

Checklist for Community Non-Profit Services

This checklist is one of several resources intended to support community, non-profit and voluntary sector service organizations to reduce the spread of COVID-19 by implementing public health measures. This general guidance is appropriate for services and programs delivered to groups and individuals in non-clinical and non-residential settings. It is to be used in conjunction with other public health directives. Please review the Government of Ontario's [Reopening Framework](#) and other relevant [sector specific resources](#).

Visit wdgpublichealth.ca for ongoing updates and links to additional resources. Wellington-Dufferin-Guelph Public Health (WDGPH) is unable to review individual policies and protocols. These are not legal documents.

Screening

Considerations	Details
<p>What is your screening process for staff/volunteers and clients?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Communicate with staff/volunteers and clients of your policies restricting people from the agency who screen positive on a COVID-19 screening tool (e.g., phone, email, social media) <input type="checkbox"/> Ensure staff/volunteers/clients/participants have completed a COVID-19 screening tool prior to entering your agency. <input type="checkbox"/> Place signs near entrances informing attendees not to enter if they have symptoms, travelled outside Canada in the past 14 days, or been in contact with someone with who is sick or confirmed COVID-19 without PPE

Physical Distancing

Considerations	Details
<p>How will you ensure that people in your agency (staff, volunteers, clients, participants) maintain 2 metres (6 feet) of distance from each other whenever possible?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Determine the maximum number of people permitted in your agency at one time in order to maintain physical distancing requirements <input type="checkbox"/> Limit the number of people allowed in your agency at one time <ul style="list-style-type: none"> <input type="checkbox"/> Have flexible work schedules and stagger lunch and break times

	<ul style="list-style-type: none"> <input type="checkbox"/> Stagger appointment times and group program schedules <input type="checkbox"/> Conduct virtual/phone appointments and meetings whenever possible <input type="checkbox"/> Manage how and where people can travel through your agency/centre by using indicators on the floor, signs, and blocking off areas <input type="checkbox"/> Mark spaces on the floor where people can stand at the front desk with intervals of 2 metres (6 feet) for people to line up. If physical distance cannot be maintained, barriers such as plexiglass may be used <input type="checkbox"/> Consider operating with client appointments whenever possible (limit drop-in services) <input type="checkbox"/> Avoid use of waiting rooms whenever possible by having clients call when they arrive and wait outside. <input type="checkbox"/> Discourage greetings that require physical contact (handshaking, hugging, etc.) <input type="checkbox"/> Arrange workstations to be 2 metres (6 feet apart) <input type="checkbox"/> Use signs throughout the facility to remind people about physical distancing guidelines
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Face Coverings

Considerations	Details
How will you ensure face coverings are worn by staff/volunteers and clients when appropriate?	<ul style="list-style-type: none"> <input type="checkbox"/> Consider creating an organizational policy for wearing face coverings <ul style="list-style-type: none"> <input type="checkbox"/> Face coverings are not mandatory in community non-profit settings, but it is highly recommended that individuals wear face coverings in any areas of your agency that are publicly accessible or when physical distancing cannot be maintained <input type="checkbox"/> Review the Section 22 Order to help guide the development of your agency's face covering policy <input type="checkbox"/> For those clients who cannot wear a face covering, consider offering appointment times when there are fewer people in your agency <input type="checkbox"/> Communicate your face covering policy to staff/volunteers and clients (email, phone, etc.) <input type="checkbox"/> Train staff on the proper way to wear and care for face coverings

	<input type="checkbox"/> Post signs at entrances and inside your facility to remind patrons about wearing face coverings
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Hand Hygiene & Respiratory Etiquette

Considerations	Details
How will you ensure that staff/volunteers and clients adhere to proper hand hygiene and respiratory etiquette?	<input type="checkbox"/> Ensure staff and clients are aware of proper handwashing and respiratory etiquette (e.g., sneezing or coughing into the crook of their elbow) and post signs throughout your facility <input type="checkbox"/> Have alcohol-based hand sanitizer (60-90% alcohol) available at all entrances and exits <input type="checkbox"/> Have hand sanitizing stations available throughout your agency <input type="checkbox"/> Limit sharing of objects and tools by staff/volunteers and clients (e.g., pens, paper, other office supplies) <input type="checkbox"/> Remind staff/volunteers to wash/sanitize their hands properly and regularly after: <ul style="list-style-type: none"> <input type="checkbox"/> Coughing, sneezing, or touching the face <input type="checkbox"/> Cleaning and disinfecting surfaces <input type="checkbox"/> Upon starting a shift, returning from a break <input type="checkbox"/> Receiving deliveries <input type="checkbox"/> Any other time which may cause hands to become contaminated

Cleaning & Disinfection

Considerations	Details
How will you ensure that there is enhanced cleaning and disinfection of your agency?	<input type="checkbox"/> Frequent cleaning and disinfection of all areas of your agency should take place (minimum twice a day) especially on commonly touched areas/surfaces using disinfectants approved by Health Canada. <ul style="list-style-type: none"> <input type="checkbox"/> Follow guidance for public washrooms. <input type="checkbox"/> All seating areas/tables should be cleaned and disinfected between uses <input type="checkbox"/> Counselling or group program rooms should be cleaned and disinfected between uses

	<ul style="list-style-type: none"> <input type="checkbox"/> Clean and disinfect any shared items (toys, computers, writing tools, etc.) between uses <input type="checkbox"/> Consider closing any additional amenities such as vending machines if they cannot be adequately cleaned and disinfected on a regular basis <input type="checkbox"/> Limit the use of, or close drinking fountains <input type="checkbox"/> Ensure ventilation systems are operating properly
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Group Programs

Considerations	Details
<p>How do you modify group programs/services to ensure safety protocols are being maintained?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Limit the size of group programs to ensure that physical distancing can be maintained <ul style="list-style-type: none"> <input type="checkbox"/> A general guideline for spacing requirements is one person for every 4 square meters (43 square feet) of space <input type="checkbox"/> Arrange seating and tables to permit 2 metres (6 feet) of distance between each participant <input type="checkbox"/> Consider using an outdoor space <input type="checkbox"/> Modify group activities to ensure adherence to safety protocols: <ul style="list-style-type: none"> <input type="checkbox"/> Avoid activities that do not allow for physical distancing <input type="checkbox"/> Card and other table games are not permitted <input type="checkbox"/> Avoid use of shared objects whenever possible – use single use items <input type="checkbox"/> If using shared objects, ensure they are cleaned and disinfected between uses. <input type="checkbox"/> Establish cohort groups consisting of the same participants and staff to reduce risk of exposure <input type="checkbox"/> Establish face covering policy (see Face Coverings section above). <input type="checkbox"/> Ask participants to bring only essential personal items. <input type="checkbox"/> Avoid eating/snacking during programs, if possible. <input type="checkbox"/> Potlucks and shared foods should not be permitted at this time <input type="checkbox"/> Ensure participants/staff follow proper hand hygiene & respiratory etiquette throughout the session. <input type="checkbox"/> Have alcohol-based (60-90% alcohol) hand sanitizer available for use by participants/staff.

	<ul style="list-style-type: none"> <input type="checkbox"/> Room/space should be cleaned and disinfected between programs <input type="checkbox"/> Ensure enough time is given between programs to clean and disinfect, and avoid overlap between participants arriving and leaving <input type="checkbox"/> Ensure participants are aware of all the safety protocols <input type="checkbox"/> For additional guidance on children's programs, please review the summer day camp guidance documents
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Community Use of Space

Considerations	Details
What do you need to consider when renting out community space?	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure that the total number of people allowed to be in the space at any one time is limited to the number that can maintain a physical distance of at least two metres (6 feet) from every other person and is not permitted to exceed <ul style="list-style-type: none"> <input type="checkbox"/> 50 people if indoors <input type="checkbox"/> 100 people if outdoors <input type="checkbox"/> A general guideline for spacing requirements is one person for every 4 square meters (43 square feet) of space <input type="checkbox"/> People gathering indoors for religious, wedding or funeral ceremonies may fill the room to 30% of its total capacity. <input type="checkbox"/> Review Ontario Regulation 354/20: Rules for Areas in Stage 3 <input type="checkbox"/> Review COVID-19 Guidance for Special Events for additional recommendations
What guidance do you need to follow when providing space for fitness, sports and recreation activities?	<ul style="list-style-type: none"> <input type="checkbox"/> Review Ontario Regulation 354/20: Rules for Areas in Stage 3 <input type="checkbox"/> Review the relevant guidance documents on WDGPH website: <ul style="list-style-type: none"> <input type="checkbox"/> COVID-19 Information for Sport and Recreation Settings <input type="checkbox"/> COVID-19 Information for Recreational Water Facilities

Attendance Policies

Considerations	Details
<p>What attendance policies do you have to ensure the safety of your staff/volunteers and clients?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Remind staff/volunteers about the importance of reporting illness to their supervisor/manager. <ul style="list-style-type: none"> <input type="checkbox"/> If a staff/volunteer becomes sick while at work, they should go home immediately and self-isolate. <input type="checkbox"/> Staff/volunteers experiencing symptoms can go to an assessment centre for testing. <input type="checkbox"/> For additional health-related questions, call Telehealth or a health care provider <input type="checkbox"/> For more information on what to do if an employee becomes ill or tests positive for COVID-19, please review the COVID-19 Guidance for Reopening Businesses (WDGPH). <input type="checkbox"/> Maintain a record of staff/volunteer shifts and client appointments or attendance to support contact tracing, if needed

Additional Resources

[COVID-19 Guidance for Reopening Businesses](#) (WDGPH)

[COVID-19 Checklist for Reopening Businesses & Workplaces](#) (WDGPH)

[COVID-19 and Workplace Health and Safety](#) (Ontario Government)

[COVID-19 Guidance: Essential Workplaces](#) (Ministry of Health)

[COVID-19: Precautions When Working as a Social & Community Services Worker](#) (PSHSA)

[Signs & Posters](#)

References

Toronto Public Health, COVID-19 General Guidance for Community Non-Profit Services. [Accessed: July 21, 2020]. Available at: https://www.toronto.ca/wp-content/uploads/2020/06/965e-Guidance_Community-Non-Profit-Services.pdf

Toronto Public Health, Community Non-Profit Services and Programs: Covid-19 Prevention Checklist. [Accessed: July 21, 2020]. Available at: <https://www.toronto.ca/wp-content/uploads/2020/06/9678-Community-Services-Checklist.pdf>