



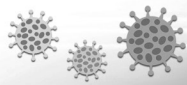
Community Centres

Protecting Yourself and Others

- **Stay home if you are sick or might be sick. Follow the Public Health Agency of Canada's steps for self-assessment: <https://www.canada.ca/coronavirus>**
- **Clearly communicate any new practices and policies that will affect your clients or visitors. Post these changes on your website and social media, on the front doors, and via email.**
- **Consider offering alternative methods to provide services such as virtual gatherings or counselling by phone.**
- **Limit the number of people gathering at one time. Check the restrictions in your province or territory about the number of non-household people who can gather in one spot.**
- **Consider the higher risk level of clients such as older adults, those with underlying conditions, etc. Cancelling programs or additional precautions may be necessary.**
- **Wash your hands as you enter the building, after touching common or shared items, after using the washroom, and as you leave. Remove jewellery while washing.**
- **For employees: if it is unsafe to work, talk to your supervisor, health and safety committee or representative, and/or union. Continue to follow all safe work procedures.**
- **For clients or visitors: understand that protective measures are necessary and must be followed.**

Facility Management

- Increase ventilation rates and fresh air return where possible.
- Monitor all people for signs and symptoms of COVID-19.
- Post signs to remind all persons to follow physical distancing, hand hygiene, and respiratory etiquette.
- Follow physical distancing guidelines at all times, including in the building, parking lot, etc. Consider wearing non-medical masks only when physical distancing cannot be maintained.
- Mark or arrange seating to indicate how to maintain physical distancing when seated, as well as when entering the building, lining up for washrooms, exiting, etc.
- Consider using separate entry and exit doors to help control pedestrian flow.
- Install physical barriers such as clear plastic sneeze guards, where appropriate.
- Use a plastic lined garbage bin to reduce exposure when disposing of garbage.
- Keep attendance lists of clients to assist in contact tracing or if follow-up is required.
- Keep contact lists for all staff and volunteers.
- Review all the activities that occur at your facility, such as daycares, services to vulnerable individuals, etc. It may not be possible to offer all services.



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Activities

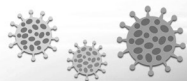
- Do not provide activities that include communal food or beverages. If providing meals, offer a “grab and go” or delivery service.
- Avoid activities with hand holding or shaking.
- Reassess group activities. If you do hold them, do so with the smallest number of participants possible and maintain a 2 metre distance. Consider offering additional but smaller sized group activities. Clean and disinfect the spaces between groups.
- Singing, especially in groups, is considered a high-risk activity. Consider having a soloist sing (using a barrier such as plexiglass), or providing instrumental music. Singers that are members of the same household are at less risk and could sing together while distanced from others.
- Suspend activities such as daycare and face-to-face senior programs.
- Clean any shared item between users, including pens, craft supplies, bingo cards, magazines, books, utensils, linens, tools, etc.
- Ask users to keep their belongings with them (such as coats and bags). Close shared coat check areas.

Cleaning and Disinfecting

- Clean and disinfect all commonly touched objects or surfaces such as counters, chairs, handles, doorknobs, elevator buttons, railings, light switches, faucets/taps, linens, clothes, books, and other objects.
- Clean and disinfect the area between groups of users.
- Use a disinfectant or bleach solution to destroy or inactivate the virus.
 - If household or commercial disinfectant cleaning products are not available, hard surfaces can be disinfected using a mixture of 5 mL of bleach (5% sodium hypochlorite) and 250 mL of water.
 - If liquids can be withstood, disinfect high-touch electronic devices (e.g., touch screens, pin pads, keyboards) with alcohol or disinfectant wipes.
- Wear appropriate personal protective equipment (PPE) such as gloves suitable for the cleaning agent.
- Use a dedicated cloth for cleaning.
- Clean so that when the surface is wiped, the surface still appears wet.
- Make sure workers or volunteers understand the risks, have received training, and understand the safety precautions for all cleaning methods and required PPE.
- Make sure washrooms are cleaned frequently, have running water, and are stocked with soap, paper towels and a plastic lined waste container. Visibly dirty hands must be washed with soap and water.
- Dispose of used tissues, wipes, gloves, and other cleaning materials in a plastic lined waste container.
- Use disposable gloves when handling garbage.

Personal Protective Equipment (PPE)

- When PPE is required, train staff on how to work with and care for PPE, and to understand its limitations.
- Put on and remove PPE in the correct order according to safe work procedures to reduce exposure.
- Clean hands with soap and water or an alcohol-based hand sanitizer, especially during and after removal of PPE.
- Improvised or homemade masks are not PPE. Caution should be used. Discuss options with your supervisor, and/or your health and safety committee or representative, and/or union if present.



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Coping with Social Isolation, Microaggression or Stigma

- When helping others, encourage them to talk to someone trained in mental health first aid, or someone else they trust about what they are experiencing.
- For an employee, ask them to contact their supervisor, employer, or employee assistance service, if available.
- Contact your local public health or community resources that offer mental health services.
- Check out organizations online:
 - Canadian Mental Health Association <https://cmha.ca/news/covid-19-and-mental-health>
 - Canadian Psychological Association <https://cpa.ca/psychologyfactsheets/>
 - Kids Help Phone <https://kidshelpphone.ca/get-info/were-here-for-you-during-covid-19-novel-coronavirus/>

If you or someone you know is in crisis, please contact your local hospital, call 911 immediately, or contact a Crisis Centre in your area.
<https://suicideprevention.ca/need-help/>



For further information on COVID-19, refer to the Public Health Agency of Canada
<https://www.canada.ca/coronavirus>

Note that this guidance is just some of the adjustments organizations can make during a pandemic. Adapt this list by adding your own good practices and policies to meet your organization's specific needs.