

Business Centre

Unit 210 – 5172 Kingsway, Burnaby

COVID-19 Safety Plan

Created: August 20, 2020

Modified: October 24, 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. 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 public health authoritiesⁱ of each province that we operate in and the WorkSafe BCⁱⁱ. The return to onsite operations follows the BC's Restart Plan and public health authorities' guidelines.

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: WorkSafeBC
4. Coherent COVID-19 hazard assessment methodology
5. Our Funders requirements for in-person programs and services delivery

Programs and services at **S.U.C.C.E.S.S. Business Centre** will be delivered in a hybrid model; a combination on virtual and in-person services.

Our COVID-19 safety plan uses the 6-Step Process below as outlined by WorkSafe BC's COVID-19 Safety Plan planning tool.¹

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.

- ✓ We have involved frontline workers, supervisors, and the joint health and safety committee (or worker health and safety representative, if applicable).

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

- ✓ We have identified areas where people gather, such as Resources Room, Meeting Room, Classroom, Reception area and Open office. These highly populated area are reorganized and limited occupancy is enforced.
- ✓ We have identified job tasks and processes where workers are close to one another or members of the public. Rotation of work shifts to referencing job tasks and limit number of staff on-site.
- ✓ We have identified the tools, machinery, and equipment that workers share while working. Photocopier, paper shredder, filing cabinets are wiped by disinfectant after each use by staff.
- ✓ We have identified surfaces that people touch often, such as doorknobs, light switches, sliding cabinet drawers are wiped by disinfectant after each use by staff.

Step 2: Implement protocols to reduce the risks

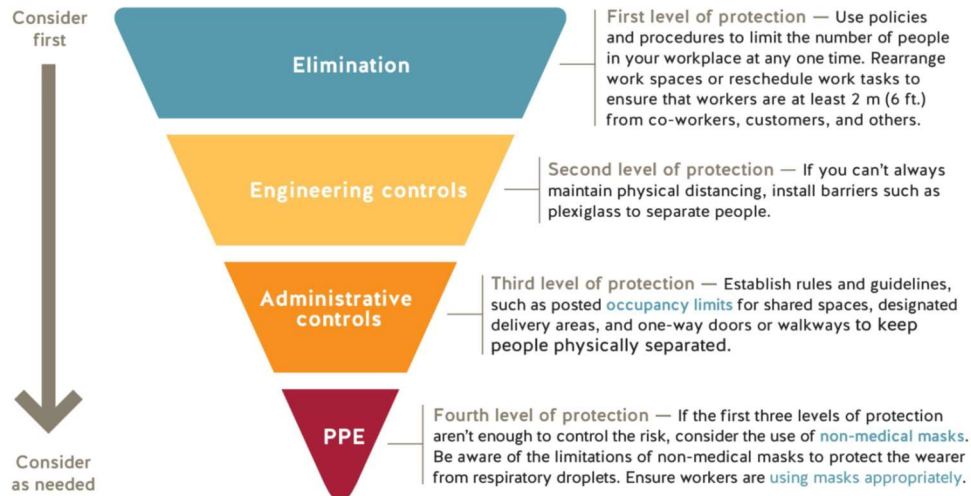
Select and implement protocols to minimize the risks of transmission. Look to the following for information, input, and guidance:

- ✓ Review industry-specific protocols² on [worksafebc.com](https://www.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.
- ✓ We have downloaded COVID related posters from WorkSafeBC as well as from BC Ministry of Health.
- ✓ We have referenced materials on the WorkSafeBC website.

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.

² <https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation> (See industry-specific protocols for In-person counselling; offices, etc.)



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. 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 (workers and customers). This allows for variation depending on the size of the facility, and may be a sensible approach for determining maximum capacity for employers from other sectors that do not have specific guidance on capacity from Public Health.

Maximum occupancy of 7 people is enforced in the S.U.C.C.E.S.S. Business Center. Maximum occupancy posters are posted outside each room.

- ✓ 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 clients in the workplace.

Staff at S.U.C.C.E.S.S. Business Center have been working from home since mid-March 2020. Our program activities e.g. workshops, skills training programs and meetings have moved from in-person to online.

- ✓ We have established and posted occupancy limits for common areas such as meeting rooms.
- ✓ We have implemented measures to keep workers and others at least 2 metres apart, wherever possible. We have revised our work schedules to opening office 2 days per week. Our staff members rotate their schedules to reduce the staff number in the office at any one time.

Measures in Place

We have established the S.U.C.C.E.S.S. Physical 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:



Physical distancing are promoted by reducing the staff number in the office. Physical distancing posters are also posted in office.

✓ Working offsite or remotely

Services will be delivered in a hybrid model i.e. a combination on virtual and in-person services.

✓ Changes to work schedules

Office is open twice per week. With the rotation of staff team, individual staff will be going to office once per 2 weeks on average.

✓ Changes to how tasks are done

Moving our workshops, training programs and 1-on-1 client meeting sessions to online using Zoom and MS Teams. Clients who could not be served online will have the option to be served in-person by appointment.

✓ Occupancy limits for workers

Staffs are splitting into teams with the maximum of 6 staff members in the office per day shift

✓ Limiting or prohibiting visitors

No walk-in client/visitor is allowed. Client visits are by appointment only. Maximum 3 appointments per day shift, and only 1 client is allowed per appointment at any one time of 1-hr max.

✓ Reducing the number of customers/clients

Maximum 6 staffs + 1 client in the office at any one time

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

✓ We have installed barriers where workers can't keep physically distant from co-workers, customers, or other.

The 3 ft x 3 ft glass window in the middle of the dividing wall separates front area and meeting room provides practical protection to both staff and client while conducting 1-to-1 meeting. One client sits and stays at the front area during the appointment whereas a staff member provides 1-to-1 advisory service inside the meeting room.

There are partitions that divide the work stations.

✓ We have included barrier cleaning in our cleaning protocols.

Staffs are required to clean their own work station before and after each day shift (The procedure is included in the cleaning protocols).

Measures in place:

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

✓ We have installed barriers where workers can't keep physically distant from co-workers, customers, or others.

The dividing wall is the barrier between staff and client. The staff's seating plan provides at least 2 meter physical spacing in between, and there are partitions that divide the work stations.

Note: S.U.C.C.E.S.S. Business Centre has 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.

A number of meetings were held before the re-opening of office to communicate the plan to re-open and processes taken by the management. Training videos were shown, questions from staff were answered. Health & Safety posters are posted in the office to promote the awareness of COVID-19 symptoms, hand hygiene, physical distancing, mask wearing, etc.

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 to S.U.C.C.E.S.S. Business Centre is required to adhere to these guidelines and protocols.

- Client signs an *Informed Consent for In-person Service Form* before an appointment is arranged, and
- Conduct a 24-hr Pre-Appointment Screening with client, and
- Conduct an Entry Screening at the entrance upon arrival for appointment , and
- Client must wear face mask during the whole appointment, and
- Client uses hand sanitizer to perform hand hygiene upon entry, and
- Client stays only in the designated seating area, and
- Client completes a contact log before leaving the office.

Staff members sign in and out when they work on-site in office.

Additional cleaning and disinfection are performed by the staff member who met with the respective appointment, including disinfecting door knobs, chairs, tables and the glass window barrier in the front area before and after each appointment.

Note: S.U.C.C.E.S.S. Business Centre has 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.
Face masks and face shields were purchased for staff use, and staffs were trained how to properly use face mask and face shield via videos.
- ✓ We understand the wearing of masks is to protect the wearer from respiratory droplets.

Videos of proper mask usage were shown to staff during the training sessions, issues and questions were discussed during the training.

- ✓ We have trained workers in the proper use of masks.

Staffs were trained in the proper use of masks on August 13, 2020. Additional mask wearing posters are posted in the office to remind workers the proper use of face masks.

Measures in place:

All staff members were trained for using PPEs. The protocols for wearing masks are listed in our signage at each facility.

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

- ✓ We had reviewed the information on cleaning and disinfecting surfaces with staff during the training.
- ✓ The workplace has handwashing facility on site for all workers. Handwashing location is visible and easily accessed.

There are automated hand sanitizer dispensers available in the front area where client sits and in the open office where staff work. In additions, there is a facet /sink in the pantry with soap and multiples disinfecting alcohol for sanitizing in the 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.

Staffs were trained on how to perform proper and frequent hand hygiene; hand hygiene posters are posted in office to remind staffs.

- ✓ We have implemented cleaning protocols for all common areas and surfaces — e.g. equipment, 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).

Staff clean and sanitize their own work space and work equipment before and after each day shift, and before and after meal break. They also clean after any common areas touched/used by themselves and their appointment(s).

- ✓ Workers who are cleaning have adequate training and materials.

We have provided trainings to staff on how to clean and sanitize by showing videos produced by health units.

- ✓ We have removed unnecessary tools and equipment to simplify the cleaning process — e.g. water dispenser is turned off.

Cleaning protocols:

Cleaning protocols, cleaning responsibilities and cleaning schedules are specific to S.U.C.C.E.S.S. Business Centre.

We have created a cleaning procedure for the Business Center. Contracted cleaning service will also perform cleaning and disinfection after office hours on the days the office opens.

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.
24 hr client pre-screening (via phone) and screening at door are required before the actual meeting.
Workers are responsible for their own screening before start of each shift.
- ✓ Anyone directed by Public Health to self-isolate.
24 hr client pre-screening (via phone) and screening at door are required before the actual meeting.
Workers are responsible for their own screening before start of each shift.
- ✓ 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.
24 hr client pre-screening (via phone) and screening at door are required before the actual meeting.
Workers are responsible for their own screening before start of each shift.
- ✓ Visitors are prohibited or limited in the workplace.
No walk-ins allow. All 1-on-1 session are by appointment only.
- ✓ First aid attendants have been provided OFAA protocols for use during the COVID-19 pandemic.
- ✓ We have a remote work policy in place (if needed).
All staffs that are working from home are responsible to send a work summary to Senior Manager, and copy Program Director at end of the day.
- ✓ 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.

Should issues arise on-site, the staff shall inform the team lead on duty to handle the situation. The team lead shall report the incident to the manager. The staff and team lead shall complete an incident report and send it to the manager.

Staff and the team lead make the judgement to call 911 if the incident cause physical harm or danger to staff in office.

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

- ✓ Sick workers should report to first aid, team lead/ manager even with mild symptoms, as soon as possible when they start to feel ill at work.
- ✓ 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 by the contracted cleaning services 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 training plan to ensure everyone is trained in workplace policies and procedures.
Trainings were provided to staff. Training materials (Risk Assessment, Safety Plan, Policies, Videos, Forms) are available to staff online and in prints for reviewing.
- ✓ All workers have received the policies for staying home when sick. Staff are asked to sign after they have reviewed the policies.
- ✓ 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 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. Workers shall contact both the team lead of the day and manager if they have any 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.
Training notes, videos policies, forms and materials are included in the orientation for new staff.
- ✓ We have a training plan for staff taking on new roles or responsibilities.
Training notes, videos and materials are available for staff taking on new roles or responsibilities.

Note: S.U.C.C.E.S.S. Business Centre has 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>