Kind Space **Health and Safety Policy Manual**

Organizational Details

Business Name: Kind Space

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1. Introduction

A. Purpose

Understanding the importance we place on the health and safety of all Kind Space personnel —board members, management, employees, volunteers, and subcontractors— and service users is paramount. This policy manual provides guidance regarding the promotion of health and safety, and the prevention of infection and illness.

- This Health and Safety policy is to ensure that all Kind Space personnel and service users are aware of how Kind Space responds to Health and Safety concerns outside our Emergency Safety & Response Plan.

- Kind Space adheres to the minimum requirements set by local, provincial, and/or federal laws, the Occupational Health and Safety Act (OH&SA), and relevant regulations.
- The achievement of success in health and safety necessitates the collaborative efforts and commitment of all personnel at Kind Space exercising this policy, and ensuring service users and other personnel ability to understand and comply with this policy.
- This policy underscores our commitment, providing specific guidelines and policies crafted to support individuals in making informed choices regarding their own personal health and safety.
- This policy was created specifically to highlight relevant health and safety considerations; procedures, or practices that a service user or Kind Space personnel would reasonably expect to be prepared to use at the community centre.

B. Guiding Principles

i. Person Centered Approach

- Kind Space plays a role in contributing to the health and wellbeing of all of our community members.
- We actively seek input from community members and service users, examining their lived experience of Kind Space services, programs, and spaces.
- Their feedback informs our service delivery and how we manage our community centre.

ii. Harm Reduction Approach

- This approach extends beyond people who use substances as traditionally spoken about; but in regards to many different ways that community members and clients cope with difficult circumstances and reality.
- Kind Space aims to treat people in a non-judgmental manner, with respect and dignity.

iii. Trauma-Informed Care

- This is a philosophy where we attempt to be understanding and compassionate towards community members and clients who are exhibiting symptoms of trauma.
- We also build treatment and services based on the assumption that clients and community members may have a history of trauma even when they are not currently exhibiting symptoms.
- We attempt to create more safety for them emotionally, physically, and psychologically within the structures and programs we provided.

iv. Collaborative Approach

Collaborative action is imperative to ensure that health and safety standards remain a primary focus for all personnel and service users; and to ensure that we optimize the best standards we reasonably can.

- Expectations include avoiding engagement in unsafe or unhealthy practices at any point.
- Mirroring effective health and safety practices that may be normalized at Kind Space.
- Encouraging those to partake in established health and safety practices in a non judgemental or condescending way.
- To retrieve and implement relevant feedback regarding Kind Space's Health and Safety Policy Manual and health and safety practices at Kind Space.

v. Evidence Based Decision Making

Kind Space recognizes that personnel and service users may make personal health choices and decisions that could run contrary to established recommendations; mandates, decisions, or normalized health practices that Kind Space may have adopted.

- Kind Space will only institute organizational wide health and safety mandates; when required by a relevant Public Health Authority; adjacent municipal, provincial or federal authorities; or otherwise outlined in relevant legislation and standards in which apply to Kind Space.
- Absent an official mandate from a relevant Public Health Authority, Kind Space personnel may still recommend and promote specific Health and Safety practices to service users or personnel that have been proven effective in reducing harm.
- Kind Space will ensure to remain steadfast in making evidence based decisions; and will work to avoid making inapt, reactive, or rash decisions in response to individual or public pressure.
- Kind Space will ensure to update and review this policy when reasonably necessary to maintain accuracy, and promote prudence.

C. Glossary of Terms

- **Alcohol-based Hand Rub (ABHR)**: A liquid, gel or foam formulation of alcohol (e.g., ethanol, isopropanol) which is used to reduce the number of microorganisms on hands in clinical situations when the hands are not visibly soiled. ABHRs contain emollients to reduce skin irritation and are less time-consuming to use than washing with soap and water.
- **Biomedical waste**: A waste containing or derived from one or more of (a) human anatomical waste, (b) human blood waste, (c) animal anatomical waste, (d) animal blood waste, (e) microbiology laboratory waste, (f) sharps waste, (h) cytotoxic waste and (g) waste that has come into contact with human blood waste that is infected or suspected of being infected with any infectious substance (human).
- **Body substance**: Fluids or tissues excreted or secreted directly from the body or indirectly in the form of a specimen. Body substances can be vectors for infectious diseases. Examples: blood, sputum, urine and faeces.
- **Cleaning**: Purposeful and systematic activity involving physical removal of foreign materials (e.g. soil) and organic materials (e.g. microorganisms) from an environment or a surface. Cleaning physically

removes rather than kills microorganisms. It is accomplished with water, detergents and mechanical action.

- **Contamination**: The presence of an infectious agent on hands or on a surface such as clothes, gloves, bedding, personal belongings, client care equipment or other inanimate objects.
- **Disinfectant**: A product that is used on surfaces or equipment which results in disinfection of the surface or equipment. Disinfectants are applied only to inanimate objects. Some products combine a cleaning solution with a disinfectant.
- **Disinfection**: A process used on inanimate objects and surfaces to kill microorganisms. Disinfection kills most disease-causing microorganisms, but may not kill all bacterial spores. For any surface or object to be properly disinfected, thorough cleaning is required as organic material may inactivate a disinfectant.
- **Hand Hygiene**: A general term referring to any action of hand cleaning. It relates to the removal of visible soil and removal or killing of transient microorganisms from the hands. Hand hygiene may be accomplished using soap and running water or an Alcohol-based Hand Rub (ABHR).
- **Infection**: The entry and multiplication of an infectious agent in the tissues of the host.
- **Infection Prevention and Control**: Evidence-based practices and procedures that, when applied consistently can prevent or reduce the risk of infection.
- **Personnel:** For the purposes of this policy “Personnel'' refers collectively to individuals in the capacity of being employed or volunteering with Kind Space. This can include representatives; board members; management; employees; staff; volunteers and subcontractors or equivalent relationships.
    - **Staff** are defined as “workers”, as they are outlined under the the Occupational Health and Safety Act
    - **Management** is defined as “supervisor” as they are outlined under the the Occupational Health and Safety Act
- **Personal Protective Equipment (PPE)**: Clothing or equipment worn by staff for protection against hazards. PPE prevents transmission of

microorganisms, serving as barriers. It can be used individually or in combination to protect mucous membranes, airways, skin and clothing from getting into contact with blood, body fluids, secretions, excretions, non-intact skin or mucous membranes.

- **Material Safety Data Sheets (MSDSs)**: A document that contains information on the potential hazards (health, fire, reactivity and environmental) and how to work safely with a chemical product. It also contains information on the use, storage, handling and emergency procedures all related to the hazards of the material. MSDSs are prepared by the supplier or manufacturer of the material.
- **Microorganisms**: Very small organisms invisible to the naked eye. Include bacteria, viruses, and fungi. Some microorganisms can cause infections while others do not.
- **Service User:** Service User for the purposes of this policy manual is defined to include any person who accesses Kind Space for service or program. These can include clients, participants, community members, and official Kind Space members.
- **Sharps**: Any material that has the potential to cut or penetrate skin. Include needles, syringes and blades.
- **Workplace Hazardous Materials Information System (WHMIS)**: The Workplace Hazardous Materials Information System (WHMIS) is Canada's national hazard communication standard. The key elements of the system are cautionary labelling of containers of WHMIS 'controlled products', the provision of Material Safety Data Sheets (MSDSs) and staff education and training programs.

D. Application

The policies, procedures, and practices set out in this document are applicable to all staff and volunteer members of Kind Space. However, we encourage the idea that everyone who accesses Kind Space has a responsibility to identify any issues that could affect their (or anyone else's) health and safety.

E. Reporting

All work-related injuries, accidents, illnesses, and incidents must be adequately investigated and reported following the City's by-laws. Workplace injuries, illnesses, and incidents –whether reportable to the WSIB (Workplace

Safety and Insurance Board) or MOL (Ministry of Labour) or not– should be reported to the Operations Director.

Achieving a safe workplace requires that all staff and volunteers make every effort to prevent accidents, incidents, and injuries from occurring. This includes following safe work practices, wearing required PPE and immediately informing the Operations Director, if they become aware of any unsafe practices or conditions.

All personnel are required to:

- Assure medical assistance, as needed, is provided to the injured staff or volunteer (e.g. first aid, transport to medical facility, 9-1-1).
- If the injured person is a staff member, provide a copy of the Worker's Report of Injury/Illness (WSIB Form 6) and a return-to-work package to the injured staff, and then encourage that staff member to return the form to the Operations Director or Executive Director.
- Immediately investigate all accidents and incidents to the extent needed to determine the cause including assessing the scene of accidents and the interviewing of witnesses.
- Request the assistance of the Operations Director or other staff members in the investigation of critical injuries and other serious accidents/incidents.
- Complete an Incident Report.
- If First Aid or active Harm Reduction was required, a completed Medical & Harm Reduction Report Form is also required.
- Identify actions needed to prevent a recurrence.
- Promptly initiate and/or implement appropriate protocol or procedure to prevent similar injuries; accidents; incidents; or direct to other parties for action if outside their control.

2. Prevention

A. Safe Working Conditions

Every personnel is responsible for personally maintaining their safety in the workplace by complying with policies, procedures, and training. This includes the following:

- Minimize everyone's exposure to risks and hazards and take reasonable precautions to safeguard their health and safety, and those of others.
- Ensure relevant WHMIS training to all employees and volunteers who will be tending to the centre.
- Provide access to personal protective equipment (PPE) and ensure proper training of its usage.
- Ensure electrical fixtures are in good condition and that there is adequate lighting in all corridors, entrances, and exits.
- Report all potential hazards and faulty equipment to the Operations Director, and complete an incident form if needed.

i. Chemical Storage and Safety

Any disinfectants or cleaning agents of a chemical nature must be stored, dated, and labelled. It must be in accordance with the WHMIS. This is because we must reduce the risk of any type of injury or contamination, especially through skin contact or inhalation. Injury/contamination can look like dermatitis or respiratory symptoms, because chemicals can function as sensitizers (e.g. quaternary ammonium compounds - QUATs) or irritants (e.g. bleach).

Kind Space personnel are responsible for the following:

- Follow any inspection plan to monitor chemical safety is in place.
- Clean, dry, appropriately-sized bottles are used to store chemicals.
- Correct labelling/signage of chemicals.
- Correct handling and application of chemicals.
- Safety precautions and hazard information are provided.
- MSDSs are regularly updated and that they received all the appropriate information.
- Being trained on remedial actions as needed.
- Chemicals are stored in a safe and secure storage location.
- Products are discarded when past their expiry date.
- Store chemicals in accordance with manufacturers' and training instructions.
- Report any issues they identify regarding the safety of chemicals by writing up an incident report.

ii. Hazardous and Biomedical Waste Storage

The following chart is adapted from Guideline C-4: The Management of Biomedical Waste in Ontario, 2009, Ontario Ministry of Environment:

Waste Category	Containment		Container Label		Refrigeration Storage at or below 4 degrees Celsius	
	Single-use container okay to use	Reusable container okay to use	Label colour 	Label 	At all times	Only if stored for more than 4 days
Human blood waste	Yes	Yes	Yellow	Biohazard symbol	No	Yes
Sharps waste	Yes	Yes	Yellow	Biohazard symbol	No	No

iii. Personal Protective Equipment

Personal protective equipment (PPE) refers to a variety of barriers used alone or in combination to protect people's mucous membranes, airways, skin and clothing from getting into contact with body substances. Use of this equipment reduces the transmission of microorganisms. It also protects from irritants used in cleaning and disinfecting surfaces, items and equipment.

Every staff and volunteer is responsible for the following:

- Adequate and accessible supply of PPE.

- Trained in the correct use, application and removal of PPE.
- PPE is stored in a manner that prevents contamination.
- PPE procedures are reviewed annually.
- Notifying the Operations Director when supplies are low.

iv. Ventilation & Air Quality

Staff and volunteers are responsible for ensuring the following:

- Keeping all doors open when possible, to allow ventilation.
- Positioning the air filtration system with high-efficiency particulate (HEPA) filters in the area with the most people.
- If possible, run the air filtration system continuously or for two hours before and after buildings are occupied.
- Consider the advice from a ventilation specialist (hired by the Board or Executive Director) on possible improvements (e.g., increasing air exchanges per hour, reducing or eliminating recirculated air, or upgrading to air filtration and disinfection).
- Make sure that air circulation does not direct air flow from person to person.
- Attempt to keep indoor humidity between 30% and 50%.

v. Kitchen Safety

Kind Space will attempt to ensure that staff and volunteers are trained to adhere to the highest possible levels of cleanliness in the food preparation and food storage areas in adherence to the Ontario Food Premises Regulations.

- Staff or relevant personnel should also conduct regular kitchen inspections.
- At least one current staff member should be on duty if there is any food preparation being done in the kitchen.

vi. General Safety

Kind Space is responsible for determining the appropriate staffing ratios to ensure the safety of staff/clients and delivery of services.

- A minimum of two staff and/or volunteers must be on shift at all times during hours of operation (drop-in or closed programming, but excluding rentals).
- When on shift, all staff and volunteers must be alert and attentive to the activities within the centre.
- Staff and volunteers will conduct occasional inspections during a shift to ensure there is no damage, danger, or harm within the centre to all beings, and to the property itself.

vii. Emergency Safety & Response Plan

Kind Space views our Health and Safety Policy Manual as a companion document to our Emergency Safety & Response Plan which covers emergency decisions including response, evacuations, and prevention in situations such as:

1. Poisoning
2. Chemical Spills
3. Fires & Explosions
4. Medical Emergencies
5. Flooding
6. Weather Based Emergencies

B. Safe Working Practices

These practices involve following the health and safety policies and procedures with the use of protective clothing and equipment. All staff and volunteers must adhere to the following health and safety practices:

- Operate any item, equipment and machinery or use chemicals only after receiving proper training and authorization.
- Always assess risk and hazards and take the necessary precautions.

- Identify the type of activity for your task and select appropriate equipment and supplies for the task.
- Use only cleaning and disinfectant products and equipment provided by Kind Space.
- Prepare cleaning and disinfectant products in accordance with manufacturer's and training instructions.
- Apply knowledge from training and follow recommended procedures when performing cleaning task(s).
- Use only authorized access and exit routes of buildings.
- Maintain unobstructed aisles and passageways during and after cleaning.
- Use hazard signs to warn other users of the area in which a cleaning task is being carried-out.
- Store all cleaning and disinfectant products properly
- Leave all equipment clean, dry and tidy in a secure storage area after use.
- Participate in a fire drill or watch the Fire Safety Training video.

i. Use of Cleaning Agents & Disinfectants

Kind Space has a responsibility to reduce Kind Space personnel and service users' exposure to potentially hazardous chemicals. The use, storage and disposal of cleaning and disinfectant products must be monitored and inspected to eliminate risk of contamination, inhalation, skin contact or personal injury.

All staff and volunteers must:

- Ensure they participate in WHMIS training.
- Ensure they are aware or knowledgeable of MSDS information on all products required for their work.
- Follow manufacturers' and training instructions when using cleaning and disinfectants products.

- Ensure surfaces remain free from visible soil, debris or dust before applying disinfectant solution.

ii. Routine Cleaning and Disinfection

Cleaning and disinfection reduces the number and amount of infectious agents and routes for transferring microorganisms from one person or object to another. Routine cleaning in Kind Space involves a predetermined frequency based on the risk of transmission. All other cleaning and disinfecting activities may be categorized as periodic such as cleaning of biological spill, during outbreak and after flood.

1. Personal Hygiene

Personal hygiene is the single most important practice for reducing the transmission of microorganisms. All employees and volunteers are asked to adhere to standardized hand hygiene practices in all situations involving potential or direct contact with contaminated items and surfaces. Kind Space will have continued access to adequate supplies of soap, disposable towels and Alcohol-based Hand Rub (ABHR), as well as regular training on personal hygiene.

The situations requiring adequate handwashing include but are not limited to:

- After contact with client environments such as the Quiet Room, couches, and chairs.
- After moving from one program to another.
- After cleaning equipment and changing dust mops and mop heads.
- Immediately prior to and after removing gloves and other personal protective equipment.
- Before and after having contact with food.

- After personal body functions such as using the toilet, sneezing or blowing one's nose.
- Before and after smoking.
- After contact with any item or surface likely to be contaminated with blood and other body fluids.

2. Unit Cleaning and Disinfection

Kind Space must ensure safe methods and techniques for cleaning the office unit in addition to what building management cleaning services provide for the space.

Equipment Supplies Include:

- Nitrile gloves
- Mop
- Bucket
- Caution / Wet Floor Sign
- Hand Soap
- Paper Towels
- High dusting cloths
- Clean washing and drying cloths
- Dirty Laundry Container or Hamper
- Garbage bags;
- Vacuum
- Other cleaning and disinfectant solutions as approved by the Operations Director.

Steps:

1. Preparation
    a. Clean hands.
    b. Assemble cleaning and disinfectant solutions, equipment and other supplies.

c. Prepare cleaning and disinfectant solutions according to manufacturer's instructions.

d. Display caution/wet floor sign.

2. Cleaning and Disinfection

    a. Remove all trash and/or debris.

    b. Dust mop tiled areas using treated dust mop (if applicable).

    c. Spot clean walls, doors and frames using approved cleaners (as required).

    d. Vacuum carpeted areas and spot clean to remove stains and spills (if applicable).

    e. Vacuum or damp wipe furniture (if applicable).

    f. Wipe down baseboards and walls to remove dust, cobwebs or spills (if required).

    g. Vacuum and dust all heating vents/ducts, tops of doorways and picture frames (as required).

    h. Remove all walk off mats and thoroughly vacuum around and underneath.

3. Closing

    a. Clean and dry equipment.

    b. Store equipment safely and tidily in designated storage locations.

    c. Remove gloves.

    d. Clean hands.

3. Donated Items

a. Donated items will follow the protocol of the donation procedures related to individual programs

or services created at Kind Space. Refer to any existing program

b. Any donation programs must have a cleaning protocol included regarding donated items and personal effects; if it isn't outlined in this policy manual.

iii. Disposals of Hazardous Materials

A. Disposals of Sharps

Kind Space is required to ensure the protection of all staff, volunteers, and clients from injury and/or infection due to discarded sharps. Sharps are devices that can cause a cut or puncture wound, requiring proper disposal in case of harm. Examples: blades, needles, syringes, safety engineered needles, etc.

1. Staff and volunteers must:
    - Be educated on the risks associated with sharps.
    - Make rigid, puncture-resistant sharps containers accessible.
    - Be trained on safe recovery and disposal of sharps in puncture-resistant containers.

2. Equipment & supplies needed:

    - Puncture resistant gloves; sharps container; tongs; dust pan; caution/wet floor sign; hand soap; alcohol based hand rub; paper towel.

3. Steps:

    - Clean hands.
    - Put on puncture resistant gloves.
    - Use tongs or dustpan and broom (where appropriate) to pick-up sharps.
    - If there is more than one sharp, pick them up one at a time.
    - Place sharps into a puncture and leak proof container.

- Dispose of sharps container when "full" line is reached or ¾ full.
- Ensure sharps containers are sealed when disposing of containers.
- Clean tongs/dustpan with disinfectant.
- Remove gloves and dispose of them appropriately.
- Wash hands thoroughly with soap and water or use alcohol-based hand rub.
- Report all sharp related injuries to a staff member or volunteer that can fill out an Incident Report.

4. Tips:
   - Never bend, twist, break or recap contaminated sharps.
   - Never collect any sharp with bare hands.
   - Never dispose of sharps in the regular garbage.
   - Do not force or push down a sharp object or place fingers and hands into a sharps container.

B. General Waste Disposal

The Kind Space is committed to reducing waste generated during cleaning and disinfection. Kind Space will be required to handle, store and dispose of waste properly and in accordance with the City's solid waste bylaws.

All staff and volunteers must:

1. Be appropriately trained on waste collection and disposal.
2. Use provided containers that have the capacity to withstand the weight of waste without tearing or
3. breaking.
4. Be trained to identify and wear appropriate PPE.
5. Conduct periodic review of waste management practices.

6. Collect and dispose of waste in accordance with City's waste management policies.
7. Put on appropriate PPE when collecting and disposing of waste.
8. Place sharps in puncture-resistant sharps containers.
9. Perform hand hygiene immediately after disposing of waste.

C. Biomedical Waste

Kind Space shall handle any biomedical waste in a manner that does not impact the health and safety of personnel and service users. Biomedical waste should be segregated from all other wastes and immediately deposited into an appropriate single use or reusable container. Biomedical waste should be stored in a secure location and transported by an authorized waste management company.

The minimum standards for biomedical waste containers as per the Ontario Ministry of Environment guideline on the management of biomedical waste in Ontario are as follows:

1. **Single Use Biomedical Waste Containers (Non Sharps Waste)**

   The container must be:

   - Made up of an unlined rigid and leak proof plastic drum or pail or an outer cardboard
   - container that can be sealed and is lined with a liner made of a leak proof plastic film that can be securely tied.
   - Capable of withstanding the weight of the biomedical waste without tearing, cracking,
   - crushing, breaking or otherwise allowing the accidental release or discharge of the waste.

- Colour coded and clearly labelled.

2. **Reusable Biomedical Waste Containers**

   The container must be:

   - Made of a puncture resistant and leak proof material that can be cleaned and disinfected prior to reuse.
   - Capable of withstanding the weight of the biomedical waste without tearing, cracking, rushing, breaking or otherwise allowing the accidental release or discharge of the waste.

3. **Single-Use Biomedical Waste Containers (Sharps Waste)**

   A single-use sharps container should:

   - Be made of rigid materials that are puncture resistant and leak resistant.
   - Have a lid which cannot be removed after the container is sealed.

4. **Reusable Biomedical Waste Containers (Sharps Waste)**

   A reusable sharps container should:

   - Be made of rigid materials that are puncture resistant and leak resistant.
   - Have a lid that is securely attached to the container that can be closed and locked when
   - The container is full.
   - Designed or intended by the manufacturer to be suitable for reprocessing and reuse.

   Kind Space Management is required to ensure that:

   - Staff and volunteers are trained in the safe collection and disposal of biomedical waste

(see Hazardous and Biomedical Waste Storage).

- Biomedical waste containers are available and waste is placed in appropriate containers by staff and volunteers.
- Management will ensure Biomedical waste is transported in leak-proof containers using carts.
    - Any carts used to transport biomedical waste are cleaned on a regular basis.
- Staff and volunteers take necessary safety precautions including using appropriate PPE and performing personal hygiene.
- Store waste in a safe and secure location prior to being transported.
- Report any accidents including sharp injuries immediately to the Operations Director.

iv. Management: Biological Spills

Kind Space must provide timely response and tools to contain and isolate biological spills, flooding, and outbreaks. Spills of blood and other body substances must be contained, cleaned and the area disinfected immediately.

Personnel should:

- Have access to PPE and supplies
- Have required training
- Ensure proper disposal of waste
- Document spill incident.

1. **Steps for cleaning biological spills:**

Preparation

- Wear a gown and facial protection (mask and eye protection) if there is a possibility of splashing.
- Cordon off area around the spill until the area is cleaned, disinfected and is completely dry.
- Display caution/wet floor sign.
- Assess and assemble materials required for cleaning spill.
- Prepare cleaning and disinfectant solutions according to manufacturer's instructions.
- Inspect the area around the spill thoroughly for splatters or splashes.
- Prepare a garbage bag and ensure it is close to the spill area.

Cleaning and Disinfection

1. Wipe up the spill using disposable paper towels.
2. Discard used paper towels into a garbage bag.
3. Clean spilled area using soap and water and/or a detergent solution.
4. Rinse and dry area with disposable paper towel or cloth
5. Change clothes as needed.
6. Disinfect contaminated areas and surfaces.
7. Allow for sufficient contact time as per the manufacturer's recommendations.
8. Wipe up the area again using disposable towels or cloth and discard into regular garbage.
9. Remove and discard PPE.

10. Clean hands.
11. Double bag and secure garbage bag before discarding.
12. Soak mops or non-disposable materials in disinfectant solution and air dry them.
13. Remove gloves.
14. Clean hands.

v. Management: After Flooding

In the event of flooding due to overflow from the sink, dishwasher, or roof, the flood water should be assumed to be contaminated. The risk of mold should be assessed as it can potentially impact on the health and safety of staff, volunteers, and clients.

Kind Space Personnel are required to:

- Immediately assess and determine the risk of contamination.
- Ensure all areas, items, surfaces and equipment affected by the flood is properly cleaned and disinfected.
- Prepare and submit a report to the Operations Director.
- Assess risk of exposure to transmission.
- Take appropriate health and safety and infection preventive measures.
- Follow cleaning steps as outlined in the 2.2.D Management: Biological Spills.

vi. Management: During an Outbreak

An outbreak occurs whenever there is an increase in the number of people with a particular disease or infection above what would normally be expected. Outbreaks declared by the Ottawa Public Health Authority and Kind Space shall comply with their directives and guidelines.

As a preventive measure, Kind Space will be required to implement enhanced infection prevention and control measures to minimize the spread of microorganisms causing the outbreak.

Kind Space Personnel are required to:

- Monitor and assess exposure to risk of transmission by staff, volunteers, clients, and the public.
- Review cleaning frequencies to reflect increased exposure to infection.
- Provide information to clients on effective ways to respond to the outbreak.
- Reinforce hand hygiene practices and the use of required PPE.
- Review with staff and volunteers infection prevention and control and outbreak management measures.
- Increase disinfection of items and surfaces including couches, counters, chairs and all high-touch surfaces.

Respiratory

In Ontario, based on data from Public Health Ontario Laboratory (PHOL), the most common respiratory viruses causing respiratory infection outbreaks are influenza A and B, COVID-19, entero/rhinovirus, non-COVID-19 coronavirus, RSV, parainfluenza, and metapneumovirus. Occasionally more than one infectious agent may be identified in an outbreak. Early detection together with the timely implementation of outbreak control measures that are carefully adhered to, can effectively minimize transmission of infection, thereby preventing or more quickly bringing an outbreak under control.

To determine if someone has a “case” of respiratory illness, they will need to exhibit at least **two** of the following symptoms as new:

- Fever/abnormal temperature > 37.5 oC or <35.5 oC
- Runny nose or sneezing

- Stuffy nose (i.e. congestion)
- Sore throat, hoarseness or difficulty swallowing
- Dry cough
- Swollen or tender glands in the neck (cervical lymphadenopathy)
- Tiredness (malaise)
- Muscle aches (myalgia)
- Loss of appetite
- Headache
- Chills

A confirmed respiratory infection outbreak is if at least two or more people have respiratory illness symptoms within 48 hours and were all at Kind Space during that time.

Suggested measures:

- Post outbreak sign in the Kind Space centre
- Notify all staff and volunteers through email and Slack
- Notify clients through social media posts
- Educate and reinforce appropriate hand hygiene
- Wash with soap and running water. When hands are not visibly soiled, use an alcohol-based hand rub (ABHR) containing 70-90% alcohol
- Ensure easy access to hand hygiene supplies and to hand washing sinks dedicated to hand hygiene and used for no other purpose
- Ensure personal protective equipment (PPE) is easily accessible to staff and visitors
- Increase routine cleaning of all high-touch surfaces such as door handles, counters, couches, and tables

- All staff and volunteers must report illness and are excluded from work until 5 days after onset of illness or until symptoms completely resolve, whichever is shorter
- If the causative agent is known, a disease-specific exclusions period may apply
- Discard any foods that may be related to the outbreak
- Discontinue communal activities until the outbreak is resolved

The outbreak is considered over if either 48 hours pass after the symptoms of the last case resolve or five days have passed with no new cases.

Gastrointestinal (GI)

Gastrointestinal (GI) outbreaks can be caused by bacteria, viruses, or parasites contracted through the consumption of contaminated foods or beverages, and through contact with contaminated items or infected persons. Many outbreaks can be prevented or have their impact mitigated through intentional, knowledgeable and rapid identification and management of the case to minimize the spread of disease to prevent illness, hospitalization and death.

Kind Space has a possible GI outbreak if two or more staff, volunteers, and clients experience symptoms of diarrhea/watery stool/vomiting with initial onset within a 48-hour period and their common epidemiological link is Kind Space. Symptoms should not be attributable to another cause (e.g. medication side effects, laxatives, diet, or prior condition).

Suggested measures:

- Post outbreak sign in the Kind Space centre
- Notify all staff and volunteers through email and Slack

- Notify clients through social media posts
- Educate and reinforce appropriate hand hygiene
- Wash with soap and running water. When hands are not visibly soiled, use an alcohol-based hand rub (ABHR) containing 70-90% alcohol
- Ensure easy access to hand hygiene supplies and to hand washing sinks dedicated to hand hygiene and used for no other purpose
- Ensure personal protective equipment (PPE) is easily accessible to staff and visitors
- Increase routine cleaning of all high-touch surfaces such as door handles, counters, couches, and tables
- All staff and volunteers must report illness and are excluded from work for at least 48 hours after symptoms resolve
- If the causative agent is known, a disease-specific exclusions period may apply
- Discard any foods that may be related to the outbreak
- Discontinue communal activities until the outbreak is resolved

The outbreak is considered over if either 48 hours pass after the symptoms of the last case resolve or five days have passed with no new cases.

vii. Management: Common Control Measures

Kind Space must meet our legal occupational health and safety obligations by doing everything reasonably possible in the circumstances to protect our workers and ensure the health and safety of the workplace; and ensure that our other personnel and service users have a safe environment to access and work in.

- To provide the highest level of protection we must use multiple public health measures and workplace controls in a layered approach.
- No single measure is completely effective alone.
- Kind Space must work to not create new hazards and adjust measures as necessary.
- Kind Space must remain measured in response and exercising common control measures, and should apply guiding principles outlined in this policy manual

1. Vaccination & Immunization Policies

Infection prevention and control (IPAC) has many aspects. Ensuring immunity to infections through immunization is an effective way of preventing infection. Staff and volunteers are responsible for consulting with their doctors to determine their susceptibilities to Vaccine Preventable Diseases (VPD) and updating their immunization records. Kind Space should ensure staff and volunteers have access to information on VPD, and to other diseases such as tuberculosis and HIV.

Kind Space strongly recommends, based on the Canadian Immunization Guide (CIG), all staff and volunteers be immunized/vaccinated against the following:

- COVID-19.
- Diphtheria.
- Tetanus.
- Pertussis (Whooping cough).
- Measles (Red measles).
- Mumps.
- Rubella (German measles).
- Varicella (Chickenpox).

- Influenza.
- Hepatitis B.

2. Masking Practices

Kind Space recognizes that the proper usage of masks can be one of the most effective individual public health measures that can be used to keep others from transmitting airborne infections. When layered with other best health and hygienic practices, an individual with a well-constructed, well-fitting and properly worn mask can help prevent contracting and spreading airborne infections because it can reduce the amount of infectious respiratory particles inhaled. It can also contain the infectious respiratory particles produced if the wearer is infected, even if there are no apparent symptoms (citation here).

- Kind Space will recommend the usage of mask wearing absent of a public health order when there are:
    a. are outbreaks of unknown pathogens or illnesses
    b. during established cold and flu seasons
    c. new variants of concern of existing epidemics and endemics
    d. high levels of cases of high risk endemic illnesses recorded in the community.
    e. Guidance from public health recommending mask wearing

- Kind Space will enforce a masking mandate for all personnel and service users only when there is a public health order enacted by either municipal; provincial or federal governments which applies to Kind Space
- Kind Space will ensure to keep on hand at minimum a small selection of masks so that any personnel and service user can receive it upon request.

- Kind Space recommends that personnel and service users choose the best quality and best fitting respirator or mask available.

3. Distancing

Physical distancing requires people to:

- Maximize the distance from others (at least 2 meters in all directions) who are not part of their households or groups.
- Avoid non-essential in-person interactions.
- Keep interactions as few and as brief as possible.

Physical distancing measures to consider:

- Spread workstations apart. Avoid having more than 1 worker at a time at each workstation.
- Avoid having personnel and service users face each other, where possible.
- Limit access to seating which are close to each other.
- Modify tasks to allow physical distancing.
- Determine if any staff and volunteers can work remotely and provide ergonomic support and resources.
- Avoid in-person gatherings such as social events.
- Schedule work to avoid having volunteers and staff crowd spaces.
- Allow exceptions to distancing guidance in certain circumstances such as assisting a distressed person, providing first aid, or performing Cardiopulmonary Resuscitation (CPR).

4. Frequently Touched Items

Items and equipment used and shared between service users and personnel may be at high risk of becoming a vector for microorganisms; such as pillows, couches, and chairs; remotes; office supplies, and require cleaning and disinfection as often as possible.

Staff and volunteers are required to:

- Develop a schedule for the cleaning and disinfection of shared items and equipment at their location.
- Be properly trained in cleaning and disinfection.
- Ensure shared items and equipment are cleaned according to the schedule.
- Perform personal hygiene and use appropriate PPE as required.
- Follow proper cleaning and disinfection procedures.
- Clean and disinfect shared items and equipment as per schedule.

- If shared items and equipment is soiled or contaminated with blood or body fluids, clean and disinfect immediately or as soon as possible.

5. Contact Tracing

3. Post-Exposure of Infections or Infestations

A. Airborne Infection

These procedures are for different possible scenarios if a Kind Space service user or personnel has been exposed to an airborne pathogen.

i. Immediate exposure without testing positive (if available) or showing symptoms yet.

Kind Space recommends self isolating in cases where the service user or relevant personnel lives in a complex continuing care facility, a congregate living setting (e.g. retirement home, group home, shelter, hospice, correctional institution, etc.), or an employer-provided living setting of international agricultural workers.

For a total of 7 days after the last contact with the person who had symptoms, the service user and personnel are recommended to do the following:

1. Self-monitor for symptoms
2. Wear a well-fitted mask in public settings
3. Don't visit anyone who is immunocompromised or at a higher risk of illness.
4. Avoid non-essential visits to any high-risk settings.

ii. Reporting symptoms before arriving at Kind Space

If a service user or Kind Space personnel knows that they have many or all symptoms – even mildly – of a respiratory/airborne illness (e.g. fever, chills, cough, shortness of breath, sore throat, congestion, and/or loss of taste and smell), they are advised to stay home and, if possible, get tested for a diagnosis of the illnesses (e.g. COVID-19)

iii. Experiencing symptoms at Kind Space

If a service user or relevant personnel is experiencing abnormal symptoms that cannot be attributed to seasonal or particular allergies.

- With their consent, call emergency services if they need immediate medical attention (e.g. difficulty breathing)
    - Send them home immediately, preferably not by public transportation
- If they cannot leave, recommend they isolate in the Quiet Room
- Suggest they wear a medical mask, or a well constructed and well-fitted non-medical mask if available

- Advise them to contact their healthcare provider and local public health authority and follow their instructions.
- Confirm their contact information (if contract tracing is relevant)
- Clean and disinfect any surfaces and areas they may have touched.

iv. Maintain confidentiality

- Do not share any personal information or medical diagnosis.
- Provide only the necessary information to local and provincial/territorial authorities.
- Determine when to ask for medical documentation.

v. Organizational Support

- Let staff, volunteers, and clients know about available government and organizational support.
- Encourage sick staff, volunteers, and clients to stay home.
- Provide mental health resources, including information on coping with stigma.

vi. Plan for returning to Kind Space

- Make sure any required isolation or quarantine is completed and any other public health requirements are met.
- Plan for alternate work arrangements, such as working from home.
- Work together to identify any accommodation needs for a safe return to work.
- Review and improve these health and safety guidelines as needed.

B. Bloodborne Infection

Bloodborne infections refer to when people have a disease caused by microorganisms such as viruses or bacteria that are carried in blood. There are many different bloodborne pathogens, including malaria,

syphilis, and brucellosis, and most notably Hepatitis B (HBV), Hepatitis C (HCV) and the Human Immunodeficiency Virus (HIV).

Exposure to bloodborne infections can occur when you are exposed to another person's blood or bodily fluids through the following ways:

- Percutaneous injury (needle stick, cut from a sharp object, human bite that breaks the skin)
- Mucuous membrane splash (eye, nose, mouth)
- Non-intact skin (chapped, recent scrape, dermatological condition)

The types of body fluids that can transmit HBV, HCV and HIV include:

- blood and all biologic fluids visibly contaminated with blood
- organ and tissue transplants
- pleural, amniotic, pericardial, peritoneal, synovial and cerebrospinal fluids
- uterine/vaginal secretions or semen (unlikely to transmit HCV)
- saliva (saliva alone transmits only HBV, but if saliva is contaminated by blood it may also transmit HCV and HIV)

(Note: HBV, HCV, and HIV are not transmitted by feces, nasal secretions, sputum, tears, urine and vomitus unless visibly contaminated with blood)

1. **Steps for managing exposure to possible bloodborne infection:**

    a. Provide immediate care to exposure site
    b. Allow injury to bleed freely if exposure was due a Percutaneous injury
    c. Remove clothing that is contaminated with body fluids
    d. Thoroughly flush exposed area with water or saline
    e. Clean area with soap and water and then dry
    f. Notify supervisor or delegate, if applicable
    g. Assess type of exposure (i.e. percutaneous injury, mucous membrane or non-intact skin exposure)

h. Assess type of fluid (i.e. blood, visibly bloody fluid, other potentially infectious fluid or tissue)
i. Assess length of time since fluids left the source's body in minutes
    - Determine if an exposure has occurred:
    - If no exposure has occurred, notify the Exposed and counsel/reinforce infection prevention and control practices

    If an exposure has occurred, serologic testing should be performed

2. Conduct risk assessment of the exposure

3. Serologic Testing and Immunization

    - Encourage the exposed persons to get tested for HBV, HCV and HIV
    - Encourage the exposed persons to be immunized for hepatitis B if not previously received

4. Counsel the individual exposed

    In the event you require a serology test; w hile waiting for serology results, you should:

    - Abstain from sexual intercourse or use a latex condom
    - Not donate blood, plasma, organs, tissue or sperm
    - Not share toothbrushes, razors or needles that may be contaminated with blood or body fluids
    - Not become pregnant
    - Discontinue breastfeeding, pump breast milk and discard until serology results become available

5. Post-Exposure Prophylaxis (PEP)

    Treatment to prevent infection following an exposure to blood or body fluids is called PEP. PEP is available for HIV and HBV but not HCV and is only provided in hospital emergency departments. If an exposure has occurred, the Exposed must be referred to a hospital emergency

department as the decision to recommend PEP is based on the assessment of the attending emergency physician. If the Exposed is started on PEP, a referral should be made to The Ottawa Hospital, General Campus Infectious Diseases Clinic to obtain serology testing results and ensure comprehensive follow-up.

PEP for HIV usually consists of treatment with 2 to 3 antiretroviral drugs for four weeks. PEP should begin as soon as possible after the exposure, preferably within hours after the exposure. Treatment may be considered at later intervals because of the potential benefits of early treatment of HIV infection should seroconversion occur. If the Source HIV test result is negative, PEP is discontinued immediately.

PEP for HBV consists of treatment with hepatitis B immune globulin (HBIG) and hepatitis B vaccine, depending on the exposed person's susceptibility or immunity to HBV infection. HBIG should be administered within 24 hours.

C. Foodborne & Gastrointestinal Illness

i. Determining/Communicating Source of Foodborne Illness

If the source of the illness is food at Kind Space, the contaminated food must immediately be disposed of safely (see Waste Disposal procedures above).

Communication must be made with staff, volunteers, and clients about any contaminated food at Kind Space through a physical sign and electronic means to inform anyone who may have partaken of the contaminated food.

If the source of the illness is at an establishment close to Kind Space, it is encouraged to give a warning to staff, volunteers, and clients, either through word of mouth, signage, or electronically.

ii. Experiencing Symptoms Before Arriving at Kind Space

If a staff, volunteer, or client is experiencing any foodborne illness symptoms (e.g. nausea, vomiting, abdominal pain, diarrhea, and

fever), they should stay home and are encouraged to drink fluids and rest.

They should only return to Kind Space once their symptoms have abated for at least 48 hours.

iii. Experiencing Symptoms at Kind Space

If a staff, volunteer, or client is experiencing foodborne illness symptoms at Kind Space, they are encouraged to go home and not through public transportation.

If the symptoms are severe (such as a high fever, extreme abdominal pain, inability to eat or drink, bloody stool, and vomit), they should be encouraged to see a healthcare provider as soon as possible – especially if they are elderly or have an underlying medical condition.

D. Direct Transmission

i. Infestations

1. Head Lice

The primary responsibility for control of head lice rests with individuals, family and community, though trained volunteers can help families by providing head lice screening if there is an outbreak.

1. Ensure that there are materials, resources and information available to inform clients of how to prevent or manage head lice should they encounter it.
2. Include warning and precaution information in clothing donation areas or events to help limit the spread of head lice.
3. Inform individuals/parents/guardians of the confirmed cases of head lice at Kind Space.
4. Inform individual parents or guardians of the occurrence of head lice in a youth program or during drop-in programming.

2. Bed Bugs

Recommended Procedure

1. If you think there is a bed bug infestation at Kind Space, inform the Operations Director that bed bugs are at Kind Space as soon as possible
2. An available staff member, volunteer, or board member receiving the complaint should record the disclosing incident in a report form and submit it to the appropriate supervisor.
3. Record the occurrence(s) including who, where, when, how many bugs were discovered. This information will help provide a framework to isolate spread and contain the outbreak.
4. At the earliest opportunity, it is imperative for the organization to conduct a full bed bug review of furniture, clothing, books and other material or spaces that would reasonably be considered a home for bed bugs.
5. Keep records of infestations, including details of where and when infestations were encountered and the extent of infestations.
6. Provide coveralls, shoe covers, or gloves to workers if appropriate. Provide sealable plastic containers to protect workers' equipment or belongings. Allow time for workers to change clothing. ·
7. Prepare and execute laundering procedures for donated and work clothing. Provide a dedicated vacuum for removal of bed bugs from infested furniture or equipment. Consider steam treatment of infested equipment or furniture.
8. Kind Space should react appropriately based on scale to reduce exposure. This could include but not limited to; temporary closure, outsourced professional extermination, removal of furniture or shelving; or other reactionary resources that may be required to remove the infestation.

9. Inform building management if Applicable to inform of an outbreak of bedbugs within Kind Space.

10. When entering a potentially infected Kind Space, bring in only what you need and avoid placing items close to walls and furniture.

11. Don't leave belongings on bedding materials, clothes, or furnishings.

12. If you bring in belongings (e.g., computer bag or purse) place them in sealable plastic containers in the center of the room. ·

13. Do not handle bedding material or furnishings in sleeping areas unless required. Avoid sitting down on furniture or leaning on walls.

14. If there are wheelchairs or mobility devices onsite, encouraging that these be checked regularly for bed bugs.

15. Consider changing into work clothes and shoes when arriving at work and removing them before going home (when there is a risk of infestation).

16. Whenever possible workers should leave work only clothing at work and if possible do their laundry if Kind Space has a system in place. Clothing items should be kept in a sealed plastic container (includes sealable plastic bags).

17. If you discover your home has become infested, report the infestation to your supervisor or employer to allow other workers to take necessary precautions.

18. In the case of a severe infestation and where you must enter a location, consider wearing hooded poly-propylene suits (coveralls), shoe covers, and gloves.

19. PPE use depends on what you are doing (i.e. handling potentially infested mattresses or furnishings) as opposed to just entering location to speak to clients or to administer services.

Recommended Preventative Measures

20. Provide education to all staff, volunteers, and board members regarding bed bugs, including information on bed bug identification, signs of an infestation, and prevention awareness.

21. Any clothing program or event internally or externally from Kind Space must have a plan for newly donated clothing and ensure safety precautions or system for laundering and pest control.

3. Rodents

Rats and mice are known to carry many diseases. These diseases can spread to people directly, through handling of rodents; contact with rodent feces (poop), urine, or saliva (such as through breathing in air or eating food that is contaminated with rodent waste); or rodent bites. Rodents can also carry ticks, mites, or fleas that can act as vectors to spread diseases between rodents and people. Many diseases do not cause any apparent illness in rodents, so you cannot tell if a rodent is carrying a disease just by looking at it.

Signs of rodent infestation: Scampering and scratching sounds in the walls, signs of gnawing or chewing, or damaged food packages. Other signs include droppings and urine, burrows or holes in and around foundation walls, or tracks on dusty surfaces.

Cleaning rodent urine & droppings:

1. Wear rubber gloves and a dust mask during cleanup.

2. Dampen droppings and debris with a solution of bleach and water at about 10% concentration before wiping up.

3. Wear gloves to dispose of dead rats and mice.

4. Double bag the bodies of dead rats and mice in plastic bags and put in a garbage bin with a secure lid.

5. Wash hands and exposed clothing thoroughly after clean-up, and separate from other laundry.

6. Never sweep or vacuum dry droppings. The dust that is raised can cause illness.

Seal up to prevent infestation:

1. Find any gaps or holes at Kind Space as small as 1/4 inch or 6 millimeters in diameter, and seal them up.

2. Keep food sealed in thick plastic, metal, or glass containers with tight lids.

3. Clean up spilled food right away. Wash dishes and cooking utensils soon after use.

4. Put pet food away after use. Do not leave food or water bowls out overnight.

5. Keep inside garbage in thick plastic or metal containers with tight lids. Frequently clean the containers with soap and water. Dispose of trash and garbage on a frequent and regular basis.

   As a last resort, Kind Space will need to set up traps or hire a professional service to entrap/catch/release the rodents from the centre.

4. Cockroaches

1. A fully-grown cockroach has a flattened brown oval body with long spiny legs and measures 15mm (3/4") in length. Roaches can be brought into the home in the form of egg cases that have been laid in groceries, rugs, used appliances, etc. They are not always a sign of poor housekeeping.

2. Cockroaches thrive in areas where food, water, and shelter are readily available.

3. They tend to live in darkened or damp areas such as around sinks, behind stoves and refrigerators, in drains and cracks.
4. They are often only seen at night. Control of cockroaches can be difficult due to their long life cycle. Every 20 to 28 days, a female drops one to four egg cases (ootheca); each contains 35 to 50 nymphs.
5. Over a period of 100 days, the nymphs reach the adult stage. Consequently any place infested with cockroaches will also be infested with their eggs.
6. Store food in sealed, washable containers
7. Clean any food spills up as soon as they occur
8. Don't leave dirty dishes in the sink overnight; empty garbage containers daily and rinse out all recyclable items before putting them in the recycling bin
9. Thoroughly wet-mop floors and baseboards, especially under rugs, furniture, and behind appliances
10. Wash inside food storage cabinets and keep them clean
11. Vacuum regularly wherever crumbs or dry pet foods might fall
12. Repair any leaking taps or plumbing and empty pet water dishes nightly (refill in morning)
13. Look for holes in ceilings, floors and walls, particularly around water and drain pipes; a 2mm crack is all they need
14. Remove as much clutter as possible. Don't keep cardboard boxes and paper bags as these are ideal breeding areas
15. If needed, Kind Space may need to set traps or content a professional service to exterminate a cockroach infestation

5. **Ants, Flies and other Common Insects**

- Many insectoid and arthropod pests have similar guidelines as to cockroaches. We'll review here anything that may be helpful in general and for specific creatures.

- Diatomaceous earth can be placed in cracks and crevices as a non-chemical means of control. This powder is made up of crushed microscopic marine fossils that scratch the outer "skin" of ants, causing them to dehydrate and die. Diatomaceous earth will remain active as long as it is kept dry. It is non-toxic to humans and pets, but be careful not to inhale the dust when applying this product.

- Clustering flies can be controlled by simply killing them with a fly swatter. Be aware that cluster flies will release an unpleasant odour and may stain surfaces when squashed. They can also be released outdoors or vacuumed up and the vacuum bag disposed of. Devices designed to trap clustering flies are also offered on the market. These traps, placed in windows where flies are a problem, contain a powder that works like quicksand, trapping the insects that fall in.

- Boric acid dust can also be used for firebrats and silverfish. Boric acid has the advantages of being very low in toxicity and very long-lasting if applied in dry voids where it will remain undisturbed.

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