



## VCCS Employment Services' COVID-19 Protocols for Staff and Clients

VCCS Employment Services has undergone substantial changes over the past several months and keeping our staff and clients safe and healthy is our top priority. As we move toward returning to in-office, in-person services, we would like you to know what changes you will see when you return.

### **Before you come to the office:**

- We would ask that if you are not feeling well, please reschedule your appointment for a time when you are feeling better.
- If you are experiencing any of the following symptoms (as identified by the Province of Ontario and Public Health Authorities), please do not enter the office and call to reschedule your appointment:
  - Fever
  - New onset of cough
  - Worsening of chronic cough
  - Shortness of breath
  - Difficulty breathing
  - Sore throat
  - Difficulty swallowing
  - Decrease or loss of sense of taste or smell
  - Chills
  - Headaches
  - Unexplained fatigue / malaise / muscle aches
  - Nausea / vomiting, diarrhea, abdominal pain
  - Pink eye (conjunctivitis)
  - Runny nose or nasal congestion without other known cause i.e. seasonal allergies

### **When you arrive at our office:**

- Please don't arrive more than 5 minutes before your scheduled appointment or workshop start time.
- Please use the **hand sanitizer** which is provided **prior** to entering the main office area.
- Our Reception staff have protective plexiglass barriers on the desk, and we ask that you stay in front of them and stand on the spacing dots to provide further space between you and our staff.
- Our staff will be wearing masks when they are meeting with you and ask you to do the same. Masks will be provided at the reception desk for you. You can dispose of the mask in the receptacle provided.

- Please **do not** bring disposable or wear gloves into our office. If you need to use a pair during your visit, we will happily provide a clean pair for you. We ask that you dispose of these in the receptacle provided as you leave the building. **Please do not litter.**
- Please use the hand sanitizer frequently, which can be found in several locations in our office. We also encourage you to frequently wash your hands following proper hand washing protocols which are posted in our public washrooms.
- Washrooms are available for public use and will be cleaned daily. **Please use hand sanitizer before you enter and after you leave the washroom.** We also ask that you respect the health and safety of our staff and cleaners.

#### **In our Resource and Information area:**

- You will notice spacing dots and directional arrows on the floor which are intended to create effective physical distancing.
- Please follow the distancing arrow on the floor as you move through the space.
- Computer terminals are provided for job search use and have been moved to allow for 6 feet of space between users. We have created barriered workspace for computer use and independent work.
- To ensure that we do not exceed the prescribed gathering size, access to Resource Room computers may be restricted and time-limited for use.
- Please use the hand sanitizer **before** and **after** you use the Resource Room photocopier.

#### **In Counselling Offices:**

- Our staff will be wearing masks during their meetings with you and ask that you do the same. Physical distancing can be difficult to ensure in our staff offices so wearing a mask will reduce the risk to your health and that of our staff.
- Staff have also installed desk shields and have re-arranged their desk set up to allow for effective and safe work and counselling interaction. We ask that you respect the protective workspace which our staff have created.

#### **In Workshops:**

- Workshop participant numbers will be limited to reflect the current maximum allowable gathering i.e. 10 person max = 8 participants + 2 VCCS Staff.
- We ask that all group participants wear facemasks. If you do not have your own, we will have a supply of disposable masks available for you to wear. VCCS Staff in workshops will also be wearing masks.
- Our office may close between 12 noon and 1 pm to allow staff to clean and prepare for afternoon activities. If this is the case, you will be asked to leave the office and return at 1pm to continue the workshop material.
- Each workshop participant will be provided with a small bottle of hand sanitizer and we ask that you use it frequently. These can be refilled by staff as necessary.
- Workshop space will be set up to allow for at least 6 ft (2m) of distance between participants. VCCS Staff will also respect this physical distancing guideline.
- Tables and high-touch surfaces will be cleaned and disinfected regularly throughout the day.

We are so happy to welcome the community back to our office and are looking forward to helping you find your next opportunity.