



# COVID-19 Safety Plan

## Keeping everyone safe at Abilities Centre

This report documents how our organization will keep employees and other people safe at Abilities Centre during the COVID-19 pandemic.

### Company details

<b>Business name:</b>	Abilities Centre	<b>Developed by:</b>	Gord Burrows, <i>Manager, Facilities / Chair, Joint Health Safety Committee (JHSC)</i>
<b>Revision Date:</b>	2021-11-05	<b>Others consulted:</b>	<ul style="list-style-type: none"><li>• JHSC Members: S. Carmichael, M. Daley, T. Mahon, A. Oliver, O. Pigden, M. Vaclavinek;</li><li>• Ontario Ministry of Health;</li><li>• Durham Region Health Department;</li><li>• Other health authorities, facilities and sports organizations.</li></ul>
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# COVID-19 Safety Plan

## Introduction

This report aims to help our employees and other people know exactly what to do and what to expect at Abilities Centre (AC).

Every step of this Safety Plan has been taken with a view of accessibility and inclusion. We have embedded accessibility and inclusion in the facility layout and design, signage, and equipment set-up by considering multiple needs (mobility, vision, hearing, etc.). All plans continue to be modified based on the feedback of persons with lived experience.

The Safety Plan has six main sections:

1. Ensuring all employees are safe
  - a. Documentation
  - b. Training
  - c. Resources
2. Screening for COVID-19
  - a. Screening and assessment stations
  - b. Resources
3. Controlling the risk of transmission
  - a. Physical distancing
  - b. Cleaning and sanitizing
  - c. Personal Protective Equipment (PPE)
  - d. Facility ventilation
  - e. Staffing
4. Actions in event of potential case
5. Managing any new risks
6. Ensuring our plan is working

The final pages are a snapshot version of our plan and has been posted in the workplace and online. This summary acts as a reference for employees and let others who come into our workplace know what we are doing to help keep everyone in our workplace safe.

The COVID-19 pandemic is an evolving situation – this plan will be reviewed regularly, and changes will be made as required. Please refer to this document online to be sure the version is most up-to-date.



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## 1. Ensuring all employees know how and are able to keep themselves safe from exposure to COVID-19

Guidance has been provided via documentation, signage, training, and management support. Information is shared as policy, procedures and protocols, in training, and in the internal collaboration application Teams (cloud-based employee resource, available anywhere via internet browser). Communication (email, meetings, channels, chat, files) is on-going and frequent, and updated as required. Abilities Centre monitors all available COVID-19 guidance from Ontario Ministry of Health and Durham Region Health Department authorities and follows directives specific to various ministry stakeholders of our programs and services (Education; Children, Community and Social Services; Seniors and Accessibility).

All staff are responsible for each action, unless otherwise noted.

### **Actions:**

#### **Documentation -**

- Abilities Centre (AC) has written policies and procedures in place that support worker safety, including policies and procedures for infection prevention and control, dealing and addressing COVID-19 in the workplace (including privacy, absenteeism, reporting, communication, etc.); refer to HR and Safety series 6.51 – 6.58. (Manager, Facilities/Co-Chair, JHSC)
- The AC's joint health and safety committee (JHSC) is charged with reviewing and revising health and safety policies including COVID-19 protocols, incidents, and tracking new developments as they arise; conduct regularly scheduled and random inspections; and document activity and findings in monthly meeting minutes. (Manager, Facilities/Co-Chair, JHSC)
- Safety Plan, protocols and all related procedures have been shared with all employees and most current versions are readily available to view on safety bulletin boards and access online. (Manager, Facilities/Co-Chair, JHSC)
- The snapshot summary of this Plan (see concluding pages) and an FAQ page is accessible on Abilities Centre website, and Plan is posted on membership bulletin board. (Manager, Communication)



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- Procedures for cleaning are documented with responsibilities assigned. (All Staff for sanitizing own area/workstation/phone/computer after use, Fitness and Fieldhouse Staff for equipment sanitization after every class/session, and Cleaners for deep clean every night)
- Procedures updated to include new steps related to COVID-19 (Monitoring protocols, space capacities, traffic flow; Mail and delivery handling; Cleaning equipment, surfaces, computers, phones, printers, pens, cash trays, plexiglass barriers; Close-out). (Line management SMEs)
- All employees must:
  - ensure that all their work is saved and organized in a manner that will allow a colleague to easily takeover; and
  - ensure that they can leave the workplace without notice, if needed.

## **Training -**

- A training program to support the safe implementation of recommended precautions has been provided to all workers and additional training will be provided as needed. Abilities Centre has ensured that all workers are instructed and trained on the safe use, limitations, conservation, as well as proper maintenance and storage of supplies and equipment, including but not limited to:
  - Alcohol-based hand rub (ABHR);
  - personal protective equipment (PPE); and
  - cleaning supplies and equipment.
- Training was provided on two separate occasions prior to any work recall (July classroom sessions and August experiential learning, i.e., practice various scenarios and role play customer experience). (Line management SMEs; Senior Coordinator, HR)
- Staff are trained to:
  - avoid in-person conversations, by using telephone, email, and other means of communicating;
  - avoid sharing physical documents by using electronic documents instead;
  - avoid sharing tools, equipment, and items (e.g., laptops, pens, etc.);



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- use gloves or immediately wash their hands when documents, packages, or other items are exchanged; or
- sanitize by wiping down when sharing of tools, equipment, and items is required. (Line management SMEs; Senior Coordinator, HR)
- Training provided for all Staff in individual protection and hygiene (regular handwashing for at least 20 seconds, limit touching face), and how to use PPE (proper wear, care, disposal). (Ontario government videos and instruction, coordinated by Co-Chair, JHSC)

## Management Support -

- Increased on-call supervisory coverage during all hours of operations, with support at screening and front-desk during peak times. (All managers/supervisors, with schedule assembled by Administrative Coordinator)
- Resources available regarding legislation, regulation, and governmental guidelines:
  - [new] Rules for Areas at Step 3 and at the Roadmap Exit Step, O. Reg. 364/20. Available here: <https://www.ontario.ca/laws/regulation/200364>
  - [new] Roadmap to Reopening – Step 3 Measures; Advice from Durham Region Health Department for Gyms, Sports, Recreational Fitness and Amenities. Available here: <https://www.durham.ca/en/health-and-wellness/resources/Documents/Novel-Coronavirus/Gyms-Sports-Fitness-Step-3.pdf>
  - Reopening Ontario (A Flexible Response to COVID-19) Act, 2020, S.O. 2020, c.17, O. Reg. 520/21: Rules for areas in Stage 3 (July 9, 2021). Available here: <https://www.ontario.ca/laws/regulation/r21520>
  - Durham Region Health Department, Roadmap to Reopening – Step 3 Measures: Advice for Gyms, Sports, Recreational Fitness and Amenities. Available here: <https://www.durham.ca/en/health-and-wellness/resources/Documents/Novel-Coronavirus/Gyms-Sports-Fitness-Step-3.pdf>
  - Durham Region Health Department, Roadmap to Reopening – Step 3 Measures: Advice for Event and Meeting Spaces. Available here: <https://www.durham.ca/en/health-and-wellness/resources/Documents/Novel-Coronavirus/Events-Meeting-Spaces-Step-3.pdf>



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- COVID-19 Assessment. Available here: <https://covid-19.ontario.ca/self-assessment/>
- Reopening Ontario June 11, 2021. Available here: <https://www.ontario.ca/page/reopening-ontario>
- Ontario Ministry of Health COVID-19 Safety Guidelines for Day Camps. Available here: [https://www.prontario.org/public/PRO%20File%20Newsletter/Day\\_Camp\\_Guidance%20V-1-0%202021-05-26\\_.pdf](https://www.prontario.org/public/PRO%20File%20Newsletter/Day_Camp_Guidance%20V-1-0%202021-05-26_.pdf)
- COVID-19 Screening Tool for Businesses and Organizations (Screening Workers), Version 2 – January 7, 2021. Available here: [https://covid-19.ontario.ca/covid19-cms-assets/2021-01/Guidance-Screening-Workplace-Jan7\\_EN.pdf](https://covid-19.ontario.ca/covid19-cms-assets/2021-01/Guidance-Screening-Workplace-Jan7_EN.pdf)
- Reopening Ontario (A Flexible Response to COVID-19) Act, 2020, S.O. 2020, c. 17 Available here: <https://www.ontario.ca/laws/statute/20r17>
- Amendment to Reopening Ontario, Rules for areas in stage 1, O. Reg. 82/20 Available here: <https://www.ontario.ca/laws/regulation/r21057>
- Ontario COVID-19 Response Framework for Reopening. Available here: <https://www.ontario.ca/page/reopening-ontario-after-covid-19>
- COVID-19 Response Framework: Keeping Ontario Safe and Open Ontario. Available here: <https://www.durham.ca/en/health-and-wellness/resources/Documents/Novel-Coronavirus/Control-Classification-Requirements.pdf>
- Ontario Resources to prevent COVID-19 in the workplace, by sector, produced by Workplace Safety & Prevention Services (WS&PS). Available here: <https://www.ontario.ca/page/resources-prevent-covid-19-workplace>
- Abilities Centre Policies, available on [Teams > Abilities Centre \(General\) > Files > Policies > Human Resources & Safety > 6 – Health & Safety > Pandemic Planning](#)
- COVID-19 response framework: keeping Ontario safe and open. Available here: [https://www.ontario.ca/page/covid-19-response-framework-keeping-ontario-safe-and-open?gclid=EAlaIQobChMI7-L-q8nD7QIVIRh9Ch0xRwCYEAAAYASAAEgIUSvD\\_BwE](https://www.ontario.ca/page/covid-19-response-framework-keeping-ontario-safe-and-open?gclid=EAlaIQobChMI7-L-q8nD7QIVIRh9Ch0xRwCYEAAAYASAAEgIUSvD_BwE)



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## 2. Screening for COVID-19

Abilities Centre utilizes rigorous screening of all people prior to any admittance to the facility, every time (no exceptions, staff and tenants included). Screening is conducted by Staff including Management, fully trained in assessment procedures and the provincial list of COVID-19 symptoms, working in rotational shifts. Tracking of traffic in and out, specific to purpose/location of visit, ensures facility capacity is not exceeded.

All staff are responsible, unless otherwise noted.

### **Actions:**

#### **Screening and assessment stations -**

- Abilities Centre (AC) must screen everyone entering the facility without exception (i.e., includes all traffic in and out of Centre such as staff, tenants, patrons/members, participants, visitors, contractors, delivery personnel, etc.):
  - For patrons: online screening will be conducted before their pre-booked visit and prior to entrance on-site.
  - For workers: in addition to active screening on-site, they are encouraged to self-monitor by checking for symptoms compatible with COVID-19 before each shift.
- Screening is provided by minimum two staff, trained in assessment procedures, and will include:
  - COVID-19 health questionnaire: basic questions about physical health and symptoms using the provincial list of COVID-19 symptoms; and
  - Maintaining of daily records of everyone entering the facility using Check-in and Check-out system that records name, time of entrance and exit, location of activity, and signed acknowledgment of COVID-19 health assessment; first-time visitors will also provide signed acknowledgement of the facility Waiver (Assessment Station / Check-in Table Staff)
- All individuals (workers, patrons, spectators, contractors, etc.) entering the facility will be actively screened.
- Mail and deliveries will be made via handoff at doorway or loading dock area, otherwise exceptions will be subject to same assessment and tracking as all other people entering



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facility; all mail handling will be done using PPE. (Manager, Facilities; Assessment Station staff when required)

- Active screening is conducted using Visitle app, customized using Ontario's COVID-19 self-assessment tool and includes questions about COVID-19 symptoms (based on COVID-19 Reference Document for Symptoms), exposure risks (e.g., recent travel, contact with a suspected or confirmed case of COVID-19) and COVID-19 status (including awaiting test results).
- Staff who conduct screening remain behind a physical barrier (plexiglass) to protect from droplet and contact spread as well as maintain at least two metres (6 feet) distance from an individual. When attending to patron in need of assistance or accommodation, and involving close proximity (outside plexiglass barrier), at a minimum a surgical/ procedural mask and eye protection (face shield/goggles) are required.
- Alcohol-based hand rub (ABHR) and tissue, and/or sanitization wipes via dispenser, and a lined no-touch waste basket are maintained at each assessment station.
- All those who do not pass the screening will be denied entry to the facility and will be advised to self-isolate immediately and encouraged to get tested.
- Guests of Abilities Centre or tenants must be scheduled in advance, and names provided to Assessment Station.
- After passing Assessment Station, people will be greeted at Front Desk/Reception and depending on purpose of visit, be directed accordingly (visitors receive a guest badge and occupy reserved waiting area until host is called to meet them; members/patrons are issued a wristband that is colour-coded to the location of class/activity). (Front Desk/Reception Staff)
- Workers who become unwell while at work should notify their supervisor immediately.
- Patrons or workers who become unwell while at the facility will be instructed to immediately separate themselves from others. They will be directed to go home immediately (if possible, with private transportation, avoiding taxis, ride shares, and public transit) and encouraged to get tested.
  - Information about assessment centres can be found here: <https://covid-19.ontario.ca/covid-19-assessment-centres>. If patrons, workers, visitors etc. have questions related to COVID-19, they should contact their primary care provider or Telehealth Ontario (1-866-797-0000) or visit Ontario's COVID-19 website (here: <https://covid-19.ontario.ca/>).





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- Signage is posted on the entry doors and throughout the facility to prompt individuals to self-identify if they feel unwell or exhibit symptoms of COVID-19. (Manager, Facilities)

## **Record-keeping for case and contact tracing -**

- A record of all individuals (including names, contact information, dates and times) who enter the facility is recorded, using Visitly app. These records comply with privacy requirements and support case and contact tracing by Durham Region Health Department in the event of an outbreak.
  - Tenants will record staff, visitors and clients, in support of case and contact tracing by Durham Region Health Department.
- Data in Vistly app is securely retained, for a minimum of 30 days, and available only to authorized Abilities Centre personnel in event that such records are requested by health officials or inspectors.

## **Resources -**

- Resources available regarding legislation, regulation, and governmental guidelines:
- COVID-19 Reference Document for Symptoms. Available here:  
[http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019\\_reference\\_doc\\_symptoms.pdf](http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_reference_doc_symptoms.pdf)



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## 3. Controlling the risk of transmission in our facility

Every effort has been taken, and will be supported continuously, to maximize distance and separation, reduce transmission from surfaces and objects, and support good hand and respiratory hygiene. Building control systems have been set to maximize air flow and filtration. Employees have been active in preparations for re-opening and continue to provide feedback and ideas about different ways of working.

All staff are responsible, unless otherwise noted.

### Actions:

#### Physical Distancing -

- [New – distancing protocols rescinded 2021-10-08 as per [government news release](#)]
- Maximum occupancy capacity of Abilities Centre as per Fire Code:
  - Ground Floor: 1,300
  - Second Floor: 621
  - TOTAL: 1,921
- [New] Fire Code Maximum Occupancy, per room/space:

Room/Space	Fire Code Maximum Occupancy
<b>First Floor:</b>	
Studio 1	17
Lobby/Atrium	281
Weight/HUR Room	61
Fieldhouse	500
Men's Change Room	58
Women's Change Room	58
Universal/Family Change Rooms, each	1+1*
*One person or family group plus one caregiver/parent/PSW	



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Room 107 Offices	6
Room 109 Offices (ASAD/Sports)	8
<b>Second Floor:</b>	
Theatre	264
Music Room	57
Games Room	53
Art Room	38
Lounge	94
Studio 2 / Library	39
Life Skills Apartment	30
Main Board Room	47
Room 207 Program Offices	12
Main Office	15
East Board Room	10

- [New] All patrons (members and their families, clients, visitors) entering Abilities Centre will be required to verify full vaccination status, as per government regulations and Abilities Centre policy, effective 2021-09-22
- [Revised] Number of people permitted in areas/rooms/spaces and total capacities will depending on current zone restrictions declared by public health authorities: **Most current, Step 3, previously** Green/Prevent, Yellow/Protect, Orange/Restrict, Red/Control and Grey/Lockdown. These zones/restrictions will vary over time; current conditions will be posted and communicated to patrons and staff.
- [New – rescinded 2021-10-08 re “Green Zone restrictions”]
- Individual and team sports are permitted in facilities for sport and recreational fitness, in accordance with indoor and outdoor gathering limits for each space and the specific rules for team sports and organized team sports. (Director, Sport & Recreation)



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- Reservations required for all activities, i.e., classes, space/rooms bookings, courts, equipment, and programming:
  - Members/patrons must book and reserve activity for self or for immediate household family only, and must leave when scheduled time is up;
  - Members/patrons must wipe down all equipment after every use, and dispose of waste or towels in proper containers;
  - Programs must stay in assigned rooms, and participants must not switch room without room being cleaned and disinfected first; and
  - All programs stay in room during program duration.
- [New – rescinded 2021-10-08 re “Physical Distancing” and “Traffic Flow”]
  - Staggering schedules for the use of all the amenities in the facility (e.g., workout areas, classes, rinks, courts, spectator viewing, etc.) to support patron flow and physical distancing in common areas (including entrances, exits, stairwells, elevators). This also includes amenities that are not for sport and recreational fitness.
    - Patrons will pre-book schedules online via website, or by phone.
    - Use of amenities will be in staggered block times, in order to minimize crowding in common areas within the facility.
    - Patrons will exit the facility once their activity is completed.
    - Thirty minutes is allocated to allow for the cleaning and disinfecting of sport and recreational fitness areas and equipment at established intervals (i.e., between session/class bookings).
  - Patrons playing team sports that are not part of a league will be encouraged to play with patrons in their household or social circle if they cannot maintain physical distance of at least two metres.
  - Physical distancing greater than two metres in all directions has been implemented for fitness activities with high intensity (e.g., rapid inhalation, deep exhalation) and/or range of movement (e.g., dance fitness, medicine ball or kettlebell exercises).
    - For classes with significant movement, patrons are assigned a designated area in which they can move freely without impeding on other



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participants. Taped outline floor markings are used to visualize these boundaries. Patrons should stay in their designated area. Class sizes are adjusted accordingly to ensure physical distancing can be maintained at all times.

- For group fitness class instruction:
  - Instructors follow physical distancing requirements and remind patrons of adhering to physical distancing and following infection prevention and control practices.
  - Instructors use of headset microphone supports physical distancing and reduces the need for shouting or walking around. Mic spitballs are individualized, and headset is sanitized between each use or individual instructors may bring their own.
  - Patrons are discouraged from sing along to the music or shout back at the instructor.
- Several activities related to programs and services have expanded to online offerings (e.g., online fitness classes) to reduce the burden on in-person activities.
- Remote-capable workers will continue work-from-home (WFH) practices on alternating schedule, to limit on-site office capacity.
- Physical barriers using plexiglass are in place at transaction areas (Front Desk/Reception, Fitness Desk, and others) that staff can be behind in order to conduct screening at entrances to protect from droplets. (Installed and maintained by Facilities Staff)
- Equipment (such as spin bikes, treadmills, weights area, etc.) will be located according to physical distancing policy and floor marked to designate safe distancing. (Maintained by Facilities personnel)
- Office staff will work a hybrid system of on-site balanced with work-from-home (WFH) and workstations are configured/arranged to ensure physical distancing
- Office workstations have been arranged and assigned to maintain physical distancing, and many full-time employees alternate on-site with work-from-home (WFH) in order to reduce numbers in the office environment on any one day (All management and administration employees, assigned and monitored by line Managers)



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## Limiting Risk of Transmission and Cleaning/Sanitizing -

- Hours of operation have been reduced (subject to change). (Senior Manager, Member Experience)
- Patrons and workers will be reminded (via training, signage, and supervisory and co-worker monitoring) to refrain, to the extent possible, from touching their eyes, nose, mouth, and other parts of their face during activity.
- Modified behaviour guidelines for physical distancing, no handshakes, no touching, personal hygiene, avoiding touching face, frequent handwashing, hand sanitizer.
- Touch-free initiatives build on existing accessibility features such as electronic door control push-bar to activate automatic opening (thus avoiding hand contact with doors); signage encourages all people travelling through doorways to use push-bars.
- Touch-free (tap) payment option will be encouraged as alternative to cash transactions; staff will use PPE while handling any cash/money, credit cards, or handing out or receiving any paperwork back from members/patrons and guests. (Front Desk/Reception Staff)
- Alcohol-based hand rub (ABHR) is readily available at multiple sanitization stations in all key areas of the facility, including in high-traffic areas such as the lobby area, patron services, and throughout the various workout and class areas. Approved type, Benzalkonium Chloride Gel; refer to Appendices for SDS. (Manager, Facilities)
- Equipment that may be difficult to clean and disinfect (e.g., soft equipment such as foam rollers, yoga blocks, yoga mats, straps, ropes, etc.) has been removed from service. (Manager, Health & Wellness)
- Patrons are encouraged to bring their own equipment, if possible (yoga mat, basketball, racket, towels).
- The use of shared equipment or shared activities will be limited, except where participants engaged in the same activity are from the same household or social circle.
- Thirty minutes is allocated for cleaning and disinfecting at scheduled intervals throughout entire day (e.g., between session/class bookings), thus increasing the frequency of sanitization of frequently touched surfaces and common or shared spaces, such as washrooms, lobbies, change rooms, areas for workouts and classes, and workout equipment. (Manager, Facilities; Cleaners; Fitness/Fieldhouse Associates)



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- The surfaces most likely to become contaminated include door handles, handrails, toilet and faucet handles, counters, pin pads, and touch screens.
- Fitness and sports equipment should be cleaned and disinfected frequently, such as between uses or at the end of play. This includes free weights, weight machines, treadmills, rowing machines, stationary bikes, classroom areas, balls, rackets, gloves, and other sports gear - including having a dedicated worker to ensure cleaning between use.
- Work out areas with weights and equipment, studios, classes, and rooms, courts, change rooms, and spectator areas should be cleaned and disinfected as is necessary to maintain a sanitary condition after each session or timeslot.
- Cleaning staff will perform overnight deep clean (enhanced cleaning and disinfection protocols) for the facility, following evening closure. (Manager, Facilities)
- Hand dryers in washrooms and change rooms have been placed out-of-service to protect from aerosolization.
- Paper towel dispensers have been installed in all washrooms, to eliminate need for air blowers (considered a risk for spread of viruses) (Maintained by Facilities personnel)
- Staff will utilize only provided, approved cleaning and disinfectant products, that are not expired, and are appropriate for use on the item that is to be cleaned and disinfected. Manufacturer's instructions will be followed; refer to Appendices for SDS. (Manager, Facilities; Cleaners; Fitness/Fieldhouse Associates)
- Programs that use a room/space that is shared by cohorts or has other user groups must ensure the room/space is cleaned and disinfected before and after using the space. A cleaning log must be posted and used to track cleaning. (Program Staff, Facilities Cleaning Staff)
- In support of Day Programs, complete the weekly CSE survey to report supply needs, and continue to source PPE through the Workplace PPE Supplier Directory. (Manager, Facilities)
- All water fountains will be closed with covering; members/patrons asked to bring own water bottles.
- Showers will be closed.
- Additional waste bins placed near entrances/exits and throughout facility for disposal of sanitization wipes, masks, gloves, etc.



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- Exit will be one-way, via South doors; waiting area for transportation also provided.

## Personal Protective Equipment (PPE) -

- All patrons, staff and visitors must wear face coverings (masks) or full-face shields; if a face covering is not worn, service will be refused, and entry will be prohibited. Those with valid exemptions that prevent them from wearing a face mask (below) are required to wear a face shield. Those that cannot wear a face mask or shield must contact Customer Service (Front Desk/Reception) regarding valid exemptions (below).
- Exceptions for the face covering requirement include -
  - children under the age of 2,
  - individuals with a medical condition that make it difficult to wear a face covering,
  - individuals who are unable to put on or remove a face covering without assistance, and
  - people who require accommodation in accordance with the Ontario Human Rights Code.
  - Durham Region has also exempted anyone while engaged in vigorous physical activity.
- Face coverings (mask or face shield) are mandatory inside common areas including the lobby, washrooms, and change rooms, while entering and exiting the facility, or at any time not engaging in intense physical activity, or where not otherwise required by local public health officials or municipal by-laws.
- PPE that is appropriate in the circumstances will be provided to workers and worn by those working with cleaning and disinfection chemicals.
- Additional PPE mandated for staff when applying First Aid (masks, gowns, gloves, face-shields).
- Surgical/procedural masks and eye protection must be worn by all workers in sport or recreational fitness rooms or areas.
  - Workers who work in sport or recreational fitness rooms or areas of the facility are encouraged to keep wearing a surgical/procedural mask outside of those areas instead of switching to a non-medical face covering to prevent contamination.





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- Instructors leading a fitness class who cannot wear PPE will have a transparent, non-permeable barrier between themselves and patrons.
- PPE exceptions for staff, for reasons of accommodation, must be pre-approved in consultation with Human Resources department, in accordance AC policy (HR 5.04 Accommodation on the Basis of Disability), *Occupational Health and Safety Act*, and *Ontario Human Rights Code*.

## Facility Ventilation –

- Facility ventilation systems are both operational and appropriate for the activities practiced within.
  - Avoiding stagnant air conditions. Bring in fresh air by maximizing the outdoor air ratio of the heating, venting and air conditioning (HVAC) system settings or by opening windows.
  - Avoiding recirculation of air as far as practically possible.
  - Ensuring HVAC systems are maintained as required, such as regular filter replacement.
  - Pedestal fans or high-powered fans on/near the floor have been removed from service.

## Staffing -

- Addition staffing has been scheduled:
  - 1-2 people at Assessment Station
  - 2-3 people at all times in the fieldhouse (not including program staff) to monitor room and area count, provide cleaning/sanitization, and help enforce physical distancing, and answering questions
  - 2-3 people in HUR/Weight Room and Studio 1, to monitor room count, provide cleaning/sanitization, and help enforce physical distancing, and answering questions
- Additional duties have been assigned including:
  - Monitoring physical distancing via patrols



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- Cleaning and sanitization of equipment and all touch surfaces, and washrooms
- Support new wayfinding and traffic routes
- Supervisor/Managers/Directors on-site to support hourly staff during all operating hours

## Resources -

- Ontario News Release, October 8, 2021: Ontario Cautiously Lifting Capacity Limits in Select Settings. Available here: <https://news.ontario.ca/en/release/1000947/ontario-cautiously-lifting-capacity-limits-in-select-settings>
- Resources available regarding legislation, regulation, and governmental guidelines:
  - Public Health Ontario, Cleaning and Disinfection for Public Settings. Available here: <https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-environmental-cleaning.pdf?la=en>



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## 4. Actions in event there is a potential case, or suspected exposure to, COVID-19 at our workplace

Abilities Centre has plans in place to respond quickly if a worker or patron, including spectator, has been exposed to or confirmed positive for COVID-19. Records of all people admitted to the facility will be kept for a minimum of 30 days and will be available to Durham Region health authorities for purposes of tracing; Abilities Centre will also communicate with members/patrons if requested to do so. All staff are responsible for the following actions, unless otherwise noted.

### **Actions:**

- All Abilities Centre (AC) staff must notify their immediate supervisor if they suspect or have confirmed case of COVID-19 and begin self-isolation from home immediately.
- In the event a staff person is suspected of having or has a confirmed case of COVID-19, Senior Director, Programs & Services must notify the Ministry of Labour, Training and Skills Development Serious Occurrence Reporting (Senior Director, Programs & Services)
- If a worker is confirmed by the local public health unit as a “close contact” of an individual who has tested positive for COVID-19, AC will ensure that:
  - The worker and AC will follow the facility’s policies and procedures.
  - AC and worker must follow advice from the local public health unit, i.e., Durham Region Health Department.
- If COVID-19 is suspected or confirmed in a worker:
  - Return to work should be determined in consultation with their health care provider and, where appropriate, the local public health unit.
  - AC and worker must follow the facility’s policies and procedures, including but not limited to:
    - Worker notify their supervisor prior to return to work.
    - Management conducting a risk assessment, await guidance from public health and act on any public health recommendations.
    - [revised] Management to report worker request for return to work to the Co-Chair, JHSC for approval to do so.



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- If the worker's illness is determined to be work-related, in accordance with the *Occupational Health and Safety Act* and its regulations, the Co-Chair, JHSC on behalf of employer must provide a written notice within four days of being advised that a worker has an occupational illness, including an occupationally-acquired infection, to the:
  - Ministry of Labour, Training and Skills Development; and
  - Joint Health and Safety Committee (JHSC).
- In the event of an outbreak, emergency PPE orders will be placed through the Ontario Association of Children's Aid Societies (OACAS) Shared Services webpage (<https://request.cwconnects.org/tpr/>). (Manager, Facilities; in backup or rush situation, Senior Director, Programs & Services will contact Ministry directly)
- Contact information for local public health unit:
  - Durham Region Health Department  
Health Protection Division  
101 Consumers Dr., 2nd Floor  
Whitby, ON L1N 1C4  
(T) 905-723-3818 | 1-888-777-9613 | (F) 905-666-1887  
[www.durham.ca](http://www.durham.ca)



## COVID-19 Safety Plan

### 5. Managing any new risks caused by changes to the way we operate our business

All staff are responsible, unless otherwise noted.

#### **Actions:**

- Abilities Centre (AC) monitors the Ontario government's COVID-19 website (<https://covid-19.ontario.ca/>) for up-to-date information (Executive, Management, and Co-Chair, JHSC)
- Executive Team meet minimum once weekly, and review critical risks as a standing agenda item (and reported to Board at every bi-monthly meeting). (Executive)
- Line managers establish regular check-ins with employees about how they are coping with changes at work and any work-life balance concerns. (Line management)



# COVID-19 Safety Plan

## 6. Ensuring our plan is working

Abilities Centre will review this plan frequently, during regularly scheduled JHSC meetings. By utilizing incident reports and gathering input and ideas from employees and members/patrons, adjustments or enhancements will be made. Also, government and health authorities will be monitored continuously for any new adding or easing of restrictions. The Manager, Facilities, who is responsible for safety and co-chairs the JHSC, will be responsible for evaluating how things are working and for adapting the plan as new or improved policy and procedures are developed. Updates on this plan will be standing agenda item at Executive (ELT) and Senior Management Team (SMT) meetings. Changes will be communicated through all-staff announcements and this plan will be updated and re-posted to ensure the latest revisions can always be readily referred to.

### **Actions:**

- This plan is revised whenever there is a change or addition (Manager, Facilities)
- Input and ideas are constantly gathered from employees, members/patrons and other stakeholders. (Line management; JHSC)
- Pressure tests and drills and spot inspections are conducted regularly. (Co-Chair, JHSC)
- Executive Team is responsible for evaluating this plan's effectiveness and adapting the plan when new, improved methods, procedures or protocols become available. (Executive)
- Changes are communicated immediately, and the most current version of the plan is posted online for all employees to access, as well as posted on employee bulletin boards, and replaced inside locally available binders. (Manager, Facilities)
- The JHSC continue to meet monthly, when this Safety Plan is reviewed. (Manager, Facilities)
- The plan snapshot summary (see next section) is communicated to patrons and members of the public via AC membership bulletin board, AC website, and provided in print form upon request by Customer Service representatives (Manager, Communications; Senior Manager, Member Experience)



# COVID-19 Safety Plan

## Abilities Centre COVID-19 Safety Plan – Snapshot Summary

This snapshot provides employees, tenants, members/patrons, clients and guests entering the workplace a summary of what actions we are taking to help keep everyone in our workplace safe. The health and safety of all is our highest priority, and a core value. Abilities Centre takes every precaution to ensure a safe environment, working closely with Ontario ministries and local health authorities, and adapts to changing condition by implementing new policy, procedures and protocols as needed.

**Business name:** Abilities Centre

**Division/group:** N/A

**Date completed:** 2020-05-25

**Revision date:** 2021-11-05

## Measures we're taking

How we're ensuring employees know how to keep themselves safe from exposure to COVID-19

- Guidance has been provided via documentation, signage, training, and management support. Information is shared as policy, procedures and protocols, in training, and in the internal collaboration application Teams (cloud-based employee resource, available anywhere via internet browser). Communication (email, meetings, channels, chat, files) is on-going and frequent, and updated as required. Abilities Centre monitors all available COVID-19 guidance from Ontario Ministry of Health and Durham Region Health Department authorities and follows directives specific to various ministry stakeholders of our programs and services (Education; Children, Community and Social Services; Seniors and Accessibility).
- Documentation -
  - Abilities Centre has written policies and procedures in place
  - The Abilities Centre's joint health and safety committee (JHSC) monitors compliance and new developments, which is documented in monthly meeting minutes



## COVID-19 Safety Plan

- Safety Plan, protocols and all related procedures are readily available for any staff member to view on safety bulletin boards and access online
- A training program to support the safe implementation of recommended precautions has been provided to all workers and additional training will be provided as needed.

### How we're screening for COVID-19

- Abilities Centre utilizes rigorous screening of all people prior to any admittance to the facility, every time (no exceptions, staff and tenants included). Screening is conducted by Staff including Management, fully trained in assessment procedures and the provincial list of COVID-19 symptoms, working in rotational shifts. Tracking of traffic in and out, specific to purpose/location of visit, ensures facility capacity is not exceeded.
- All those who do not pass the screening will be denied entry to the facility and will be advised to self-isolate immediately and encouraged to get tested.
- Guests of Abilities Centre or tenants must be scheduled in advance, and names provided to Assessment Station.
- Patrons or workers who become unwell while at the facility will be instructed to immediately separate themselves from others. They will be directed to go home immediately (if possible, with private transportation, avoiding taxis, ride shares, and public transit) and encouraged to get tested.

### How we're controlling the risk of transmission in our workplace

- **[New]** All patrons (members and their families, clients, visitors) entering Abilities Centre will be required to verify full vaccination status, as per government regulations and Abilities Centre policy, effective 2021-09-22
- Every effort has been taken, and will be supported continuously, to maximize distance and separation, reduce transmission from surfaces and objects, and support good hand and respiratory hygiene. Building control systems have been set to maximize air flow and filtration. Employees have been active in preparations for re-opening and continue to provide feedback and ideas about different ways of working.





# COVID-19 Safety Plan

## Physical distancing and separation

- [New – rescinded 2021-10-08 re “Physical Distancing” and “Traffic Flow”]
- [Revision] Number of people permitted in areas/rooms/spaces and total capacities will depending on current zone restrictions declared by public health authorities: **Most current, Step 3; previously** Green/Prevent, Yellow/Protect, Orange/Restrict, Red/Control and Grey/Lockdown. These zones/restrictions will vary over time; current conditions will be posted and communicated to patrons and staff.
- Individual and team sports are permitted in facilities for sport and recreational fitness, in accordance with indoor and outdoor gathering limits for each space and the specific rules for team sports and organized team sports. (Director, Sport & Recreation)
- Reservations required for all activities, i.e., classes, space/rooms bookings, courts, equipment, and programing
- All programs stay in assigned room(s) during program duration
- Accommodation for shortest distance will be provided by clearing of route for people with mobility or other support requirements
- Patrons will exit the facility once their activity is completed.
- Patrons playing team sports that are not part of a league will be encouraged to play with patrons in their household or social circle if they cannot maintain physical distance of at least two metres.
- For classes with significant movement, patrons are assigned a designated area in which they can move freely without impeding on other participants. Taped outline floor markings are used to visualize these boundaries. Patrons should stay in their designated area. Class sizes are adjusted accordingly to ensure physical distancing can be maintained at all times.
- For group fitness class instruction:
  - Instructors follow physical distancing requirements and remind patrons of adhering to physical distancing and following infection prevention and control practices.
  - Instructors use of headset microphone supports physical distancing and reduces the need for shouting or walking around.



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- Patrons are discouraged from sing along to the music or shout back at the instructor.
- Patrons are encouraged to arrive prepared and appropriately attired to begin their activity and limit exposure to others in common areas, such as change rooms before or after their activity.
- Patrons are encouraged to wait either in a vehicle or physically distanced outside before their activity.
- Several activities related to programs and services have expanded to online offerings (e.g., online fitness classes) to reduce the burden on in-person activities.
- Remote-capable workers will continue work-from-home (WFH) practices on alternating schedule, to limit on-site office capacity.

## **Cleaning**

- Thirty minutes is allocated for cleaning and disinfecting at scheduled intervals throughout entire day (e.g., between session/class bookings), thus increasing the frequency of sanitization of frequently touched surfaces and common or shared spaces, such as washrooms, lobbies, change rooms, areas for workouts and classes, and workout equipment.
- Alcohol-based hand rub (ABHR) is readily available at multiple sanitization stations in all key areas of the facility, including in high-traffic areas such as the lobby area, patron services, and throughout the various workout and class areas
- Fitness and sports equipment should be cleaned and disinfected frequently, such as between uses or at the end of session, play or timeslot
- Cleaning staff will perform overnight deep clean (enhanced cleaning and disinfection protocols) for the facility, following evening closure

## **Personal Protective Equipment (PPE)**

- All patrons, staff and visitors must wear face coverings (masks) or full-face shields; if a face covering is not worn, service will be refused, and entry will be prohibited. Those with valid exemptions that prevent them from wearing a face mask (below) are required to wear a face shield. Those that cannot wear a face mask or shield must contact Customer Service (Front Desk/Reception) regarding valid exemptions (below).
- Exceptions for the face covering requirement include -



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- children under the age of 2,
  - individuals with a medical condition that make it difficult to wear a face covering,
  - individuals who are unable to put on or remove a face covering without assistance, and
  - people who require accommodation in accordance with the Ontario Human Rights Code.
  - Durham Region has also exempted anyone while engaged in vigorous physical activity.
- Face coverings (mask or face shield) are mandatory inside common areas including the lobby, washrooms, and change rooms, while entering and exiting the facility, or at any time not engaging in intense physical activity, or where not otherwise required by local public health officials or municipal by-laws
  - Surgical/procedural masks and eye protection must be worn by all workers in sport or recreational fitness rooms or areas.
  - Workers who work in sport or recreational fitness rooms or areas of the facility are encouraged to keep wearing a surgical/procedural mask outside of those areas instead of switching to a non-medical face covering to prevent contamination.
  - Instructors leading a fitness class who cannot wear PPE will have a transparent, non-permeable barrier between themselves and patrons.
  - PPE exceptions for staff, for reasons of accommodation, must be pre-approved in consultation with Human Resources department, in accordance Abilities Centre policy (HR 5.04 Accommodation on the Basis of Disability), Occupational Health and Safety Act, and Ontario Human Rights Code.

### What we will do if there is a potential case, or suspected exposure to, COVID-19 at our workplace

- Abilities Centre has plans in place to respond quickly if a worker or patron, including spectator, has been exposed to or confirmed positive for COVID-19. Records of all people admitted to the facility will be kept for a minimum of 30 days and will be available to Durham Region health authorities for purposes of tracing; Abilities Centre



# COVID-19 Safety Plan

will also communicate with members/patrons if requested to do so. All staff are responsible for the following actions, unless otherwise noted.

## How we're managing any new risks caused by the changes made to the way we operate our business

- Abilities Centre monitors the Ontario government's COVID-19 website (<https://covid-19.ontario.ca/>) for up-to-date information
- Executive Team meet minimum once weekly, and review critical risks as a standing agenda item (and reported to Board at every bi-monthly meeting)
- Line managers establish regular check-ins with employees about how they are coping with changes at work and any work-life balance concerns

## How we're making sure our plan is working

- Abilities Centre will review and update this plan frequently and monitor success. By utilizing incident reports and gathering input and ideas from employees and members/patrons, adjustments or enhancements will be made. Also, government and health authorities will be monitored continuously for any new adding or easing of restrictions. Changes will be communicated through all-staff announcements and this plan will be updated and re-posted to ensure the latest revisions can always be readily referred to.