



CANN

COVID-19 Re-Opening Plan (ROP)

August 10, 2020

YVR Airport

3880 Grant McConachie Way, Richmond, BC V7B 1W2

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1. INTRODUCTION

This Re-Opening Plan (ROP) document is part of the Business Recovery Plan (BRP) for SUCCESS CANN YVR airport, 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*, *YVR COVID 19 Returning to safe operations Requirements*, *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 CANN, developing and implementing the protocols as well as continuously evaluating and reviewing the protocols and procedures.

The ROP provides guidance for the CANN staff and clients to prevent the transmission of Covid-19 and maintain a healthy and safe environment at the workplace. 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 Aug 10, 2020, CANN Kiosk and office will re-open to provide limited but safe in-person services.

- Maximum of 3-4 staff will be assigned besides the supervisor at the kiosk area. However there will be more staff assigned if the service in the Voluntary Compliance room or other areas is more than 2m in distance from the kiosk.
- The maximum number of staff allowed to work in each CANN office at one time is 5.
- SP and RAP Clients receive a copy of *Help Reduce the Spread* pamphlet from CANN.



(<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/help-reduce-spread-covid-19.html>)

- TFW clients receives a copy of COVID-19: A Guide for Temporary Foreign Workers in Canada. English version: <https://www.canada.ca/en/employment-social-development/campaigns/foreign-worker-rights/covid19-guide.html>
French version: <https://www.canada.ca/fr/emploi-developpement-social/campagne/droits-travailleurs-etrangers/guide-covid19.html>
Spanish version: <https://www.canada.ca/en/employment-social-development/campaigns/foreign-worker-rights/covid19-guide-spanish.html>

Below are the guidelines for serving TFWs, RAP and SP.

A. TFW ARRIVAL SERVICES

- The usual CANN Information and Orientation services will not take place to large group for the purpose of maintaining physical distance and meeting CBSA's request to shorten the processing time in the Voluntary Compliance room during pandemic situation.
- The orientation for clients will consist of only highlighting the *COVID-19: A Guide for Temporary Foreign Workers in Canada* (developed by ESDC), the CANN wallet-sized information card, brochure about rights. An information package will be assembled before the service session to minimize service duration with clients.
- The collection of demographic information will be minimized for large group.
- CANN officer will collect full demographic information of Individual TFWs arrival at kiosk.

B. RAP SERVICES

- Supervisors will do their best to reduce the number of RAP clients per case manager
- Manager/Supervisors will train and remind staff about safety measures in each shift (2-meter distance, quick and efficient services etc.)
- Distribute masks and gloves to RAP clients if needed. Remind RAP clients to wash their hands frequently. YVR Hand Sanitizer Dispenser Stations are located in many areas inside and outside the airport such as on the CANN service desk, CBSA counter area and nearby exit area of YVR airport.
- A CANN information package will be assembled before the service session to minimize the service duration with clients.
- All CANN Staff should use "RAP Service Procedure Checklist During COVID 19" as a reference while providing RAP services which is shared with all staff and saved in F:\CANN - Guidelines, Updates, Resources & Training\COVID -19 Related folder



- All CANN staff should follow RAP Service Guidelines During COVID-19 which is shared with all staff and saved in F:\CANN - Guidelines, Updates, Resources & Training\COVID -19 Related folder
- CANN clothing room should be sanitized frequently during the clothing distribution period (Oct 15 till Apr 15)

C. SP SERVICES

- Supervisors will schedule 1 – 2 staff for kiosk shift during Phase 3.
- It is mandatory to keep 2 meters/ 6 feet physical distancing between CANN officer and client, between each client's families while they are waiting for the service, and also between CANN officers
- CANN officer must wear mask, gloves and face shield during service sessions.
- CANN officer are required to sanitize gloves and work stations (laptop keyboard, counter area) after serving each client to minimize possible risk from document handling
- During newcomer service sessions, in order to keep physical distance with other staff while getting pamphlets/brochures, CANN officer should serve clients from opposite side of brochure counter.
- CANN staff will be assigned half an hour before and after VC room opening hours to sanitize kiosk area. For detailed hygiene protocols, please refer to CANN Safety Plan.



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 and Community-based measures to mitigate the spread of coronavirus disease (COVID-19) in Canada from government of Canada.

First Level Protection (Physical Distancing): CANN will keep clients and staff at a safe physical distance from one another. Limit the number of clients and staff in the Kiosk area at any time, and implement protocols to keep staff and clients at least 2 meters in distance from each other.

Measures in Place:

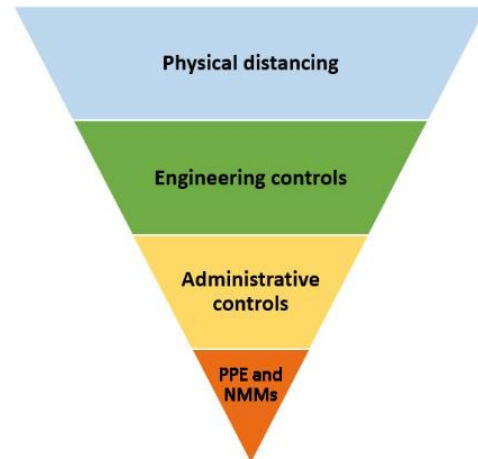
- CANN limits 3-4 staff including supervisor and 3 clients at the Kiosk at any time
- CANN limits 5 staff in each office location
- Only the head of the family are advised upfront to receive CANN service to minimize the impact on the occupancy limit;
- Social and physical contacts, such as handshakes will be avoided;
- Signs on observing physical distancing are displayed at the CANN Kiosk and office area.
- Visual cues are in place to encourage two-meter separation (floor markings)

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

Measures in Place:

- CANN installed plexiglasses at the CANN kiosk counter to separate the client from the CANN officer.
- The plexiglasses meet the standards as set by the National Collaborating Centre for Environmental Health;
- The plexiglasses are cleaned at least three times a day by staff.

Figure 1. Modified hierarchy of controls



Third Level Protection (Administrative Controls): Establish rules and guidelines for *Kiosk and office Cleanliness and Hygiene, Use of Equipment, Use of kitchenette (fridge and microwave area), Staying Home When Sick* as well as staff training and orientation.

Measures in Place:

CANN workplace Cleanliness and Hygiene

- Cleaning and disinfecting of the CANN kiosk and office area are done daily by staff;
- CANN staff must disinfect the service station they use (including both sides of the protective shield) at the beginning of the shift, after lunch break, and before ending the shift.
- Cellphones are suggested to be kept inside a zip lock bag in order to minimize the risk of contamination
- CANN staff should not touch their facial area while wearing gloves
- One hand sanitizer dispenser is installed at the Kiosk area for staff use;
- CANN has made available disposable masks, disposable gloves, disinfectant wipes, alcohol-based hand sanitizer (at least 60% alcohol) for office 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 CANN Kiosk area and CANN office area.
- CANN staff are only allowed to bring work-related personal belongings. Jacket and backpacks must be placed in plastic bags and stored in a safe isolated area.

Use of Equipment

- Each staff should sanitize tables, phone sets, computer keyboards, computer mice, scanner, fax machine, photocopier and other frequently used gadgets with cleaning solutions on a regular basis. This should be done before and after their use of a work station in the CANN kiosk area and office area
- Each staff should work with their own desktop/laptop, stationery, and headset only. In the case of sharing equipment, staff should sanitize them before and after each use.

Use of common Washrooms

- Keep a safe distance while using public washrooms. Staff are encouraged to use the paper towel for drying hands and use it to open the exit door and dispose of it in the garbage
- Hand soap and paper towels are provided in every washroom by YVR;
- Detergent, disinfecting wipes and paper towels are available in the CANN office;
- Staff should clean and disinfect coffee-makers, electronic kettles, microwave oven, paper shredder or any high touch points in the room after each use;
- Garbage is disposed of on a daily basis by YVR professional janitorial service.



Staying Home When Sick

- If staff start to feel ill while at work, please inform the supervisor/manager and go home immediately
- Anyone with symptoms of COVID-19 including fever, chills, cough, shortness of breath, sore throat and painful swallowing, must self-isolate at home for a minimum of 10 days, please call the supervisor/manager, then follow up with an email to cannsp@success.bc.ca with a sick leave request
- Anyone under the direction of the provincial health officer to self-isolate must follow those instructions
- Anyone who has arrived from outside of Canada, or who is in contact with a confirmed COVID-19 case, must self-isolate for 14 days and monitor for symptoms
- Staff are required to stay home when sick with or without Covid-19 symptoms.

Fourth Level Protection (Personal Protective Equipment - PPE): Provide surgical masks, gloves, hand sanitizers, face shields, isolation gowns, and protective goggles to staff and will provide related training and guidelines.

Measures in Place:

- Each staff is provided with the above mentioned PPE at the CANN kiosk and CANN office area.
- 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 on how to use a mask safely;
- Clients will be provided with a disposable mask (if client does not have one)

5. ORGANIZATIONAL PRACTICES

Staff Engagement: SUCCESS-CANN has developed this ROP according to Community-based measures to mitigate the spread of coronavirus disease (COVID-19) in Canada and BC's Restart to ensure that staff understand the measures taken to reduce the risks. The staff team was involved in the planning process.

On-going Monitoring: As the pandemic evolves every day, SUCCESS-CANN will closely observe and monitor the limited but safe opening. The Senior Manager/ Manager/Supervisors will meet weekly with the frontline officers to 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 SUCCESS-CANN team is committed to providing quality service for clients, the team will observe up-to-date guidelines from the Health Authorities, BC Centre for Disease Control, IRCC, ESDC 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.



Sharing Best Practices: SUCCESS-CANN will participate in agency-wide pandemic operation meetings on a regular basis to share best practices. In this round of limited re-opening for in-person services, SUCCESS-CANN applies the same collaborative approach to share information and best practices. The mutual support will continue and create a strong capacity for involved branches to adapt to any changing factors or uncertainties during the pandemic crisis.



APPENDIXES

1) REFERENCE SOURCES:

Government of Canada (2020) Coronavirus Disease:

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

Community-based measures to mitigate the spread of coronavirus disease (COVID-19) in Canada

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/health-professionals/public-health-measures-mitigate-covid-19.html>

Government of Canada Covid 19

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks.html>

COVID-19: A Guide for Temporary Foreign Workers in Canada

<https://www.canada.ca/en/employment-social-development/campaigns/foreign-worker-rights/covid19-guide.html>

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>

BC Centre for Disease Control (2020) Better Health through Promotion, Protection, and Prevention:

<http://covid-19.bccdc.ca/>

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>

WorkSafeBC (2020) *COVID-19 and Returning to Safe Operations Guidelines*:

<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation>
<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/in-person-counselling>

CBSA

<https://www.cbsa-asfc.gc.ca/menu-eng.html>

YVR

<https://www.yvr.ca/en/coronavirus>



2) SIGNAGE/POSTER SOURCES:

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

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

BC Centre for Disease Control – Physical Distancing

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

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

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

WorkSafe BC - Preventing exposure to COVID-19 in the workplace: A guide for employers

<https://www.worksafebc.com/en/resources/about-us/guides/preventing-exposure-to-covid-19-in-the-workplace>

WorkSafe BC - Occupancy Limit

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

WorkSafe BC – Entry Check for Visitors

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

WorkSafe BC – Entry Check for Workers

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

WorkSafe BC - Handwashing

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

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>

