



Boys & Girls Clubs
of Central Vancouver Island

March 5, 2021

Re: Covid-19 updates for iCYFS Programs

Dear Participants, Parents, Guardians and Caregivers:

In light of increases in provincial Covid-19 cases and the ongoing updates and changes from local government and health authorities we ask that you regularly check our website at www.bgccvi.com for most current information and documents which can be found under the 'Resources' tab at the top of the page.

Please be sure to read and familiarize yourself with all of the information in this Memorandum of Understanding however we wanted to highlight some of the key responsibilities for participants and families. Should you have questions or require clarification around the information in this document, please speak to your worker or a staff member who will be able to explain the information and answer any questions you may have.

Key Points:

- Please ensure that all participants and other members of the household are healthy and not exhibiting any symptoms of Covid-19 before attending a BGCCVI program.
- Notify your worker/BGCCVI staff member IMMEDIATELY should anyone in your household:
 - Become ill or begin showing symptoms of Covid-19.
 - Travel outside of Vancouver Island.
 - Come in contact with someone who has tested positive for Covid-19.
- ***NEW*** Boxwood location information has been added.


If a participant is unable to attend program due to illness to them or someone in their home, the participant must be kept at home until the parent/guardian has spoken and been given direction by 811. Once a participant has completed the required steps/actions required by 811 and they have communicated these to a staff member, a plan for a return to program will be established. If available, virtual services will be provided during the period of isolation.

Thank you,

Corey Sugiyama
Director of Integrated Child Youth and Family Services

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BGCCVI Integrated Child Youth and Family Services (iCYFS) Memorandum of Understanding – COVID-19

As we face the ever-evolving challenges of the COVID-19 pandemic, the health and safety of our employees and the children, youth and parents in our programs remains our top priority. Like everyone, BGCCVI is concerned about the well-being of staff and their families, parents and children, and those most vulnerable to the virus. BGCCVI is also committed to doing our part to 'flatten the curve' across Vancouver Island.

COVID-19 has been identified as a Pandemic by World Health Organization (WHO) and so it is not within BGCCVI's capabilities to eliminate/substitute, i.e. remove the virus, from within our club locations. However BGCCVI is adhering to the orders of the Provincial Health Officer and guidance provided by the BC Centre for Disease Control by developing control measures to minimize exposure to staff and children.

BGCCVI continues to make all efforts to prevent the transmission of Covid-19 and help ensure the health and safety of all participants, families and staff. Despite best effort, BGCCVI cannot guarantee that organizationally we will not be affected by the ongoing pandemic. This document will outline the current practices and protocols around service delivery, health checks, cleaning procedures, contact tracing, steps for reporting both suspected and confirmed cases and the communication protocols should BGCCVI need to communicate potential exposure. Any formal communication from the program or organization would come at the direction and contain content required by the government, health authority and/or 811. The document also outlines the parent/caregiver responsibilities as we work to keep all participants and staff safe.

Boys and Girls Clubs of Central Vancouver Island (BGCCVI) will continue to follow all updated protocols and procedures as outlined by the Health Authorities and CDC. They can be found at the following links:



https://www2.gov.bc.ca/assets/gov/family-and-social-supports/covid-19/qa_covid19_childcare_settings_mar_24_2020.pdf

<https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/reports-publications/covid-19-guidance-for-schools-childcare-programs.pdf>

Given these important requirements, it is imperative that all parents understand and agree to the following additional program requirements:

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Provision of Care

We are currently providing child, youth and parenting services through an adapted service delivery model. Programs that solely ran face to face are integrating virtual services with slowly increasing face to face interaction between staff, participants and their families/caregivers. As such service delivery for participants will look different for the coming weeks and possibly months. Should you have questions or concerns about service delivery please be sure to speak to your worker.

What is BGCCVI doing to help prevent staff and children from being exposed to COVID-19?

1. Reducing the number of people staff and program participants are exposed to:

a) Changes to service delivery.

1. Virtual services will be offered as an option when possible.
2. Direct face to face interaction will be gradually increased as suggested and directed by the Provincial government and health authorities. Direct interaction will start with outdoor visits/meetings only. Indoor visits will be allowed under Level 1.
3. Transportation of participants will not occur while iCYFS programs are running in Level 2 & 3 of the adapted service plan. Level 1 transportation is permitted under specific circumstances and as outlined in the appropriate BGCCVI Vehicle Health and Safety Plan.
4. Administrative work will occur at remote sites (with previous Director approval) or within facilities when distancing can be maintained to help reduce the chance of transmission between staff members.


b) iCYFS groups

1. All groups will use virtual platforms under Level 2 & 3.
2. Programs such as CYFS will not organize sub groups under Level 2 & 3.
3. iCYFS Programs will allow for groups and sub groups under Level 1. When possible these groups will be facilitated outdoors. Indoor groups will be permitted when a safety plan and protocols have been approved and physical distancing can be assured.

c) We are reducing the number of people at the Boxwood location at any one time and only when it is safe to do so.

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1. Clients are not permitted to attend the facility under 'Level 3'. Clients may attend the Boxwood location under 'Level 2' with permission from the Director of iCYFS/Senior CYCW and a plan to keep staff and participants safe.
2. Under Level 2 we will operate the Boxwood location at no more than 55% of capacity and under Level 3 will operate at 75% capacity.
Note: Boxwood has a normal capacity of 19 people
3. No visitors (contractors/non program staff/etc) will be permitted in the building when clients are present.
4. If clients are being dropped off we ask that parents/caregivers drop off and pick up outside of the building.
5. Client and staff attendance at the facility will be tracked using existing procedures (case notes, Outlook calendar, etc). All visitors will be tracked, for any future contact tracing, using the 'Visitor Sign In' sheet.

2. Health Checks will be completed

- a) Staff will monitor their own health and complete the online Health Check questionnaire prior to entering Boxwood or any other organizational facility/office.
- b) Staff will complete a verbal health check with participants and/or parent(s) to determine and ask the following questions below. Should the answer yes to any of the following questions, the session/visit will be cancelled and re-scheduled at a later date:
 1. If the child/youth/parent/household member has any new or existing cough, sore throat, fever/chills, and/or any other health concerns that are new for them.
 2. Has there been recent travel outside of Canada by your child or anyone in your household within the last 14 days?
 3. Has your child or anyone in your household come in contact with someone who has tested positive for COVID-19?
- c) If any participant shows signs of coughing, sneezing, or a fever, they will be taken home or asked to leave the program immediately. As face to face service gradually increases, we ask that parents/caregivers be available at all times for children/youth to be brought home and dropped off as necessary.



- d) If a participant is unable to attend program due to illness to them or someone in their home, the participant must be kept at home until the parent/guardian has spoken and been given direction by 811. Once a participant has completed the required steps/actions required by 811 and they have communicated these to a staff member, a plan for a return to program will be established. If available, virtual services will be provided during the period of isolation.

3. Contact Tracing

BGCCVI will continue to follow the strict practices around documentation of programs and services. This includes but is not limited to the collection and confidential storage of participant contact information, attendance sheets and case notes. This information will become extremely important for the purposes of contact tracing should the organization be made aware of suspected or confirmed Covid-19 exposure.

In light of the importance of potential quick response, it is the responsibility of both staff and the parent(s)/caregiver(s) to please ensure that all intake/registration forms contain the most up to date and accurate contact information for the participant and/or parents/guardians/caregivers.

We also ask that all staff be extra diligent around the completion, accuracy and storage of in person group attendance lists. This includes but is not limited to attendance sheets for parenting programs, youth programs and other in person BGCCVI 'group' programs. Staff are asked to document everyone who is present at the session including all participants, program staff, organizational employees and any guest speakers who may have been in attendance. Attendance sheets should continue to be stored in safe manner and be readily accessible as needed and requested by the appropriate Director.

For outreach programs such as CYFS and PBS who use case or session notes as part of the normal documentation process, please ensure that case/session notes contain the following.

- Whom the staff and participant had contact with (all family members present at pick up/drop off, co clients, co staff, etc)
- Locations attended. This should match the mileage sheet but provide additional detail to clearly outline all of the locations and where services were provided.

Reminder that all employees must complete a verbal or on paper health screening for each participant prior to each visit/session. Be sure to document verbal screenings in the case/session notes and collect & store all paper health screening forms.



4. Hand washing


- a) Staff and clients are required to wash their hands upon arrival at our Boxwood location. Hands will be washed with soap and warm water for a **minimum of twenty (20) seconds.**
- b) Hand washing will take place at regular intervals during the stay at Boxwood and will be completed during transitions and changes in activities.
- c) Staff working in the community will use hand sanitizer and/or wipes to disinfect their hand before and after interaction with participants.
- d) Staff and clients are required to wash/sanitize their hands between activities, prior to eating, after eating and after using the washroom.

5. Cleaning and Sanitizing

- a) Children/youth are asked to not bring any person items to program or Boxwood location. Exceptions include personal water bottles, communication devices, Epi Pens and other necessary items approved by a staff member.
- b) Cleaning of all equipment and staff vehicles will be done prior to and following all use.
- c) Surfaces and touch points will be sprayed and wiped down regularly throughout the day in between activities (i.e. after play activities, eating food).
- d) For at home visits we encourage both staff and participants to take a role in disinfecting items that may be touched including tables.
- e) Fifth Street Cleaning Procedures (SSTC, GenQ)
 - Park vehicles and secure (as needed)
 - Ensure dishwasher is loaded and turned on
 - Ensure washer/dryer turned on (as needed)
 - Wipe down all kitchen sinks and counters
 - Make sure chemical closet is closed
 - Tidy washrooms and ensure all toilets are flushed
 - Ensure all toys/games are put away
 - Sweep and floors and areas that were used. Spot mop (as needed)
 - Sanitize all chairs, tables and touch points
 - Take out all garbage and recycling
 - Closed blinds and turn off lights
 - Bring emergency kits into building

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- Arm building and lock all doors. Make sure to put padlock on side gate.

f) Chase River Cleaning Procedures (Purple Girlzillas)

- Sweep floors (Broom in kitchen) & Vacuum
- Spray carpet areas using Saval solution – let sit for 10 minutes before using again
- Clean bathrooms using bleach solution (Yellow cloths for sink area and walls, Red cloths for toilet – cloths in kitchen drawer)
- Once dry, spray down entire bathroom and doors with Saval solution – let sit for 10 minutes before using again
- Wipe down tables, table edges, and chairs (front, back, and legs) with bleach solution and green cloth
- Wipe down door handles and other high touch surfaces with bleach solution and green cloth
- If used, wipe down kitchen and kitchen island with bleach solution and green cloth
- Take out garbage (dumpster key on hook in kitchen)
- Spray coat room hooks and walls with Saval solution – let sit for 10 minutes before using again
- Mop floors (mop in janitor closet in bathroom, key on hook in kitchen)
- Ensure side door is shut and both locks are in lock position
- Ensure all windows are closed
- Turn off lights, arm building & lock front door

g) Comox Valley Office Cleaning Procedures (Parents Together, TEN)


- Specific protocols to be established but will include disinfecting of all touch surfaces with approved cleaners.

h) Boxwood Cleaning Procedures (CYFS/PBS)

- Cleaning will take place using Centre for Disease Control (CDC) approved cleaners and disinfectants.
- Surfaces (tables/counter tops/chairs/etc) will be cleaned/disinfected prior to and following use.
- A thorough cleaning of the facility will take place as needed and/or at the end of the day including floors, washrooms, countertops, appliances and hard surfaces with a key focus on touch points (light switches/door knobs/etc).

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- All toys, games and equipment will be cleaned/disinfected prior to and following use. If the item cannot be cleaned/disinfected, it must be labelled with the date and taken out of circulation for two weeks from use.

6. Adapted Programming & Activities

- a) Social distancing is to be maintained for staff and program participants at all times. Limit any contacts closer than 6 feet to the shortest time possible.
- b) Children/youth are not permitted to play on any play structures while out in the community when they have been closed by the local municipality or health authority.
- c) While on Level 2, face to face interaction will occur but all activities will take place outdoors and within walking distance of the participant's home.
- d) Social distancing is to be maintained for staff and clients whenever possible. When distancing cannot be maintained we ask that staff, and when possible clients, wear a mask.
- e) **Boxwood:**
 - i. When the weather and activity permits please use the open place space and have the door(s) open for ventilation.
 - ii. Indoor activities will be delivered in 'centre style' and staff are encouraged to spread out throughout the facility. Avoid multiple people in close proximity whenever possible.
- f) Room limits for indoor programming are in effect. Please review the room capacity limits which are posted on the door. Larger rooms also currently have limits in place which include the following:
 - i. Fifth Street Main Room: 30
 - ii. Fifth Street Blue Room: 15
 - iii. Chase River Upstairs: 20
 - iv. Chase River Downstairs: 20
 - v. Comox Valley Board Room: TBD
 - vi. **Boxwood: 19**

*Please note that room limits only apply as long as physical distancing can occur through spacing of participants without masks. If adequate spacing cannot occur staff will need to lower the room maximum and/or require the use of masks.



7. Use of PPE

Transportation will take place in accordance with the appropriate BGCCVI Vehicle Health and Safety Plan COVID-19.

For all iCYFS Programs

- Masks/face shields are strongly recommended for staff during all indoor group programming and must be worn if physical distancing cannot occur.
- Masks/face shields must be worn by all group participants over 12 years of age if physical distancing (6ft of space between individuals) cannot be maintained. Staff can make exceptions to this rule if sufficient reasons are given.
- Participants under the age of 12 are not currently required to wear masks at this time but are welcome to as a precautionary measure.

*Some groups/sub groups may require staff and/or participants to wear masks even when outdoors or practicing physical distancing indoors.

Information Sharing

To ensure the fastest response and communication of relevant exposure and health related information, all participants, families and employees are asked to share any suspected and confirmed exposures of COVID-19. Participants and their caregivers have been asked to notify their worker/staff member and when they are not available to call the BGCCVI mainline at 250-754-3215 as soon as symptoms and/or recommendations for testing occur for participants and those in their household occur.

Staff and organizational protocols for a suspected COVID-19 case

In the event of a suspected COVID-19 case within or in close contact to a BGCCVI program the protocol is as follows:

1. Participant/Parent/Caregiver/Guardian to notify key worker or program lead. When unavailable, the individual may contact the mainline to report the incident.
2. BGCCVI Employee to notify the Director of iCYFS immediately.
3. BGCCVI Employee to complete the online Incident and Injury form.
4. The Director of iCYFS to present the information and details of the incident to the SLT for discussion as needed. The SLT in consultation will contact 811 to determine the best plan of action.
5. The appropriate Director to speak with the team/program affected and ensure plan of action is communicated. This will include information on the level of risk to employees, risk to other participants and an adapted work/program schedule basis the feedback and suggestions from 811.



6. Using the communication template below, the SLT will complete information sections and distribute the communication to all employees, participants and/or families that may have come into contact with the suspected Covid-19 positive individuals.
7. Decisions around closing programs or facilities will be made in consultation with 811 and local government and health authorities.

Participant & Staff protocols for confirmed COVID-19 case

In the event of a confirmed COVID-19 case within or in close contact to a BGCCVI program the protocol is as follows:

1. Participant/Parent/Caregiver/Guardian to notify key worker or program supervisor/coordinator. When unavailable, the individual may contact the mainline to report the incident.
2. BGCCVI Employee to notify the Director of iCYFS immediately.
3. If there has been contact with someone who has tested positive for Covid-19, that program and/or facility will be shut down immediately while contact tracing is done and necessary cleaning completed. For programs that have participants already present, BGCCVI staff will call parents/caregivers to pick up as soon as possible. While waiting for pick up, staff are asked to help ensure participants and staff physically isolate whenever possible. At pick up staff should advise parents/caregivers to contact 811 to determine their need to self-isolate and other steps that may be required.
4. BGCCVI Employee to complete the online Incident and Injury form.
5. The Director of iCYFS to present the information and details of the incident to the SLT for discussion as needed. The SLT in consultation will contact 811 and/or Provincial Health Officer to determine the best plan of action.
6. The Director of iCYFS to speak with the team/program affected and ensure plan of action is communicated. This will include information on the level of risk to employees, risk to other participants and an adapted work/program schedule basis the feedback and suggestions from the Provincial Health Officer and/or 811.

Organizational protocols for confirmed/suspected Covid-19 case

As an organization we follow the directions of the Provincial Health Officer (PHO) with respect to communicating any positive cases within our BGCCVI community whether that relates to kids in our care, their families or indeed our own staff.

- **If a child** attending one of our programs has a confirmed case of COVID, and we have been made aware of this, we will work with the staff in that program/location to ensure we are following not only Provincial Health Officer (PHO) guidelines but also licensing (if applicable). In these situations Island Health are responsible for doing any contact tracing, not BGCCVI.



- **If a member of staff** within our organization tests positive, we will work with the staff at that program/location to ensure we are following the PHO guidelines. It is the responsibility of Island Health to undertake contact tracing. We would not reveal the name of the member of staff but would work with them to make sure they identify all other staff and participants they have been in touch with, and to enable Island Health to follow up with them. Use of staff schedules, Outlook calendar, program summaries and case notes will all enable easy and accurate follow through with potential contacts. Please remember to keep all of these documents (as applicable) up to date.
 - If you have any COVID like symptoms and contact 811 or have been advised to get a COVID test, please ensure you complete our COVID test tracker form [HERE](#)
- **If a child/member of staff** has had secondary contact with someone who has tested positive, we will follow the advice provided by the PHO as they would advise whether there is cause for concern depending on the nature of the secondary contact.

Parent Handbook

For further information on our iCYFS programs, participants and parents/caregivers are encouraged to read their BGCCVI Child, Youth and Caregiver Handbook along with the specific program handbook. Should you need a copy of these documents please speak to your worker who can provide you with a copy.

COVID Testing

Testing is recommended for anyone with cold, influenza or COVID-like symptoms, even mild symptoms. You no longer need a referral from a health care provider and you do not need to call **8-1-1** if you have symptoms and would like to be tested for COVID-19.

You can use the [BC COVID-19 Self-Assessment Tool](#) to help determine if you need further assessment for COVID-19 testing by a physician, nurse practitioner or at a local collection centre.

Click on the links below for a list of collection centres (locations where you can be tested) across the province to find one near you or call **8-1-1** to find the nearest centre.


- [Collection Centre finder](#) (Mobile and desktop)
- [Collection Centre finder](#) (Internet Explorer)

Withdrawal and Temporary Withdrawal

BGCCVI is doing the best to offer valuable service while ensuring the best safety and protocols for our staff and program participants. We appreciate that this adapted service delivery model does not work for everyone, so please speak to your worker should you request to have participation in the program put on hold or withdrawn completely.

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Parents/Caregivers are responsible for:

- Ensuring that their **child/youth/themselves/other members of household** are healthy and not exhibiting any COVID symptoms prior to attending program.
- Ensuring there is someone available to pick up their child/youth if needed.
- Ensuring that individuals residing in the household with any program participant are taking all precautions possible to limit their exposure to COVID-19.
- Acknowledging that BGCCVI cannot guarantee that participants, their child(ren)/youth or themselves will not be exposed to COVID-19 in our programs or while attending one of our locations (ie. Boxwood location).
- Reading and understanding this **BGCCVI Integrated Child Youth and Family Services, Memorandum of Understanding – COVID-19** document.
- Completing a verbal active health screening prior to each visit.
- Notifying your staff member or the organization (250-754-3215) immediately should any household member begin exhibiting symptoms. Please do not wait for the next scheduled visit/program night to notify someone at BGCCVI.

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Parent Acknowledgement

I have read and been informed about the content, requirements, and expectations of **BGCCVI Integrated Child Youth and Family Services, Memorandum of Understanding – COVID-19**. I understand that this document may be updated and/or edited and that the most recent version can be found on our website at www.bgccvi.com under the Resources tab.

I acknowledge that despite social distancing, adapted service delivery and additional cleaning procedures, BGCCVI or their individual programs and staff cannot guarantee that participants will not be exposed to COVID-19 in our programs.

I have received a copy of the document and agree to abide by the guidelines contained within the document.

If I have questions, at any time, regarding the of **BGCCVI Integrated Child Youth and Family Services, Memorandum of Understanding – COVID-19** I will consult with my worker/program staff member or Director of iCYFS.

Please read this document carefully to ensure that you understand the policy before signing this document.



Parent/Guardian Signature: _____

Parent/Guardian Printed Name: _____

Date: _____

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