



KACL Pandemic Plan

Last Modified March 2020

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KACL Pandemic Plan Policy

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KACL is vitally interested in the health and safety of its employees. Protecting employees from injury or occupational disease is a major ongoing objective, as we undertake to provide a safe and healthy environment for the people we serve, employees, and community members. All supervisors and workers must be dedicated to this continuing objective.

The best way to help reduce the impact of a COVID-19 outbreak is to protect yourself, your family and friends, stay informed, and provide support to others.

The Pandemic Plan will be followed in the event of a COVID-19 pandemic in the area.

Facts about Pandemics

(Provided by the World Health Organization)

Coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases.

A Coronavirus such as COVID-19 is different than a regular seasonal flu virus. It is similar to a flu virus in that it produces similar symptoms, however, the two illnesses are caused by different viruses.

COVID-19 is the infectious disease caused by the most recently discovered coronavirus. This new virus and disease were unknown before the outbreak began in Wuhan, China, in December 2019.

Canada's Health Minister has stated, "the pressing goal is to contain and delay an outbreak to give the Healthcare System time to get through a *significant* influenza season." KACL will provide information, awareness, and strategies to help achieve this goal, and to mitigate the overburdening of health care resources.

Symptoms of COVID-19

The most common symptoms of COVID-19 are fever, tiredness, and dry cough. Some patients may have aches and pains, nasal congestion, runny nose, sore throat or diarrhea. These symptoms are usually mild and begin gradually.

Some people become infected but don't develop any symptoms and don't feel ill. Most people (about 80%) recover from the disease without needing special treatment. Around 1 out of every 6 people who gets COVID-19 becomes seriously ill and develops difficulty breathing.

People Most at Risk from COVID-19

Older people, and those with underlying medical problems like high blood pressure, heart problems or diabetes, are more likely to develop serious illness. People with fever, cough and difficulty breathing should seek medical attention.

How Does COVID-19 Spread?

People can catch COVID-19 from others who have the virus. The disease can spread from person to person through small droplets from the nose or mouth which are spread when a person with COVID-19 coughs or exhales. These droplets land on objects and surfaces around the person. Other people then catch COVID-19 by touching these objects or surfaces, then touching their eyes, nose or mouth. People can also catch COVID-19 if they breathe in droplets from a person with COVID-19 who coughs out or exhales droplets. This is why it is important to stay more than 1 meter (3 feet) away from a person who is sick.

Studies to date suggest that the virus that causes COVID-19 is mainly transmitted through contact with respiratory droplets rather than through the air.

Can COVID-19 be caught from a person who has no symptoms?

The main way the disease spreads is through respiratory droplets expelled by someone who is coughing. The risk of catching COVID-19 from someone with no symptoms at all is very low. However, many people with COVID-19 experience only mild symptoms. This is particularly true at the early stages of the disease. It is therefore possible to catch COVID-19 from someone who has, for example, just a mild cough and does not feel ill. The World Health Organization (WHO) is assessing ongoing research on the period of transmission of COVID-19 and will continue to share updated findings.

Can I catch COVID-19 from the blood, stool, or bodily fluids of someone who is infected?

There may be some risk from contacting surfaces that may have the blood, stool, or bodily fluids of someone who is infected. Because this is a risk, it is advisable to clean and disinfect surfaces regularly, and use proper hand hygiene after coming into contact.

What is Community Transmission?

Many cases of COVID-19 can be traced back to countries where an outbreak has occurred.

However, when tracing a case of COVID-19 to a single source outside the community becomes impossible, then community transmission is underway.

When the virus can't be traced, then practical containment is at an end, and this may result in rapid increase in the number of cases. This is the case in several countries globally.

What Can We Do?

Containment and prevention is **everyone's** responsibility.

As part of KACL's internal responsibility system, all staff are expected to know and participate in providing a safe and healthy environment for the people we serve, employees, and community members.

Protection Measures

Everyone can reduce their chances of being infected or spreading COVID-19 as well as other respiratory illnesses by following the best practices below:

General Measures

- Regularly and thoroughly clean your hands with soap and water, or use an alcohol-based hand rub containing at least 60-95% alcohol, always using proper hand hygiene techniques. See Appendix A.
- Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately, and wash your hands using proper hand hygiene practices.
- Practice social distancing. Maintain at least 2 metres (6 feet) distance between yourself and anyone who is coughing or sneezing. Avoid close proximity activities like handshaking and hugging.
- Avoid touching eyes, nose and mouth.
- Clean and disinfect work surfaces, including handheld devices, regularly.

COVID-19 Specific Measures

- Getting your flu shot is recommended. This does not protect against COVID-19, however, being ill with flu will weaken your body's ability to fight against COVID-19.
- Stay home if you feel unwell. If you have a fever, cough or difficulty breathing, seek medical attention but call in advance (ON Telehealth or the NWHU). Follow the directions of your local health authority, and tell your health care provider of any recent travel or contact with travelers.
- Avoid public gatherings whenever possible.

- If you are supporting someone who is ill with COVID-19, you will be issued personal protective equipment (PPE), including masks, as recommended by Ontario Health.
- Stay informed on the latest developments about COVID-19. Follow advice given by your healthcare provider, your national and local public health authority and KACL on how to protect yourself and others from COVID-19. Additional information is available online through,
 - World Health Organization: who.int/health-topics/coronavirus
 - Health Canada: Canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html
 - Government of Ontario: <https://www.ontario.ca/page/2019-novel-coronavirus>
- Keep up to date on the latest COVID-19 hotspots (countries, cities, or local areas where COVID-19 is spreading widely). If possible, avoid traveling to hotspots for personal reasons. Avoid travel that involves prolonged periods in enclosed areas, such as cruise ships.

Communication

Official communications from KACL about the pandemic will have the pandemic broken chain logo and will be dated.

KACL will provide regular updates and information through the [KACL Pandemic Information Centre](#).

Staff must review and understand all communications and must make adjustments to their work, as required.

Operational Priorities During a Pandemic

1. KACL's priority is the continuing provision of supports to the people we serve and the health and safety of our employees. We will endeavour to be as flexible as possible during a pandemic event.
2. During this time KACL may temporarily adjust programming priorities based on need.
3. Personal protective equipment (PPE) will be available for all staff, as required.
4. Supplies and information necessary to carry out proper handwashing techniques will be available to all staff.
5. A "Notice to Visitors" will be posted at all locations reminding anyone to refrain from entering the building if they are experiencing symptoms of COVID-19.

KACL Pandemic Plan

Roles and Responsibilities

Everyone is Responsible

To undertake our ongoing objective to provide a healthy and safe environment for the people we serve, employees, and community members, all staff share the following responsibilities contained in the Pandemic Plan:

1. Be aware of current information and KACL's response, as contained in the plan, regarding COVID-19;
2. Assess yourself and others for signs and symptoms of COVID-19;
3. Follow KACL procedures throughout the pandemic;
4. Report to KACL and to public health if you are unwell.

Management Responsibilities:

1. Assess pandemic situations and their impact on the people we serve and employees;
2. Develop and carry-out health and safety policies and procedures, including infection control;
3. Develop a comprehensive Pandemic Plan to be used across all functional KACL departments;
4. Provide regular, on-going employee training and education in pandemics preparedness;
5. Develop a plan to respond to increased absences and interruptions to business, due to pandemic situations;
6. Develop an effective communication strategy for pandemic situations.

Operational Phases of a Pandemic

Canada's Health Minister has stated, "the pressing goal is to contain and delay an outbreak to give the Healthcare System time to get through a *significant* influenza season." KACL will provide information, awareness, and strategies to help achieve this goal and to mitigate the overburdening of health care resources.

There are six distinct phases related to a pandemic situation. This plan is organized along the line of these six phases, which include:

1. **Pre-Pandemic Phase**

before the pandemic is local, i.e. when a global pandemic has been declared or there are international hotspots

- develop and test pandemic plan;
- educate and train employees to fulfill their specific responsibilities in the event of a pandemic;
- acquire and document appropriate resources;
- develop/update appropriate policies and procedures;
- develop a plan for back-up/increased employee support

2. **Assessment Phase**

when local pandemic is imminent, i.e. pandemic has been declared in other regions of Canada or there are significant hotspots in North America

- evaluate the nature, seriousness and urgency of the pandemic;
- monitor the pandemic;
- consider potential implications of the situation;
- communicate and share information between management, employees, parents/individuals, and healthcare providers;
- activate a plan for back-up/increased employee support, if required.

3. **Response Phase**

when local pandemic is in progress, i.e. pandemic has been declared, or there are confirmed cases, in the local region (Northern Ontario, Manitoba, or Minnesota)

- activate pandemic response plan

- communicate and share information between management, employees, parents/individuals, and healthcare providers.

4. **Recovery Phase** (pandemic over)

- communicate and share information between management, employees, parents/individuals, and applicable Ministries
- provide or facilitate counseling to individuals/employees
- facilitate immunization for employees/individuals, where appropriate

5. **Rehabilitation Phase** (returning to normal situations)

- prevent further pandemics;
- monitor potential aftereffects;
- communicate and share information between management, employees, parents/individuals, and Ministry officials;
- support recovery and return to self-sufficiency

6. **Evaluation Phase** (lessons-learned and critique of response)

- evaluate and (if required) revise pandemic plan
- communicate and share information between employees, parents, and Ministries
- assess need for pandemic plan funding

Pre-Pandemic Phase

before the pandemic is local, (i.e. when a global pandemic has been declared or there are international hotspots)

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Pre-Pandemic Preparation:

1. Provide pandemic-specific health and safety policies and procedures, that are reviewed by all employees;
2. Update the comprehensive Pandemic Plan, which clearly identifies the role of KACL, its employees, and management in wide-spread outbreak situations;
3. Provide training opportunities and coaching to employees for complete familiarization with the Pandemic Plan, outlining specific employee/management roles in pandemic situations. Written evaluations of training and coaching will be conducted for use in making essential revisions to the Pandemic Plan.
4. Develop and maintain comprehensive emergency contact information including: local fire, police and ambulance dispatch, hospital, hydro, municipal services, Kenora Municipal Non-profit housing emergency numbers, reception centres, pharmacies, taxis and radio stations, walk-in clinics, hospitals and Public Health Services.
5. Each program to develop individualized essential support plans.
6. Begin preparation of program-specific operational plans.
7. Reinforce infection-control practices, such as frequent hand-washing with soap and water, use of hand-sanitizer when out in the community; using paper hand-towels instead of cloth hand-towels; keeping distance from others; not touching

one's face; covering coughs and sneezes; proper cleaning of environmental surfaces; avoiding public gatherings, etc.

8. Develop infection-control emergency supplies inventory for each worksite, which offers a description of the item and the number on hand, e.g., disposal gloves, face masks, sanitizing hand wipes.
9. Develop a forecast/plan for dealing with employee absences during a pandemic due to factors such as personal illness, family member illness, community containment measures and quarantines, school and /or business closures, and public transportation closures.
10. Cancels non-essential work-related travel to International hotspots.
11. CEO / Designate will determine whether self-isolation is necessary for employees returning from travel near international hotspots.

Assessment Phase

When local pandemic is imminent, (i.e. pandemic has been declared in other regions of Canada or there are significant hotspots in North America).

The Assessment Phase will be used to assess the nature, seriousness and urgency of the emergency. These duties will be carried out by the Manager and Employees, as noted:

Managers Will, as Assigned:

1. Communicate with local Public Health Services for direction and/or updates on pandemic conditions, etc.
2. Provide clear written delineation of authority to employees for all pending pandemic situations.
3. Initiate communication strategy.
4. Plan cross-training employees to ensure continuation of support during possible pandemic response period.
5. Prepare plan for possible relocation of consumers to different living environments.
6. Determine the need for and type of personal protective equipment, e.g. masks, gowns, disposable gloves, for each worksite.

7. Implement protocols for regular illness monitoring, including onset of symptoms in anyone receiving support as well as co-workers.
8. Cancels all non-essential work-related travel to Canadian/North American hotspots.
9. CEO / Designate will determine whether self-isolation is necessary for employees returning from travel near Canadian/ North American hotspots.

Response Phase

When local pandemic is in progress, (i.e. pandemic has been declared, or there are confirmed cases, in the local region (Northern Ontario, Manitoba, or Minnesota)).

Once a pandemic emergency has been declared by the Chief Executive Officer/Designate, the Pandemic Plan will be activated and the appropriate response will be provided, as follows.

CEO / Designate Will:

The CEO is the only person authorized to speak to media on behalf of KACL

1. Determine that KACL is in a pandemic emergency through communication with local health authorities.
2. Continue communication strategy.
3. Provide clear written delineation of authority regarding employee responsibilities.
4. Activate staff redeployment plan, if required.
5. Activate relocation of consumers, if required.
6. Ensure JHSC meets regularly with Incident Management Team.
7. Suspend attendance at any large gathering of people.
8. Cancels all work-related travel outside of home office community.
9. Consider the suspension of Arts Hub community programming.
10. Determine whether self-isolation is necessary for employees returning from travel outside of Canada.

11. Consider the reduction of Childcare services up to and including possible closure of Childcare centres.

Recovery and Rehabilitation Phase

Pandemic is over; returning to normal situations

As soon as deemed appropriate by the Chief Executive Officer or Designate, KACL will commence activities for return to normalcy, as follows:

1. If relocation has taken place, determine if return to affected location(s) is safe, and if so, arrange for the return of individuals and employees.
2. If relocation has not taken place, provide individuals with activities to promote return to normalcy.
3. Communicate and share information between management, employees, parents/individuals, and healthcare providers, Ministries on status of situation.
4. Process any Incident/Serious Occurrence and Employees Injury Report/Investigation forms as required.
5. Replenish supplies used.
6. Provide information for counseling options for individuals/employees

Evaluation Phase

What did we learn; critique our pandemic response

As soon as CEO deems appropriate, KACL will proceed with evaluation of the emergency response, which will be made available to employees and the Board.

Conditions for Operational Planning

In the event of a pandemic emergency and/or critical staff and skill shortage, KACL will adopt and maintain essential services through value-informed decisions:

1. Implement the individualized essential service plan for each consumer that identifies prioritized service and non-essential service that will be suspended;
2. Notify all consumers and family of consumers of the decision to prioritize service, and the impact on services currently provided;
3. Move all available staff resources onto redeployment list for reassignment;
4. Attempt to maintain regular shifts;

5. Cross-train staff to be prepared for redeployment;
6. Redeploy staff once critical shortage is experienced in any area(s);
7. Redeploy non-bargaining unit staff if after redeployment of bargaining unit staff a critical staff shortage remains;
8. Consumers to relocate in the event of a critical shortage of all available staff.
9. Care for ourselves and each other is critical.
10. Learn from this experience.

Essential Services

All KACL programs have value, and it is most desirable that normal programming will continue during a crisis. It may be necessary to prioritize normal activities to maximize efficiency of staff temporarily, or periodically, during a crisis. Prioritization will be based on assessment of the impact on consumers of the temporary suspension of specific activities.

Definitions:

Urgent activities must be done on a specific short-term timeline. If not, the result may either be harmful to the consumers or program.

Less urgent activities can be done on a less regimented timeline and might be delayed without causing harm.

High impact indicates activities which directly prevent adverse outcomes. The absence of these programs has the potential to result in preventable adverse outcomes, both short and long term.

Lower impact indicates activities whose absence will not directly result in increased preventable outcomes. This might include meetings and activities not related to managing the current crisis.

| | | Impact | | |
|---------|----------|--------|--------|--------|
| | | Low | Medium | High |
| Urgency | Priority | | | |
| | High | Medium | High | High |
| | Medium | Low | Medium | High |
| | Low | Low | Low | Medium |

This tool will be utilized in the creation of each individualized essential services plan.

Human Resources

During a pandemic there is a high likelihood that there will be a reduction in staff because they:

- may be ill;
- may be caring for ill family members;
- may be directed to stay home by a healthcare professional;
- may be asked to stay home by KACL;
- do not have access to childcare in event of a school closure;
- are afraid to come to work;

This human resource plan deals with:

- identifying key personnel in decision making roles;
- redeployment of staff;
- impacts of a pandemic on KACL’s collective agreement;
- health and safety issues (work refusals, managing work-related illness);
- work from home.

Delineation of Authority

A chain of command provides delineation of authority to make decisions regarding consumer care and employee responsibilities, as follows:

CEO – Deborah Everley

First Designate: CFO – David Dutka

Second Designate: Senior Directors – Diane Pelletier, Kelly Williams.

The authority to implement all or portions of KACL's pandemic plan lies with the Chief Executive Officer, and those acting on her behalf in the event the CEO is unavailable.

Redeployment of Staff

All decisions about re-deployment will be made by the Incident Management Teams.

Any bargaining unit staff within KACL can be temporarily transferred and/or reclassified within the bargaining unit. Bargaining Unit staff are available for redeployment once their health and qualification to work has been determined.

Specific small group training sessions will be provided to KACL staff who are not currently qualified to work in other locations.

Non-bargaining unit staff will be redeployed to positions within the bargaining unit in the event that there are no available bargaining unit employees able or willing to be relocated.

Bargaining unit staff who are redeployed will be deemed to be in a temporary contract in the position to which they are redeployed, including training. They will be paid at the rate for the reposition if it is higher than their regular position.

Overtime

Depending on staff availability, all efforts will be made to maintain regular shifts.

KACL will continue to endeavor to post regular schedules; however, it is anticipated that with a rapidly changing environment, this may not always be possible.

In the event KACL experiences staff shortages, staff may be required to work longer shifts or additional shifts, as required.

Vacation

In a pandemic emergency, all vacation requests will be reviewed and even those previously approved may be rescinded. KACL recommends personal travel to be rescheduled until pandemic emergency is resolved.

Any staff already on vacation at the time a pandemic emergency is declared will not be called-in to work from vacation unless no other staff are available.

Work Refusal

If a staff person wishes to exercise their right to refuse work they feel is unsafe, the work refusal is reported by the supervisor to a Health and Safety Committee representative for investigation. The staff who refused work will be reassigned to other work during the investigation.

All staff who are called-in to fill the refused shift must be made aware of the reasons for the refusal and the investigation prior to accepting the shift. (They can be advised that we have taken all recommended safety precautions as explained above, but we are obligated to let them know that there is a work refusal being investigated). This leaves them with the choice of whether or not to return to work.

In Case of Known or Presumed Exposure

There are three scenarios where self-isolation is recommended by public health and therefore will be followed by KACL:

- 1) You are symptomatic (fever, onset of new cough, shortness of breath);
- 2) You are not symptomatic, but you have been in direct contact with someone with a confirmed case of COVID-19 and you were not consistently using PPE;
- 3) You are not symptomatic, but you have returned from travel outside of Canada in the last 14 days (travel includes passing through an airport).

If you are not symptomatic and you have not come in close contact with someone with a confirmed case of COVID-19 and you have not travelled, please self-monitor for symptoms.

The following tree (next page) will be used in conjunction with the Staff Assessment Form by supervisors when staff call with questions or concerns about possible exposure to COVID-19. Answers to these questions will determine when staff should self-isolate, contact public health, and/or contact HR.

If KACL has reason to believe that staff may have been exposed to COVID-19, the staff is to be contacted and the tree below, in conjunction with the Staff Assessment Form, will be used to determine next steps.

If it is determined that staff should self-isolate and they are at work:

- We will arrange for your relief;
- When your relief arrives, complete shift change procedure **while maintaining 2 metre social distance**.
- Go home; you will be paid for the remainder of that shift;
- Contact HR immediately.

When Staff Self-Isolate

HR will contact the staff's director to advise them of the illness and activate the exposure investigation protocol, if indicated by the tree.

Supervisors must report all cases of staff absences relating to illness to HR on the same day.

**Are you experiencing any of the following symptoms:
Fever (38 C / 100.4 F), Cough (new onset) or Shortness of breath**

No

See Next Page

Yes

Were you exposed to someone who has been confirmed as having COVID-19 within 14 days of your symptoms starting?

Yes

No

Self-isolate and Call

Telehealth: 1-866-797-0000 or NWHU:468-3147

Contact HR to begin Investigation

Did you travel outside Canada within 14 days of your symptoms starting?

Yes

No

Self-isolate and Call

Telehealth: 1-866-797-0000 or NWHU:468-3147

Contact HR to begin Investigation

Have you been in close contact with someone with respiratory illness in the past 14 days?

Yes

No

Had that person travelled outside of Canada within the past 28 days?

Yes

No

Self-isolate and Call

Telehealth: 1-866-797-0000 or NWHU:468-3147

Contact HR to begin Investigation

Monitor Symptoms.
Are your symptoms worsening?

Yes

No

Call
Telehealth: 1-866-797-0000 or NWHU:468-3147

Contact HR to begin Investigation

Continue to monitor symptoms

Self-isolate and monitor symptoms
Are your symptoms worsening?

Yes

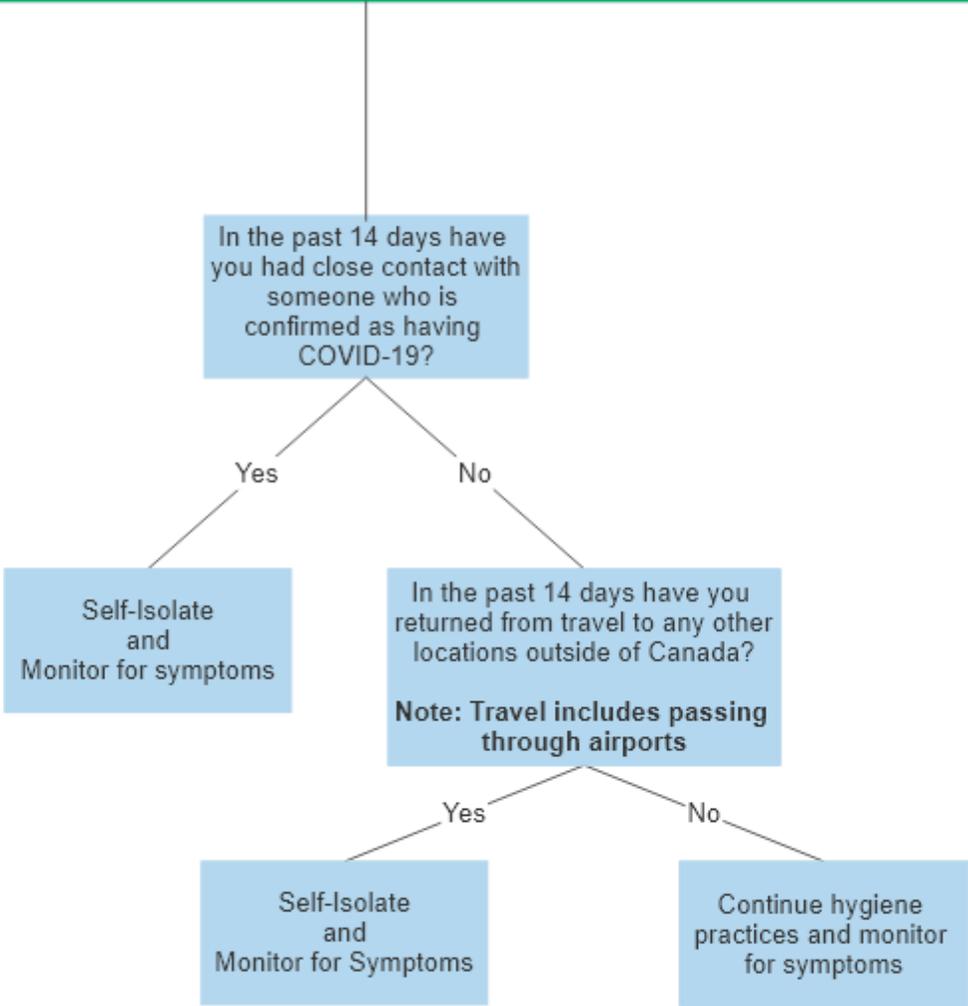
No

Call
Telehealth: 1-866-797-0000 or NWHU:468-3147

Contact HR to begin Investigation

Continue to self-isolate and monitor symptoms.

**I AM NOT experiencing any of the following symptoms:
Fever (38 C / 100.4 F), Cough (new onset) or Shortness of breath**



Exposure Investigation Protocol

KACL will investigate exposures as a means to contain the impact of COVID-19 on our workforce, on those we serve, and on the community.

In order to properly investigate an exposure, all staff are required to log daily each individual contact they have during a shift. This will be done on a template and submitted daily to the designated supervisor.

Each program will populate an excel database with the employee daily log information on a daily basis. HR will monitor the database for compliance.

When the tree indicates it necessary, then the exposure investigation protocol is activated:

1. HR will notify the director of the exposure
2. Director will assign an investigator;
3. Investigator will access the excel database to prepare a list of all people who have come into contact with the person under investigation within the 14 day period prior to the onset of symptoms;
4. The investigator will provide this list to HR; HR will contact each person listed and assess them using the tree in conjunction with the Staff and/or Consumer Assessment Forms.

Staff Options During Self-Isolation

Full-time and Regular Part-Time Staff may use available sick leave days during self-isolation.

Staff enrolled in the benefits plan who are directed by public health or a medical professional to self-isolate, can initiate a Weekly Indemnity claim without seeing a physician, by submitting a form that Manulife is temporarily accepting during the COVID-19 pandemic. This temporary provision allows a claim to be initiated without the submission of an attending physician's statement.

Staff who do not have access to sick time or benefits can access EI benefits almost immediately, as the federal government has announced that it will waive the one week waiting period in response to the COVID-19 pandemic. Staff wishing to access EI benefits must contact HR as soon as possible to have an ROE issued.

All staff have access to unpaid Leaves of Absence, including leaves protected under Employment Standards, as well as a general LOA under Collective Agreement and policy. The form will be completed by HR and processed on behalf of the staff.

Operational Decisions by KACL in Response Phase

Upon approval by the CEO, KACL has taken the following actions and continuously adapts to the evolving situation.

A communication protocol (includes tree) is in place.

An Incident Management Team (CEO, CFO, H&S Coordinator) has been established to plan, implement, and monitor COVID-19 activities specific to KACL.

Screening measures at all locations are in place.

All work travel outside home community is suspended.

All work gatherings are suspended if social distancing cannot be maintained.

JHSC responsible for daily cleaning and disinfecting high-touch surfaces at all locations.

Self-Isolation protocols are in place.

Weekly meetings with JHSC co-chairs, with summaries to all JHSC members.

Weekly director meetings.

All programs prepare individualized essential service plans for each consumer and are accessible both on Sharevision and in hardcopy wherever needed.

All programs ensure emergency facesheets are current on Sharevision and in hardcopy wherever needed.

Changes to service delivery, including:

- Suspend community programming;
- 1:1 service delivery in adult programs;
- Suspend transporting consumers in personal vehicles;
- In 24 hour locations, suspend attendance at community events and activities;
- Implement individualized essential service plans;
- Screening in advance of home visits;
- Information about the status of people who are homeless and accessing emergency housing will be communicated to program designate and H&S coordinator.

Operational Pandemic Plan by Program

Refer to individual program Operational Pandemic Plans.