



INTERNATIONAL WOMEN OF SASKATOON (IWS)

COVID 19: Updated Health and Safety Protocols

August 21, 2020.

A. In-House Policies: Appointment Booking & Reception

1) At the time of booking appointment, frontline staff **must**, ask each client if she/he has recently returned to Canada, 14 days prior to the call for appointment booking.

- This question helps us to determine if the client has complied with the 14-day Quarantine Rule before coming to our office buildings in both Saskatoon and Regina.

2) Frontline staff **must** notify each client, at the time of appointment booking, that wearing a facemask is mandatory when she/he comes to attend on-site programs/services.

3) Frontline staff **must** advise clients to come for appointments, alone, unless they need an Interpreter to assist them. *They must attend with only one Interpreter.

4) Frontline staff **must** inform clients that they are required to observe physical distancing when they are in our facilities.

5) Clients **require** Appointments to attend/access our programs/services.

6) Clients' appointments **must** be staggered using approved schedules in order to ensure that fewer than the usual number of clients are in our facilities at any given time.

7) The organization **shall** provide hand sanitization at the entrance of every unit within our office facilities in both Saskatoon and Regina

8) Walk-in clients **are discouraged** from showing up at our facilities.

- If anything changes in this regard, a new directive to that effect shall provided to the teams.

9) When clients are in our facilities, the frontline staff **must** gently/respectfully remind them to observe our 6 feet physical distancing rule.

10) Frontline staff **must remind** clients to use hand sanitizers as soon as they arrive in our office spaces.



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B. In-House Policies: Daily Operations

- 1) Frontline staff **must** provide to clients who arrive at our facilities without facemasks with a disposal mask.
- 2) The organization **shall** provide to all employees the following PPE to ensure strict compliance with the health and safety policies and procedures:
 - Reusable facemasks, 3-6 depending on each employee's approved work schedule
 - Hand-Sanitizers; these shall be refilled, when/if needed by the Operations/Systems Coordinator
 - Face shields and
 - Gloves, for the employees who ask for/require them
- 3) The organization **shall** install Plexiglas to serve as guards at all reception desks.
- 4) Where people cannot, reasonably maintain 6 feet physical distance, the organization **shall** install Plexiglas in interview/meeting rooms for added personal protection for both employees and clients.
- 5) The organization **shall** provide for daily use by the frontline staff, cleaning and sanitization supplies.
- 6) The Program Assistants **must** sanitize the common areas using the approved sanitization schedule.
- 7) Everyone else **must** sanitize the Interview/meeting rooms/surface areas he/she used for assisting a client or to complete other tasks.
- 8) Any meeting of 2-3 employees **must** be held in the Boardroom/Large classrooms/Open Areas to allow for Physical Distancing.
- 9) Any meeting for weekly staff check in of more than three employees and longer than 15 minutes **must** be held either via Zoom or via teleconference.
- 10) All employees **must** wear facemasks at all times, especially during the following times:
 - When entering our office facilities
 - When using common areas including stairways
 - When attending quick check in meetings of not more than 15 minutes
 - When attending to clients (conducting any form of reception/intake/interviews with clients)
 - When walking around the office spaces
 - When working at the reception areas

*Ensure that you are wearing your masks if you have to leave your assigned workstation.

*Ensure that you are complying with this directive, as your Manager will ask you to go home, if you do not.
- 11) An employee **may** remove the facemask when she/he is performing tasks at her/his desk, in the absence of a client and when having lunch



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12) The frontline staff **must keep all doors** to the Basement floor, LARC Unit and the Main Office and Regina Centre open/ajar at all times during office hours of 9am to 5pm.

- Keeping the doors open is to reduce the frequency at which people touch the doorknobs. This also helps to, significantly, reduce the risk of cross-infections with repeated touching.

13) **No** Handshakes, between employees; and between employees and clients.

14) **No** Hugging between employees; and between employees and clients.

15) All employees **must** observe Social/Physical Distancing at all times, including during breaks and lunch times, using 6 feet physical distancing as the minimum standard.

16) All employees **must** use their assigned seating/work stations, at all times.

17) All employees **should** wash their hands regularly.

18) **Use** hand-sanitizers, in between hand washing, and as often as you interact with either clients or co-workers.

19) **Ensure** that you wash your reusable facemask at the end of each week.

20) Employees are **advised** to use the face-shield during direct client services in addition to the facemasks.

21) Clients' appointments **must** be staggered and more spread out in order to ensure that fewer than the usual number of clients are in our facilities at any given time.

22) All CNC/Childminding support services **remain suspended** until further notice.

- Frontline staff **must** advise adult clients **not** to come for their appointment with their children below the age of 15.

Signed:

Ije Nwamuo

Ijeoma Nwamuo
Executive Director

CC:

Board of Directors
Management Team
Management Support Team
Assessor Team
Direct Client Services Team
SGEU c/o Greg Eyre



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