



## **MANOTICK MEDICAL CENTRE (MMC) - COVID-19 SAFETY PLAN – SNAPSHOT**

**Business Name:** Manotick Medical Centre

**Division/group:** Family Health Organization

**Document Date:** February 1, 2021

### **MEASURES WE ARE TAKING:**

#### **How is the Manotick Medical Centre (MMC) ensuring workers know how to keep themselves safe from exposure to COVID-19?**

- Maintaining and updating the MMC website as it pertains to COVID-19 and ensuring it aligns with current public health guidelines and recommendations;
- Monitoring and responding to inquiries made by patients and members of the team;
- Conducting ongoing reviews of activities and events to ensure compliance and risk mitigation;
- Communicating important updates to the MMC team through our weekly meetings (or more), messaging and/or email;
- Providing COVID-19 Infection Prevention and Control training for MMC members;
- Restricting building access to only authorized staff members, approved in-clinic patients, while implementing access controls to monitor clinic occupancy and ensure it complies with current guidelines and government orders;
- Implementing policies and procedures for COVID-19 safety measures, where appropriate, to ensure compliance with public health guidelines and government orders;
- Frequent enhanced cleaning and disinfection of high-touch surfaces and objects;
- Daily review of guidance from the Government of Ontario and Public Health Authorities.

#### **How MMC is screening for COVID-19?**

- By maintaining a centralized tracking system for those MMC team members working in clinic, patients who are scheduled for an approved in-clinic visit or those who are visiting the clinic;
- By having all MMC patients and visitors complete a screening tool within 24 hours of their scheduled appointment and at the time of entering the clinic for their in person visit;
- By having all MMC staff members complete the Ontario COVID-19 screening tool before entering in clinic;
- Having screening attendants placed at the main door of the clinic to provide assistance and ensure compliance;
- By following up with any MMC team members who have screened positive that they are not to attend clinic and/or reported a positive COVID-19 test result to verify information and to advise the individual on next steps.

## How MMC controlling the risk of transmission in our workplace?

Physical Distancing and Separation	<ul style="list-style-type: none"><li>• Implementation and use of plexiglass barriers (where appropriate);</li><li>• Modify workstations to allow for distancing;</li><li>• Posting of signage throughout clinic and entrance of the building;</li><li>• Redesign workspace to allow for social distancing.</li></ul>
Cleaning and Hygiene	<ul style="list-style-type: none"><li>• Enhance cleaning and hygiene processes in all areas of the clinic;</li><li>• Monitor and re-fill sanitizer station levels in all areas;</li><li>• PPE will be supplied where measures cannot be maintained, ie providing patient care. In this instance, there will be limited contact with patients, i.e. MD, nursing and runners.</li></ul>
Other	<ul style="list-style-type: none"><li>• Reinforcing current Working Hours policy, allowing for the use of flexible hours, and remote work, to the maximum extent possible;</li><li>• Ensuring the (mandatory) completion of COVID-19 Infection Prevention and Control training;</li><li>• Assessment and adjustment of ventilation within clinic.</li></ul>

## What will MMC do if there is a potential case, or suspected exposure to, COVID-19 at our workplace?

- Requiring MMC team members to notify Clinic Manager or her designate if they have been in clinic within the 14 days prior to the onset of COVID-19 symptoms and they have gone for a COVID-19 test; have been advised to self-isolate by a Public Health Authority; OR, if they have received a positive COVID-19 test result;
- Requiring MMC patients/visitors to notify the clinic is they have been to the clinic in person and in the past 14 days of the visit and have tested positive for COVID-19.
- Procedures are in place for any contact tracing and the liaising with Public Health Authorities in the event of potential or suspected cases of COVID-19;
- Enhanced cleaning protocols will prevail.

## How we're managing any new risks caused by the changes made to the way we operate our business?

- MMC members meet regularly to identify and assess any new and emerging risks, provide guidance regarding mitigation measures and to provide recommendations for changes to operations as deemed necessary;
- Continue to keep the MMC team members and patients they serve updated as soon as possible regarding changes in guidelines and/or restrictions;
- Monitoring feedback, concerns, and lessons learned provided by MMC team members, patients and visitors to better understand any gaps or room for improvement;
- Continue to provide resources available through PH to MMC team members to assist them in managing stress and anxiety related to the COVID-19 pandemic.

## How we're making sure our plan is working?

- MMC associates meet weekly to provide guidance, review risks, and to ensure the overall clinic responds to COVID-19 aligns with current guidelines and government orders. Additionally, through this forum the group will provide general direction related to response, work on contingency plans to support clinic operations and recovery to continue to meet the ongoing changes as directed by government bodies.