

MACKIE'S PLACE

YOUTHSOCIALHOUSE

COVID-19 Services and Protocols

All MP practices are in accordance with the strict COVID-19 physical distancing and sanitization recommendations put in place by the Ministry of Health.

Mackie's Place will continue to run 7 days per week operating our 3 essential services:

1. Connection
 2. Food
 3. Youth Employment
- Mackie's Place will continue to offer meals, by appointment, with a maximum of 4 youth and 2 staff per seating, Monday through Thursday. We will adjust these hours as the needs of the community continue to change.
 - Mackie's Place will have the capacity to serve up to 17 youth per day within the hub. Additionally, MP will continue to serve approximately 100 other youth who are currently in connection with us. This will be done through:
 1. *Academic Support:* we are helping to equip youth with the necessary equipment needed to make the adjustment to homeschooling (computers, etc.) Supporting youth in grade 12 who are at great risk of not graduating due to the onset of this pandemic is a priority.
 2. *Young Parent Support:* we are connected with a group of young single mothers and fathers providing connection and emotional support via weekly online meetings.
 3. *Social and Emotional Support:* we are providing connection and community at a time when isolation strengthens the Nihilistic Threat (the lived experience of a life of hopelessness, lovelessness and meaninglessness.)
 4. *Creative Connection:* we are providing a variety of creative online strategies and connections to both our youth and their families (especially single moms who are isolated.)
 5. *Healthy Food:* we are providing emergency groceries to our youth and their families, as needed.

Mackie's Place will welcome any new youth who need support at this time. We will explore and begin to prepare emergency transitional housing for youth without a home during this time of crisis.

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Health and Safety Protocol

1. All seating in the hub is set 6 feet apart and marked with colored tape and signage to ensure accuracy.
2. Each seating will be booked by appointment only and offered to youth who are already spending time outside of their homes. We will not encourage youth to leave their homes if they are safe to remain inside.
3. A parent or guardian permission waiver will be signed whenever possible.
4. All staff must wear gloves/have regularly cleaned hands and a mask when they are in a Mackie's Place designated area.
5. Meals will be prepared in the kitchen by staff adhering to the mandatory physical distancing and sanitation protocol. Each shift will have a Food Safe certified staff present.
6. If there is more than one staff in the kitchen, maintaining a distance of 6 feet is mandatory. One staff on each side of the counters is recommended.
7. All meals will be cut, portioned, and plated in the kitchen by a staff member. The meals will be placed on a table in the coffee shop and each person will pick up their meal, one by one, while maintaining a 6 foot distance from others.
8. Before beginning food preparation, prepare a bleach solution in a bucket and keep all utensils needed (knives, spatulas, wooden spoons, etc.) in this solution throughout preparation.
9. All fruit and vegetables, upon delivery to the kitchen from a store or donation, will be soaked in the large kitchen sink using a full strength vinegar and water solution (3:1 ratio) for 20 minutes. They must be rinsed thoroughly with water afterwards. Alternatively, produce can be sanitized using a spray bottle of vinegar solution (same ratio) and let rest for 15 minutes before rinsing. This system will ensure that all produce has been sanitized prior to storing, killing any possible virus and pesticides so that staff can use it freely from the cooler.
10. All packaging and containers from the outside will also be wiped down using the prepared spray bottles of bleach or vinegar solution prior to receiving.

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11. The youth barista on shift will be asked to change into fresh, sanitized uniforms and aprons upon entering the coffee shop. Youth will put their used clothes in a plastic bag and seal it. When changing at the end of the shift, youth will place their used uniforms in a basket that will be washed immediately.
12. There will be a maximum of one youth barista working per shift.
13. The youth barista will wear gloves and a mask at all times.
14. All dish cloths used in the coffee shop will be soaked in a bleach solution in a small bucket to be used at all times during the shift.
15. All drink orders will be placed at a distance of 6 feet from the counter; there is tape on the floor to clearly mark this distance.
16. The barista will place all completed drink orders on the table attached to the north wall of the coffee shop. This is over 6 feet away from both the guest's seating and the barista's counter. Each drink will be retrieved by one person at a time in order to maintain a 6 foot distance.
17. After finishing their meals, each guest will put all of their dishes and plastic cups in the garbage, one person at a time.
18. Before every shift, in between each seating, and at the end of every night the kitchen, coffee shop, and bathrooms will be sanitized in accordance with strict COVID-19 sanitation protocols.
 - o One staff cleans tables, chairs, door handles, and the bathroom. Begin sanitizing on one side of the coffee shop and work towards the other side to ensure that no area is missed.
 - o The other staff packs up leftover food, brings used dishes to the kitchen, and prepares the next meal. Ensure that all preparation areas, cupboard handles, large equipment handles, light switches, exhaust fan switch, and floors are sanitized at the beginning and end of each shift. Clean-as-you-go throughout the shift on all high-touch areas.
 - o All towels used in the kitchen must be soaked in a bleach solution bucket for use throughout the day. Do *not* use towels for drying dishes washed in the dishwasher; allow items to air dry.
 - o Laundry will be sanitized at the end of every shift.
 - o Showers will be sanitized before and after every use.

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As Youth/Guests Arrive:

- One staff will remain outside to control guests entering the coffee shop.
- The second staff member is inside, as is the barista.
- Guests enter one at a time.
- Upon entering, the guest selects a table, places their bag at their table, and goes to wash their hands immediately, then takes a seat.
- The staff member inside is visiting with them from a distance while the outside staff member directs the next guest in.
- The sanitized laptop will be placed on the display counter for one staff member to check guests in as needed.

NOTE: Mackie's Place will use the following sanitization solution as per Fraser Health's recommendation.

- 1:50 bleach solution
- 4 teaspoons of bleach in one quart of water, made fresh daily
 - Bleach loses its concentration in daylight, so making it daily ensures the solution has the correct concentration of bleach.

Connection Outside of the Mackie's Place Hub:

- Any connections made outside of the hub are not within the allowable Mackie's Place insurance mandates.
- Any connection that is made is a personal choice; however, it is our recommendation that all of our staff and volunteers follow the COVID-19 recommendations for safety, distance, and sanitation made by Fraser Health and the Canadian government.

Staff Safety Protocols

Before Shift:

- Remove jewellery
- Put on fresh, sanitized clothes for work
- Ensure long hair is up and out of your face

During Shift:

- Immediately wash hands upon arrival
- Move laundry from the washing machine to the dryer
- Make a fresh batch of sanitization solution for each workspace
- Sanitize phone and glasses
- Practice hand hygiene throughout the shift
- Sanitize the kitchen and coffee shop before guests arrive
- Absolutely no hand shaking, high fives, or physical contact of any kind
- Wear gloves and a mask

After Shift:

- Sanitize the coffee shop, kitchen, and bathrooms after all guests leave
- Put the laundry into the washing machine as soon as guests leave; all laundry must be done on the hot water cycle