

COVID 19 Phase 3: RE-OPENING THE FAMILY CENTRE, FAMILY AND CHILDREN'S SERVICES OF THE WATERLOO REGION

Commitment of Understanding with FACS

The Family Centre continues to operate with flexibility to support the work of agency during this Phase 3 Opening of the COVID 19 pandemic.

Guided by the Public Health directives, the Government of Ontario regulations and our operating arrangements, The Family Centre has developed the following document to ensure safety and health for all through this phase of re-opening. We will continue to review and revise our guidelines and practices as the public health situation changes.

By signing this electronic document, Family and Children's Services of The Waterloo Region acknowledges that its employees and clients will abide by the following procedures in order to access the building, and to use the office and other spaces within The Family Centre.

FACS Commitment

- FACS employees (e.g. workers, management, administrators) acknowledge that the current operating hours of **The Family Centre are Monday – Thursday from 8:30a.m.-8:00p.m. and Friday from 9:00a.m. – 8:00p.m.** Given this situation, **FACS employees and clients will access the building through the main entrance by reception and complete the screening test to be conducted by the reception staff during the operating hours.**
- **FACS employees and clients who have been screened at 200 Ardelet will not be screened again at the Family Centre reception on the same day. However, they will have to provide their name and contact information to the reception staff when they enter the Family Centre.**
- FACS employees will send **schedule of client meetings to the main reception** prior to the appointments. If there is an urgent meeting or appointment, FACS employees will coordinate with the reception to make sure The Family Centre entrance does not become crowded.
- **If a client drops in without prior appointment**, The Family Centre reception staff will contact the FACS employee and/or provide the contact number of the FACS employee to the client. The Family Centre reception staff will screen the client prior to contacting the FACS employee or organization.
- FACS employees and clients will **exit the building from side doors**. We will not utilize the main entrance to exit the building.
- FACS employees and clients will wear **face masks in the common areas, including hallways and washrooms as well as in all meeting rooms throughout the duration of their meeting.**
- FACS employees and clients **will maintain physical distancing of 2 meters/6 feet in all common areas and in all meeting rooms throughout the duration of their meeting.**

- **FACS employees can remove their face masks only if they are alone in their personal office space.**
- FACS employees **will clean** and **disinfect** the rental room toys that they use at the end of meetings/activities/events
- While utilizing **Morning Glory Café area**, and/or meeting rooms, FACS employees and clients **will not move the chairs and tables** from their designated places.
- While utilizing meeting rooms, FACS employees and clients **will not bring extra chairs or tables to the room.**
- **FACS employees will ensure that there will not be more than the number of participants** allowed in the room booked, including staff and clients, for any event arranged at The Family Centre.
- FACS employees and clients **may bring food (e.g. snacks, meals and drinks) in small containers. However, they can not share the food and drink with each other.** FACS employees and clients will **remove masks** while **participating in meals**; however, they will **maintain physical distancing** of 2 meters/6 feet while doing so.
- FACS employees will encourage clients to bring their **mugs to drink water and to bring their water bottles, thus avoid contact with water fountain** (i.e., Hydration Station).
- FACS employees and clients will **avoid unnecessary movement** around The Family Centre.
- If FACS employee discovers that an employee and/or client is ill and **may have COVID-19**, the employee will immediately notify their immediate supervisor who in turn would connect with HR.

FACS Evenings and Weekend Commitment

- **If FACS employees plan activities in the evenings after operating hours (i.e., Monday to Friday after 8:00 p.m.) and weekends when there is no reception staff available at the Family Centre entrance, (no reception staff is available), FACS employees will be responsible for screening employees and clients** at the entrance of The Family Centre. **Screening forms** will be provided by the Family Centre. **FACS employees will submit the completed forms with signatures to Maria Tejada within 24 hours of the event or meeting.**
- In addition, under the above circumstances, the FACS employees will ensure that **they will ensure that there are no more than the number of people registered for the event or meeting.**
- FACS employees will take the responsibility of ensuring the use of **Personal Protective Equipment** (e.g., masks, gloves) and maintenance of **physical distancing** of 2 meters/6 feet.

The Family Centre Commitment

- In regards to re-opening of more spaces, The Family Centre will continue to be guided by the **Public Health directives, the Government of Ontario regulations** and our operating arrangements.
- As well, we will continue with the twice-a-day **cleaning** of common/shared areas during the current operating hours.
- We will not be providing **cleaning of washrooms and common/shared areas** over the **weekends**. Therefore, if the space is used on Saturday, the same space cannot be used on Sunday. However, if the space is not used on Saturday, it can be used on Sundays.
- We will make **sanitizer spray** available in the front lobby and in different areas, including washrooms) throughout the building.
- We will **continue with our screening protocol** at the front entrance reception desk. Every person entering the **building is required to pass the screening protocol**. If anyone fails the screening, the person will not be permitted to enter the premises.
- Our staff and clients will maintain **physical distancing of 2 meters/6 feet** and wear **masks on the premises**.
- **We have posted signs on the walls** to help FACS employees and clients maintain physical distancing and direction of traffic of people.
- We trust that everyone is engaging in public safety procedures. **If we are made aware of anyone in the building having COVID-19, we will follow the public health guidelines. The Public Health is responsible for contact tracing.**
- We will post or provide verbal directions about the appropriate **exits from the building. The reception staff will remind FACS employees and clients about the exist procedure which includes maintenance of physical distance and the use of the side-doors.**
- We will make sure that **no more than the number of individuals registered for the event** are present in the gym and any other meeting room at any given time.
- We will meet with or communicate regularly with partner organizations to **schedule and plan events and activities**.
- **We will maintain physical arrangement** of desks, chairs, and tables in rental rooms and Morning Glory Café areas as per the physical distance guidelines. **This may reduce the capacity for room occupancy.**
- **At this point in time, we are not going to open the outdoor play area and indoor play room for children and families.**

I have read the above and understand the procedure and guidelines to be followed by my organization.

Name of the Contact Person:

Position in the organization:

Signature: _____

Organization Name: Family and Children's Services of the Waterloo Region

Date: