

## **North Shore Women's Centre COVID-19 Resource Centre Safety Protocols**

The North Shore Women's Centre is dedicated to the health, safety and well being of our visitors, staff and volunteers.

To ensure the safe use of our drop-in resource centre during the COVID-19 pandemic, we have developed the following protocols with the goal of preventing the spread of the virus in our community.

We ask that everyone accessing the resource centre follow these protocols with kindness and respect to help maintain safety for all.

- The Centre will be open for visitors from Monday to Thursday, 11:00am-2:00pm.
- A maximum of three (3) visitors will be admitted into the Centre at any given time on a drop-in, first-come, first-served basis. Consideration will be given to types of services being accessed and available facility space. Visitors with urgent situations or specific appointments will be prioritized.
- A maximum of five (5) individuals will be present in the Centre at any given time, including staff and volunteers.
- Visitors are asked to reschedule their visit and not enter the Centre if:
  - they have travelled internationally in the last 14 days,
  - they are experiencing COVID symptoms (e.g. new cough, headache, weakness, fever, difficulty breathing, etc.) or have been exposed to anyone experiencing COVID symptoms, and/or
  - they have been directed to self-isolate.
- Each visitor entering the Centre will be asked to wash or sanitize their hands upon entry and wear a face mask/shield for the duration of their visit. We encourage visitors to bring their own reusable masks, but a mask will be provided to anyone without one. We recognize and respect that some visitors are not able to wear a mask (i.e. young children and those with conditions affecting breathing, etc.).

- All staff and volunteers will wear face shields and/or face masks in the Centre while visitors are present.
- The Centre's main surfaces and high touch areas will be sanitized at the beginning and end of each day as well as several times throughout the day. Whenever possible, windows will be opened to allow for greater circulation and an air filter will be activated in higher traffic areas. Extra seating, toys and other non-essential materials have been removed from the resource room to limit possible points of virus contact and facilitate cleaning by staff and volunteers.
- Each person in the Centre is asked to:
  - sign-in with name and phone number or email at the front door at each visit,
  - maintain a 2 metre/6 foot distance from others,
  - cover sneezes and coughs with elbows,
  - only bring in essential items with them, and
  - wash or sanitize hands often.
- Additionally, all Centre visitors are asked to:
  - use the main floor bathroom only, and
  - limit their visit to 1 hour maximum.
- 2-3 computer stations will be available for public access for up to 1 hour at a time. Every station will be fully sanitized after each use.

Any questions about these protocols can be directed to [info@northshorewomen.ca](mailto:info@northshorewomen.ca) or 604.984.6009.

Thank you for your support!