



S.U.C.C.E.S.S. Restart
COVID-19 Safety Plan
36, 38 W Pender Street, Vancouver

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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.

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:

- ☐ Digital Literacy Program
- ☐ Community Engagement
- ☐ Prescribing Wellness
- ☐ Senior's Quality of Life
- ☐ Better at Home
- ☐ Hep C and HIV Intervention Project
- ☐ Community Groups

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.

- ☐ We have involved frontline workers, supervisors, and the joint health and safety committee (or worker health and safety representative, if applicable).
- ☐ We have identified areas where people may gather, such as the reception area and meeting room.
- ☐ We have identified the tools, machinery, and equipment that workers share while working.
- ☐ We have identified surfaces that people touch often, such as doorknobs, handles, and light switches.

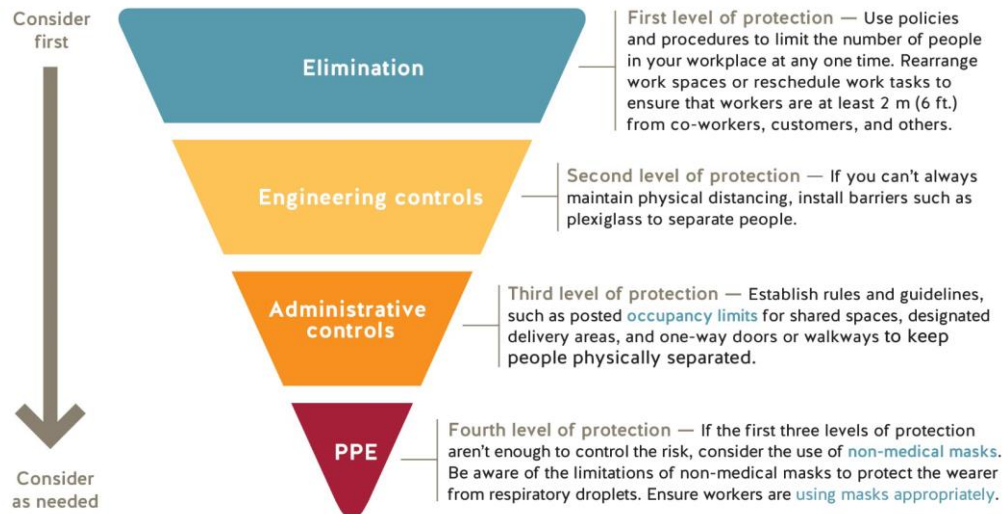
Step 2: Implement protocols to reduce the risks

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.

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

- ☐ We have established and posted an occupancy limit for our premises. In order to reduce the number of people at the worksite, we have considered work-from-home arrangements, virtual meetings, rescheduling work tasks, and limiting the number of customers and visitors in the workplace.
- ☐ We have established and posted occupancy limits for common areas such as break rooms, front lobbies, meeting rooms, change rooms, washrooms, and elevators.
- ☐ We have implemented measures to keep workers and others at least 2 metres apart, wherever possible. Options include revising work schedules and reorganizing work tasks.

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 **G36/G38 units** include:

- ☐ Limiting work shifts in office to 2 days/week or less.
- ☐ Allowing employees to work at home and offsite
- ☐ Setting and posting occupancy limits for all rooms
- ☐ Limiting the occupancy limit of G36 classroom
- ☐ Posting signs to limit the use of work stations that cannot maintain physical distance with other work stations
- ☐ Posting signs that prohibit the use of some common equipment such as water coolers or coffee machines

- ☐ Visitors are by appointment only, 1 family unit is allowed in G38 at any time and up to 9 visitors are allowed in G36 at any time
- ☐ Remove/block off extra chairs in high traffic areas to enforce physical distance

Second level protection (engineering): Barriers and partitions

- ☐ We have installed barriers where workers can't keep physically distant from co-workers, customers, or others.
- ☐ We have included barrier cleaning in our cleaning protocols.

Measures in place:

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

- ☐ A plexiglass screen is set up at the front desk area of unit G38
- ☐ Partitions are set up in between some work stations in unit G38 that are too close to maintain physical distance

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 staff and visitors must wear masks at the office if physical distancing cannot be maintained.
- ☐ All clients and visitors must complete the following documentation prior to entering premises
 - ☐ Signed Informed Consent for In-person Service Form
 - ☐ Signing in and out of the office at their visit
 - ☐ Complete screening for any COVID and flu-like symptoms 24 hours before and immediate before the appointment
- ☐ Cleaning and disinfecting is done daily by janitorial service contractor
- ☐ Masks, gloves, wipes, alcohol based hand sanitizers and wash stations are available for use
- ☐ Alcohol based hand sanitizers, wipes and disinfectant are placed at high traffic areas and near shared equipment such as photocopiers and microwaves
- ☐ High touch areas such as door knobs and shared equipment will be cleaned regularly by staff members. A cleaning log is kept for cleaning twice daily, while disinfectant is readily available for additional cleaning for shared equipment such as printers and microwaves. Shared equipment will be disinfected before and after use.
- ☐ Instructions on handwashing etiquette are posted near hand wash stations

- ☐ Staff work stations are indicated by tape on the floor in G38. Visitors are not allowed to enter these areas.

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:

- ☐ We have trained workers in the proper use of masks.
- ☐ Reusable masks are provided to all staff who work in the office
- ☐ Disposable masks are available for visitor who do not have masks

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

- ☐ We have reviewed the information on cleaning and disinfecting surfaces.
- ☐ G36 has two handwashing sites and G38 has one handwashing site. Handwashing locations are visible and easily accessed. On top of this, an additional hand sanitizing station will be set up by the entrance of each office.
- ☐ We have policies that specify when workers must wash their hands and we have communicated good hygiene practices to workers. Frequent handwashing and good hygiene practices are essential to reduce the spread of the virus.
- ☐ We have implemented cleaning protocols for all common areas and surfaces — e.g., washrooms, tools, equipment, vehicle interiors, shared tables, desks, light switches, and door handles. This includes the frequency that these items must be cleaned (number of times per day) as well as the timing (before and after shift, after lunch, after use).
- ☐ Workers who are cleaning have adequate training and materials.
- ☐ We have removed unnecessary tools and equipment to simplify the cleaning process — e.g., coffee makers and shared utensils and plates

Cleaning protocols:

When cleaning, staff will:

- ☐ **Wear disposable gloves** to clean and disinfect.
- ☐ **Clean surfaces using paper towels or cloths with disinfectant spray.**
- ☐ **Practice routine cleaning** of frequently touched surfaces.
 - More frequent cleaning and disinfection may be required based on level of use.
 - Surfaces and objects in public places, such as printers and microwaves will be cleaned before and after use.
- ☐ **High touch surfaces will be cleaned twice a day, once in the morning and once in the afternoon. High touch surfaces include:**
 - Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, etc. Washrooms will be cleaned twice a day (once in the afternoon and once in the evening) by the janitor.

For cleaning schedule, refer to schedule inside binder.

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, 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.
- ☐ A log will be kept to document all staff, volunteers and visitors who enter or exit the premises
- ☐ First aid attendants have been provided OFAA protocols for use during the COVID-19 pandemic.
- ☐ We have a remote work policy in place.
- ☐ 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:

- ☐ Workers with COVID symptoms should report to supervisor, even with mild symptoms.
- ☐ Workers with COVID symptoms asked to wash or sanitize their hands, wear a mask and isolate. The worker will head home immediately and asked to 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.
- ☐ All staff who come in contact with a sick co-worker should self monitor for symptoms.
- ☐ All staff who came in contact with a co-worker who tested positive for COVID should self monitor for symptoms

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 site specific training plan to ensure everyone is trained in workplace policies, procedures, and know where safety plans and protective equipment are located
- ☐ All workers have received the policies for staying home when sick.
- ☐ We have posted signage at the workplace, including occupancy limits and effective hygiene practices.
- ☐ We have posted signage at the main entrance indicating who is restricted from entering the premises, including visitors and workers with symptoms.
- ☐ 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 joint health and safety committees or worker health and safety representatives (or, in smaller workplaces, other workers).

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



- ☐ We have reviewed the start-up requirements for vehicles, equipment, and machinery that have been out of use.
- ☐ We have identified a safe process for clearing systems and lines of product that have been out of use.

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.

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>