



North Shore Winter Club - COVID 19 Response Protocol

** This information is current as of 2:00pm, September 30, 2020 from the Public Health Authority, but subject to change.*

The following document outlines the response procedures in the event we receive a report of illness and/or a positive COVID-19 test. This includes employees and members of the NSWC.

Definition: 'Close Contact' is defined as spending **up to 15 minutes** in close proximity to a person that has tested positive.

Non-Contact Service Employee

These employees include:

1. Housekeeping Staff
 2. Facilities Staff
 3. Kitchen Staff
 4. Administration Office Staff
- These employees typically do not have close encounters with members.
 - If an employee feels sick prior to work, they must inform their departmental supervisor, stay home from work and be tested if they are experiencing COVID-19 symptoms (see Appendix A).
 - Once at work, if an employee does not feel well, they must inform their direct supervisor and must leave work immediately, monitor symptoms and be tested if they are experiencing COVID-19 symptoms.
 - If the staff member **tests positive**, he/she should be self-isolating at home, with guidance from local public Health Authorities.
 - Once we have been informed an employee has tested positive for COVID 19, management will identify any additional staff that they may have had close contact with. Those individuals must be removed from the schedule and stay self-isolated at home, and follow instructions from the Health Authority. While we will do our best to protect the employee's privacy, this information will be important in the following days.
 - Management may inform the membership if a case produces any positive results. An account of the events may be communicated with the membership protecting all those involved.
 - All areas where the affected staff members have come into contact with must be immediately and thoroughly sanitized.
 - Once all areas are cleaned, work shall continue based on available staff. This could include modified service levels, or a potential closure based on individual circumstances.

- VCH will issue a letter allowing an individual to leave self-isolation and return to normal activities. The NSWC will require a copy of this letter.
- Those testing negative, should follow public Health Authorities for when the staff member is cleared from self-isolation and can return to work. Staff must provide documentation of their negative test results before returning to work.

Contact Service Employees

These employees include:

1. Front Desk Staff
 2. Front of the House (F&B) Staff
 3. Athletics (all sports, lifeguards and youth programs)
 4. Managers
- These employees include those working with members involving direct service.
 - If an employee feels sick prior to work, they must inform their department supervisor, stay home from work, monitor symptoms and be tested if they are experiencing COVID-19 symptoms.
 - Once at work, if an employee does not feel well, they must inform their direct supervisor and must leave work immediately, monitor symptoms and be tested if they are experiencing COVID-19 symptoms.
 - **Members and staff having direct contact with the unwell staff member will be informed so they can make their own decision to monitor their symptoms and get tested if exhibiting COVID-19 symptoms.**
 - If the staff member **tests positive**, he/she should be self-isolating at home, with guidance from local Health Authorities.
 - Once we have been informed an employee has tested positive for COVID-19, management will identify any additional staff that they may have had close contact with. Those individuals must be removed from the schedule, asked to self-isolate at home, and monitor symptoms. If COVID-19 symptoms are experienced, they must get tested.
 - Management will inform the greater membership if a case produces any positive results. A detailed account of the events may be communicated, protecting the identity of all those involved.
 - All areas where the affected staff has come into contact with must be immediately and thoroughly sanitized. If necessary, the area or service will be closed until it is safe to reopen.
 - Once all areas are cleaned, work shall continue based on available staff. This could include modified service levels, or a potential closure based on individual circumstances.
 - VCH will issue a letter allowing an individual to leave self-isolation and return to normal activities. The NSWC will require a copy of this letter.
 - Those testing negative, should follow public Health Authorities for when the staff member is cleared from self-isolation and can return to work. Staff must provide documentation of their negative test results before returning to work.

Member

If a member reports they are feeling ill or experiencing COVID-19 symptoms:

- If a member develops symptoms consistent with COVID-19, please self-isolate and call the CDC at 604-983-6714 to arrange for testing. The member should inform the NSWC as soon as they engage in the testing process.
- If your symptoms worsen, please call your health care provider and request a telephone assessment. If you do not have a health care provider, call 811 for an assessment.
- At this time, the remaining family does not need to self-isolate from the Club, as long as they're not showing symptoms. A mask should be worn at all times while at the Club.

If a member reports that they have **tested positive** for COVID-19:

- In the event you seek testing, please contact the NSWC immediately. We ask that you stay away from the Club until tests results and guidance is provided from public health.
- The member needs to self-isolate as per the guidelines provided by the Health Authority.
- The Club will gather background information (bookings/dates & times in club etc) for the member should it be needed/requested by public Health.
- Public health will determine who the close contacts are to the individual testing positive, and only at that time will you receive a call from public health. Please follow their specific direction to self-isolate for 14 days from the last date of exposure.
- All other family members who had direct contact with the affected member, should also be self-isolating at home and monitoring their symptoms, getting tested if COVID-19 symptoms arise.
- All employees having close contact with an affected member should be removed from the schedule and asked to self-isolate at home, monitor symptoms, and get tested if COVID-19 symptoms arise.
- Management will inform the greater membership of any positive results. A detailed account of the events may be communicated protecting all those involved.
- All areas the member may have come into contact with will be deep cleaned and sanitized.
- Once all areas are cleaned, work shall continue based on available staff. This could include modified service levels, or a potential closure based on individual circumstances.
- The member who tested positive may only return to the club when Health Authority protocols allow.
- Those testing negative, should follow public Health Authorities for when the member is cleared from self-isolation and can return to the Club.
- VCH will issue a letter allowing an individual to leave self-isolation and return to normal activities. The NSWC will require a copy of this letter.

Procedure for Parents

If someone on your child's hockey team has symptoms or tests positive for COVID-19, what are the next steps?

- If a child is showing symptoms of COVID-19, they should stay home and get tested immediately, continuing to self-isolate until the test results are received. At this time, the remaining family does not need to self-isolate, as long as they're not showing symptoms; they should continue to

monitor their symptoms, enhance personal hygiene and limit contact with the child as much as possible.

- Players of this team will be notified and are recommended to self-isolate and self-monitor until the results are received. This does not include those player's family members.
- If the individual in question receives a **positive test result**, the Health Authority will determine contact tracing and isolation requirements for the players of the team. It is possible, therefore, that one diagnosis on a team could lead to that team being required to pause hockey activities until the Health Authority determines it's safe to return, but not in all cases.

The above procedures are Management's response protocols as defined in each of the streams. These COVID-19 possibilities are very real, and we want to do our best to handle all future incidents with the utmost care, concern, and consistency.

Should more than one case develop in any one operating area, Management will treat these cases on a one-by-one basis, which could involve definitive closures for a period of time.

Contact Tracing

If you do not have symptoms and have not been contacted by public health directly, please self-monitor for the onset of symptoms associated with COVID-19 for the next 14 days. Testing is not recommended while asymptomatic because results are not accurate or useful.

At this time, the remaining family does not need to self-isolate, as long as they're not showing symptoms; they should continue to monitor their symptoms, enhance personal hygiene, and limit contact with the family member as much as possible.

Other members of this individual's cohort will be notified and are recommended self-monitor until further developments or positive testing results are received. This does not include those player's family members.

In the event an individual receives a positive test result, the Health Authority will determine contact tracing and isolation requirements for the person and the players of their team. It is possible, therefore, that one diagnosis on a team could lead to that team being required to pause hockey activities until the Health Authority determines it's safe to return, but not in all cases.

- The Health Authority performs all contact tracing for individuals who were in close contact
- The Health Authority will determine if anyone in the Club was in close contact with the person who tested positive for COVID-19 while they were potentially infectious
- The Health Authority will determine if anyone at the Club is a close contact that is required to self-isolate, and will determine these period of isolation.

Note: Only the Health Authority can determine who is a close contact.

If you **are** contacted by the Vancouver Coastal Health Authority, please follow their advice.

If you are **not** contacted by Vancouver Coastal Health Authority within 48 hours of the reported case, it has been determined that you or your child is not at risk of developing COVID-19. Members not otherwise directed from VCH should continue to access the Club.

The Health Authority does not recommend testing while asymptomatic because results are not accurate or useful.

To ensure personal privacy rights are maintained, we will not be providing private details. We ask both staff and members to please refrain from spreading rumours or gossip about who may or may not have tested positive, as speculation can be hurtful to individuals and the information is confidential unless you've been in contact.

Please be reassured that our Club will continue to implement strict protocols and procedures and cleaning practices so that members can continue to access the Club as safely as possible.

As a reminder, please continue daily health checks to monitor you and your family's symptoms (see Appendix A below) and practice enhanced personal hygiene protocols.

Respectfully,

Joanna Hayes

Joanna Hayes

General Manager | North Shore Winter Club

Appendix A

COVID-19 SYMPTOMS

COVID-19 affects different people in different ways. Most infected people will develop mild to moderate illness and recover without hospitalization.

Most common symptoms:

- Fever
- Dry cough
- Shortness of breath

Less common symptoms:

- Runny nose
- Aches and pains
- Sore throat
- Diarrhea
- Conjunctivitis
- Headache
- Loss of taste and/or smell
- Skin rash, or discolouration of fingers and toes

Serious symptoms:

- Difficulty breathing
- Chest pain or pressure
- Loss of speech or movement

Seek immediate medical attention if you have serious symptoms. Always call before visiting your physician or health facility.

On average, it takes 5-6 days from infection for symptoms to show, but it can take up to 14 days.

The Health Authority does not recommend testing while asymptomatic because results are not accurate or useful.