

Program Delivery at IHSA Facilities



The health and safety of our clients, staff, stakeholders, and community at large is a responsibility IHSA takes seriously. In order to help slow the rate of the COVID-19 infection across the province, IHSA is modifying how we host training programs at our facilities. IHSA is closely monitoring the COVID-19 situation in Ontario and will continue to follow recommendations from Ontario's Chief Medical Officer of Health and guidance from the Government of Canada in regards to training program delivery and training facility requirements.



We have:

- Directed our staff to not attend our facilities if it is suspected or confirmed that they have been in contact with someone with COVID-19 or if they recently travelled outside of Canada.
- Directed our staff to wear a face mask or face covering while at our facilities and while conducting training or consulting when physical distancing is not possible.
- Set up all areas of our facilities to allow for physical distancing of at least 2 metres.
- Modified our program delivery
 - to allow for physical distancing by limiting the number of participants
 - to allow for quarantining or sanitizing processes to take place when there is shared equipment
- Provided access to water, soap, hand towels and hand sanitizer for people to use while at our facilities.
- Established protocols at our facilities that ensure all surfaces in training rooms are cleaned and sanitized at least daily.
- Sanitizing wipes are available for wiping and cleaning shared surfaces as needed.
- Posted COVID-19 related information in the workplace.

We further request that participants:

- Bring a face mask or face covering to wear.
- Arrive with training from their employer on the proper use, care, and limitations of face masks or face coverings.
- Have received COVID-19 screening in advance by their employer to ensure good health.
- Understand and co-operate with the pre-screening completed by IHSA prior to allowing anyone entry into one of our facilities. IHSA reserves the right to refuse anyone entry to our facilities.

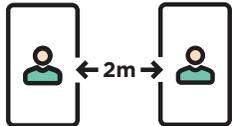
At IHSA, we expect our program delivery to meet, at a minimum, the following expectations:

Training Room and Facility



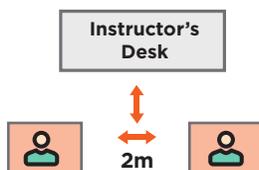
- Provides adequate space to accommodate a minimum of 2m physical distancing.
- Cleaned and disinfected prior to the start of any program.
- Provides an area for water bottle filling (drinking at fountains is prohibited).
- Adequate supply of soap, water and hand sanitizer is readily available for participants.
- Garbage cans provided and emptied at regular intervals.
- Meets the accessibility needs of the participants.
- Safe and free of obvious hazards.

Size



- Room is large enough to accommodate participants with a minimum 2m separation.
- Additional space is available for hands-on demonstration and evaluation if required.
- Safe place for the instructor's equipment samples and materials.

Set Up



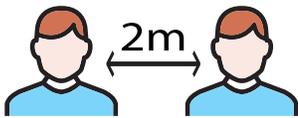
- Table or desk is available at front of room for instructor with minimum 2m of separation from participants.
- Screen is available for A/V presentation.
- Flipchart/whiteboard is available.

Power Source



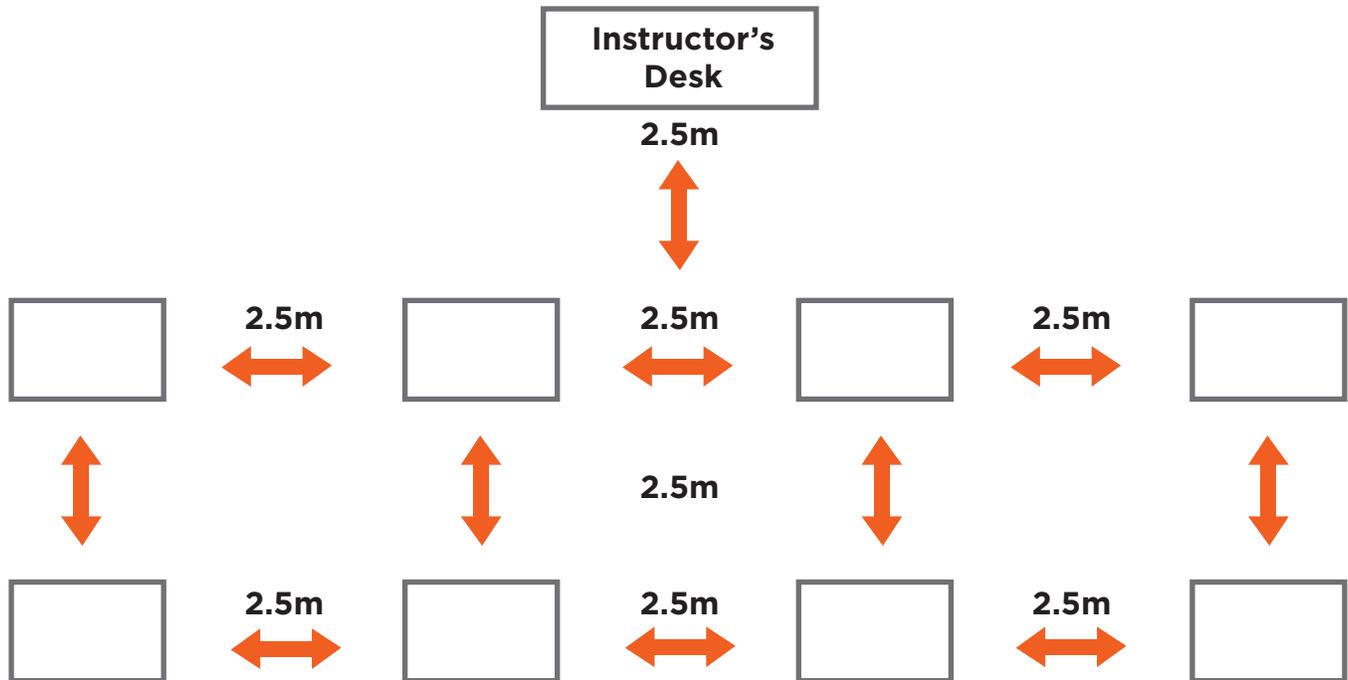
- Grounded electrical outlet available near instructor's desk.
- Grounded extension cord available.
- Extension cord is secured to floor to eliminate tripping hazard.

Seating



- Provides sufficient space between chairs for reasonable movement by participants while maintaining 2m space for physical distancing at all times.
- Every seat has a good view of the screen.
- Participants have individual tables for writing.
- Chairs are comfortable for 3+ hours.

Suitable training room arrangement



Physical Training Room Environment



- Sufficient lighting is available for instruction, demonstration, and evaluation.
- Lighting can be adjusted.
- Temperature and ventilation is easy to control.
- Exhaust system is working and is not noisy and distractions can be eliminated.
- Participants at the back of the room can hear the instructor clearly.

Participants will have access to:

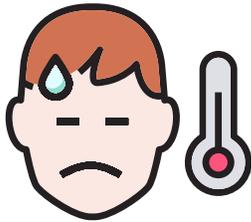


- Water
- Restrooms
- Eating facilities
- Parking

Participant Requirements

Health Status – COVID-19 (Government of Ontario & Government of Canada guidelines)

Participants are expected to be in good health and not showing any of the following cold or flu-like symptoms, including:



- new onset or worsening of existing cough
- fever (> 38°C or > 100.4°F)
- shortness of breath or trouble breathing
- severe fatigue
- muscle aches
- runny nose
- headache
- sore throat

Efforts will be made, in conversation with participants and their supervisor/ program contact, to confirm whether symptoms observed represent an actual health risk or not. For example, someone suffering from seasonal allergies, who has had no at-risk contact, would represent a situation where there is likely no risk to participants. Participants who are visibly ill and demonstrate symptoms over the course of the program will be asked to leave. In cases where there is suspected exposure to COVID-19, the course will be suspended immediately.

Arrival Time

Participants are expected to arrive in sufficient time to allow the class to commence at the scheduled start time. Late arrivals beyond ten (10) minutes will not be accepted and participants will be excused from the training program. Extended requests to delay the start of the program beyond agreed upon scheduled time will be subject to additional fees.

Learning Evaluation

To obtain a record of training for IHSA's programs, participants must be present for the full program and successfully meet the defined evaluation requirements (i.e., a written test, worksheets, assignments and/or skills demonstration, etc.).

Alternative Evaluation Methods

For participants with language, literacy, or accommodation needs, alternative evaluation methods to the written test may be used to verify that key concepts have been understood. For participants with a disability that may impact their ability to carry out a skills demonstration and evaluation, alternative evaluation methods will be considered. These needs must be discussed with an IHSA representative during the course booking and with the instructor at the beginning of the training program.

Valid Photo ID

(If required, it will be stipulated on the confirmation letter.)

Each participant must bring a valid piece of photo ID to confirm their registration. Acceptable photo ID includes a Driver's License, Permanent Resident Card, Passport, or Student Card. Participants who do not have the appropriate valid ID will not be able to complete the training program.

Personal Protective Equipment (PPE)

(If required, it will be stipulated on the confirmation letter.)

The PPE must be maintained and in good working order as per the manufacturer's specifications and regulatory requirements. Participants who do not have the necessary PPE will not be able to complete the training program.

IHSA Policies

Fee Policy

Program fees are due upon course booking.

Cancellation and Refund Policy

Clients who wish to cancel scheduled training at their facility will receive a full refund if written notification of the cancellation is received at least ten (10) business days prior to the scheduled training date. No refund will be made after that date. IHSA reserves the right to cancel any program due to insufficient enrollment or COVID-19 requirements not being met.

Suitable Training Facility Policy

Clients who request training at their facility must provide a facility and training room that meets the required standards. Should the facility and training room not meet the required standards, IHSA reserves the right to cancel the training session and a course cancellation fee will be applied.

Workplace Violence & Harassment Policy

IHSA is committed to providing effective health and safety education and training to reduce workplace injuries. In order to accomplish this, both instructors and participants must create and foster a positive learning environment that is respectful to all participants.

Every participant in an IHSA training program has the right to be free from violence, harassment and discrimination.

IHSA is committed to providing a violence, discrimination and harassment free environment for our staff and every person who participates in an IHSA training program. Much of the training will require group work. Mutual respect and co-operation must be the basis of any interaction between participants and IHSA staff.

