notify local health authorities that you have been in the office. If I have to report this, I will only provide the minimum information necessary for their data collection and will not go into any details about the reason(s) for our visits.  By signing this form, you are agreeing that I may do so without an additional signed release.

**Informed Consent for In-Person Services at the PSCTC UBC**

This agreement supplements the general informed consent/service agreement that we agreed to at the start of our work together.

Your signature below shows that you agree to these terms and conditions.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Client Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Student-in-Training Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Faculty Supervisor Date

**Appendix C**



**Appendix D**



**Appendix E**

PSCTC Protocol for Cleaning Test Library Materials

**Key Highlights**

* **Kits and materials will undergo a 24-hour quarantine period at the Test Library**
* **Paper materials will not be disinfected with liquid disinfectants**
* **Test library users will clean and disinfect iPads, laptop computers and test kit manipulatives using disinfecting wipes provided by the test library, prior to depositing the kit in the drop-off bin.**

Staff Procedures

***Receiving returned materials***

1. Ask the user to show GAA the barcode so that it may be scanned and returned
	1. Alternatively, the user can read out the code to the GAA
2. Once return is logged, the user will place the item in the drop-off bin (i.e. the user places the item in the drop-off box labelled with the current date).
	1. Returned testing materials (e.g., WJ IV COG, WJ IV ACH, KTEA-3, WISC-V, WIAT-III,)[[1]](#footnote-1) will undergo a 24-hour quarantine period[[2]](#footnote-2)[[3]](#footnote-3)
3. If a kit with manipulatives is being returned, the GAA will remind the test library user to clean and disinfect all manipulatives with disinfecting wipes provided by the test library (e.g., blocks, pencils, easels) prior to depositing the materials in the drop-off box).
4. If an iPad is being returned, the GAA will ask the test library user to clean and disinfect it by[[4]](#footnote-4):
	1. Unplugging all cables and turning off the iPad or laptop
	2. Dampen a soft, lint-free cloth with provided spray and wipe the front and back of the item, careful to avoid getting moisture in any openings [Cleaning stage]
		1. **Never** spray cleaner directly on the screen. It may drip inside the display and cause damage
	3. Use a 70% isopropyl alcohol wipe or Clorox disinfecting wipe[[5]](#footnote-5) to gently wipe the hard, nonporous surfaces (i.e. display and exterior surfaces) [Disinfecting stage]
	4. iPads and laptops will not undergo a quarantine period

***Returning materials after quarantine period[[6]](#footnote-6)***

* The GAA will wash/sanitize their hands and may wish to put on gloves prior to retrieving materials
* The GAA will retrieve the bin with returned items that have completed their required quarantine period
* The GAA will return books, kits, and protocols to their appropriate locations
	+ No paper-material items will be cleaned or disinfected with liquid solutions[[7]](#footnote-7)
* The GAA will disinfect the bin and return it to the designated drop-off location

The GAA will wash/sanitize their hands once procedure is complete

|  |  |  |  |
| --- | --- | --- | --- |
| Scarfe 1114 | Faculty Office | 2 | 3 |
| Scarfe 1115 | Faculty Office | 2 | 3 |
| Scarfe 1116 | Faculty Office | 2 | 3 |
| Scarfe 1117 | Finance Office | 1 | 2 |
| Scarfe 1118 | Reception/Test Library | 3 | 4 |
| Scarfe 1100C | PSCTC Entrance Foyer | 2 | 4 |
| Scarfe 1100 | Waiting Area/Washing Station/Washroom Access | 3 | 6 |
| Scarfe 1100D | Office Access Corridor  | 2 | 5 |
| Scarfe 1113 | Copy Room | 1 | 2 |
| Scarfe 1112 | Clinician Room/Client Files | 3 | 4 |
| Scarfe 1111 | Meeting Room (Family) | 4 | 6 |
| Scarfe 1108Q | Computer Lab/Resource Library | 4 | 8 |
| Scarfe 1108N | Monitoring/Supervision | 4 | 8 |
| Scarfe 1108G | Meeting Room/Monitoring/Supervision | 4 | 8 |
| Scarfe 1108A | Client Room | 2 | 4 |
| Scarfe 1108B | Client Room | 2 | 4 |
| Scarfe 1108C | Client Room | 2 | 4 |
| Scarfe 1108D | Client Room | 2 | 4 |
| Scarfe 1108E | Client Room | 2 | 4 |
| Scarfe 1108F | Client Room | 2 | 4 |
| Scarfe 1108H | Client Room | 2 | 4 |
| Scarfe 1108J | Client Room | 2 | 4 |
| Scarfe 1108K | Client Room | 2 | 4 |
| Scarfe 1108L | Client Room | 2 | 4 |
| Scarfe 1108M | Client Room | 2 | 4 |
| Scarfe 1108P | Client Room | 2 | 4 |
| Scarfe 306A | Meeting Room/Monitoring/Supervision | 2 | 3 |
| Scarfe 306B | Client Room | 3 | 4 |
| Scarfe 306C | Client Room | 3 | 4 |
| Scarfe 306D | Client Room | 3 | 4 |
| Scarfe 306E | Client Room | 3 | 4 |
| Scarfe 306F | Client Room | 3 | 4 |
| Scarfe 2B | Meeting Room/Monitoring/Supervision | 4 | 8 |
| Scarfe2C | Meeting Room/Monitoring/Supervision | 10 | 30 |
|  |  |  |  |

**Appendix F**

PSCTC COVID-19 Maximum Room Capacity -- Calculated to allow minimum 6 feet between persons, with designated Seating Identified

1. This includes items that are normally in high demand.
 [↑](#footnote-ref-1)
2. (<https://www.nejm.org/doi/pdf/10.1056/NEJMc2004973?articleTools=true>

<https://www.canada.ca/en/conservation-institute/services/conservation-preservation-publications/canadian-conservation-institute-notes/caring-heritage-collections-covid19.html>)
 [↑](#footnote-ref-2)
3. This time period follows procedures outlined by the Vancouver Public Library (<http://www.vpl.ca/guide/vpl-reopening-faq/safety-guidelines>) and the UBC Library (<https://about-library-010613.sites.olt.ubc.ca/files/2020/07/COVID-19-Workspace-Safety-Plan_UBCLibrary_Final_Appex.docx.pdf>) for returned items. [↑](#footnote-ref-3)
4. The following procedures were retrieved directly from Apple support detailing how to properly clean Apple products (<https://support.apple.com/en-ca/HT204172#:~:text=the%20onscreen%20slider).-,Use%20a%20soft%2C%20slightly%20damp%2C%20lint%2Dfree%20cloth.,hydrogen%20peroxide%20to%20clean%20iPad.>)
 [↑](#footnote-ref-4)
5. Clorox disinfecting wipes and Lysol disinfecting wipes are approved hard-surface disinfects with evidence for use against COVID-19 as outlined by the Canadian government (<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html#tbl1>) [↑](#footnote-ref-5)
6. Procedures were adapted from the UBC library staff procedures for “returning books after quarantine period” ((<https://about-library-010613.sites.olt.ubc.ca/files/2020/07/COVID-19-Workspace-Safety-Plan_UBCLibrary_Final_Appex.docx.pdf>)) [↑](#footnote-ref-6)
7. As suggested by the Northeast Document Conservation Center (<https://www.nedcc.org/free-resources/preservation-leaflets/3.-emergency-management/3.5-disinfecting-books>) and the Canadian Conservation Institute (<https://www.canada.ca/en/conservation-institute/services/conservation-preservation-publications/canadian-conservation-institute-notes/caring-heritage-collections-covid19.html>), liquid disinfectants can damage the materials [↑](#footnote-ref-7)