



## Wesley Christmas & Holiday Hampers 2021: COVID-19 Protocols & Program Outline

Note: New information for this year is highlighted

### Overview

All current Hamilton Public Health guidelines will be followed and these guidelines will always supersede this document. As well, all Wesley Pandemic Protocols will be followed including COVID-19 Vaccination Policy, Staff and Client Screening Procedures and General Guidance on Use of Masks.

The purpose of the Wesley Christmas & Holiday Hampers is to safely provide gifts, non-perishable food bags, and warm winter items to people who access Wesley programs and services as well community partners, and community members as needed.

To allow our clients to access a Food Bank and the Wesley Holiday Hamper Program, we will be providing one food bag to every household (ex. 20 food points). Food hampers will be available at Food Banks or if Food Banks become full, Wesley will begin to offer. Food hampers will use the food point system for the number of people in the household as in past years. As background, Wesley is a member of Hamilton Food Share as an Emergency Meal Program and we use a common database (Linked2Feed) with the Food Banks and other Emergency Programs.

Staff are responsible for delivering these hampers to clients, participants and community partners. The only exception is Wesley volunteer drivers who have signed up for the specific volunteer role of delivering hampers to program locations, but not to any individual homes. These volunteers will use their own cars and if the volunteers complete the paperwork, will be reimbursed for mileage by Wesley.

Community members who are not able to register at a Food Bank will be able to register with Wesley in December over the phone and will then be provided a pick up date and time on one of the Community Days. Any community members picking up their hamper will pick up at the door and not come inside the building.

### Protocols

1. All staff, volunteers and contractors must submit a copy of their Ministry of Health vaccination record to Human Resources [hr1@wesley.ca](mailto:hr1@wesley.ca) (dose 1 and dose 2). The link to download the vaccination record is <https://covid19.ontariohealth.ca>. Staff, volunteers

and contractors who are not vaccinated must attend an information session with Wesley HR staff and submit an antigen test at minimum once a week at their own cost.

2. We are not providing an interactive Christmas Store with shopping this year. Pioneer Memorial United Church will have not have public access. Only staff and volunteers that are signed up for a shift in advance can come inside the building.
3. To follow public health guidelines, there is a maximum of twenty-five staff and volunteers from Wesley inside Pioneer at a time. As an example, this can be twelve volunteers in the basement, a greeter, two staff, Wesley driver/other staff person, and volunteers that help move items inside and outside the building.
4. Staff and volunteers interacting with community members outside picking up their hampers will wear a medical grade mask. If there is any interaction inside, a face shield can also be worn but is not mandatory. It is only mandatory if there are any interactions with community members who are not wearing a mask.
5. Before entering Pioneer, staff and volunteers must complete the self-assessment prior to coming into the building for their shift: <https://covid-19.ontario.ca/self-assessment/> and sign in at the entrance. Staff and volunteers who pass the screening are permitted to enter Pioneer. Staff and volunteer who fail the screening should not enter Pioneer. For volunteers that fail screening, they must immediately notify Nicole White (Volunteer & Special Events Coordinator) or Raj Matharu (Community Engagement Coordinator). Staff that fail screening must contact Andrea Buttars (Director). Volunteers and staff that fail screening must follow the advice and guidance from the Ontario Ministry of Health. Staff or volunteers who fail the screening while inside Pioneer must immediately: wash/disinfect their hands, notify the staff person onsite before leaving the building and follow the advice and guidance from the Ontario Ministry of Health. The staff member onsite must contact Andrea Buttars.
6. Inside and outside Pioneer, all staff and volunteers must do the following:
  - Wash your hands often with soap and water for 20-30 seconds or use an alcohol-based hand sanitizer or disinfectant hand wipes. Supplies will be made available to each volunteer and staff member and washrooms will be regularly stocked with soap.
  - Practice physical distancing as much as possible - refer to Public Health Approved Signage.
  - Avoid touching your eyes, nose, and mouth with unwashed hands.
  - Contact the staff member onsite if the following supplies are running low: masks, disinfectant wipes or hand sanitizers.
  - Avoid close contact with people who are ill. Stay home when you are ill. When staff and volunteers who exhibit acute respiratory or flu-like symptoms, such as a cough accompanied by a fever and or shortness of breath while at work will be sent home.

- Practise good respiratory etiquette, cover your cough or sneeze with a tissue, then immediately throw the tissue in the garbage and wash your hands; If you don't have a tissue, sneeze or cough into your sleeve or arm.
  - Wear a mask at all times. Staff and volunteers can wear their own mask or use one that is supplied by Wesley. For cloth masks, staff and volunteers must wash at home after each wear.
  - While cleaning staff will clean frequently touched objects, surfaces and washrooms daily, there will be cleaning supplies available for other staff and volunteers to clean and disinfect frequently touched objects and surfaces ex. sorting tables, computer keyboards, smart phones, desks, elevator buttons, door knobs, light switches, desks and toilet handles.
  - Note: Gloves are not recommended as they can lead to a false sense of security. Public health recommends that regularly washing your bare hands offers more protection against catching COVID-19 than wearing rubber gloves. Any volunteers that wear mitts or gloves outside are reminded to wash their hands before touching their face.
  - Note: It is also not needed to sanitize the donated items or store them for several days as items have been found to not be a significant source of transmission.
7. If a volunteer or staff member tests positive for COVID-19, Wesley will notify all volunteers and staff on the same shift and let them know any direction from public health. The program may close for additional cleaning, depending on the circumstances. Any recommendations by public health will be followed.

#### Specific Guidelines:

##### Outside Donation Drop off:

Donors dropping off donations can stay in their car, open their trunk and volunteers or staff will put into donation bin. Donors can also get out of their car and put into the donation bin as long as physical distancing can be maintained and a mask is worn.

##### Volunteer Roles:

Volunteer roles will be assigned to minimize traffic inside and outside Pioneer.

##### Lift:

Up to two people can be in the lift at a time.

##### Movement in the building:

There will be signs inside the building to show one-way traffic. Ex. one set up stairs for doing down and one set up stairs going up.

##### Use of building:

We will primarily be using the first floor and basement of Pioneer. Pioneer may have additional people in the building on the 2<sup>nd</sup> floor and in their staff offices but this will be limited and interactions with the Wesley program will be avoided.

#### Meals and snacks:

The kitchen facilities in the basement are closed and not for use ex. frig, stove, microwave. There will be no coffee, tea, drinks, refreshments provided for volunteers. When possible, staff and volunteers will be asked to have meals and snacks off-site. If staff and volunteers are staying for the full day or need more frequent snacks, they can do so in their personal assigned eating area that must include physical distancing. Water or hot drinks can be consumed when there is physical distancing. Masks can be briefly taken off for drinking but it is recommended hands are sanitized before taking off the mask and putting the mask back on.

#### Washrooms:

Washrooms will be cleaned daily. There will also be disinfectant wipes available for staff and volunteers that want to use to provide additional cleaning.

#### Cleaning:

As noted above, cleaners will clean frequently touched objects, surfaces and washrooms daily. There will also be cleaning supplies available for other staff and volunteers to clean and disinfect frequently touched objects and surfaces ex. sorting tables, computer keyboards, smart phones, desks, elevator buttons, door knobs, light switches, desks and toilet handles.

#### Staffing:

Raj Matharu will be Coordinator in the mornings. There will be another Coordinator in the afternoons. We will also be working to hire another staff person to help carry heavier donations. Nicole White will be working remotely, making the volunteer schedule and communicating any updated information with volunteers. Andrea Buttars is responsible for overseeing this program, supporting staff, approving the budget and ensuring health & safety of this program.

#### Any changes in pandemic stage

If the province of Ontario moves into a new stage or if the City of Hamilton's public health makes any changes, these pandemic protocols will be reviewed and adapted as needed.

#### Final Thoughts:

Thanks to our volunteers, donors and staff that will work together to provide hampers this year! Let's be extra patient and kind with each other as we follow the protocols to ensure a safe experience.

Updated November, 2021