



outreach

C A N A D A

Serving Leaders • Discipling Nations

COVID-19 Response Plan

This is a dynamic plan that will develop and be updated as the crisis continues

Update - June 8, 2020.

Table of Contents

Outreach Canada COVID-19 Response Plan	3
COVID-19 Safety Plan (required by Worksafe BC)	3
COVID-19 Response - May 19 Update	4
COVID-19 Response - April 7 Update	6
COVID-19 Response	7
COVID-19 Ministry Adjustment	9
COVID-19 Temporary Employment Adjustment.....	10
OC COVID-19 Communication Plan	12
Appendix 1 - Outreach Canada COVID-19 Fact Sheet.....	14
Appendix 2 - OC Extended Medical Benefits.....	17
Appendix 3 - Province Specific Benefits	19

The OC COVID-19 Response Plan provides guidelines for our team as we navigate this crisis.

Please note that this is a very fluid situation and things are changing from day to day. This response plan is also a fluid document and we will be adding new information on a regular basis. Current data will always be found in the OC Team Hub.

Thank you everyone for your grace and patience,

Craig

Outreach Canada COVID-19 Response Plan

COVID-19 Safety Plan (required by Worksafe BC)

June 8, 2020



COVID-19 Safety Plan.

Please follow the following protocol when entering the Outreach Canada office for any reason.

For full details of the OC COVID Safety Plan, including directions for work from home, please refer to our OC COVID-19 Response plan (Available in OC Team Hub).

1. To reduce the risk of contamination, our office remains closed to all non-essential business or meetings. Further detail is provided in our OC COVID-19 Plan.
2. If you must enter our office environment, please maintain proper social distancing from other workers. Please observe the 2 Meter marks which have been placed on the floor at common interaction points.
3. Please be responsible to maintain the cleanliness of your workspace and wash your hands regularly before and after use of public equipment such as photocopier, microwave, alarm panels, etc.
4. Occupancy of the OC office should not exceed 12 people, working in designated workspaces or offices. No meetings to be held in the conference room until further notice.

COVID-19 Response – May 19 Update

I want to begin by thanking all of our OC family for your patience, and persistence through this major disruption of our lives and ministry. We are all experiencing various degrees of discouragement, fatigue, and uncertainty about the immediate future, but you have been sharing that God is still accomplishing great things through this time of isolation. This morning in our prayer time Phil Cox told us about a young man who is beginning his journey with Jesus and will be baptized on Friday in Phil and Audrey's pool. Don Klaassen shared about the training of new DMM facilitators and the launch of some new discipleship groups. Lorna shared how Simply Mobilizing has taken the big step to provide Kairos courses online, and there is so much more. I applaud you for your innovation and creativity.

We are all discouraged that life is not going back to normal. I am discouraged that the borders remain closed and I can not visit my Dad, Nancy, or kids in the U.S. It is hard to know how to plan, so we are providing this extension of our OC COVID-19 Response Plan to help clarify some of our OC expectations. The Leadership team met today, and we are so proud of our teams. We want to provide the following guidelines as we continue into the next stages of the Pandemic. **We are extending our COVID Plan until the end of August.** Please note the following six additions to our current plan.

1. We will continue to honor and respect the guidelines recommended or required by each of our provinces. Please follow the recommendations for the province where you live.
2. We have agreed to postpone any public ministry gatherings and events until the end of August.
3. We continue to encourage everyone to work from home and utilize the virtual options for meeting and connecting with others.
4. As our provinces allow us to "expand our personal bubble" we are asking that you expand your personal bubble with your immediate family or close friends before expanding for work connections. Your family and friends are important, we will continue to function as a virtual team for as long as necessary.
5. Your team leaders, and executive team are asking you to pace yourself. We know that many tasks take much longer now than they did before life changed. We also acknowledge that we are all fatigued from trying to maintain ministry, make decisions, and function in a virtual environment. We recognize that this is a cross-cultural experience for all of us. We want you to take care of yourselves. If you need to take a day off to work in the garden or an afternoon to go for a walk, please do it. We need to look out for ourselves. We do not want to reach the end of this and have a team that worked hard but is burned-out.
6. Please make sure that you have time for prayer, devotions, and reflection with the Lord. The longer the restrictions continue, the more important your innovation and creativity will be. We need all of you to remain healthy, reflective, and fresh, so once again; pace yourself.

The Exec. And leadership Teams will continue to monitor the situation and adjust as appropriate. If there is a significant change in our national or provincial situation, we will address that with a COVID Plan Update.

OC finances dropped again in April, the Executive team is looking at ways to reduce our expenses and I am working on some new funding sources. We would appreciate your prayers as we explore new options for long-term sustainability.

COVID-19 Response – April 7 Update

As the Pandemic encompasses the globe, impacting every aspect of life, our response remains fluid and dynamic. Canada continues to take aggressive steps to flatten the curve. The response varies from province to province and Outreach Canada will continue to honor and respectfully adhere to the government and medical advisories (Federal and Provincial) and will follow those recommendations on a day to day basis. OC team members are expected to follow the federal and provincial guidelines of the province where they reside. We recognize that there will be different expectations and guidelines for different team members and it will be up to individual team members to stay aware of the recommendations of their Province.

We will do our best to provide a list of federal resources that may be available to our team members. We will also provide province specific resources when we are aware of them. Please note that we do not receive automatic notifications of resources outside of BC so we will be dependent upon our team members in other provinces to help share information that they receive in their provinces. Also note that things are in a constant state of change and development so this should only be considered as a guide, and certainly not an up-to-date list of all resources available.

The OC COVID-19 Response - is now extended until May 31, 2020 and will be reviewed continually as necessary.

March 13, 2020

COVID-19 Response

We are experiencing something that is new to us in Canada, but not new to the world. To keep things in perspective, 1.3 million people still die every year from Tuberculosis and almost half a million from Malaria, and there are treatments for both of those.

After a lot of prayer and consultation with our leadership and the leaders of other similar organizations, Outreach Canada has laid out an official response to the COVID-19 Pandemic as follows. Please note that this response is not a fear-based reaction, but a response that reflects our love and respect for others, as Paul describes in Philippians 2.

The following directives are effective immediately and will remain in effect until May 31, 2020.

The OC Executive and Leadership teams will review these directives weekly and notify the OC team of any updates or changes weekly.

1. Outreach Canada will respectfully adhere to the government and medical advisories (Federal and Provincial) and will follow their recommendations on a day to day basis. This will include recommendations about public gatherings, travel, and quarantines.
2. In an effort to “flatten the curve and honor the vulnerabilities of some of our team members and family, Outreach Canada recommends the suspension of all unnecessary face-to-face group meetings and public travel (air, train, bus, etc.).

***What does this mean?** If the province is still allowing meetings of up to 250 people (or whatever number they have determined), we want you, at a minimum, to adhere to their recommendations. Additionally, we recommend, canceling or limiting other meetings that are not necessary or convene those meetings using virtual options. An example, we will suspend face to face prayer meetings at the office but will continue to meet for prayer via Teams. Concerning “recommend suspending public travel” -- if an individual decides that they must travel (vacation, wedding, meeting, or whatever), we would expect the individual to follow the proper guidelines for a self-imposed quarantine upon their return.*

3. Outreach Canada is instituting a voluntary office closure. The office will be open for those serving in Admin. and for those who need access to office services or supplies, but we are encouraging people to work from home whenever possible. No one will be required to visit the office during this time.
4. Outreach Canada recognizes this as an opportunity to combat fear and irrational behavior with love and hope. Canada needs the presence of Christ, and this is an unprecedented opportunity for us to be on mission in our communities. We want to be recognized as agents of hope.

We recognize that most OC Team members will continue to work and serve as usual. **We recommend that everyone take the following precautions in public and at home:**

1. Do not shake hands
2. Maintain a safe personal space of 2 Meters in public places and gatherings. (Medical professionals believe that it is much more difficult to transmit the virus through a cough at a distance of 2 M.)
3. Wash your hands frequently. The virus is primarily transferred by touching an infected surface and then transferring by hand to your face and mouth area. Handwashing is the best defense.
4. Cough into your elbow.
5. Make sure workspaces and homes are clean and hygienic - wipe surfaces regularly with disinfectant.

What should you do if exposed or infected?

1. Be aware of the COVID 19 symptoms (fever, cough, difficulty breathing, fatigue)
2. Remember that most people will only experience mild symptoms.
3. Contact public health authority - dial 811 to report your condition and receive instructions
4. People are recommended to not go to your family doctor.
5. If symptoms are severe, call the local emergency room for instructions or to alert them that you are coming so they can be prepared.
6. In severe situations or breathing difficulty, dial 911

Related to OC:

1. Please inform your team leader if you or your immediate family members:
 - a. Are under quarantine for any reason
 - b. Have COVID 19 symptoms
 - c. Have been diagnosed with COVID 19
 - d. Have been hospitalized
2. Please consult with your team leader if you have fears or concerns about any work-related activities.

Self-imposed quarantine guidelines:

Watch for government and health authority guidelines. We ask that you stay out of the public and avoid contact with people outside of your immediate family. We will do all that we can to help and assist any of our team members who are under self-imposed quarantines. If you need something from the office, let us know and we will make arrangements to get it to you.

Other helpful Resources:

- [Public Health Agency of Canada](#)
- [World Health Organization](#)
- [Centers for Disease Control and Prevention](#)

MARCH 26

COVID-19 Ministry Adjustment

Every effort will be made to respond to the pandemic crisis in contextually relevant ways. Staff are asked to work from home and focus energy on virtual platforms and opportunities.

Examples:

- Updated Chaplains.ca website

- Social Media presence - addition of Instagram

- Delivery of Simply Mobilizing resources online

- Delivery of LoveWorks online

APRIL 3, 2020

COVID-19 Temporary Employment Adjustment

As the situation is very fluid and continuing to develop day-by-day, a personalized and individual approach will be taken regarding OC Team Members and their employment status. We have three options for our team members, remain as you are, reduction of pay, or lay-offs. The options will be considered on a case by case basis depending on available support. There is an appendix at the end of this document with relevant information for employment adjustments. (Appendix 1)

- TEA decisions regarding OC Team members will be made in consultation between the team member, team leader, and the Executive Team.
- TEA decisions regarding OC Associates, and Assistants will be made in consultation between Executive team and team leaders.
- TEA decisions impacting full-time and part-time OC support staff will be made by the Executive Team.
- TEA decisions impacting the Executive Team will be made by the Executive Director.
- TEA decisions impacting the Executive Director and Assistant Director will be made by the OC Board.

The following process will be followed for TEA decisions.

For Lay-offs

1. Decision is made by Exec. in consultation as stated above.
2. CFO will process the appropriate paperwork
3. Documentation will be provided regarding ongoing OC employment benefits.
4. A TEA letter will be drafted by the Executive for the employee's file.

5. A TEA Support Team Letter will be written by Craig for distribution to the employee's support network (within 24 hours).
6. The Employee will circulate the TEA Support Team Letter to support team within 48 hours.
7. Any donations toward a laid-off employee's support will continue to go to that individual's ministry support account.
8. In the event an employee is not reinstated after the COVID Crisis, any funds in their ministry account will be used for severance pay (if applicable) and the balance will be transferred to the OC Corporate account.
9. The OC Exec. Team and Team Leaders will continue to monitor the employment status of all team members weekly.

For Reduced Hours

Any of the above steps will be taken as necessary with all staff who have their hours of work reduced. The following will be required in all cases.

1. Decision is made by Exec. in consultation as stated above.
2. Decision is communicated to team leaders and associates as necessary
3. CFO will process the appropriate paperwork
4. Documentation will be provided regarding ongoing OC employment benefits. (adjusted salary and any other changes)
5. A TEA letter will be drafted by the Executive for the employee's file.

OC COVID-19 Communication Plan

The OC Executive Team is the hub for OC Team communications. The Executive team is meeting virtually a minimum of two times a week.

The Exec. will continue to provide regular communication to OC Team members, Associates and Assistants as follows.

- Posting of OC COVID-19 Response updates in OC Team Hub (Teams)
- Weekly OC Team Memos from the Executive Director
- Special OC Team Memos as needed from the Executive Director or Executive Team
- Monthly Virtual Admin. Team meetings on second Wednesday of the month
- Special Virtual Admin. Team meetings as necessary
- Monthly Virtual Leadership Team meetings on third Tuesday of each month
- Special Virtual Leadership Team meetings as necessary

The Executive director will continue to provide regular communication to OC Board as follows:

- Weekly OC Team Memos from the Executive Director
- Special OC Team and/or Board Memos from the Executive Director as necessary.
- Regularly scheduled virtual board meetings.
- Phone calls as needed with Board Chairman or other board members
- Copies of all outgoing OC COVID - 19 correspondence.

The Executive Team will continue to provide regular communication to OC Donors as follows.

- Monthly newsletter will be sent by email to all OC financial supporters to provide information about our ongoing response, ministry updates, financial needs, and prayer requests.

- Monthly newsletter will be posted on OC Website and shared on official OC social media platforms.
- If a supporter has to suspend or reduce their financial giving:
 - The donor will receive acknowledgement and thanks from OC Exec.
 - Changes will be documented and tracked in Dynamics
 - Changes will be reported to the Executive Director and the affected missionary as quickly as possible.
 - Changes will be reflected in Dynamics and will be visible in 12-month reports.

IMPORTANT NOTE:

Change in employment status

Change in employment status will be handled in a case-by-case basis in consultation with the OC employee. If a temporary employment status change is necessary for an individual, we will follow the steps outlined in the **COVID-19 Temporary Employment Adjustment Plan**

Appendix 1 – Outreach Canada COVID-19 Fact Sheet

April 1 - From our CFO

For updated information on the support for individuals the website is

<https://www.canada.ca/en/department-finance/economic-response-plan.html#individuals>

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support>

If you are sick, quarantined or have been directed to self-isolate, the medical certificate is waived and you can apply for the sick benefits at

<https://www.canada.ca/en/services/benefits/ei/ei-sickness/apply.html>

The government (both Federally and Provincially) are coming out almost daily with new incentives

Canada Emergency Response Benefit (CERB);

GST tax credit special payment;

Canada child benefit special payment;

Extra time to file income tax returns;

Mortgage support;

BC Emergency Benefit for Workers

BC Hydro Relief Fund

CANADA EMERGENCY RESPONSE BENEFIT (CERB)

Support for people who are sick, quarantined, or in directed self-isolation facing unemployment or are unable to work.

We will provide a taxable benefit of up to \$2,000 a month for up to 4 months to:

- workers who must stop working due to COVID-19 and do not have access to paid leave or other income support.
- workers who are sick, quarantined, or taking care of someone who is sick with COVID-19.

- working parents who must stay home without pay to care for children that are sick or need additional care because of school and daycare closures.
- workers who still have their employment but are not being paid because there is currently not sufficient work and their employer has asked them not to come to work.
- wage earners and self-employed individuals, including contract workers, who would not otherwise be eligible for Employment Insurance.

The Canada Emergency Response Benefit will be accessible online in **early April**. You can get ready to apply online by setting up your **CRA My Account now**, and signing up for direct deposit to get your benefit more quickly

GOODS AND SERVICES TAX CREDIT (GSTC)

There will be a one-time special payment by early May through the [Goods and Services Tax credit](#) for low- and modest-income families.

The average additional benefit will be close to \$400 for single individuals and close to \$600 for couples.

There is no need to apply for this payment. If you are eligible, you will get it automatically.

CANADA CHILD BENEFIT (CCB)

The government is providing an extra \$300 per child through the Canada Child Benefit (CCB) for 2019-20. This will mean approximately \$550 more for the average family.

This benefit will be delivered as part of the scheduled CCB payment in May.

Those who already receive the Canada Child Benefit do not need to re-apply.

EXTRA TIME TO FILE INCOME TAX RETURNS

We are deferring the filing due date for the 2019 tax returns of individuals.

For individuals (other than trusts), the return filing due date will be deferred until June 1, 2020.

We will also allow any new income tax balances due, or instalments, to be deferred until after August 31, 2020 without incurring interest or penalties.

Note: If you expect to receive benefits under the Goods and Services Tax credit or the Canada Child Benefit, we encourage you to not delay your 2019 return filing to ensure that your entitlements are properly determined.

MORTGAGE SUPPORT

Canadian banks have committed to work with their customers on a case-by-case basis to find solutions to help them manage hardships caused by COVID-19. Canadians who are impacted by COVID-19 and experiencing financial hardship as a result should contact their financial institution regarding flexibility for a mortgage deferral. This allows flexibility to be available – when needed – to those who need it the most.

Contact your financial institution for further mortgage assistance.

The Canada Mortgage and Housing Corporation and other mortgage insurers offer [tools to lenders](#) that can assist homeowners who may be experiencing financial difficulty. These include payment deferral, loan re-amortization, capitalization of outstanding interest arrears and other eligible expenses, and special payment arrangements.

Canada's mortgage insurers are committed to providing homeowners with solutions to mitigate temporary financial hardship related to COVID-19. This includes permitting lenders to defer up to six monthly mortgage payments (interest and principal) for impacted borrowers. Deferred payments are added to the outstanding principal balance and subsequently repaid throughout the life of the mortgage.

Appendix 2 – OC Extended Medical Benefits

March 30 - From our CFO

In this time of uncertainty, we know that churches are having to make difficult decisions in light of church closings. Great-West Life has answered some questions that may help as you try to make the right decisions.

What if I must lay off employees or reduce their hours? What happens to their benefits?

If you lay off workers, we encourage you to continue benefits for them. Great-West Life has offered a continuation of full benefits for 60 days including Long-Term disability and a continuation of benefits for an additional 4 months excluding Long-Term Disability.

If an individual satisfies their waiting period for Long-Term Disability while on temporary layoff (120 days from the last day worked), disability benefits would not be payable until the employee's declared return to work date as indicated by a recall letter from you.

If you need to terminate the benefits completely because of cost, you may consider directing them to individual Health insurance plan through Canada Life - myinsuranceplan.ca.

What if I have to reduce work hours for my employees?

Effective immediately and until May 31, 2020, minimum hours worked requirements for plan member eligibility will not be applied. Therefore, the employee would still be eligible for benefits no matter how many hours they work.

Should I change the salary amount with the reduction of hours?

Long-Term disability is based on salary, however, benefits will be adjudicated based on the coverage for which the premium is being paid. Therefore, you can keep the coverage of the normal salary amount as long as the premiums are being paid.

What should plan members do about their drug supplies?

The Canadian Pharmacists Associate (CPHA) encourages Canadians to have common, non-prescription medications for cold, fever and allergies on hand. If members need regular prescription medications, they should make sure their prescriptions are up to date, but not rush to get more because of the outbreak. This will help prevent the risk of drug shortages.

Virtual health care can help.

We are all doing our part to help slow the spread of the virus by practicing social distancing. Virtual health care can help with that. Dialogue has a free tool called Chloe that's available to all Canadians to answer questions about COVID-19. It's free to any Canadian and can help alleviate stress by providing helpful guidance on COVID-19.

Many providers have started offering their services virtually, to support people who still need these services. Great-West has decided to accept receipts for virtual appointments from several providers:

- Naturopath
- Occupational therapist
- Optometrist
- Physiotherapist
- Psychologist
- Social worker
- Speech therapist

These would be assessed under our current plan restrictions and limits.

Go digital

Appendix 3 – Province Specific Benefits

At this time, we only have BC specific Benefits listed. We will be adding other Province specific benefits as we become aware of them.

BC

BC EMERGENCY BENEFIT FOR WORKERS

The B.C. Emergency Benefit for Workers will provide a one-time \$1,000 payment to people who lost income because of COVID-19.

- B.C. residents who receive federal Employment Insurance, or the new federal Canada Emergency Response Benefit are eligible
- Applications for the one-time payment will open soon

BC HYDRO RELIEF FUND

BC Hydro recognizes the financial impacts the COVID-19 pandemic is having on its customers. In order to support our customers during this time, BC Hydro has created the COVID-19 Relief Fund.

Residential customers that have lost their income as a result of COVID-19 will be able to apply for a bill credit of three times their average monthly bill.

Eligible residential customers will be able to apply for the COVID-19 Relief Fund starting April 10 and have until June 30, 2020 to apply for bill relief.

Who is eligible?

1. Applicants must be a BC Hydro account holder prior to March 15, 2020.
2. For residential customers, the account holder or partner/spouse must provide proof of loss of income, or they are unable to work due to COVID-19.

How much will the average residential customer receive?

- The amount received will be based on the individual customer's average monthly bill amount over the past 12-months (or the amount of time they have been at their premise if less than 12 months).
 - o For the average apartment dweller, this is around \$135.
 - o For the average single-family home, this is around \$335

Ontario

1. There is an up to an 80% (up to \$2,500/month) ON Provincial rent subsidy but unfortunately you have to have qualified for the Federal Emergency Benefit.
2. The Government of Ontario is holding the off-peak rates for electricity for 45 days. There will be no peak rates.
3. The Ontario Government also has a new Support for Families initiative. A one-time payment of \$200 per child 0-12.
4. The Government has encouraged the municipalities to allow a deferral of property taxes so I would encourage those home owners to check with their City to see if they are eligible.
5. The Canadian Government is also offering as of April 9 to low-and-modest income families a one time GST credit of \$400 for single individuals and almost \$600 for couples.