

C578603

November 10, 2020

All Staff
Community Corrections Division

Re: Provincial Health Officer Orders – November 7, 2020

Yesterday afternoon you received communication from our Deputy Ministers regarding our response to the recent Public Health Orders, limiting social interactions in the Fraser and Vancouver Coastal Health Regions. As the Deputies noted, over the weekend BC's Provincial Health Officer released orders that apply to all areas of these Health regions except for Hope (Fraser Region) and parts of the Central Coast and Bella Coola (Vancouver Coastal) and which remain in effect until noon on November 23 or until they are changed. The PHO reflected on the importance of these measures to, in part, protect the delivery of essential services to residents in these areas.

As you are aware, over the past several months community corrections offices have put in place a set of clear protocols to support the safe delivery of our essential front-line services. It was only when those protocols were in place and reviewed with all staff that we began a very slow and deliberate return to the office, first by limited numbers of staff and then with the clients they supervise. The focus of in-person reporting continues to be for those deemed the highest risk and/or most in need of direct interventions. Although offices are below the maximum capacity established as part of our safe work protocols, it will be important for those in the communities subject to these public health orders to pause any further increase in the current staffing levels; barring significant risk or needs issues indicating otherwise, maintaining client reporting at the current levels for the duration of this order is also appropriate. As our Deputy Ministers outlined in their message, we will continue to support staff to work remotely on those days they are not required to be in the office to provide direct front-line services to clients. Staff continue to have access to an array of technology tools, put in place since the outset of the pandemic, to provide virtual services to their clients that don't require in-person reporting.

All employers have been directed to ensure active in-person screening of employees attending their workplaces is occurring. In the Community Corrections Division staff have been required to check in with their supervisor before coming to the office to confirm that they are feeling well, that they do not have any symptoms of COVID-19 and have not come into contact with someone has been diagnosed with or had a presumptive case of COVID-19. To ensure compliance with the current orders, effective November 12, the Community Corrections Division will be enhancing its active screening protocols in all offices within the two health

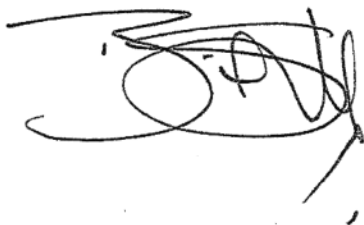
regions subject to these orders. This means that in those offices, local managers will be providing staff with specific direction regarding how enhanced active health screening will be conducted. Prior to arrival **or** immediately upon arriving at the office, staff will be asked four screening questions by a designated person, in most cases a local manager or senior probation officer, before they commence any work or interact with their coworkers. In addition to inquiring about the presence of symptoms and exposure to any diagnosed or presumptive COVID cases, employees will be asked about any travel outside Canada and will also be asked if they are subject to any PHO orders to self-isolate. These measures will remain in effect in these offices until the expiry of these orders. These questions expand on our current screening practices in these two health regions and screening being managed by local managers elsewhere in the province should continue as it has been.

Staff in these offices will be receiving directions from their local managers about how this screening will be managed within their office. There will also be updated signage to ensure staff are reminded about these temporary measures, including identifying appropriate staff entry points to support this enhanced screening.

I recognize that these changes will take a day or two to become habits, but as we have seen throughout this pandemic, the Community Corrections Division has demonstrated great flexibility and adaptability and I'm confident that will be the case with these new measures. Our workplaces remain safe for the delivery of the essential services we provide to help keep British Columbians safe. This is due in large part to our careful adherence to the safety protocols in our division and the way each of us has taken our responsibilities to one another seriously from the first days of this pandemic. I want to thank everyone for continuing to make this a priority and for staff in the offices subject to these new health orders for your support for this temporary enhanced screening.

Your local managers and regional directors have been updated on these measures and remain available to answer any questions about how they will be implemented in your offices.

Thank you

A handwritten signature in black ink, appearing to read 'Bill Small', with a stylized flourish at the end.

Bill Small
Provincial Director

C577400

October 8, 2020

All Staff
Community Corrections Division

Re: Community Corrections Business Recovery Update and Future Plans

I would like to take a moment to thank you for your ongoing professionalism, flexibility and resilience as we continue to work through the challenges of the past seven months. We are all dealing with uncertainty about the future and it is my hope that this message will help clarify where we are at as a division and describe what we know about our future plans.

Over the last few months, we have inspected and adapted our workspaces to ensure staff and client safety; we have carefully and gradually increased the proportion of staff in offices, followed by the number of clients reporting to front counters and secure interview rooms, resuming limited in-person client reporting and the delivery of some of additional services with modifications.

Our experiences to date have shown that as staff follow work place safety protocols, the risk for contracting COVID-19 in the workplace remains very low, as it is in all of our activity in the community, when supported by physical distancing and vigilant hygiene practices. We remain committed to proceeding carefully but are now in a good position to focus our attention on client service and quality assurance.

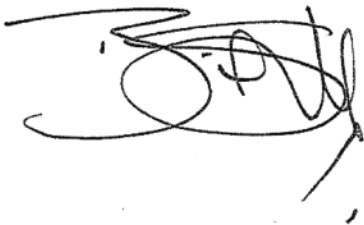
Balancing staffing levels and schedules in your offices with continued work from home arrangements will continue into the foreseeable future. At this time across the province, approximately 2000 of our nearly 18 000 clients (or 11%) are reporting in person, while we now have about half of our staff working in the office on any given day. This means we have the capacity, without adjusting our current staffing levels, to be able to safely see more clients at the work site. While virtual and remote reporting options have proven invaluable, an in-person meeting between a client and a probation officer remains, in many cases, the most effective option for the delivery of strategic interventions.

Probation Officers and Probation Officer 14s are in the best initial position to identify clients who need to report in-person and those who do not. This decision is based on the risk and needs of the client, as well as the relationship and rapport they have with those clients, and the range of suitable case management options available to effectively meet their needs and manage their risk. Throughout, Senior Probation Officers and Local Managers will continue to

play a critical consultative role, supporting POs to make strong case management decisions through effective quality assurance practices.

As I talked about in our recent townhall meeting, the eventual end of this pandemic will not signal a return to the way we were doing work at the beginning of 2020. Flexible work options, remote supervision modalities and video service delivery will continue in some form. We will continue to use what we are learning right now, about what works and what may be possible, to inform the future state and shape of our division. Your experiences with new technology tools, creative case management techniques and innovative ideas will be critical for us all as we shape the future of how we do this work.

The role of your supervisors and leaders is to support you, so you can continue to support our clients. We provide a service of critical value, and we will be as creative as we need to be to ensure we continue to be there for our clients, the Court and our communities. Again, thank you all for your continued dedication and service.

A handwritten signature in black ink, appearing to read 'Bill Small', with a stylized flourish extending from the bottom right.

Bill Small
Provincial Director

COVID-19 Safe Work Procedures – Client in-person reporting

Purpose

Safe Work Procedures for COVID-19 and droplet borne viruses will help reduce the risk of exposure during work activities. This procedure may not address all the circumstances that may put a worker at risk of contracting or transmitting COVID-19 while conducting in-person, in office meetings with clients. If you're conducting work activities that are not reflected in this procedure, please speak to your supervisor to ensure appropriate safe work practices are being followed. If a safe work practices is not available for the required work task submit an [AskMyHR](#) service request using the category Myself (or) My Team or Organization > COVID-19.

Mode of COVID-19 Transmission

COVID-19 is spread in droplets that are expelled from the body when an infected person coughs, sneezes, talks, and breathes. Droplets travel a short distance through the air (less than two metres) and can be deposited on inanimate surfaces or in the eyes, nose, or mouth. Scenarios that create an increased risk include:

- Exposure to potentially infectious respiratory droplets via close contact (within two metres) with a COVID-19 positive person experiencing respiratory symptoms (e.g., sneezing, coughing).
- Transfer of the virus via direct physical contact (e.g., touching contaminated skin/hands) with a COVID-19 positive person.
- Contact with an inanimate object, such as contaminated surfaces and objects, which can serve as the vehicle for transmission of the COVID-19 virus. This includes contaminated blood and bodily fluids (BBF). Follow your workplace specific BBF protocols for clean up (e.g., call CBRE).

A low risk of contracting COVID-19 from exposure to feces has been established. Workplaces that have identified a risk of exposure to feces will follow the controls in their blood and bodily fluids exposure control plan to reduce likelihood of contracting the disease.

Signs & Symptoms of COVID-19

Common symptoms are fever, tiredness and a dry cough. Some patients may have aches and pains, nasal congestion, runny nose, sore throat, vomiting or diarrhea. These symptoms are usually mild and begin gradually. They are similar to a cold or flu and may take up to 14 days to appear.

The [BC COVID-19 Self-Assessment Tool](#) is available for anyone that develops symptoms and can be used to help determine if you need further assessment or testing for COVID-19.

Standard Precautions for COVID-19 in the Workplace

Standard Precautions are a group of infection-prevention practices that apply to all workers, regardless of suspected or confirmed COVID-19 cases encountered. Standard Precautions for COVID-19 or any flu-like illness include:

- Physical distancing: keeping 2 meters of space between staff or clients when possible;
- Cough and sneeze etiquette;
- Not touching your face;
- Hand washing/sanitizing;
- Staying home when sick and self-isolation if required or directed to do so.

Resources

Refer to the following links for up-to-date general information on COVID-19:

- [BC Center for Disease Control \(BCCDC\)](#)
- [Public Health Agency of Canada \(PHAC\)](#)

Refer to the following link for specific questions related to the BC Public Service's response to COVID-19:

- [MyHR BC Public Service Agency \(BCPSA\)](#)

Safe Work Plan

All existing Safe Work Procedures from the workplace's Occupational Health and Safety Plan must still be followed.

In planning for in-person client reporting (without a full barrier such as a secure interview room), the following should be considered at a minimum:

- Staff will review the workplace's COVID-19 Safety Plan which outlines standard precautions, hygiene practices, and how to ensure two-metre physical distancing is maintained whenever possible;
- Staff will ensure necessary PPE and cleaning/disinfecting products are available to support this safe work procedure;
- Staff will discuss with their supervisor and list any additional protective measures that may be unique to the activities being performed;
- If working with others (e.g., additional staff, practicum student, client support worker), ensure COVID-19 safety will be discussed and that all staff involved are taking necessary precautions.

Pre-Screening Clients for Appointments

When booking appointments to meet with clients, inform the client of the current COVID-19 outbreak and ask the client the following questions via telephone:

- Have you travelled outside of Canada within the last 14 days?;

- Have you or any member of the household had close contact with a confirmed or probable case of COVID-19?;
- Is there anyone in their home with a fever and/or a cough or shortness of breath who has travelled to anywhere outside of BC and/or Canada in the 14 days before they were ill?;
- Have you been advised by health personnel to self isolate?

If the answer is yes to any of these questions, schedule a virtual meeting and advise the local manager in case further action is required.

If the answer is no to all of these questions, book the appointment and advise the client of COVID-19 safety protocols at the worksite including that they will be:

- Asked a series of health screening questions upon their arrival; and
- Required to abide by the safe work practices of the worksite including hand hygiene practices, maintaining physical distancing, and wearing a mask if physical distancing cannot be maintained.

If a client reports unscheduled, ask them the health screening questions from the *Upon Arrival of Client* section.

Preparing the Meeting Space

The following steps should be undertaken by the employee before the client is brought into the secure area:

- Arrange the meeting in an approved client interview space where physical distancing can be maintained; interview spaces are approved through the workplace assessment process and may require a removable plexiglass barrier in addition to physical distancing. If a plexiglass barrier is not required by the workplace assessment, staff may still choose to use it.
- Ensure the client chair is, at minimum, 2 metres away from area in which staff will be working;
- If being used, ensure the plexiglass barrier is in the correct position;
- Remove items from the work surface that encourage the client to touch surfaces (e.g., business cards, toys, decorative objects).

Upon Arrival of Client

Health Screening Questions

From the front counter or in a secure interview room, ask the client the following health screening questions from the BCCDC online assessment:

- 1. Are you experiencing any of the following?**
 - Severe difficulty breathing (e.g. struggling to breathe or speaking in single words);
 - Severe chest pain;
 - Having a very hard time waking up;
 - Feeling confused; or
 - Losing consciousness;

- If yes, stop the appointment. Tell the client to go to emergency immediately or call 9-1-1.
- Respectfully ask the client to cover their mouth and nose with a tissue and practice physical distancing;
- Provide a disposable mask for them to use until they get to a hospital or are under medical care;
- Inform your supervisor so any necessary cleaning protocols can be implemented.

2. Are you experiencing any of the following?

- Mild to moderate shortness of breath;
- Inability to lie down because of difficulty breathing;
- Chronic health conditions that you are having difficulty managing because of difficulty breathing;
- If yes, stop the appointment. Tell the client to contact their doctor or call 8-1-1, Health Link BC, and speak to a nurse;
- Respectfully ask the client to cover their mouth and nose with a tissue and practice physical distancing;
- Provide a disposable mask for them to use until they get home;
- Inform your supervisor so any necessary cleaning protocols can be implemented.

3. Are you experiencing any of the following?

- Cold, flu, or COVID-19 like symptoms, **even mild ones**;
- Have you travelled to any countries outside Canada (including the United States) within the last 14 days?;
- Did you provide care or have close contact with a person with a confirmed COVID-19?;
- If yes, stop the appointment. Tell the client to get tested for COVID-19 and self-isolate for at least 14 days;
- Respectfully ask the client to cover their mouth and nose with a tissue and practice physical distancing;
- Provide a disposable mask for them to use until they get home;
- Inform your supervisor so any necessary cleaning protocols can be implemented.

If the client answers no to all of the above questions, proceed with the meeting.

General Health Protocols

- Explain that physical distancing boundaries and use of PPE is for the protection of the client as well as the staff;
- Request the client practice cough and sneezing etiquette;
- Do not allow the client to bring guests into the meeting space;
- Ask the client to wash their hands or use provided hand sanitizer before coming into the meeting space. If they refuse, do not allow the client into the secure area of the office. You may proceed with the interview in a secure interview room if available.

Escorting the client to the meeting space

- Ensure a 2-meter physical distance is maintained with the client while escorting them to the meeting space. If you can maintain a 2-metre distance a face mask is not required.
- If a 2-meter physical distance cannot be maintained while escorting the client to the meeting space:
 - wash or sanitize your hands then don a face mask, touching only the strings, making sure they are correctly positioned and adjusted. Refer to the Safe Work Protocol for Non Medical (cloth) masks from the available [Safe Work Procedures](#).
 - Do not touch your face or the mask until it is time to take the mask off.
 - A plastic face shield may be used in addition to a mask, if desired. Use of a face shield is not required.
 - Instruct the client to sanitize hands with provided hand-sanitizer and don their own mask.
- **If the client begins to cough and sneeze and does not use or refuses physical distancing and good hygiene practices, ask them to leave and immediately inform your supervisor.**

During the meeting

- Approved interview spaces will allow for the maintenance of a 2-meter physical distance between clients and staff. Ensure this 2-meter physical distance is maintained at all times.
- If a plexiglass barrier is being used, ensure the barrier is in the correct location. Remain on the opposite side of the barrier from the client at all times.
- Staff may choose to wear a face mask or face shield during the meeting, although neither are required as long a 2-metre physical distance is maintained.
- The risk of contacting COVID 19 from handling documents is low. If handling documents from clients is necessary, refer to *Handling Documents in the Office and Field* from the available [Safe Work Procedures](#);
- Provide recipient their own pen if documents need to be signed. Disinfect used pens;
- **If the client begins to cough and sneeze and does not use or refuses physical distancing and good hygiene practices, ask them to leave and immediately inform your supervisor.**

After the meeting

- At the end of the meeting you may ask the client to use a provided sani-wipe or disinfectant to disinfect the client side of the interview space. This step is optional as interview rooms are subject to enhanced cleaning protocols;
- Escort the client out of the meeting area and offer the provided hand sanitizer for the client to use;
- Clean the staff portion of the work area and disinfect surfaces or objects in the meeting area following the [General Cleaning Procedures](#) from the available [Safe Work Procedures on MyHR](#);

- If in use, properly doff/take off face mask and dispose in an open garbage container with bag liner. Tie the bag closed when you are done and put it in the kitchen garbage as this is emptied daily;
- Wash hands for at least 20 seconds or, when soap and water is not available, use hand sanitizer.

Compliance

If the controls in this ES Safe Work Protocol are implemented, staff trained, and ongoing monitoring of the effectiveness of the controls is established, Community Corrections will be complying with the Provincial Health Officer's guidance and WorkSafeBC requirements for a COVID19 workplace safety plan that employers assess the risk of and mitigate the transmission of COVID-19.

Are You Performing Other Work Activities?

If you're performing other work activities not covered here, please review the full list of [COVID-19 Safe Work Procedures](#) on MyHR.

For assistance with additional procedures, submit an [AskMyHR](#) service request using the category **Myself (or) My Team or Organization > COVID-19**.