

# **SUCCESS-CANN**

## **COVID-19 Safety Plan**

*August 10, 2020*



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## Purpose

S.U.C.C.E.S.S. - CANN's COVID-19 Safety Plan describes our six-step process for assessing the COVID-19 risks and returning to safe operations. This plan seeks to ensure the health and safety of all employees, clients, and other visitors at our office locations. This plan will be communicated to all staff, and will be posted visibly at our kiosk and office locations for clients and visitors.

This safety plan follows the public health authorities<sup>i</sup> of each province that we operate in and the WorkSafe BC<sup>ii</sup>. The return to onsite operations follows the BC's Restart Plan and public health authorities' guidelines.

S.U.C.C.E.S.S. - CANN's goals for returning to in-person (onsite) operations are:

1. To safeguard the health and safety of employees, clients, and other visitors at all our kiosk and office locations; and
2. Support the recovery of in-person service delivery.

The methodology used for returning to in-person (onsite) operations aligns with:

1. Legal right to open workplace (according to provincial Restart Plans)
2. Public health authorities guidance: (according to provincial and national health authorities)
3. Occupational health & Safety ("OHS") legal compliance: WorkSafeBC and OHSA
4. Coherent COVID-19 hazard assessment methodology
5. Our Funders requirements for in-person programs and services delivery

SUCCESS-CANN program and services is deemed essential service to deliver in-person service at YVR.

### Phase 1 (April 23, 2020 to June 16, 2020)

S.U.C.C.E.S.S. - CANN TFW program and services have been delivered onsite according to arrival notice from funder.

### Phase 2 (June 17, 2020 to Aug 9, 2020)

S.U.C.C.E.S.S. - CANN TFW and RAP programs and services (in-person services) have been delivered onsite according to arrival notice from funder

### Phase 3 (Aug 10, 2020 to TBD)

S.U.C.C.E.S.S. – CANN TFW, RAP and SP programs and services (in-person services) will be delivered onsite based on program needs

### Phase 4 (TBD)

S.U.C.C.E.S.S. - CANN programs and services will fully return to onsite operations within the guidelines and compliance as set out in BC's Restart Plan and public health authority guidelines. Our safety plan uses the 6-Step Process below as outlined by WorkSafe BC's COVID-19 Safety Plan planning tool.<sup>1</sup>

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<sup>1</sup> <https://www.worksafebc.com/en/resources/health-safety/checklist/covid-19-safety-plan?lang=en>

## **Step 1: Assess the risks at each worksite**

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 you touch a contaminated surface and then touch your face.

The risk of person-to-person transmission increases the closer you come to other people, the more time you spend near them, and the more people you come near.

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

CANN managers, supervisors and frontline officers have been involved when assessing each worksite. Areas where there may be at risk, either through close physical proximity or through contaminated surfaces have been identified. The closer and longer workers are together, the greater is the risk.

- ☐ We have involved managers, supervisors, frontline officers, and the joint health and safety committee (or CANN health and safety representative: Chielo Monderendo).
- ☐ We have identified areas where people gather, such as kiosk, office and meeting room.
- ☐ We have identified job tasks and processes where CANN officers are close to clients, close to one another or members of the public. This can occur in the kiosk, in the office, or at common area.
- ☐ We have identified the tools and equipment that CANN staff share while working.
- ☐ We have identified surfaces that people touch often, such as doorknobs, kiosk counter, and kiosk desk.

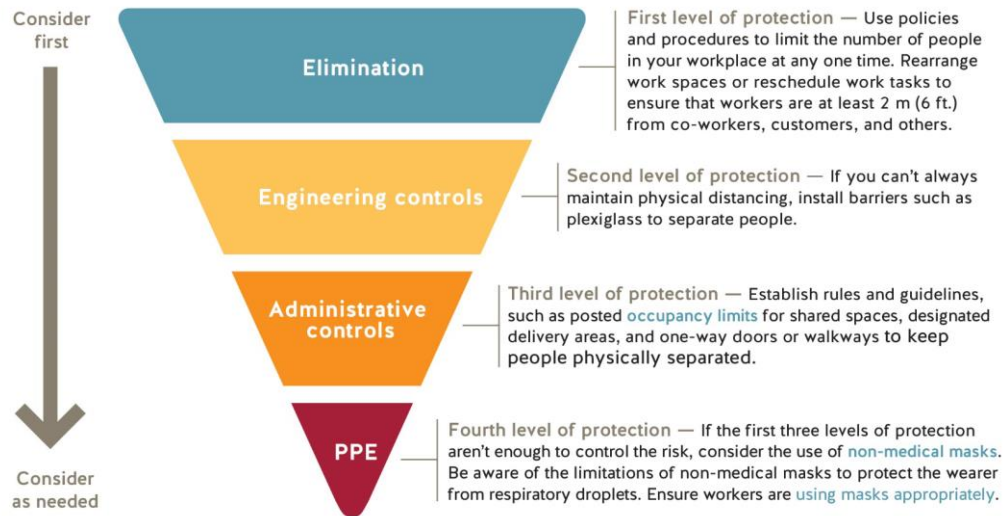
## **Step 2: Implement protocols to reduce the risks**

According to WorkSafe BC COVID-19 guideline, following protocols will be implemented to minimize the risks of transmission in the workplace:

- ☐ Developing and Update COVID-19 safety plan
- ☐ Protocols for in-person service in Kiosk
- ☐ Protocols for social distancing measures in office
- ☐ Hygiene Protocols
- ☐ Industry-specific protocols from Worksafe BC, OHS and Government of Canada

## **Reduce the risk of person-to-person transmission**

To reduce the risk of the virus spreading through droplets in the air, implement protocols to protect against identified risks. Different protocols offer different levels of protection. Wherever possible, use the protocol that offers the highest level of protection. Consider controls from additional levels if the first level isn't practicable or does not completely control the risk. We might likely need to incorporate controls from various levels to address the risk at our workplace.



**First level protection (elimination): Limit the number of people at the workplace and ensure physical distance whenever possible**

- ☐ CANN has established and posted an occupancy limit for kiosk and office area. Up to 5 CANN officers (including Supervisor) may be scheduled in the Kiosk for each shift and up to 5 employees may be scheduled for office area.
- ☐ CANN will keep clients and staff at a safe physical distance from one another( 2 metres rule)
- ☐ CANN will limit the number of clients and staff in the Kiosk area at any time based on CBSA instruction, and implement protocols to keep staff and clients at least 2 meters in distance from each other. When 2 meters distance is not possible then staff has to wear proper PPE (face shields, protective goggles, mask and gloves) to prevent from virus.

**Measures in Place:**

- ☐ CANN have implemented measures to limit up to 5 staff including supervisor and 3 clients at the Kiosk at any time. CANN limits the servicing ratio of one staff to one client at the Kiosk at the same time. Others will wait at a designated area.
- ☐ CANN have implemented measures to limit up to 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)

**Note: Each S.U.C.C.E.S.S. facility/office location will have measures in place based on the site-specific COVID-19 risk assessment.**

**Second level protection (engineering): Barriers and partitions**

- ☐ Install plexiglass barriers where CANN officers can't keep physically distant from clients.
- ☐ Install partitions in offices to comply with COVID-19 procedure.
- ☐ Include barrier cleaning procedures in our hygiene protocol.

#### **Measures in Place:**

- ☐ CANN has installed plexiglasses at CANN kiosk counter to separate the client from the CANN officer.
- ☐ CANN has installed partitions in offices to comply with COVID-19 procedure.
- ☐ CANN has included barrier cleaning procedures in our hygiene protocol.
- ☐ The plexiglasses and the kiosk counter will be cleaned after serving each client.

**Note: Each S.U.C.C.E.S.S. facility/office location will have measures in place based on the site-specific COVID-19 risk assessment.**

#### **Third level protection (administrative): Rules and guidelines**

- ☐ Follow the rules and guidelines in accordance to Public Health Agency of Canada, WorksafeBC and YVR COVID-19 RETURNING TO SAFE OPERATIONS REQUIREMENTS FOR TENANTS protocol for Kiosk and office; Cleanliness and Hygiene; Use of Equipment; Use of kitchenette (fridge and microwave area); staying home when sick as well as providing staff training and orientation.
- ☐ Clearly communicate these rules and guidelines to staff through a combination of training, signage and staff meeting.

#### **Measures in Place:**

##### **Hygiene Protocols**

- ☐ Training about the rules, guidelines and protocols have been provided to all CANN staff and recorded. Everyone in the workplace has to follow these protocols to reduce the risk of airborne transmission.
- ☐ Cleaning and disinfecting of the CANN kiosk and office area should be done daily by staff. YVR janitorial service will clean the public area.
- ☐ CANN staff must disinfect the service station before and after they use (including both sides of the protective shield) or at the beginning of the shift, after lunch break, and before ending the shift.
- ☐ In order to minimize the risk of contamination, cellphones are suggested to be kept inside a zip lock bag or plastic wrap (available at Kiosk and office).
- ☐ CANN staff should not touch their facial area while wearing gloves during service provision.
- ☐ Hand sanitizer dispenser is installed at the Kiosk area for staff use.
- ☐ CANN has made available disposable masks, disposable gloves, disinfecting-wipes, alcohol-based hand sanitizer (at least 60% alcohol) for office and kiosk 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 must 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 must 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 Area**

- ☐ Practice social distancing protocols (2m/6ft) 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 must clean and disinfect any high touch points in the room after each use;
- ☐ Garbage is disposed of on a daily basis by YVR professional janitorial service because all trash bins have no lids.

### **Staying Home When Sick**

- ☐ If staff start to feel ill while at work, please inform the supervisor/manager and go home immediately
- ☐ Staff are required to stay home when sick and not fit for work.
- ☐ Anyone with symptoms of COVID-19 including fever, chills, cough, shortness of breath, sore throat and painful swallowing, must self-isolate at home for 14 days, please call the supervisor/manager and notify the supervisor/manager through email to **cannsp@success.bc.ca**
- ☐ 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

**Note: Each S.U.C.C.E.S.S. facility/office location will have measures in place based on the site-specific COVID-19 risk assessment.**

**Fourth level protection: Using PPE (mandatory for in-person service and when 2 metres physical distance can not be maintained)**

- ☐ Provide face masks, gloves, hand sanitizers, face shields, isolation gowns, and protective goggles to staff and.
- ☐ Provide related training and guidelines to staff about the proper use of PPE.

**Measures in place:**

The training for using PPEs are done at each S.U.C.C.E.S.S. facility/office location. The protocols for wearing masks are listed in our signage at each facility.

- ☐ 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)

**Step 3: Develop policies**

The COVID-19 related policies to manage our workplace have been developed, including policies around who can be at the workplace, how to address illness that arises at the workplace, and how workers can be kept safe in adjusted working conditions.

Our workplace policies ensure that workers and others showing symptoms of COVID-19 are prohibited from the workplace.

- ☐ Anyone who has had symptoms of COVID-19 in the last 10 days. Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache.
- ☐ Anyone directed by Public Health to self-isolate.
- ☐ Anyone who has arrived from outside of Canada or who has had contact with a confirmed COVID-19 case must self-isolate for 14 days and monitor for symptoms.
- ☐ Visitors are prohibited or limited in the workplace.
- ☐ YVR Paramedics will be called for any First aid emergency related to the COVID-19 pandemic.
- ☐ CANN has a remote work policy in place when there is no client service at kiosk operation.

Our policy addresses workers who may start to feel ill at work. It includes the following:

- ☐ Sick staff should report to supervisors, even with mild symptoms and go home immediately.
- ☐ Sick staff should be asked to wash or sanitize their hands, provided with a mask, and isolate. Ask the staff to go straight home. [Consult the BC COVID-19 Self-Assessment Tool, or call 811 for further guidance related to testing and self-isolation.]
- ☐ If the staff is severely ill (e.g., difficulty breathing, chest pain), call 911.
- ☐ Clean and disinfect any surfaces that the ill staff has come into contact with.



#### **Step 4: Develop communication plans and training**

Everyone entering the workplace, including workers from other employers, knows how to keep themselves safe while at workplace.

- ☐ CANN has frequent training plans to ensure everyone is trained in workplace policies and procedures.
- ☐ All staff have received the policies for staying home when sick.
- ☐ CANN has posted signage at the workplace, including occupancy limits and effective hygiene practices.
- ☐ CANN has posted signage at the main entrance indicating who is restricted from entering the premises, including visitors and staff with symptoms.
- ☐ Supervisors have been trained on monitoring staff and the workplace to ensure policies and procedures are being followed.

#### **Step 5: Monitor your workplace and update your plans as necessary**

Things may change in operations. If we identify a new area of concern, or if it seems like something isn't working, we will take steps to update our policies and procedures. Involve workers in this process.

- ☐ CANN has a plan in place to monitor risks. We make changes to our policies and procedures as necessary.
- ☐ CANN staff know who to go to with health and safety concerns.
- ☐ When resolving safety issues, CANN will involve joint health and safety committees or CANN health and safety representatives.

#### **Step 6: Assess and address risks from resuming operations**

If the workplace has not been operating for a period of time during the COVID-19 pandemic, we may need to manage risks arising from restarting in-person program and service delivery:

- ☐ CANN has a training plan for new staff.
- ☐ CANN has a training plan for staff taking on new roles or responsibilities.

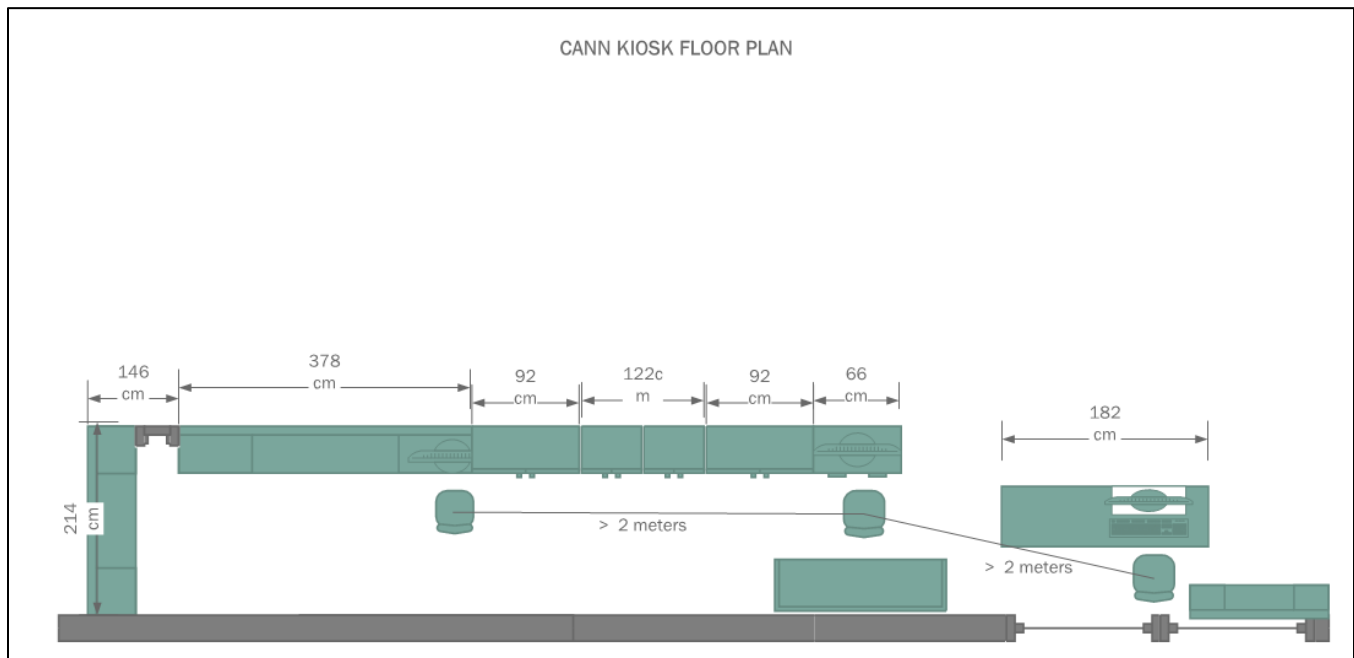
**Note: Each S.U.C.C.E.S.S. facility/office location will have measures in place based on the site-specific COVID-19 risk assessment.**

<sup>i</sup> <http://covid-19.bccdc.ca/>; <https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf>

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

In a Provincial State of Emergency, the Provincial Health Officer can make orders as needed. The orders issued must be followed: <https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/current-health-topics/covid-19-novel-coronavirus>

<sup>ii</sup> <https://www.worksafebc.com/en/about-us/covid-19-updates>





CANN OFFICE 2 FLOOR PLAN

