



Richmond Centre for Disability

“Promoting a new perspective on disability”

RCD RE-STARTING PLAN FOR COVID-19 PANDEMIC

The Province of British Columbia has recently announced the B.C. Restart Plan, and we are anticipating our lives will return to some level of normality. The Restart Plan lays out a series of steps and principles that everyone in B.C. will take together to protect people and ensure that the province can come back from COVID-19 stronger than before. The RCD is making efforts to align the re-opening of the centre with this plan, to ensure we welcome staff, volunteers, members and visitors to a safe and comfortable environment.

The following is a list of protective measures and guidelines that are more relevant to the RCD:

- Providing physical distancing and hygiene guidelines
- Small gathering to reduce the risk of outbreaks
- Reducing in-classroom learning

Tentative Time Line and Activities

PhaseTime Line	Activities
During State of Emergency + 2 weeks after	<ul style="list-style-type: none">• RCD remains closed to public• Staff rotation in effect to answer phone calls at the centre between 11 a.m. and 3 p.m.• Virtual activities are conducted via Zoom
2 weeks after end of State of Emergency	<ul style="list-style-type: none">• RCD opens to public, new time from 10 a.m. to 4 p.m.• About 50% of staff working at the centre• Virtual activities are kept via Zoom• May conduct some small group in-centre meetings or activities
July and August	<ul style="list-style-type: none">• RCD opens to public, summer opening hours 10 a.m. to 4 p.m.• Regular staff attendance• Mix of virtual and in-centre activities
September and beyond	<ul style="list-style-type: none">• RCD opens to public, regular opening hours 10 a.m. to 5 p.m.• Regular staff attendance• Mix of virtual and in-centre activities

What the New Normal Means for RCD and Staff

- Reduce density of people at the centre
- Put up physical barriers, such as plexiglass at front desk and face shield for front desk staff
- Use personal protective equipment (PPE), such as non-medical masks, gloves
- Encourage washing hands and using hand sanitizer
- Some changes in administrative controls, such as encouraging touchless contact using phone, email and mail
- Some changes in service delivery, such as virtual activities, small class size, social distancing
- Heighten cleaning and hygiene of “high-touch” areas

What the New Normal Means for Participants and Visitors

- Stay at home and keep a safe distance when you have cold or flu symptoms including coughing, sneezing, runny nose, sore throat, fatigue, etc.
- No handshaking or hugs
- Practice good hygiene, including:
 - Regular hand washing
 - Avoid touching your face
 - Cover coughs and sneezes
 - Disinfect frequently touched surfaces
- Keep physical distancing in the community
- Use non-medical mask or face covering in the community



RCD OPERATIONAL CONSIDERATIONS

Opening Hours

We plan to open 2 weeks after end of State of Emergency, from 10 a.m. to 4 p.m. to handle some administrative and operational works, and provide limited services. It is contingent that the B.C. state of emergency has been lifted and dependent on the opening hours of the Lansdowne Centre. There is no in-centre activity offered at the RCD until further notice.

Social Distancing

Social distancing measures will likely remain in place for some time. We will implement traffic control measures including:

- Some staff may work from home
- Staff members will be aware of social distancing to the best of their abilities
- Only staff members will access the office area
- All visitors will report at the front desk
- Public only access waiting area, with adjusted seating for social distance space
- No public access to washroom, use the mall public washroom
- Maintain social distancing in in-class activities, for registered participants only

Health Policy

We may conduct health-screening checks on staff and visitors and may refuse entry of visitors if cold or flu symptoms are observed. Public health guidelines will be displayed at the centre entrance and all visitors are required to follow. Any employee who is unwell is required to seek medical advice, self-isolate and make suitable arrangement for work.

We keep a list of all people entering the centre, including staff and visitors. In the unlikely event that it would be necessary to track the contact history of an individual who becomes ill, this will help ensure a swift response and keep others safe.

Enhanced Cleaning

We increase the frequency of cleaning throughout the centre, with special focus on high traffic areas and touchpoints like doors, washroom surfaces and seating areas. Hand sanitizer and some PPE is available in the centre. Staff members will be responsible for monitoring the hygiene of own work station, and collectively the hygiene of the entire facility.

Hub Area

Hub area is not open for participants or visitors for gathering to allow for social and physical distancing; no food is permitted at the Hub area. There is no supply of drinking water until delivery is resumed, everyone must bring their own cup.

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