



S.U.C.C.E.S.S. Restart
COVID-19 Safety Plan for Better at Home Program
Housekeeping Service

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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 Workplace Risk 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.

In particular, this plan pertains to the housekeeping services provided by workers for the Better at Home program. The Better at Home program supports seniors who are 60+ to live independently in their homes and to remain connected to their community. Light housekeeping is an integral part of the Better at Home programming.

This safety plan follows the applicable provincial public health authorities' orders and guidelines and WorkSafeBCⁱⁱ or WSIB (ON)ⁱⁱⁱ, in accordance with the BC Restart Plan or ON 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 methodology¹;
5. Our Funders requirements for in-person programs and services delivery

Phase 3 (BC Restart: June 24, 2020; ON Restart: 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.² These services include but are not limited to:

- ☐ Better at Home Program (Housekeeping services)

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. Our safety plan uses the 6-Step Process below as outlined by WorkSafeBC's COVID-19 Safety Plan planning tool.³

¹ Policy 11.2 COVID-19 Workplace Risk Assessment and COVID-19 Workplace Risk Assessment template.

² During this Phase of returning to safe operation, WorkSafeBC guidelines for in-person counselling advises "Where possible, provide virtual services for clients and offer in-person services only if necessary".

³ <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.

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.

The housekeeping service of the Better at Home program takes place at the homes of the seniors. While the layout of all homes are different, the main risk comes from contact with the senior and the surfaces the senior has come in contact with using their hands.

Seniors, who are the target clients of this service, are a high-risk group. Seniors who are infected with COVID-19 may develop serious health conditions, including death. As such, it is very important for all staff and clients to understand the risks of providing services and policies that can reduce its spread.

- ☐ We have involved frontline workers and supervisors in the development of this safety plan
- ☐ We have identified that the main risk of COVID-19 spread is coming into contact with residents of the homes where housekeeping staff perform their work
- ☐ We have identified job tasks and processes where workers are close to one another or members of the public. This can occur when workers are performing service in a client's home where the area limits the ability to maintain physical distance
- ☐ We have identified the tools, machinery, and equipment that workers share while working. Supplies the workers use while performing light housekeeping are supplied by the client which is shared between the worker and the residents of that household

Step 2: Implement protocols to reduce the risks

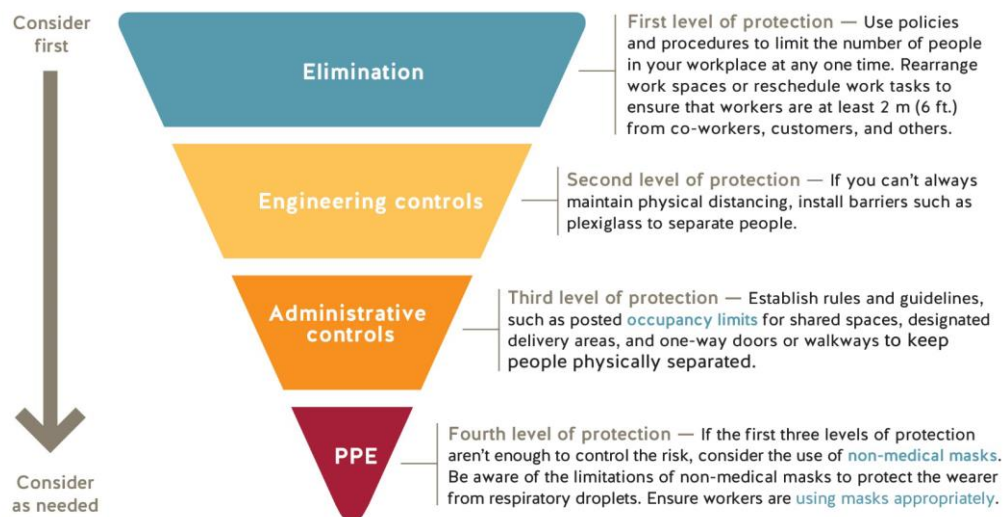
Select and implement protocols to minimize the risks of transmission. Look to the following for information, input, and guidance:

- ☐ Review industry-specific protocols on worksafebc.com to determine whether any are relevant to our industry. Guidance for additional sectors will be posted as they become available. If protocols are developed specific to our sector, implement these to the extent that they are applicable to the risks at the workplace. We may need to identify and implement additional protocols if the posted protocols don't address all the risks to our workers.
- ☐ Frontline workers, supervisors, and the joint health and safety committee (or worker representative).

- ☐ Orders, guidance, and notices issued by the provincial health officer and relevant to our industry.
- ☐ Our health and safety association or other professional and industry associations.
- ☐ **Appendix A - House Keeping Training Manual** is developed as a guideline to house keeping operations

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

- ☐ Housekeeping services are performed at homes of seniors' who can live independently. They are occupied by one or two seniors. As such, the number of people involved is minimal. However, as workers perform work at more than one location each day, the risk becomes higher.
- ☐ As homes vary in size, physical distance can be easier kept at some homes and more difficult at others. Both workers and clients need to be reminded to keep their physical distance at all times during a light housekeeping service.
- ☐ In order to reduce the number of people at the worksite, only one staff member will be present at each housekeeping service. Anyone apart from the usual residents of the home should not be present while the worker performs the service.
- ☐ We have implemented measures to keep workers and others at least 2 metres apart, wherever possible. This includes training of workers before restarting work and informing all clients



through the use of an informed consent form prior to providing service. Informed consent forms are also available in many languages for the clients' reference.

Measures in Place

We have established the S.U.C.C.E.S.S. Physical/Social Distancing Policy that applies to all employees, clients, contractors, volunteers, and other visitors at our facilities/office locations.

Control measures for maintaining physical distance in the workplace may include:

- ☐ Having only one staff member per housekeeping service
- ☐ Training staff members before starting work
- ☐ Limiting or prohibiting visitors on premise while service is ongoing
- ☐ Limiting contact with clients, such as asking clients to remaining in a separate room while housekeeping service is carried out
- ☐ Informing clients of physical distancing protocols during service through the signing of an informed consent form which is made available in multiple languages for clients' reference

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

- ☐ The installation of barriers are not applicable to housekeeping services at clients' homes. However, separate rooms can be used as barriers while workers are inside.

Measures in place:

We have established a plan for how barriers or partitions will be used in the workplace.

- ☐ Separate rooms can act as physical barriers between worker and clients. When workers are on site to perform housekeeping service, clients will be asked to sit in a separate room with the doors closed to minimize contact
- ☐

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

- ☐ We have identified rules and guidelines for how workers should conduct themselves.
- ☐ We have clearly communicated these rules and guidelines to workers through a combination of training and signage.

Measures in place:

We have trained our supervisors/managers and employees on the rules and guidelines that everyone in the workplace has to follow to reduce the risk of airborne transmission. All clients receiving services delivered by



S.U.C.C.E.S.S. are required to adhere to these guidelines and protocols (i.e. signed Informed Consent for In-person Service Form, completing a contact log during their visit, adhering to physical distancing,).

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 masks (optional measure in addition to other control measures)

- ☐ We have reviewed the information on selecting and using masks and instructions on how to use a mask.
- ☐ We 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 workers in the proper use of masks.

Measures in place:

- ☐ PPE including gowns/aprons, disposable face masks, face shields, shoe covers and gloves must be worn by workers during housekeeping services.
- ☐ Clients are asked to wear masks. Staff will also carry and provide cloth masks to clients with if they do not have access to one.

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

- ☐ We have reviewed the information on cleaning and disinfecting surfaces.
- ☐ Workers will have access to bathrooms and handwashing stations at the clients' homes.
- ☐ Clients will be asked to prepare soap and adequate handwashing supplies for workers. Portable sanitizing equipment will also be provided to the workers for personal use while at work.
- ☐ Workers who are cleaning have adequate training and materials.

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, which includes the offsite locations where workers perform work. Clients who show symptoms of COVID-19 will not be served.

- ☐ Anyone who has had symptoms of COVID-19 in the last 14 days will not be served. 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 will not be served.
- ☐ 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. They will not be served
- ☐ Visitors are prohibited while housekeeping work is performed in the clients' homes.
- ☐ Clients are screened 24 hours and immediately before housekeeping work is performed. This will be documented in screening forms and kept as a record.
- ☐ Ensure workers have the training and strategies required to address the risk of violence that may arise as customers and members of the public adapt to restrictions or modifications to the workplace. Ensure an appropriate violence prevention program is in place.

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

- ☐ Sick workers should not start work and report to their supervisor, even with mild symptoms.
- ☐ 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.]
- ☐ If the worker is severely ill (e.g., difficulty breathing, chest pain), call 911.
- ☐ Clean and disinfect any surfaces that the ill worker 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 your workplace.

- ☐ We have a service specific training plan to ensure everyone is trained in workplace policies and procedures.
- ☐ All workers have received the policies for staying home when sick.
- ☐ Supervisors have been trained on monitoring workers 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.

- ☐ 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.
- ☐ Workers know who to go to with health and safety concerns.



- ☐ When resolving safety issues, we will involve other workers to address the concern together

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:

- ☐ We have a training module for new staff.
- ☐ We have a training module for staff taking on new roles or responsibilities.
- ☐ We have a training plan around changes to our operations, such as new equipment, processes, or products.

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.

Appendix A – House Keeping Training Manual

- I. This training manual is developed as part of the S.U.C.C.E.S.S. Restart COVID-19 Safety Plan for Housekeeping services offered by the Better at Home Program. All housekeeping staff must keep a copy of this safety plan with them when working.

II. Protocols:

- A. To reduce the spread of COVID-19 staff will ensure they are always maintaining Physical Distancing by staying at least 2 meters away from their coworkers.**

- B. Prohibition of workers who are sick and those returning from outside Canada.**

1. The provincial health officer and the BC CDC have issued the following guidance around self-isolation. The following workers should not come into the workplace:
 - a. Anyone who has had symptoms of COVID-19 in the last 10 days must self-isolate at home; symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat and new muscle aches or headache.
 - b. Anyone under the direction of the provincial health officer to self-isolate must follow those instructions.
 - c. Anyone who has arrived from outside of Canada, or who is a contact of a confirmed COVID-19 case, to self-isolate for 14 days and monitor for symptoms.
2. Staff who begin to feel ill at work with COVID-19 like symptoms will notify their supervisor and will go home immediately.
3. Before returning to work, staff are to contact their direct supervisor for consultation.

C. Hygiene, Cleaning and Disinfection

1. Staff will adhere to the following recommendations from the BC Centre for Disease Control to help reduce the risk of infection:
 - a. Wash your hands often with soap and water for at least 20 seconds.
 - b. If soap and water are not available, alcohol-based hand rubs (ABHR) can be used to clean your hands as long as they are not visibly soiled. If they are visibly soiled, use a wipe and then ABHR to effectively clean them.

- c. Do not touch your face, eyes, nose or mouth with unwashed hands.
 - d. Cover your mouth and nose with a disposable tissue or the crease of your elbow when you sneeze or cough instead of your hands.
 - e. Do not share food, drinks, utensils, etc.
 - f. Wash your hands often, especially when you are likely to get or spread germs:
 - i. Before touching your eyes, nose, mouth or face
 - ii. After you have been in a public space or touched a surface frequently touched by other people like doors, payment machines, gas pumps, etc.
 - iii. After blowing your nose, coughing, or sneezing
 - iv. Before and after preparing food
 - v. Before eating food
 - vi. After touching waste or garbage
 - vii. After handling shared objects
2. Staff are aware and will follow the guidelines for cleaning and disinfecting as defined by BC Ministry of Health:
- a. **Cleaning:** the physical removal of visible soiling (e.g., dust, soil, blood, mucus). Cleaning removes, rather than kills, viruses and bacteria. It is done with water, detergents, and steady friction from cleaning cloth.
 - b. **Disinfection:** the killing of viruses and bacteria. A disinfectant is only applied to objects; never on the human body.
3. Any visibly soiled surfaces should be cleaned first before being disinfected.

D. Work Equipment

- 1. For housekeeping services, the client provides all cleaning equipment and supplies.
- 2. Staff should use gloves when using cleaning supplies and disinfect all cleaning supplies before and after use

3. Staff are provided with sanitizers for personal use while at work

E. Personal Protective Equipment (PPE)

1. **Personal Protective Equipment (PPE)** is equipment that is worn to minimize your exposure to hazards.
2. PPE includes some, or all, of the following equipment:
 - a. Gowns or aprons that are worn over top of regular clothing
 - b. Surgical face masks
 - c. Face shields
 - d. Surgical gloves
3. Proper PPE should be worn before entering a residence for cleaning and kept on throughout the cleaning period.
4. Before donning PPE, as well as after removing PPE, hands should be washed thoroughly. If hands cannot be washed, alcohol-based hand rub must be used.
5. PPE that is reusable (i.e. gowns, aprons) should be removed and washed or disinfected at the end of the workday. PPE that is limited to single use (i.e. surgical masks, surgical gloves) must be discarded after each use.
6. Staff performing housekeeping will be provided with surgical masks, gloves and reusable gowns and aprons. Staff will be responsible for washing and disinfecting reusable equipment

F. Clients

1. All clients must fill in a consent form ensuring that they will take the precautions necessary for housekeeping services to be carried out for them. If clients have possibly been exposed to COVID-19 or are showing symptoms of COVID-19 they must cancel their appointment. Informed consent forms can be sent in advance to the client electronically. Alternatively, the informed consent can be communicated by phone with a printed copy signed before the beginning of service. The informed consent form is available in multiple languages for clients' convenience.
2. All clients will be screened for any COVID-19 related symptoms 24 hours before the service begins by the Better at Home coordinator and immediately before service begins by the worker performing housekeeping work. The responses to the screening will be documented and kept as a record.
3. Masks must be worn by all clients before housekeepers enter the house for cleaning. If a mask cannot be worn by a client, extra precaution must be taken to ensure physical distancing measures are being followed.

4. Clients and housekeepers must maintain a physical distance of 6 feet for the duration of the workers service on site. Whenever possible, the client should remain in a different room as the worker to reduce the risk of transmission.
5. Clients must not have extra people in their homes during the period that a housekeeper is present in their home.
6. Housekeepers should take extra precautions when performing duties in client homes, including only touching surfaces that directly require cleaning and refraining from performing services that stray from their regular work and may risk the safety of both clients and workers.

G. Workplace Operations

1. Limit one staff member to each home for housekeeping services
2. Disinfect equipment that is being used in different homes for cleaning immediately after each cleaning.
3. Workers have the right to refuse work if they believe it presents an undue hazard.
 - a. **Undue Hazards** are “unwarranted, inappropriate, excessive, or disproportionate” hazards. For COVID-19, an “undue hazard” would be one where a worker’s job role places them at increased risk of exposure and adequate controls are not in place to protect them from that exposure.
 - b. In this circumstance the worker should report the hazard to their direct supervisor so that an investigation into the hazard can occur. If the matter cannot be resolved, the worker and supervisor must contact WorkSafe BC for further investigation.
4. Keep windows or doors open during services in client homes, if possible, to allow for constant air flow.
5. Dusting should be minimized, instead wet wipes should be utilized to remove dust and debris. Remind clients to prepare wet wipes
6. Equipment that is being used directly on surfaces (wipes) should only be used once and then discarded.
7. Additional time will be allotted between appointments to allow for proper cleaning and disinfecting of equipment.

ⁱ <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>

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

ⁱⁱⁱ <https://www.wsib.ca/en/novel-coronavirus-covid-19-update>