



## *Kamloops and District Elizabeth Fry Society*

827 Seymour Street, Kamloops, BC V2C 2H6 PH. 250-374-2119 - TF. 1-877-374-2119  
www.kamloopsefry.com admin@kamloopsefry.com

*"We envision a community founded on equality and justice."*

### **COVID-19 Office Protocols – Welcoming Our Clients Back to the Office**

702-235 1st Avenue, Kamloops, BC V2C 3J4

We recognize the importance of all our colleagues' wellbeing and safety as we look to resume operations, in accordance with the guidance provincial public health authority and WorkSafe BC provides. These guidelines are changing in response to COVID-19 rates and we will continue to be responsive in meeting these recommendations on keeping everyone as safe as possible. The following protocols provide you with information and resources to assist you in ensuring the risk of exposure to the virus that causes COVID-19 is minimized at our workplace.

**The following guidelines are subject to change as per public health guidelines.**

#### **Office Protocols**

- Limit your client interactions to online and telephone as much as you can. Invite clients to the office if only their matter requires in-person communication.
- Clients are accepted in the office only by appointment. No drop-ins are allowed until further notice.
- Clients are to sign in and out of the visitor logbook.
- Clients are not to linger in the waiting area, promptly greet your scheduled client, and bring them into the appropriate meeting space.
- Client meetings only to be held in the boardroom.
- The boardroom calendar to be used collectively to schedule appointments.
- No client names mentioned in the boardroom calendar bookings.
- No client meetings are allowed outside of the office hours – 9:00 AM to 12:00 PM and 1:00 to 4:00 PM.
- Make sure there are at least 30 minutes in between appointments to avoid interaction in the lobby area.
- The clients need to be informed about our protocols prior to their visit via email or phone. Find the attached "Client Office Visit Memo" for your reference.
- The Front door is to remain locked.
- Clients to be provided with hand sanitizer and disposable masks as soon as they enter.
- No chairs in the lobby.
- Only one (1) client is allowed in the office at a time unless the client comes with a support worker or a family member they need to have present.
- The clients aren't permitted to bring food or drinks from outside.
- There are gloves provided in the board room to be used for exchanging documents.
- Wipe the boardroom surfaces after each use.
- No client meetings outside of the office until further notice.



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- Contact your manager if you need to leave the office for any purpose within the working hours (Except for lunch breaks).
- The front desk attendant to wipe the door handles after each use.
- Wear your mask and maintain social distancing during client meetings.

### **If you feel sick;**

- At the first sign of a cough, fever or any COVID-19 related symptoms, you are not to come to work and to consult your Manager
- Complete a COVID-19 Self Assessment: <https://bc.thrive.health/>
- Self-isolate for 14 days, a negative COVID-19 test result will need to be provided to return to work prior to the completion of the 14-day isolation
- ***\*If anyone in your household presents with COVID-19 you will need to self-isolate for 14 days\****

I have read, understood, and agree to follow the above COVID-19 Office Protocols:

Employee Name: \_\_\_\_\_ Signature: \_\_\_\_\_