

DELTA FAMILY RESOURCE CENTRE
Sample COVID RE-OPENING PHASES
(Nov 2020)

Please note that as a result of the constantly changing environment, all time lines are tentative and will be subject to guidelines provided by Toronto Public Health. We recognize that the uncertainty is stressful, but are committed to 'going slowly to get there eventually'

Phase 1	Preparation for Re-Opening	November Date TBD
	<p>This includes installing of plexiglass, signage, re-organizing desks and offices, Purchase of PPE equipment, Establishment of Screening procedures, Maximum occupancy levels established for each room and for the office at a given time, Distancing marks on the floor, Implementation of a contact tracing system, Training of staff on the correct use of PPE, creation of schedules for staff return by team. Systems for scheduling use of meeting rooms will be established.</p> <p>During this period, when staff members do visit the offices, they are required to sign in and sign out and answer the screening questions.</p> <p>During this period, staff are responsible for the clients who come to see them. They must ensure that they complete the screening questions and sign in and out so that contact tracing is possible.</p> <p>Delta Family's COVID-19 Policy, Work from Home policies and Return to work guidelines will be shared with all staff and reviewed at a meeting before the beginning of Phase 2.</p>	
PHASE 2	Modified return to office by staff – no appointments	Time Frame TBD
	<p>This phase begins the gradual return to in-person operations, and timing will be determined by Public Health Toronto. During this phase, staff will begin to return to office as per the schedule established by management and in keeping with space occupancy guidelines.</p> <p>No appointments will be scheduled during this time as Delta Family ensures that the systems put in place are effective and operationalized.</p> <p>This phase will last for one or two weeks. During this period, staff will be trained on screening processes in preparation for when individual appointments are allowed, and on booking spaces for these appointments.</p> <p>Staff will be screened before coming to the office. Sign in sheets will be used for contact tracing.</p> <p>This phase will allow any further physical adjustments that are required to be identified and made before appointments are scheduled. Systems may need to be adjusted to ensure staff and client safety.</p>	

PHASE 3 Scheduled appointments established – one per day per person Time frame TBD

This phase signals the slow beginning of in-person appointments. During this phase, staff members will only be allowed to make one appointment daily and coordination will be required to ensure that meeting rooms are not double booked.

This phase will last for approximately two weeks, as we ensure that the systems put in place to safeguard the safety of staff and clients are effective.

All staff and clients will be screened before entering the office, and contact tracing records will be kept.

PHASE 4 More meetings scheduled – all by appointment Time Frame TBD

During this phase, operations begin to reflect pre-Covid norms. All meetings will still be by appointment only and all visitors will be screened before coming to the office.

Staff will be allowed to make more than one appointment daily. However, screening and contact tracing signing in and out will be maintained.

Staff will continue to schedule meetings in identified rooms and will still coordinate scheduling meeting rooms as physical distancing has to be maintained.

This phase will last from 2 to 4 weeks.

PHASE 5 Limited Small groups occur Time Line TBD

During this phase, small group meetings will be allowed in spaces that can accommodate them – dependant, of course, on provincial emergency statutes and public health directives.

Groups will be in accordance with physical distancing guidelines and other Return to Work procedures outlined in the policies and guidelines.

Some groups may be held outside, weather permitting. These groups will be guided by TPH and provincial guidelines.

PHASE 6 Back to a new normal Time Frame TBD

This phase signals the return to a new ‘normal’ in operations. While many restrictions may still be in place, and individuals may be required to wear masks, distance physically, group programs may be possible.

The Covid Leadership team and management will determine which safety measures will still be required.