



COVID-19 SAFETY PLAN

Corporation of the County of Elgin

December 21, 2021v.5

Ontario Regulation 364/20: Rules for Areas at Step 3 under the Reopening Ontario (A Flexible Response to COVID-19) Act, 2020 (ROA).

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COVID-19 Safety Plan -Executive Summary

Measures We Are Taking

As a Corporation, we have relied on the County's **Transformation Toolkit** (APPENDIX D) to guide our organization's response to the pandemic. Elgin County's COVID-19 Safety Plan has been developed to ensure Elgin County complies with the Province of Ontario's **Ontario Regulation 364/20: Rules for Areas at Step 3¹ under the Reopening Ontario (A Flexible Response to COVID-19)covid 19) Act, 2020 (ROA).**²

Pandemic Response

The Emergency Management Team and Elgin County joint Emergency Operations Centre (EOC) were activated in March 2020 to manage Elgin County's response to COVID-19. The Emergency Management Team plans for operational changes required to support the County's corporate response to the pandemic. This team regularly drafts, reviews and/or updates safety plans, transformational guidelines (staff reassignments) and other related documents as required.

The EOC and Emergency Management Team meet regularly to share information and assess and plan for the evolving pandemic situation impacting our community and workplace. Through these meetings, up-to-date information provided by Southwestern Public Health, Ministry of Health and Province of Ontario are considered and incorporated into any planning efforts, or updating procedures/guidelines or documentation as required.

All COVID-19 related documentation is provided for all employees to access and review either by email, or posting to health and safety boards at all County workplaces.

- 1.) We are ensuring staff and the community know how to keep themselves safe from exposure to COVID-19 by regularly sharing information through a variety of means detailed in this plan. Updates are provided to all staff across the Corporation on a weekly basis, or more frequently if needed, to communicate any changes to workplace or community guidelines based on public health guidelines.
- 2.) We are screening all staff, visitors and contractors for COVID-19 using the provincial list of current COVID-19 questions either prior to entering a County work location (staff) or immediately upon entry (visitors and contractors). Visitor records are maintained by Administration and all departmental records are retained centrally. Immediate supervisors are notified if anyone fails to pass screening and it is the responsibility of the supervisor to follow up with staff. All copies of the screening forms are retained and kept confidential and may be used for contact tracing if required by Southwestern Public Health.
- 3.) We are controlling the risk of transmission in our workplaces by ensuring the following:

¹ <https://www.ontario.ca/laws/regulation/200364>

² <https://www.ontario.ca/laws/statute/20r17>

- a. Adherence to the Province of Ontario's face covering guidelines as contained in **O. Reg. 364/20: RULES FOR AREAS AT STEP 3**³
 - b. County Administration Building: Employees are required to:
 - i. complete pre-screening prior to attending the workplace and maintaining records for the purposes of public health contact tracing efforts to stop the spread
 - ii. any time employees leave the building (i.e. for lunch, meetings or site visits, they are required to sanitize upon re-entry to the building.
 - iii. stay home if they are sick
 - iv. practice frequent hand washing/sanitizing throughout their shifts;
 - v. adhere to and maintain physical distancing requirements of a minimum of 2 metres from each other.
 - vi. limit all group gatherings including in-person meetings and lunches;
 - vii. multi-stall washrooms are limited to one person at a time; and
 - viii. high-touch surface areas must be sanitized immediately following use.
 - c. Visitors to County Administration Building, including contractors: must complete screening, sanitize hands upon entry, wear a mask at all times and keep two metres distance when possible.
 - d. Enhanced cleaning measures have been put in place.
- 4.) We have adopted Policy 8.390 – COVID-19 Vaccination Verification Policy (Appendix E) requiring all Elgin County Administration Staff, Councillors, Volunteers and contractors performing work in Elgin County facilities to provide proof of vaccination, or undergo rapid antigen testing three (3) times per week.
- 5.) We regularly check-in to ensure our plan is working by responding to changes imposed by Southwestern Public Health or Ontario Public Health. We encourage and remain open to feedback provided by employees, visitors and contractors. We regularly communicate changes via email, meetings or on health and safety boards and immediate supervisors follow up to ensure staff understand. We rely on the Joint Health and Safety Committee to check-in and ask if staff feel safe and if there is anything the County of Elgin can do to improve the workplace measures that have been put in place.
- 6.) We respond to staff concerns by making every reasonable effort to incorporate staff suggestions into the County of Elgin's response and by acknowledging and sharing feedback received with all staff, noting which suggestions have been incorporated.

³ <https://www.ontario.ca/laws/regulation/200364#BK3>

COVID-19 Safety Plan

Date Completed:	December 20, 2020
Revision date:	December 21, 2021
Approved by:	Emergency Management Team

INFORMATION FOR STAFF/SUPERVISORS

Background

The Corporation of the County of Elgin's Safety Plan complies with **O. Reg. 364/20: RULES FOR AREAS AT STEP 3**⁴ The Province of Ontario's COVID-19 Roadmap to Reopen requires that all organizations develop a Safety Plan which outlines how the County of Elgin complies with public health measures.

The County of Elgin is committed to prioritizing the health and safety of our staff and community by adhering to guidance regarding physical distancing and other protective measures recommended for workplaces and public spaces as determined by Southwestern Public Health.

How does Covid-19 Spread?

Coronaviruses, like COVID-19, are spread primarily from person to person through small droplets from the nose or mouth. COVID-19 is commonly spread from an infected person through: close or prolonged contact with an infected person; respiratory droplets present in the air from coughing or sneezing, respiratory secretions (e.g. runny nose or saliva); touching surfaces contaminated with the virus, then touching your mouth, nose, or eyes before washing your hands.

Protecting Yourself and Co-Workers

Staff are required to maintain physical distance of at least 6 feet/2 metres or more between persons, including clients, contractors and co-workers.

Staff are required to practice and promote good hygiene such as:

- Wash your hands often with soap and water or use alcohol-based hand sanitizer (60% alcohol or higher) if hand washing is not possible.
- Sneeze or cough into the bend of our arm, or cover your nose and mouth with a tissue.
- If you use a tissue, discard immediately and wash your hands afterward.
- Avoid touching your eyes, nose or mouth.
- Frequently clean and sanitize high-touch surfaces.
- Stay home if you are sick.
- Be fully-vaccinated against COVID-19 as per Policy 8.390 (Appendix E).

⁴ <https://www.ontario.ca/laws/regulation/200364#BK3>

Vaccinations

Vaccinations are a key defense against the spread of COVID-19 in our communities and our workplaces. In accordance with Policy 8.390 – COVID-19 Vaccination Verification Policy (Appendix E) all Non-Long-Term Care Homes staff including those who work at the Administration Building, Provincial Offences Administration, Libraries, Elgin County Museum and Archives, County Councillors, Volunteers and contractors who perform work in County facilities must provide proof of full vaccination against COVID-19 by October 22, 2021. Those with a medical accommodation, unvaccinated individuals, and/or those individuals who decline to disclose vaccination status will be required to undergo rapid antigen testing three (3) times per week to remain compliant with the policy.

Staff who have not received their first or second doses of the COVID-19 vaccine are encouraged to learn more about the efficacy of vaccines at [Public Health Ontario](#)

Staff can book vaccines at Public Health Clinics in Elgin County, Oxford County and the City of St. Thomas by visiting www.covidvaccineLM.ca or calling 1-800-922-0096 ext. 9 (8:30 a.m. - 4:30 p.m. Monday to Friday). Walk-in appointments welcome.

Vaccine appointments can also be booked directly with participating pharmacies. Visit <https://covid-19.ontario.ca/vaccine-locations> to find participating locations.

Self-Assessment Requirements

To help ensure everyone stays healthy and is following the direction from Public Health officials, employees who attend the workplace must:

1. Complete the COVID-19 Screening Assessment before attending the workplace
2. Stay Home:
 - a. When you are sick
 - b. If you have travelled outside of Canada in the last 14 days AND been advised to quarantine per the [federal quarantine requirements](#).
 - c. If you have been in close contact with a person who has a confirmed or probable COVID-19 diagnosis (you will be advised of this by Public Health)
 - d. Avoid contact with people who are sick
 - e. Monitor your own symptoms regularly

Self-Assessment Follow-Up

If you are experiencing ANY COVID-19 symptoms:

- For severe symptoms, call 9-1-1
- Do not enter an Elgin County Facility
- Follow the self-assessment tool recommendations
- Notify your Manager/Supervisor
- If you are instructed to get tested, contact Southwestern Public Health for an appointment.
- Follow the instruction of Southwestern Public Health after getting tested

Absences due to COVID-19

- If you are required or directed to be absent from the workplace due to COVID-19 (i.e. testing, contact tracing/close contact, symptoms, etc.) please notify your Manager/Supervisor as soon as possible.
- If you have been directed to self-isolate you may be eligible to utilize sick time, banked time, vacation, employment insurance (EI), or unpaid time. Please contact your Supervisor or Human Resources regarding your individual situation.
- If you have Short-term Disability (STD) Benefits through our benefits provider and you become ill, have symptoms and/or test positive for COVID-19, you **may** be eligible to receive STD. Employees who self-isolate and are not ill, do not have symptoms, and do not test positive for COVID-19 will not be eligible for STD.
- If you believe you have contracted COVID-19 in the workplace, you are required to report the illness to your Manager/Supervisor and fill out an Incident Reporting Form and a claim will be initiated with WSIB. WSIB will adjudicate claims on a case-by-case basis.

Visitor Screening Questionnaire

A questionnaire is used to screen anyone that is not a County Employee entering a County Facility for any reason. If the person being screened answers “yes” to any of the travel or symptom related questions, they are not permitted to enter the building.

All forms are maintained by Elgin County Administration.

Hygiene Requirements

1. Increase hand hygiene (hand washing and sanitizing) throughout the pandemic.
2. Avoid touching your face with unwashed hands.
3. Practice good sneeze and cough etiquette
4. Use hand sanitizer frequently, even when hands are not visibly dirty
5. Refer to Hand Hygiene Signage posted throughout Corporate Facilities.
6. Do not share any personal items.
7. Use clean tissue or your knuckle/elbow to touch light switches, doors, buttons, etc.

When to Wash or Sanitize?

Before & After: Entering/Exiting County Facilities, other public facilities or dwellings

Before: Putting on Personal Protective Equipment (PPE), preparing food, eating, treating a cut or wound

After: Removing PPE, handling mail, packages, money and/or garbage; using shared items (photocopiers, vehicles, microwaves); coughing, sneezing or blowing your nose; using the washroom; when hands become visibly dirty.



Cleaning/Disinfecting Requirements

Cleaning will be increased in high-touch areas and shared workspaces to a minimum of 2x/day. In order to assist in this process, staff must maintain a clean desk and remove any unnecessary items from countertops, etc.

Individual/Shared Workspaces

In addition:

- It is the employee's responsibility to clean and disinfect individual workspaces at least twice a day.
- Shared workspaces, like customer service desks, should be cleaned/disinfected regularly.
- Shared tools, equipment, office supplies, kitchen appliances and vehicles must be wiped down/disinfected before and after every use.
- All work vehicles are restricted to one employee per vehicle until further notice.

Kitchens/Lunchrooms/Lounge Areas

- Wash or sanitize your hands upon entry to these areas.
- Do not enter these areas if it is in use by another employee and 6 feet/2 metres distance cannot be maintained.
- Clean or disinfect any appliances you may use before and after every use.
- Please use designated or marked seating areas to ensure physical distancing is maintained.

Physical Distancing Requirements

1. Maintain a distance of 6 feet/2 metres at all times.
2. Observe physical distancing decals and signs posted throughout Corporate Facilities.
3. Slow down when walking through facilities to ensure physical distancing can be maintained in meeting rooms, washrooms, hallways, etc.
4. If a meeting cannot be held virtually, limit participants to Provincial guidelines, with 6 feet/2 metres physical distancing and/or meet in boardrooms if possible.
5. Avoid unnecessary contact with others (i.e. shaking hands)
6. Do not enter co-workers' offices, workspaces or cubicles.
7. Do not enter work locations/buildings where you do not have an appointment or meeting.
8. When passing others in a stairwell or hallway, try to maintain physical distancing. If passing is unavoidable, Southwestern Public Health confirmed that passing someone is considered low risk for exposure to COVID-19.

In Case of Emergency

- The TOP PRIORITY in an emergency is to ensure employees safety exit the facility.
- In EMERGENCY CIRCUMSTANCES, employees are not required to follow physical distancing protocols such as following traffic arrows.

Personal Protective Equipment (PPE) Requirements

PPE for protection against COVID-19 is required in all indoor workplace settings except when employees are separated by plexiglass or while in their individual offices, cubicle or workstation.

If physical distancing cannot be maintained the following will apply:

1. Supervisors will provide employees with appropriate PPE where applicable;
2. Follow the directives of your department for PPE usage; and
3. Follow the procedures for putting on and taking off PPE to maximize protection.

Physical Health

Healthy Eating: a well-balanced, nutrient-rich diet is important for a healthy immune system and for optimal overall health.

Physical Activity: daily physical activity can help reduce your stress, boost your mood and increase your energy. It can also decrease your risk for many chronic illnesses.

Adequate Sleep: it is critical to physical health and effective functioning of the immune system and a key promoter of emotional wellness.

Mental Health: Stay connected with friends, family and co-workers. Consult credible resources for information on COVID-19. Seek counselling if you or your family needs additional support. The County's Employee and Family Assistance Plan is available to all staff. Homewood Health Employee and Family Assistance Program: 1-800-663-1142.

Responsibilities: Employees

- Adhere to the COVID-19 requirements outlined in this Safety Plan.
- Report workplace hazards to your Supervisor or your Joint Health and Safety Representative
- Where applicable, wear the PPE required
- If you develop COVID-19 symptoms you must notify your Supervisor or Human Resources to self-isolate/self-monitor. Use the Ontario self-assessment tool and seek testing if indicated to do so. Inform your Supervisor or Human Resources of the outcome of the self-assessment or testing.

Responsibilities: Supervisors

- Ensure employees have adequate amounts of hand sanitizer, cleaners/disinfectants and PPE (where applicable).
- Ensure employees are aware of COVID-19 related hazards they may encounter and complete this training.
- Ensure your employees adhere to the COVID-19 requirements outlined in this training.
- Supervisors and Managers will be required to regularly confirm that their employees have completed the self-assessment tool at the start of each shift.
- Set up your work areas to maximize physical distancing (decals/signage)
- Provide worksite specific instruction/training related to COVID-19.
- Respond to employee concerns with patience and a solution-focused approach.
- Take every precaution reasonable to protect employee health and safety.
- **Complete regular check-ins with your employees.**

SAFETY PLAN

Communication of Information regarding COVID-19

The Emergency Management Team meets weekly via WebEx virtual meetings. Frequency is adjusted according to the current situation. The Chief Administrative Officer, Warden and members of the County's Emergency Management Team attend the Southwestern Public Health

Municipal Partners weekly teleconferences and other meetings as required to discuss enforcement and other priorities as needed.

Emergency Management Team members include: Fire Training Officer/Community Emergency Management Coordinator; Chief Administrative Officer/Clerk/Alternate Community Emergency Management Coordinator; Emergency Information Officer/Manager of Administrative Services; General Manager of Engineering, Planning and Enterprise/Deputy CAO; Legislative Services Coordinator; Director of Community and Cultural Services; Director of Finance/Manager of Finance; Director of Homes and Seniors Services; Director of Human Resources; Manager of Human Resources; Manager of Financial Services; Warden (as needed).

Elgin County Emergency Control Group members include: local municipal partner Chief Administrative Officers and/or Clerks and Community Emergency Management Coordinators and/or alternates, Mayors and/or Deputy Mayors if invited by Mayor, Police Services (Town of Aylmer Police Chief and OPP Elgin Detachment Inspector), as well as representatives from the following organizations: Southwestern Public Health, St. Thomas Elgin General Hospital; City of St. Thomas (Mutual Aid Coordinator); and Canadian Armed Forces.

Communication – Actions

Through the Emergency Management Team and the Elgin County Emergency Control Group, all information for employees providing updated information will be sent by email, communicated directly by each departmental lead (Director/Manager or Supervisor), and posted on health and safety boards in Elgin County facilities and within departmental spaces at the County Administration Building. The Chief Administrative Officer provides, at minimum, one email to all staff each week that summarizes and shares any new information and reviews existing resources.

Employee Screening

All employees are required to complete the employee screening tool, using the provincial list of current COVID-19 questions, when entering the work place and before starting their shift. For non-Long-Term Care Homes staff, the screening tool is submitted online and screening forms are filed in Laserfiche for contact tracing if required by Southwestern Public Health. Long-Term Care Homes staff are actively screened by a team of dedicated “Homes Screening Team” to ensure compliance with Ministry of Health and Long-Term Care requirements for screening. Screening records for Long-Term Care Homes staff are filed by the Homes for contact tracing.

Employee Screening – Actions

- Through an in-house developed online tool⁵ which is designed to incorporate all recommended pre-screening questions⁶, all screening forms are automatically filed within Laserfiche records management system.
- Contractors and visitors attending the Elgin County Administration Building, Provincial Offences Administration Building, Elgin County Libraries (10 branch locations), Elgin

⁵ <https://lf.elgin.ca/forms/covidscreening>

⁶ <https://covid-19.ontario.ca/self-assessment/>

County's Long-Term Care Home Facilities (Elgin Manor, Bobier Villa and Terrace Lodge) and Elgin Heritage Centre are subject to screening and forms are retained for 30 days.

- Anyone attending any Elgin County facility who has symptoms or who answers YES to any screening questions are not permitted to enter the workplace.
- If staff answer YES to any screening questions, their direct supervisor is immediately informed and is required to follow up with the employee. All such instances are tracked and additional follow up is conducted by the Human Resources Department.

Control - Risk of Transmission

Various controls have been implemented at all Elgin County owned facilities. Controls are discussed by Elgin County's Joint Health and Safety Committee, Elgin County's Emergency Management Team and joint Elgin County Emergency Control Group as needed. Controls are regularly communicated to all employees.

Control – Risk of Transmission – Actions

Elgin County Administration Building

Full details are included in the *Transformation Toolkit* (See APPENDIX D) and includes, but is not limited to, the following:

- Employees are required to wear masks in all common areas including, but not limited to, stairwells, kitchen area, hallways, meeting rooms, and photocopy areas.
- Face coverings may only be removed when employees are separated by plexiglass or while in their individual offices, cubicle or workstation.
- If physical distancing is not possible, protective eyewear must be worn.
- Staff must hand sanitize upon entry to the office area. This also includes contractors and visitors.
- Staff are encouraged to eat lunch in their individual offices or otherwise stagger meal breaks to ensure only one staff member is present in the lunch room.
- Multi-stalled washrooms are limited to one person at a time and signage has been posted to reflect this.
- Supplies to sanitize photocopiers, counter space, postage machine and other equipment has been provided and staff are required to sanitize equipment after each use.
- Physical barriers have been installed at all Customer Service counters/reception desks on all floors.
- Contractors are required to wear a mask at all times.
- Visitors are required to wear a mask at all times and are required to sanitize their hands well upon entry and regularly thereafter.

Elgin County Long-Term Care Homes

- Safety Plans available at Bobier Villa, Elgin Manor and Terrace Lodge Long Term Care Homes.

Provincial Offences Administration

- Please see Appendix A for POA safety protocols

Community and Cultural Services (Libraries/Museums/Archives)

- Please see Appendix B for Library, Museum and Archives safety protocols

General/Other

- Employees are required to stay home if they are displaying symptoms as indicated in the screening tool.
- Virtual platforms have been provided for the purpose of conducting corporate business and employees have been encouraged to limit in-person meetings unless appropriate physical distancing can be maintained. Employees are encouraged to utilize boardrooms for meetings. Do not meet in individual offices.
- Elgin County Council has amended its Procedural By-Law to allow for hybrid Council Meetings, which provides Councillors with the option of attending meetings virtually or in-person.

Potential or Suspected Exposure

The County of Elgin has implemented processes for dealing with potential cases or suspected exposures to COVID-19 that are required to ensure a safe workplace for employees and a safe facility for the public to attend.

Potential or Suspected Exposure – Actions

(Updated in response to SWPH's new case and contact management guidance issued on December 16, 2021)

- The Corporation of the County of Elgin requires anyone who develops new or worsening symptoms of COVID-19 (as identified in the screening questions) to not come into work or if they are at work, to inform their supervisor and then go directly home to self-isolate/self-monitor and not return to work until they are symptom free for 24-hours. It is also required that Asymptomatic employees who are informed of a close contact or exposure situation after arriving to work, alert their supervisor and then go directly home, self-isolate, and contact Southwestern Public Health for further instruction.
 - Self-Isolate Guidance: <https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-self-monitor.pdf?la=en>
 - Self-Monitor Guidance: <https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-self-monitor.pdf?la=en>
- Symptomatic employees who have been in contact with someone who tested positive will be required to self-isolate and self-monitor and to make an appointment at the COVID-19 Assessment Centre for Testing and contact Southwestern Public Health for instruction. Even if the employee tests negative for COVID-19, they must self-isolate for a full 10 days since their last interaction with the confirmed or probable case, regardless of vaccination status.
- Asymptomatic employees who have been in contact with a confirmed or probable case of COVID-19 must contact Southwestern Public Health for Instruction and contact their direct Supervisor. Southwestern Public Health may advise the employee to be tested, even if

they test negative, the employee must self-isolate for a full 10 days since their last interaction with the confirmed or probable case, regardless of vaccination status.

- An Employee that has tested positive will be required to follow directions provided by Southwestern Public Health. Any contact tracing and self-isolation directed by Southwestern Public Health will be strictly adhered to by the Corporation of the County of Elgin.
- When a potential exposure has been identified, the employee's work location will be thoroughly cleaned and sanitized.
- Employees will be notified of a confirmed case though no personal information will be provided. Contact tracing and follow up will be conducted by Southwestern Public Health.

New Risks Caused by Changes

Elgin County will continue to conduct regular check-ins via the Joint Health and Safety Committee to ensure that any changes instructed by Elgin County, Southwestern Public Health or Ontario Health are not causing risk to our employees and controls are adjusted and changed when required. Elgin County will also continue to gather feedback directly from staff through regular surveys and reminders that staff should share concerns immediately with their immediate Supervisor and/or the Human Resources Department.

New Risks Caused by Changes - Actions

- Emergency Management Team and regular Joint Health and Safety Meetings are held and allow for continuous open communication with respect to any changes that might occur as brought forth by various Public Health organizations.
- Employees are regularly encouraged to share their concerns and feedback with their immediate supervisor or Human Resources Department and are reminded of this regularly as part of the Chief Administrative Officer's updates.
- Employees are regularly encouraged to speak with Human Resources, the Chief Administrative Officer or their immediate Supervisor if they feel at risk or if they have suggestions for enhanced health and safety protocols.
- Employee wellness has been a priority and mental health information and resources available through the County's Employee Assistance Program is communicated to staff on a regular basis.

Review of the Plan

The Emergency Management Team and the Joint Elgin Emergency Control Group will continue to respond immediately to any changes imposed by Southwestern Public Health, Public Health Ontario or Provincial Legislation.

Review of the Plan – Actions

- Occasional surveys of all staff are issued and feedback is used by the Emergency Management Team to adjust any workplace safety protocols. Supervisors are encouraged to regularly check-in with staff and resolve concerns and/or share concerns with the Emergency Management Team.
- All changes to workplace protocols are communicated to all staff via email, and/or directly by immediate supervisors, and posted to message boards as soon as possible.

- The Emergency Management Team and Joint Health and Safety Committee check-in with staff on a regular basis, asking if staff have any concerns about their safety or the workplace protective measures that have been put in place, or if there are any additional measures that Elgin County could put in place that might improve or enhance employee wellness at all work locations.

Contact Information/Resources

1. Southwestern Public Health 1-800-922-0096 (Monday to Friday: 8:00 am – 5:00 pm)
(Saturday/Sunday: 8:30 am – 4:30 pm)
2. St. Thomas Elgin General Hospital COVID-19 Assessment Centre
Patients must call to book an appointment
519-631-2030 ext. 6210
assessmentcentre@stegh.on.ca
Hours of Operation: Open 7 days/week 8:00 am – 6:00 pm
Website: <https://www.stegh.on.ca/>
3. Homewood Health Employee and Family Assistance Program
1-800-663-1142

Appendix A – Provincial Offences Administration Guidance Documents

- Everyone (County Staff, public, contractors, etc.) entering the building must do the Ministry online screening and present the results upon entry.
- Everyone entering must sanitize upon entry.
- Masks are mandatory for everyone entering – if no mask one will be provided.
- Voluntary contact tracing cards to be provided, collected daily and maintained for 28 days then destroyed.
- Employees are required to wear masks in all common areas including, but not limited to, stairwells, kitchen area, hallways and photocopy areas.
- Masks may only be removed when seated at least 2 metres (6 feet) apart from others or while in their individual offices, cubicle or workstation, or while testifying in court proceedings.
- Staff are encouraged to eat lunch at their individual desks and ensure only one member in lunchroom at a time.
- Maximum occupancy must be posted for building and courtroom and maintained.
- Washrooms are limited to one person at a time unless assistance is required.
- Enhanced cleaning of all public areas is mandatory.
- Enhanced cleaning in the courtroom between defendants, representatives and witnesses is mandatory.
- Individual water bottles are to be provided during court proceedings – common water jugs are not permitted.
- Proceedings are to commence by remote measures until in-person proceedings are approved by the Ministry.
- When in-person proceedings commence social distancing and occupancy numbers are to be enforced/controlled by security. Public to remain outside of building until occupancy numbers permit entry.

Appendix B – Community and Cultural Services
(Libraries/Museums/Archives) Guidance Documents

**Elgin County Library Service and Safety Plan
During COVID-19 Roadmap to Reopen: Step 3
Effective July 22, 2021**

Service Goals	Health & Safety Measures	Number of Staff per Branch & Main Office	Number of Customers in Branch	Branches Operating	Special Technologies Needed	Step Limitations
Existing Holds Pickup Options:						
A. Curbside Pickup at Exterior of Branch (Checkout of Materials)	Staff wearing PPE including face mask, physical distancing, and sanitizing of surfaces	2+ staff for large branches and 1+ staff for smaller branches, staggered shifts in branches with physical distancing; 1+ staff for Main Office for new materials with holds; 1 van driver for transit between branches	0	All 10 branches and Main Office, with limited pickup service of limited hours/week for each branch	Phone, email, text, live chat, MyLibrary! app; customer Library Account online; Sierra ILS for Holds Paging/Pickup lists	Branch hours increased where staff capacity permits to up to 100% of pre-pandemic hours, however special hours for pickup for vulnerable populations as needed; current on-shelf holds addressed first; checkout done by staff at time of or prior to pickup

**Elgin County Library Service and Safety Plan
During COVID-19 Roadmap to Reopen: Step 3
Effective July 22, 2021**

<p>B. Contactless Home Delivery by Library Van Driver (Checkout Materials) *Supplementary to Curbside Pickup for exceptional circumstances</p>	<p>Staff wearing PPE including face mask, physical distancing, and sanitizing of surfaces (Library van interior)</p>	<p>2+ staff, staggered shifts in branches with physical distancing; 1+ staff Main Office for new materials with holds; 1 van driver for delivery</p>	<p style="text-align: center;">0</p>	<p>All 10 branches and Main Office, with limited pickup service of a few hours/week for each branch</p>	<p style="text-align: center;">-</p>	<p>Home delivery schedule east and west branch days (regular driver schedule) based on address; checkout done by staff prior to delivery</p>
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**Elgin County Library Service and Safety Plan
During COVID-19 Roadmap to Reopen: Step 3
Effective July 22, 2021**

<p>C. Mail by Canada Post (Checkout Materials) *Supplementary to Curbside Pickup for exceptional circumstances</p>	<p>Staff wearing PPE including face mask, physical distancing and sanitizing of surfaces (work area, etc.)</p>	<p>2 staff, staggered shifts in branches with physical distancing; 2 Main Office for new materials and mailing; 1 driver for transit between branches</p>	<p>0</p>	<p>All 10 branches and Main Office, with limited pickup service of a few hours/week for each branch</p>	<p>Postage meter in branch</p>	<p>Cost; checkout done by staff prior to mailing</p>
<p>D. Placing New Holds</p>	<p>-</p>	<p>0</p>	<p>0</p>	<p>All 10 branches and Main Office</p>	<p>Customers can use Library Account, MyLibrary! app, live chat service; or call or email staff to place holds using Sierra ILS</p>	<p>No additional limits to number of holds placed</p>

**Elgin County Library Service and Safety Plan
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<p>E. Returning Materials to Book Drops at Branches</p>	<p>Book drop materials removed by staff wearing PPE including face mask, no quarantine period required</p>	<p>2+ staff, staggered shifts in branches with physical distancing</p>	<p>0</p>	<p>All 10 branches, not Main Office</p>	<p>Book drop signage indicating no quarantine period required prior to materials check in</p>	<p>Materials returned through book drops only, with return at Curbside Pickup in special situations; through Home Delivery in exceptional circumstances</p>
<p>F. Sustaining Increased Digital Services (eResources for reading, education and entertainment, etc.)</p>	<p>-</p>	<p>-</p>	<p>0 (Available outside Library buildings or from home.)</p>	<p>All 10 branches and Main Office</p>	<p>WiFi still extended at all 10 branches</p>	<p>Support available via phone, email, web forms or live chat service</p>

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Computer Use or Print/Fax/Scan/ Photocopy Services Options:						
<p>A. Computer Use or Print/Fax/Scan/ Photocopy Services by Appointment or Drop In (As Available) & Time Limit</p>	<p>PACs sanitized between uses; staff wearing PPE including face mask; physical distancing, and sanitizing of surfaces</p>	<p>2+ staff for large branches and 1+ staff for smaller branches, staggered shifts in branches with physical distancing</p>	<p>At all 10 branches, capacity based on size, staffing, following “concierge” approach using 3:1 ratio (3 customers or groups from same household per 1 staff member); capacity up to 50% of branch, self screening upon entrance and physical distancing maintained unless from same household</p>	<p>All 10 branches</p>	<p>Computer stations, Internet, printers with scanning and faxing capabilities</p>	<p>30-minute time limit; one public access computer available only or spread apart machines to meet physical distancing measures; collection stacks open to public for browsing materials and access provided by staff concierge approach</p>

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Readers' Advisory Services & Tech Help Options:						
<p>A.RA & Tech Help by Appointment or Drop In (As Available) & Time Limit</p>	<p>PACs sanitized between uses; staff wearing PPE including face mask; physical distancing, and sanitizing of surfaces</p>	<p>2+ staff for large branches and 1+ staff for smaller branches, staggered shifts in branches with physical distancing</p>	<p>At all 10 branches, capacity based on size and staffing, following “concierge” approach using 3:1 ratio (3 customers or groups from same household per 1 staff member); capacity up to 50% of branch, self screening upon entrance and physical distancing maintained unless from same household</p>	<p>All 10 branches</p>	<p>Computer stations, Internet, printers with scanning and faxing capabilities, Internet, personal computers and mobile devices</p>	<p>30-minute time limit; one public access computer available only or spread apart machines to meet physical distancing measures; collection stacks open to public for browsing materials and access provided by staff concierge approach</p>

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Staff Service & Self Service Options:						
<p>A. Self-Service Pickup in the Branch (using Self Checkout stations in-branch)</p>	<p>Self checkout stations sanitized between uses; staff wearing PPE including face mask; physical distancing, and sanitizing of surfaces</p>	<p>2+ staff for large branches and 1+ staff for smaller branches, staggered shifts in branches with physical distancing</p>	<p>At all 10 branches, capacity based on size and staffing, following “concierge” approach using 3:1 ratio (3 customers or groups from same household per 1 staff member); capacity up to 50% of branch, self screening upon entrance and physical distancing maintained unless from same household</p>	<p>All 10 branches</p>	<p>Self checkout stations, Internet, receipt printers</p>	<p>30-minute time limit; one self checkout station available at each branch located to fit physical distancing measures; collection stacks open to public for browsing materials; access provided by staff concierge approach</p>

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<p>B. Staff-Service Holds Pickup and Checkout at Circulation Desk</p>	<p>Plexiglas barrier installed where needed at Circulation desk(s); staff wearing PPE including face mask when not behind barrier; physical distancing, and sanitizing of surfaces</p>	<p>3+ staff for large branches and 2+ staff for smaller branches, staggered shifts in branches with physical distancing</p>	<p>At all 10 branches, capacity based on size and staffing, following “concierge” approach using 3:1 ratio (3 customers or groups from same household per 1 staff member); capacity up to 50% of branch and physical distancing maintained unless from same household</p>	<p>All 10 branches</p>	<p>Staff circulation workstations and associated technologies</p>	<p>Technology used sanitized after each use; stacks open to public for browsing materials, access provided by staff concierge approach</p>
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Key Circulation Services Options:						
<p>A. Reinstate Borrowing and Lending Library Materials Using ILLO Service</p>	<p>Borrowed and loaned library materials handled by staff wearing PPE including face mask; Plexiglas barrier installed where needed at Circulation desk(s); no quarantine period required; sanitizing of surfaces</p>	<p>1 staff person at MO for processing, shipping, and receiving</p>	<p>0 (Curbside Pickup Service at all 10 branches) or capacity following “concierge” approach using 3:1 ratio (3 customers or groups from same household per 1 staff member); capacity up to 50% of branch, self screening upon entrance and physical distancing maintained unless from same household</p>	<p>All 10 branches</p>	<p>VDX access reinstated, postage meter, etc.</p>	<p>Materials no longer require a quarantining period when returned to the branch.</p>

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<p>B. Returning Materials to Circulation Desk(s)</p>	<p>All returned materials (book drop, Circulation desk(s)) removed by staff wearing PPE including face mask; no quarantine period required; Plexiglas barrier installed where needed at Circulation desk(s); physical distancing, and sanitizing of surfaces</p>	<p>3+ staff for large branches and 2+ staff for smaller branches, staggered shifts in branches with physical distancing</p>	<p>At all 10 branches, capacity based following “concierge” approach using 3:1 ratio (3 customers or groups from same household per 1 staff member); capacity up to 50% of branch, self screening upon entrance and physical distancing maintained unless from same household</p>	<p>All 10 branches</p>	<p>Book drops open for returned items; materials can also be returned on counter at Circulation desk(s); with return at Curbside Pickup in special situations</p>	<p>Materials no longer require a quarantining period when returned to the branch.</p>
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Elgin County Archives Open by Appointment as of July 19th, 2021

Elgin County Archives will be open for on-site public services effective July 19th, 2021 subject to COVID-19 safety protocols. The health and safety of our visitors and staff will always be our top priority which means procedures will be in place based on regulations and guidance from the Province of Ontario and [Southwestern Public Health](#) (SWPH) which must consider factors such as the need to provide adequate space for social distancing, respecting limits on public gatherings and enhanced cleaning procedures.

The following protocols will apply to our public service:

- The Archives Reference Room will be open by appointment only. All researchers must enter the building through the front entrance of the Elgin County Administration Building where they will be screened and registered.
- Visitors must wear a non-medical mask (or face covering) in accordance with [provincial recommendations](#). Visitors should provide their own mask.
- Microfilm readers/scanners and public computers will be available subject to physical distancing considerations. Users must hand sanitize before and after using this equipment. Staff must be allowed time to sanitize equipment prior to re-use.
- The number of researchers allowed into the Reference Room at any one time will be limited to 2 persons. Research time shall be limited to 2 hours. Extensions will only be granted should there not be other appointments and subject to staffing availability.
- **All** interactions with staff must occur through the plexiglass on the reference desk. Names and contact information for all visitors will be recorded.
- Records and reference room publications will be handled in accordance with guidelines provided by the [Canadian Conservation Institute](#). Access to some records may not be immediately possible should it be determined that quarantining is required.
- Donations of records shall be accepted. Donors must make an appointment and follow these procedures as if they were a researcher.
- Access to public bathrooms shall be provided upon request. Proper hand sanitizing must be followed after using these facilities. Hand sanitizing stations have been provided in the Reference Room and throughout the Elgin County Administration Building.
- Public access to the reference room could be closed on short-notice subject to public health considerations and staffing availability.

Procedure for Using the Archives:

- Researchers should first consult the Archives' [research database](#) as many enquiries can be handled remotely.
- Researchers wishing to view records at the Archives should contact us by email at archives@elgin.ca or by calling 519-631-1460 x154 to book an appointment. Requests for access should be as specific as possible so that materials can be retrieved in advance of the visit.
- Reference Room appointments will be from Monday to Friday, 10:00 a.m. to 12:00 p.m. and 1:30 p.m. to 3:30 p.m.



Elgin County Heritage Centre Open with Controlled Access as of July 20th, 2021

Elgin County Heritage Centre will be open to the public effective July 20th, 2021 subject to COVID-19 safety protocols. The health and safety of our visitors and staff will always be our top priority which means procedures will be in place based on regulations and guidance from the Province of Ontario and [Southwestern Public Health](#) (SWPH) which must consider factors such as the need to provide adequate space for social distancing, respecting limits on public gatherings and enhanced cleaning procedures.

The following protocols will apply to all visitors to the centre:

- The centre will be open to the public Tuesday to Saturday, 10:00 a.m. to 4:00 p.m.
- Drop-in visits are permitted. Entry will be controlled and the door may remain locked when other visitors are inside the centre.
- Visitors must observe and provide a self-assessment to the screening questions displayed on the [visitor screening sign](#) prominently posted prior to admission.
- Visitors will be limited to five individuals or two family units at any one time provided that physical distancing of two metres can be maintained at all times between individuals and/or family units.
- The hosting of community meetings and special events will be considered on a case-by-case basis and will be subject to indoor and outdoor gathering limits under Step 3 and subsequent updates to the province's [Roadmap to Reopen](#) framework.
- Visitors must wear a non-medical mask (or face covering) in accordance with [provincial recommendations](#). Visitors should provide their own mask.
- There shall be no touching of exhibits. Visitors are urged to limit the touching of surfaces during their visit.
- Visitors should hand sanitize before and after their visit. Staff must be allowed time to sanitize high touch surfaces before further visitors are permitted.
- Visits shall be limited to 1 hour maximum. Extensions will only be granted should there not be other visitors waiting and subject to staffing availability.
- The gift shop will be open. Visitors should only touch items that they intend to purchase. Cash and electronic payments for items will be accepted.
- **All** interactions with staff, including gift shop transactions, must occur through the plexiglass on the reception desk.

- Donation of artifacts shall be accepted and will be handled in accordance with guidelines provided by the [Canadian Conservation Institute](#).
- Public bathrooms will be open. Proper hand sanitizing must be followed before and after using these facilities. Hand sanitizing stations are available.
- The centre could be closed on short-notice subject to public health considerations and staffing availability.

Other Considerations:

- Visitors should consider contacting the centre to book an appointment to visit or to donate artifacts. Visits may be booked by contacting museum@elgin.ca or by calling 519-631-1460 x193.
- The museum's [website](#) has numerous virtual exhibits and a comprehensive, searchable database which visitors are encouraged to enjoy in lieu of an on-site visit.

Appendix C - Homewood Health Employee and Family
Assistance Program

Looking for advice and support?



Your Employee and Family Assistance Program (EFAP) is your link to well-being.

life smart COACHING

career smart coaching

Pre-Retirement Planning
Career Coaching
Shift Worker Support

life balance coaching

New Parent Support
Childcare and Parenting
Relationship Solutions
Elder and Family Care
Financial Coaching
Legal Advisory
Grief and Loss

health smart coaching

Smoking Cessation Program
Jumpstart your Wellness
Nutritional Coaching

counselling services

Marital · Family · Relationships · Anxiety · Depression · Addictions · Stress
Life transitions/change · Other personal issues

online resources

E-learning · Health and Wellness Assessments · Health, Life Balance, and Workplace Articles · Interactive Tools

Employees, family members, managers and supervisors. Advice, counselling, "how to", and coaching 24 hours a day, 7 days a week by phone, Internet or in person. All calls are confidential and private.

We are your **Employee and Family Assistance Program (EFAP)** and we are your link to well-being—personal, family, and work-related.

Call us anytime. It's your call.

1-800-663-1142

Numéro sans frais—en français : 1-866-398-9505 | TTY: 1-888-384-1152
International (Call Collect): 604-689-1717

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Appendix D – Transformation Toolkit