

# **Hillside Gardens Re-start COVID-19 Safety Plan**

*Created: May 29, 2020*

*Updated: July 8, 2020*

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## **Purpose**

S.U.C.C.E.S.S.'s COVID-19 Safety Plan describes our six-step process for assessing the COVID-19 risks and returning to safe operations. A worksite-specific COVID-19 Safety Plan is developed upon a thorough assessment in accordance with our **11.2 COVID-19 Hazards Assessment Policy** and **COVID-19 Workplace Risk Assessment Form**. This plan seeks to ensure the health and safety of all employees, clients, contractors, volunteers, and other visitors at our office locations. This plan will be communicated to all staff and volunteers, and will be posted visibly at our office locations for clients and visitors.

This safety plan follows the applicable provincial public health authority's<sup>i</sup> orders and guidelines and WorkSafeBC<sup>ii</sup>, in accordance with the BC Restart Plan.

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

1. To safeguard the health and safety of employees, clients, contractors, volunteers, and other visitors at all our office locations; and
2. Support the recovery of in-person programs and services 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;
4. Coherent COVID-19 hazard assessment methodology<sup>1</sup>;
5. Our Funders requirements for in-person programs and services delivery

### **Phase 1 (BC: Start: March 16, 2020; Ended: June 11, 2020)**

Only S.U.C.C.E.S.S. programs and services deemed essential services to be delivered in-person are delivered onsite. These programs and services are:

- ✓ Maintenance for Hillside Gardens.
- ✓ Rent collection first three days of the month.

### **Phase 2 (BC: Start: June 12, 2020; Ended: July 13, 2020)**

S.U.C.C.E.S.S. programs and services will be delivered in a hybrid model; a combination on virtual and in-person services. These services include but are not limited to:

- ✓ Maintenance for Hillside Gardens.
- ✓ Rent collection first three days of the month.

### **Phase 3 (BC Start: July 13, 2020, Ended: TBD)**

S.U.C.C.E.S.S. programs and services will be delivered in a hybrid model; a combination on virtual and in-person services.<sup>2</sup> These services include but are not limited to:

- ✓ Maintenance for Hillside Gardens.
- ✓ Tenant services in person. (Monday, Tuesday, Wednesday and Thursday)
- ✓ Summer Camp for Youth starts July 20, 2020 and runs for 8 weeks. (Wednesday, Thursday and Friday).

**Phase 4 (TBD)** S.U.C.C.E.S.S. programs and services will return to onsite operations within the guidelines and compliance as set out in the provincial Restart Plan and public health guidelines.

### **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.

Workers have been involved when assessing each worksite. Areas where there may be risks, either through close physical proximity or through contaminated surfaces have been identified. The closer together workers are and the longer they are close to each other, the greater the risk. The **COVID-19 Workplace Risk Assessment Form** has been used to conduct a thorough worksite-specific risk assessment.

- ✓ We have involved Hillside Garden workers and Housing Manager in completing **COVID-19 Workplace Risk Assessment**
- ✓ We have identified areas where people may gather in front of Hillside Office. Two meter social distancing signs posted, line painted and COVID 19 related signage posted. All building entrances have two meter signage posted.
- ✓ We have identified job tasks and processes where workers are close to one another or members of the public. There is occupancy limit posted in every office. We will communicate by phone and internet as much possible to avoid meetings one on one in our office.
- ✓ We have identified the tools and equipment that workers share while working. Maintenance department is instructed to disinfect tools after each use. Office Staff have to clean and disinfect frequently touched surfaces daily. This includes tables, photocopier, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks. Training record available
- ✓ We have identified surfaces that people touch often, such as doorknobs, fridge, and light switches. Staff is instructed to disinfect after touching those surfaces. Training record available

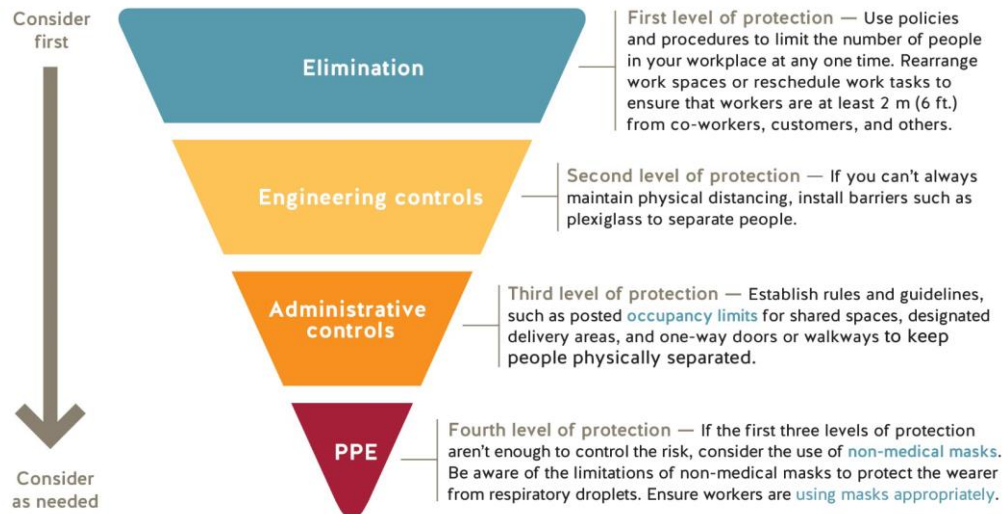
### **Step 2: Implement protocols to reduce the risks**

Hillside Gardens select and implement protocols from Work safe BC and BC Housing to minimize the risks of transmission.

- ✓ WorkSafeBC protocols for COVID 19 outbreak posted in all maintenance areas washrooms, offices, common areas and unit #600 Summer Camp Room (washroom and kitchen).

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

To reduce the risk of the virus spreading through droplets in the air, we implement protocols to protect against identified risks.



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

- ✓ We have established and posted an occupancy limit for our premises.
- ✓ Hillside Housing Officer Office: Max. 1 person at a time, OFFICE SIZE 12 'X 11'
- ✓ Front Desk Area for tenants: Max. 1 person at a time, OFFICE SIZE 6 'X 11'
- ✓ Housing Manger Office: Max. 2-person at a time, OFFICE SIZE 9.6 'X 14'
- ✓ Housing Assistant Office: Max. 1 person at a time, OFFICE SIZE 9.6 'X 14'
- ✓ Hillside Photocopier Area: Max. 1 person at a time, ROOM SIZE 9.6 'X 11'
- ✓ Hillside Kitchen Area: Max. 1 person at a time,
- ✓ Maintenance office: Max. 1 person at a time, OFFICE SIZE 9.8 'X 14.2'
- ✓ Maintenance shop: Max. 3-person at a time, SHOP SIZE 32.15 'X 14.2'
- ✓ Summer Camp Office unit 600: Max. 2-person at a time, OFFICE SIZE 11.2 'X 12'
- ✓ Summer Camp unit 600: Max. 9-person a time AMENITY ROOM SIZE 31.9 'X 12
- ✓ Tenant Coordinator office: Max. 1 person at a time.

Public Health has advised that the prohibition on gatherings of greater than 50 people refers to “one-time or episodic events” (weddings, public gatherings), and is therefore not intended to apply to workplaces. However, limiting the number of people in a workplace is an important way to ensure physical distancing is maintained. Public Health has developed guidance for the retail food and grocery store sector that requires at least 5 square metres of unencumbered floor space per person.

In order to reduce the number of people at the worksite, we have considered work-from-home two days a week and three days a week working in office for Housing Officer, Housing Assistant and Tenant Services Coordinator. Maintenance crew will work seven days a week to reduce social distancing

among the maintenance crews. Housing Services Manager will work five days a week. The Summer Day Camp leaders will work five days a week for eight week duration.

#### **Hillside Gardens Schedule and Occupancy Limits:**

- Manager of Housing– Monday to Friday 8:30 AM to 4:30 PM (Manager office 2-person occupancy)
  - Housing Officer – Monday, Wednesday, Thursday 8:30 AM to 4:30 PM (Housing Officer office one person occupancy)
  - Housing Assistant – Tuesday, Wednesday, Friday 8:30 AM to 4:30 PM (Housing Assistant office one person occupancy)
  - Tenant Service Coordinator – Wednesday, Thursday, Friday 8:30 AM to 4:30 PM (Tenant Service Coordinator office one person occupancy)
  - Maintenance Technician – Monday to Friday 8:30 AM to 4:30 PM (Maintenance Technician office one person occupancy)
  - Maintenance Worker 1 – Tuesday to Saturday, 9 AM to 5 PM (Maintenance Shop 3-person occupancy)
  - Maintenance Worker 2 – Sunday, 9 AM to 5 PM (Maintenance Shop 3-person occupancy)
  - Summer Camp Leader 1 – Monday to Friday, 8:30 AM to 4:30 PM (Summer Camp Amenity Room 9-person occupancy)
  - Summer Camp Leader 2 – Monday to Friday, 8:30 AM to 4:30 PM (Summer Camp Amenity Room 9-person occupancy)
- 
- ✓ Hillside Garden made arrangements for virtual meetings (every Wednesday), rescheduling work tasks, and limiting the number of customers and visitors in the workplace (one person at a time or two family members).
  - ✓ Hillside Front Desk will be accessible to tenants Monday, Wednesday and Thursday from 8:30 AM to 4:30 PM.
  - ✓ Hillside Housing Assistant will schedule interviews and meetings with tenants every Tuesdays from 8:30 AM to 4:30 PM. Meetings will be held at the front desk (Housing Officer will be working from home on Tuesdays).
  - ✓ We have established and posted occupancy limits for the front desk, offices, amenity room, maintenance office, maintenance shop, washrooms, and common areas throughout Hillside Gardens property.
  - ✓ We have implemented measures to keep workers and others at least 2 metres apart, wherever possible. We included revising work schedules and reorganizing work tasks as per line above.

#### **Measures in Place**

We have established the S.U.C.C.E.S.S. **11.3 Physical Distancing Policy** that applies to all employees, clients, contractors, volunteers, and other visitors at Hillside Gardens. Physical/Social Distancing Posters are posted outside and inside Hillside Gardens office.



We includes some recommendation/control measures to our Hillside employees, tenants and contractors. Control measures for maintaining physical distance in the workplace include and how COVID-19 Spreads, Washing Hands Practice, How to avoid close contact, How to cover your mouth and nose with a face mask when around others, How to clean and disinfect, and how to monitor employees' health daily

### **Know how COVID Spread**

- Between people who are in close contact with one another (within about 6 feet).
- Through respiratory droplets produced when an infected person coughs, sneezes or talks.
- These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
- Some recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms.

### **Wash your hands often**

- Wash your hand often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- It's especially important to wash:
  - Before eating or preparing food
  - Before touching your face
  - After using the restroom
  - After leaving a public place
  - After blowing your nose, coughing, or sneezing
  - After handling your cloth face covering
  - After counting money
  - After caring for someone sick
  - After touching animals or pets
- If soap and water are not available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

### **Avoid close contact**

- **Inside your home:** Avoid close contact with people who are sick.
  - If possible, maintain 6 feet between the person who is sick and other household members.
- **Outside your home:** Put 6 feet of distance between yourself and people who don't live in your household.
  - Remember that some people without symptoms may be able to spread the virus.

### **Cover your mouth and nose with a face mask when around others**

- You could spread COVID-19 to others even if you do not feel sick.

- Face mask is meant to protect other people in case you are infected.
- It is recommended to wear face mask in public settings and when around people who don't live in your household, especially when other social distancing measures are difficult to maintain.
  - Face mask should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- Use mask when distancing is not possible.
- Continue to keep about 6 feet between yourself and others. Face mask is not a substitute for social distancing.
  - Stay at least 6 feet (about 2 arms' length) from other people.
  - Keeping distance from others is especially important for people who are at higher risk of getting very sick.

### **Clean and disinfect**

- Clean and disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- If surfaces are dirty, clean them. Use detergent or soap and water prior to disinfection.
- Then, use E23 Neutral Disinfectant

### **Monitor Your Health Daily**

- Be alert for symptoms. Watch for fever, cough, shortness of breath, or other symptoms of COVID-19.
  - Especially important if you are running essential errands, going into the office or workplace, and in settings where it may be difficult to keep a physical distance of 6 feet.
- Take your temperature if symptoms develop.
  - Don't take your temperature within 30 minutes of exercising or after taking medications that could lower your temperature, like acetaminophen.
  - See your doctor
- ✓ Working offsite two days a week for Housing Officer, Housing Assistant and Housing Tenant Coordinator
- ✓ Work schedule changed to maintenance department
- ✓ Changes to how tasks are done
- ✓ Occupancy limits for workers
- ✓ Limiting or prohibiting visitors
- ✓ Reducing the number of tenants: one person at a time

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



**Measures in place:**

- ✓ We have built the wall with the plexiglass to keep Hillside Gardens employees have physically distance from tenants and visitors.
- ✓ We have included a barrier cleaning in our cleaning protocols. After every tenant exits from the front desk, the plexiglass and all touching points has to be disinfectant.
- ✓ We moved the maintenance technicians to the new maintenance office to have extra space for Tenant Services Coordinator.

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

- ✓ We have identified rules and guidelines for how workers should conduct themselves.
- ✓ The kitchen: Max. one employee at a time,
- ✓ Photocopier: Max. one employee at a time
- ✓ We have clearly communicated these rules and guidelines to the workers through the combination of training and signage.
- ✓ The signage is posted all over the Hillside Offices, Maintenance Shop, Summer Camp Offices and Common Areas,
- ✓ Training is provided. The employee training records kept

**Measures in place:**

- ✓ We have trained our employees on the rules and guidelines that everyone in the workplace has to follow to reduce the risk of airborne transmission.
- ✓ All clients and visitors to Hillside Gardens are required to adhere to these guidelines and protocols.
- ✓ Hillside Gardens will use an informed consent form with signature for In-person Services to enter the units.
- ✓ The Summer Camp Participants' parent weekly consent form.
- ✓ All employees at Hillside Gardens will be completing a contact log for tenants, visitors and contractors. Those form will be kept with the Housing Services Manager.

**Hillside Gardens location have measures in place based on the site-specific COVID-19 risk assessment.**

**Fourth level protection: Using masks, Chemical Use, Gown Use and Tool disinfection procedures.**

- ✓ Hillside Gardens staff understand the limitations of masks to protect the wearer from respiratory droplets. We understand that masks should only be considered when other control measures cannot be implemented.
- ✓ We have trained Hillside workers in the proper use of masks. Training records available
- ✓ We have trained Hillside workers in the proper use of gowns. Training records available
- ✓ We have trained Hillside workers in the proper use of chemical. Training records available
- ✓ We have trained Hillside workers in the proper way to clean tools. Training records available

## **Measures in place**

### **Reduce the risk of surface transmission through effective cleaning and hygiene practices**

- ✓ We have reviewed information on cleaning and disinfecting surfaces. Training records available
- ✓ Hand-washing facilities are provided on site for all workers. Handwashing locations are visible and easily accessed.
- ✓ Hand-washing location: Hillside Office washroom and kitchen, Unit 600 washroom and kitchen. Maintenance Office 2 washrooms and kitchen. The hand-washing signage posted when workers must wash their hands and we have communicated good hygiene practices to workers. Frequent hand-washing and good hygiene practices are essential to reduce the spread of the virus.
- ✓ We have implemented cleaning protocols for all common areas and surfaces — Hillside office washrooms and kitchen to be cleaned five days a week by the contractor, Eco-Planet. The touching surfaces after every use by Hillside Gardens employees. The tools has to be cleaned after each use. The equipment has to be disinfected after every use. The desks should be disinfected and cleaned by staff. The light switches should be disinfected by staff after every use. The door handles should be disinfected by staff after every use.
- ✓ Workers who are cleaning have adequate training and materials. Training records available
- ✓ We have removed unnecessary tools and equipment to simplify the cleaning process — e.g., coffee makers and shared utensils and plates. We provided bottled water to all employees. All employees have their own utensils and plates at their workstations.

### **Cleaning protocols:**

All Hillside Gardens employees have trained how to use the E23 Neutral Disinfectant (approved by government of Canada COVID-19 cleaning product.)

The MSDS Sheet provided to all employees. The contractor, ECO-Planet cleaning protocols are available in the janitor room. Hillside Gardens employees have to clean and disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.

### **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 limited in Hillside Garden offices. Appointments only every Tuesday.
- ✓ First aid attendants have been provided OFAA protocols for use during the COVID-19 pandemic. The Maintenance Coordinator, Maintenance Workers, Summer Day Camp Leaders and Housing Officer will complete First Aid training by July 20, 2020. The Tenant Services Coordinator has valid First Aid and CPR certificate.
- ✓ The Housing Officer, Housing Assistant and Tenant Services Coordinator will work 3 days in office and work 2 days at home.
- ✓ Appropriate violence prevention program is in place. The signage is posted for tenants and employees.

S.U.C.C.E.S.S. policy addresses workers who may start to feel ill at work. This includes the following:

- ✓ Sick workers should report to first aid, even with mild symptoms. The signage posted in the Hillside Office.
- ✓ Sick workers should be asked to wash or sanitize their hands, provided with a mask, and isolated. Ask the worker to go straight home. [Consult the BC COVID-19 Self-Assessment Tool, or call 811 for further guidance related to testing and self-isolation. The signage posted in Hillside Office.
- ✓ If the worker is severely ill (e.g., difficulty breathing, chest pain), call 911. The signage posted in Hillside Office.
- ✓ Clean and disinfect any surfaces that the ill worker has come into contact with. Hillside will use Clorox steaming and all other available cleaning product to clean and disinfect all offices at Hillside Gardens in case of COVID-19 outbreak.
- ✓ 11.3 Physical Distancing Policy are provided and signed by the employees. Training records available

- ✓ 11.2 COVID-19 Hazards Assessment Policy are provided and signed by employees. Training records available
- ✓ 11.1 COVID-19 Related Leave Policies are provided and signed by employees. Training records available
- ✓ Human Resources Manual COVID 19 Update are provided and signed by employees. Training records available
- ✓ 10.2 Work Refusal Policy are provided and signed by employees. Training records available
- ✓ 10.3 Work Accommodation Policy are provided and signed by employees. Training records available
- ✓ 11.4 Emergency Telecommuting Policy (Work from home)
- ✓ 11.5 Bring Your Own Device Policy (For Emergency Telecommuting)
- ✓ How to apply for work accommodation form are provided and signed by employees. Training records available

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

Everyone entering Hillside Gardens office, including workers from other employers, knows how to keep themselves safe while at your workplace.

- ✓ We have a site specific training plan to ensure everyone is trained in workplace policies and procedures. Hillside Management work with SUCCESS HR workplace policies to train its staff.
- ✓ All workers have received the policies for staying home when sick. Signed copy available.
- ✓ We have posted signage at the workplace, including occupancy limits.
- ✓ Hillside Housing Officer Office: Max. 1 person at a time,
- ✓ Front Desk Area for tenants: Max. 1 person at a time,
- ✓ Housing Manager Office: Max. 2-person at a time,
- ✓ Housing Assistant Office: Max. 1 person at a time,
- ✓ Hillside Photocopier Area: Max. 1 person at a time,
- ✓ Hillside Kitchen Area: Max. 1 person at a time,
- ✓ Maintenance office: Max. 1 person at a time,
- ✓ Maintenance shop: Max. 3-person at a time,
- ✓ Summer Day Camp Office at the unit #600: Max. 2-person at a time,
- ✓ Summer Day Camp Unit #600: Max. 9-person at a time
- ✓ Hillside Garden implemented safe hygiene practices. All washrooms and kitchens: hand soaps, hand sanitizers, paper towels and cleaning disinfectants are placed. 'How to use hand soaps



and hand sanitizers' are posted. All common areas are equipped with touchless hand sanitizer units. The posters 'How to use hand sanitizers' are posted by each sanitizing stations.

- ✓ We have posted signage at the main entrance indicating who is restricted from entering the premises, including visitors and workers with COVID-19 symptoms.

#### **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. Involving workers are in this process.

- ✓ We have a plan (risk assessment and physical distancing contact log) in place to monitor risks. We make changes to our policies and procedures as necessary. Physical distancing contact log WILL BE SUBMITTED TO Housing Services Manager daily for safekeeping.
- ✓ Workers to contact Housing Services Manager over any health and safety concerns.
- ✓ When resolving safety issues, we will involve Joint Health & Safety Committees or health and safety representatives (or, in smaller workplaces, other workers). Hillside Gardens will have weekly safety meetings.

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

- ✓ We have a training plan for new staff. Cleaning procedures, how to use PPE, HR policies etc.
  - ✓ We have reviewed the start-up requirements for photocopier uses. One person at a time in the photocopier room.
  - ✓ We removed all water coolers and coffee machines. Bottled water will be provided.
  - ✓ All washrooms and kitchens will be cleaned five times a week by the professional cleaning company.
  - ✓ All touching areas has to be disinfected by Hillside Gardens employees.
-