

WorkBC Richmond

COVID-19 Re-Opening Plan (ROP) (Part of Pandemic Recovery Plan)

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Catchment: #15 – Richmond

**Location
(for re-opening)**

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1. INTRODUCTION

This Re-Opening Plan (ROP) document is part of the Business Recovery Plan (BRP) for WorkBC Richmond in Catchment #15: Richmond, British Columbia. This ROP is informed by *BC's Restart Plan: Next Steps to Move BC Through the Pandemic*, *BC Covid-19 Go Forward Management Strategy*, *WorkBC Centre Covid-19 Phased Operational Recovery – Guidance and Principles* and the website information from *WorkSafe BC's Covid-19 and Returning to Safe Operation – Phase 2, Covid-19 Guidance and Orders of the Provincial Health Officer, BC Centre for Disease Control*. This ROP is a result of active engagement of frontline workers, health and safety committee members and supervisors in a process of assessing the risks at the Centre, developing and implementing the protocols as well as continuously evaluating and reviewing the protocols and procedures.

The ROP provides guidance for the WorkBC Richmond clients and staff to prevent the transmission of Covid-19 and maintain a healthy and safe environment at the Centre. This ROP identifies key infection prevention and control practices to implement, as well as actions to take if a client or staff member develops symptoms of Covid-19.

2. UNDERSTANDING OF COVID-19

The virus that causes Covid-19 spreads in several ways. It can spread in droplets when a person coughs or sneezes. It can also spread if a person touches a contaminated surface and then touches his/her eyes or nose.

The risk of person-to-person transmission increases the closer people come to each other and the more time they spend near each other.

The risk of surface transmission increases when many people contact the same surface and when those contacts happen over short periods of time.

For up-to-date information on Covid-19, please visit the **BC Centre for Disease Control (BCCDC)** website, www.bccdc.ca.

3. RE-OPENING FOR LIMITED IN-PERSON SERVICES

As of June 30, 2020, WorkBC Richmond will re-open to provide limited but safe in-person services at its Storeys Centre located at 8111 Granville Avenue, Richmond, B.C. Operation hours are from 8:30 am – 4:30 pm, Tuesday and Thursday every week.

Priority will be given to clients experiencing technology barriers or who are more effectively served through in-person services. All in-person services are done by appointment only. In addition, the staff team will maintain and continue to enhance and deliver virtual service to other clients.

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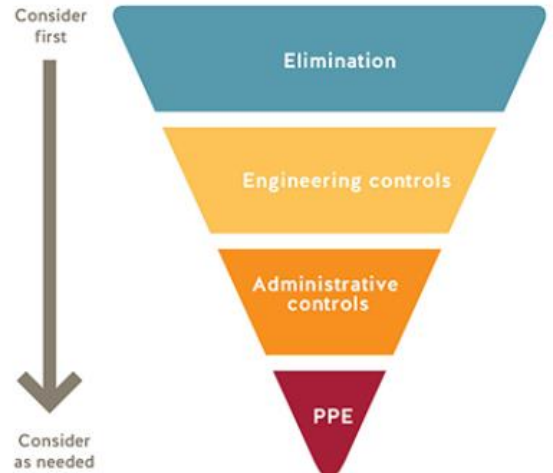
4. PROTOCOLS TO ENSURE HEALTH AND SAFE ENVIRONMENT

This ROP applies the recommended 4 levels of protection from the WorkSafe BC resource guide on *In-Person Counselling: Protocols for Returning to Operation* into its protocol development.

First Level Protection (Elimination): WorkBC Richmond will keep clients and staff at a safe physical distance from one another. Limit the number of clients and staff in the Centre at any one time, and implement protocols to keep staff at least 2 meters from client.

Measures in Place:

- WorkBC Richmond limits 6 staff and 3 clients in the Centre at any time (at the ground floor of about 3,500 sq. ft.);
- In-person service are done by appointment ONLY;
- Appointments are staggered to ensure that physical distancing can be safeguarded;
- Entrance door is locked at all times and open for the scheduled clients only;
- Clients receive a copy of Covid-19 Health and Safety Guidelines when the appointment is confirmed by phone or email;
- Clients are advised to come alone for the appointment to minimize the impact on the occupancy limit;
- A 24-hour check-in call will be made to the scheduled client to ensure their health status (any Covid-19 symptoms) before the appointment;
- A further entry check will be done with the client prior to entry for the scheduled appointment;
- Contact logs are required for clients and staff;
- An Informed Consent for In-person Service Form is required from each client;
- WorkBC Richmond has re-assigned the work space for counselors to meet clients individually in workshop rooms (originally good for 12 – 16 workshop participants);
- 3 classroom tables will be aligned together to ensure a physical distancing of 2 meters between the counselor and the client during the individual counseling session;
- 1 specialized and 2 general computer stations are available at the Resource Centre and only 2 are open for client use at any time to observe the physical distancing of 2 meters;
- Social and physical contacts, such as handshake is not allowed;
- Signs on observing physical distancing are displayed at the Centre entrance, Resource Centre and workshop rooms.



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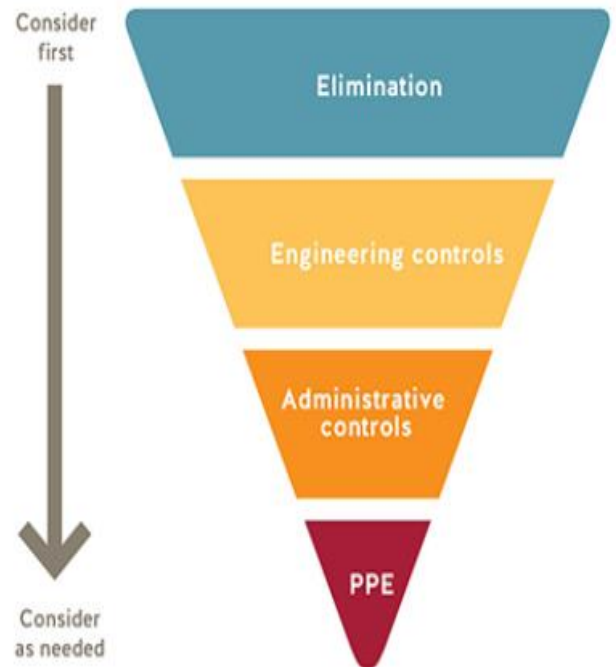
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Second Level Protection (Engineering Controls): WorkBC Richmond will install barriers to separate clients from staff where physical distancing may not be able to be maintained.

Measures in Place:

- WorkBC Richmond will install a plexiglass at the Centre counter to separate the client from the receptionist and the Resource Centre Advisor respectively;
- The plexiglass meets the standards as set by the National Collaborating Centre for Environmental Health;
- The plexiglass each measures 47" width x 31" high x 10" deep;
- The plexiglass is cleaned/disinfected once every day by the professional janitorial service contractor after office hour and immediately by the receptionist and the Resource Centre Advisor with the alcohol-based disinfecting spray and paper towel when the plexiglass is touched and/or sneezed/coughed at.



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Third Level Protection (Administrative Controls): WorkBC Richmond establishes rules and guidelines for *Centre Cleanliness and Hygiene, Use of Equipment, Use of Pantry Room and Washrooms, Staying Home When Sick* as well as staff communication, orientation and training.

Measures in Place:

Centre Cleanliness and Hygiene

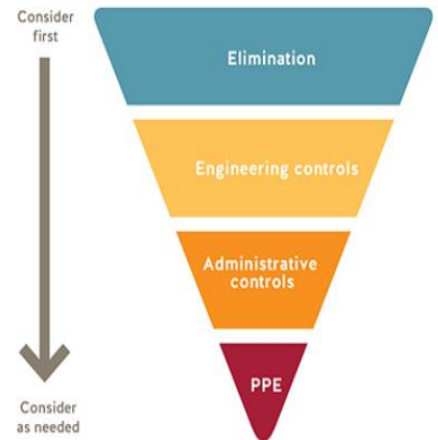
- Cleaning and disinfecting of the Centre is done daily by a professional janitorial service contractor;
- Cleaning and disinfecting of the Centre washrooms is done twice per day at noon and after office hours on Tuesday and Thursday when the Centre is open;
- Garbage containers are emptied daily;
- Two sensor hand sanitizer dispensers are installed at the Resource Centre;
- Each staff is provided with washable and disposable masks, disposable gloves, sani-wipes, alcohol-based hand rub (at least 60% alcohol) for their own use;
- Staff are trained and reminded regularly about the importance of diligent hand hygiene (hand-washing with water and soap for at least 20 seconds);
- Signage and posters on hand washing and respiratory etiquette are displayed in the Resource Centre, classrooms, washrooms and the pantry room.

Use of Equipment

- Computer keyboards, mouse, phone, scanner/fax machine in the Resource Centre are covered with plastic wrap and will be sanitized by staff before and after each client use and the wrap will be replaced daily;
- Photocopier is confined to the Resource Centre staff access (for client request for copies) and is sanitized after each use;
- Each staff works with their own desktop/laptop, stationery, headset (no sharing);
- Pens are provided for client to use and keep (no communal pen);
- Water machine will not be available for use on site.

Use of Pantry Room and Washroom

- Occupancy limit for washroom: 1 person at a time;
- Hand soap and paper towels are provided in every washroom;
- Pantry room is confined to staff use only;
- Occupancy limit for pantry room: 1 person at a time;
- Staff's meal break is respectively staggered and scheduled;
- Detergent, disinfecting wipes and paper towels are available in pantry room;
- Staff should clean and disinfect microwave, water-tap handle after each use with the disinfecting liquid;



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- Shared pantry equipment and utensils, such as coffee makers, plates and cups will not be available to minimize contamination and cleaning;
- Staff use the pantry room to warm up food only and take their lunch at their own desk;
- Staff are required to use the service elevator behind Room B to access the staff pantry room (up and down) and the staircase one way down to ground floor;
- Occupancy limit for the service elevator: 1 person at a time;
- Garbage is disposed on a daily basis at the pantry room and washrooms.

Staying Home When Sick

- 24-hour and entry check-ins will be in place to ensure the client's health status for appointments;
- Staff are required to stay home when sick with or without Covid-19 symptoms;
- Staff are required to avoid unnecessary travel and notify Centre Managers of travel plans, both business and leisure.

Staff Communication and Training

- Centre Managers will conduct daily group check-ins (9:00 am and 4:00 pm) with staff on the Covid-19 operation, their feelings/responses, experiences, challenges or needs. In addition, individual check-ins will be done to address individual situation and needs;
- Program Director and Centre Managers deliver on-going weekly training for staff (every Monday, from 10:00 – 11:00 am) to ensure updated training is provided for staff on the new development of the Covid-19 Health and Safety Guidelines and Protocols.

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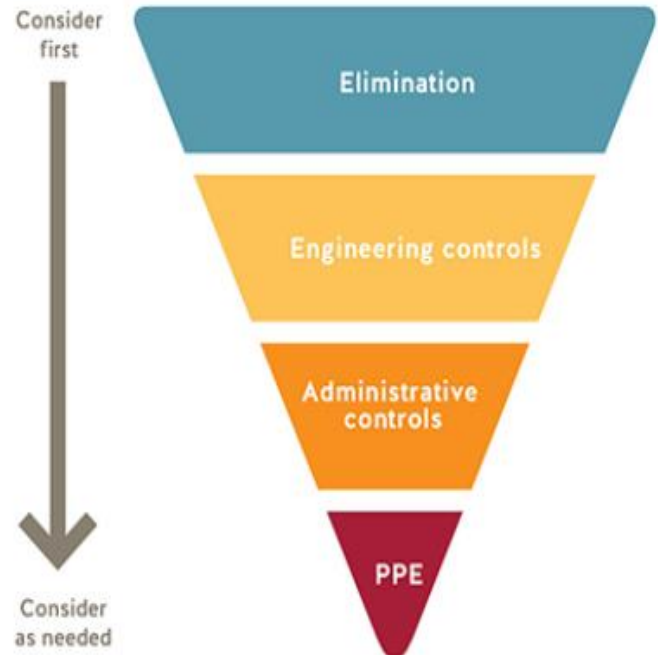
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Fourth Level Protection (Personal Protective Equipment - PPE): WorkBC Richmond will provide non-medical masks to staff and its related training and guidelines.

Measures in Place:

- Each staff is provided with two washable non-medical masks (and disposable masks as needed on site). Staff are mandated to wear mask at site;
- Staff dealing with clients' documents are mandated to wear disposable gloves;
- Each staff is provided with a copy of the instruction poster from WorkSafe BC on how to put on and take off a mask safely;
- Staff will be trained how to use a mask and gloves safely;
- Clients will be provided with a disposable mask (upon their request) with a copy of the instruction poster from WorkSafe BC prior to their appointment.



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5. ORGANIZATIONAL PRACTICES

Staff Engagement WorkBC Richmond has developed this ROP according to the *Ministry of Social Development and Poverty Reduction* guidelines to ensure that staff understand the measures taken to reduce the risks. The staff team was involved in the planning process.

Staff Communication & Training WorkBC Richmond will have two group check-in sessions with the staff on site as well as working from home. In addition, there will be individual check-in to ensure the staff are in healthy and safe status. Weekly training will be provided to staff update them with the current information of Covid-19 and the new guidelines/policies from the local Health Authorities, WorkSafe BC, BC Centre for Disease Control and the Ministry of Social Development and Poverty Reduction, etc.

On-going Monitoring As the pandemic evolves every day, WorkBC Richmond will closely observe and monitor the limited but safe opening. The two Centre Managers, from the group and individual check-in with the frontline workers, would gather the operational information, challenges, needs, etc. Then, the findings will be reported to the Program Director, subject experts and senior management of the Agency for continuous quality improvement.

Continuous Quality Improvement While the WorkBC Richmond team is committed to providing quality service for clients with access issues to the virtual service delivery, the team will observe up-to-date guidelines from the Health Authorities, WorkSafe BC, BC Centre for Disease Control, the Ministry of Social Development and Poverty Reduction, etc. to strive for a healthy and safe environment for clients as well as for the dedicated staff members. Further training and guidelines will be developed and added to the existing ROP protocol. Staff are required to report breaches to Centre Manager immediately and file in the Incident Report following the established Agency protocol.

Sharing Best Practices The WorkBC primes in the same catchment have been meeting on a regular basis to share best practices when all WorkBC Centres first converted into virtual service delivery in mid-March 2020. In this round of limited re-opening for in-person services, the primes again apply the same collaborative approach to share information and best practices, for instance, which supplier has the least backorder for plexiglass, masks, etc. The mutual support will continue and create a strong capacity for involved primes to adapt to any changing factors (uncertainties) during the pandemic crisis.

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APPENDIXES

1) REFERENCE SOURCES:

BC Centre for Disease Control (2020) *Better Health through Promotion, Protection, and Prevention*: covid-19.bccdc.ca/

Government of British Columbia (2020) *BC's Restart Plan*: <https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/bc-restart-plan>

Government of Canada (2020) *Coronavirus Disease*: <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

HR Insider (2020) *A COVID-19 Re-Opening Compliance Checklist*: <https://hrinsider.ca/covid-19-what-canadian-hr-professionals-need-to-guide-you-through-this-pandemic/>

Vancouver School Board (2020) *COVID-19 Public Health Guidance for K-12 School Settings*: <https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/covid-19-pho-guidance-k-12-schools.pdf>

WorkBC Centre (2020) *COVID-19 Phased Operational Recovery – Guidance and Principles* (Document from the Ministry of Social Development and Poverty Reduction)

WorkSafe BC (2020) *COVID-19 and Returning to Safe Operations Guidelines*: <https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation>

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APPENDIXES

2) SIGNAGE/POSTER SOURCES:

WorkSafe BC - Occupancy Limit

[https://www.worksafebc.com/en/search?q=covid-19%20posters&sort=relevancy&f:language-facet=\[English](https://www.worksafebc.com/en/search?q=covid-19%20posters&sort=relevancy&f:language-facet=[English)

WorkSafe BC – Entry Check for Visitors

<https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-entry-check-visitors>

BC Centre for Disease Control – Do Not Enter if You're Sick

http://www.bccdc.ca/Health-Info-Site/Documents/COVID19_DoNotEnterPoster.pdf

WorkSafe BC – Entry Check for Workers

<https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-entry-check-workers>

BC Centre for Disease Control – Physical Distancing

http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_PhysicalDistancingPoster.pdf

WorkSafe BC - Handwashing

<https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-handwashing>

BC Centre for Disease Control – Cleaning and Disinfecting for Public Setting

http://www.bccdc.ca/Health-Info-Site/Documents/CleaningDisinfecting_PublicSettings.pdf

WorkSafe BC – Cover Coughs and Sneezes

<https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-cover-coughs-sneezes>

WorkSafe BC – How to Use a Mask

<https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-how-to-use-mask>

BC Centre for Disease Control – Covid-19 Prevention

<http://www.bccdc.ca/Health-Info-Site/Documents/COVID19-Prevention.pdf>

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