



AEIP - Workplace COVID-19 Safety Plan

Name of Business: S.U.C.C.E.S.S. AEIP

Address: 228 – 181 Keefer Place, Vancouver BC

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Contents

INTRODUCTION	1
PROTOCOLS TO ENSURE SAFE AND HEALTHY ENVIRONMENT	1
Level 1: Elimination Controls	1
1. Managing the Workplace.....	1
2. Client Management	2
Level 2: Engineering Controls	3
Level 3: Administrative Controls	4
1. Administrative controls before returning to work	4
2. Personnel logistics to ensure COVID-19 policies are adhere to	5
3. Tools, supplies, and detailed usage guidelines.....	6
4. The procedure if a staff member is identified as having symptoms	7
Level 4: Personal Protective Equipment (PPE)	8
FREQUENT ASK QUESTIONS.....	9
APPENDICES	10
Appendix A – Covid-19 Testing & Key Contacts.....	10
Appendix B – Work Schedule & Open Area Seating Arrangement Plan.....	11
Appendix C – Office Cleanliness, Disinfection & Sterilization Guideline, and Hygiene Policy.....	13
Appendix D – Use of Staff Pantry Room & Washroom.....	15
Appendix E - Resources.....	16
1. Signage/Poster Sources	16
2. Reference Resources	16
3. Other Resources (Check-in Questionnaires & Website Resources)	16

INTRODUCTION

We have created this workplace Covid-19 Safety Plan by following the processes outlined in the WorkSafe BC COVID-19 Safety plan guide checklist. We are also in compliance with the WorkSafe BC and the Provincial Health Officer (PHO) orders for physical distancing between staff members.

The following websites were used for references and resource materials.

1. WorkSafe BC
 - a. COVID-19 Safety Plan Checklist
 - b. Protocol for Returning to Operations
 - c. Occupational First Aid Attendant (OFAA) protocols during the COVID-19 pandemic
2. Government of Canada COVID-19 updates and resources
3. Government of British Columbia COVID-19 resources
4. BC Centre for Disease Control COVID-19 information and resources
5. Current Provincial Health Officer Orders under the Public Health Act

PROTOCOLS TO ENSURE SAFE AND HEALTHY ENVIRONMENT

Level 1: Elimination Controls

These refer to new measures that will be put in place to prevent crowding or close contact between people in the workplace.

1. Managing the Workplace
 - a. The maximum number of clients allowable in the office at any given time: 0
 - b. The maximum number of staff in the office: 10 (**from now until further notice**)

Environment	Staff Allowed	Environment	Staff Allowed
Staff Lunchroom	2	Storage Room	1
Conference Room	4	Washroom (outside the office)	4
Webinar Room	1	Client Area	N/A

- c. Our protocols to manage staff entry and exit are:
 - i. Designated doors for entry and exit

- d. The staff member/role responsible for managing the occupancy limit is:
- Edwin Wong, Senior Project Manager of AEIP
 - Irene Liu, Program Assistant
- e. We are maintaining physical distancing in our office by:

Adopting rotating work schedule to limit the number of staff in the office.
Staff would alternate between working onsite and working from home.

Ensuring there is at least 2 meters of distance between each occupied work stations.

Using signage and posters to remind staff of physical distancing.

Advising staff to stay home when exhibiting symptoms of illness.

2. Client Management

- a. Our protocol to manage client flow and number of clients on-site:

NO direct in-person client services

- Prohibit “high risk” services where close contact is required over extended periods of time and control measures may not be fully implemented

Conduct all services online or over the phone

- Enable staff to avoid close contact with clients

Signage in place to remind all people the limit of people on-site

- Signage will be posted on different places where it's easy to see

Level 2: Engineering Controls

These refer to new designs or modifications to plants, tools, equipment, ventilation systems, and processes that reduce the risk of exposure.

1. Managing the Workplace

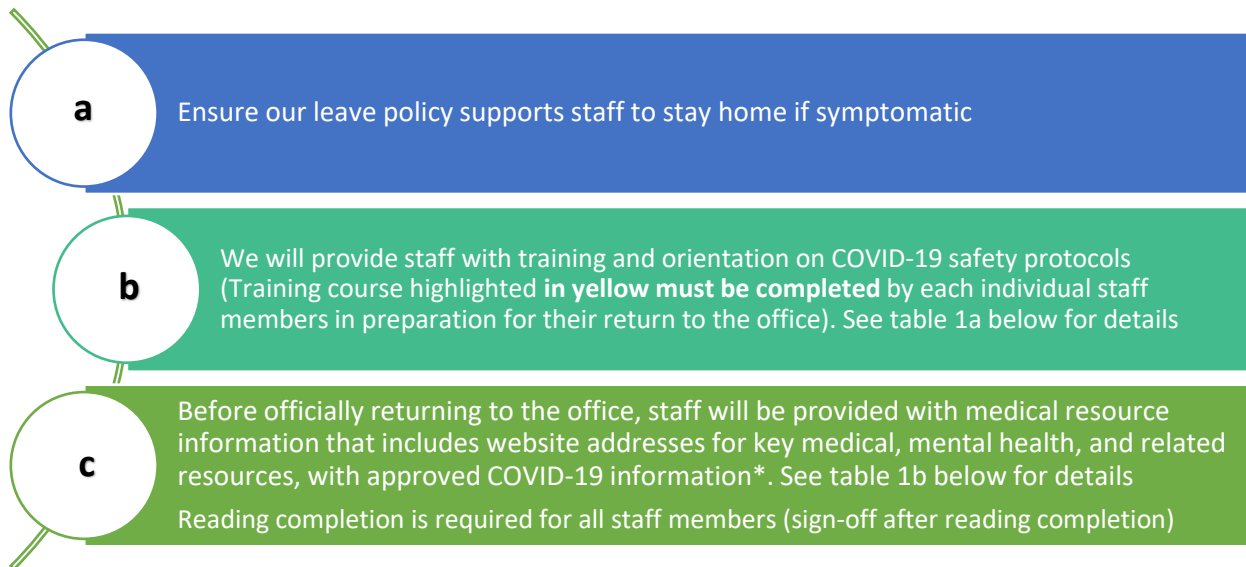
- a. We will require staff to greet with a wave instead of handshake.
- b. For areas where physical distancing may not be possible, we have installed barriers between workstations. Having 66x66 partition to divide up space between workstations
- c. We have upgraded filtration from MERV 8 to MERV 13 and added six exhaust fans. In doing so, it will increase overall efficiency on E2 particle ranges (1.0-3.0 microns) by 65 percentage points.
- d. We have placed physical distancing signage in our workplace. The signs will be kept in lunchroom, conference room and open office area.
- e. We have rearranged gathering areas, such as lunchroom and conference room, to maximize physical distancing for our staff (for instance, we will limit the number of people in certain areas to support physical distancing by changing the layout *removing some of the chairs*).
- f. We will use bottle water instead of water dispenser.
- g. We will provide hand sanitizer for staff to use when they enter and exit the office; gloves and face masks are available to staff upon request.
- h. We will check staff body's temperature daily using thermometers gun when they first enter the premises.
- i. Reference materials, books, and brochures are all removed from the office to avoid contaminated surface.

****Work schedule for open area will be provided as well as open area seating arrangement plan. For more details, see **Appendix B**.*

Level 3: Administrative Controls

These refer to policies and standard operating procedures at the workplace that alter the way the work is done to reduce risks.

1. Administrative controls before returning to work



*[COVID-19 information](#)

Table 1a. Training Videos (and sources)

Organization	Instruction Topic	Link
S.U.C.C.E.S.S.	Coronavirus preparedness for employers and employees	S.U.C.C.E.S.S. Insight Training on Staff Portal
S.U.C.C.E.S.S.	Returning to the Workplace During a Pandemic	S.U.C.C.E.S.S. Insight Training on Staff Portal
Canada.ca	Handwashing	https://www.youtube.com/watch?v=o0P-0d1mJfA
Centers for Disease Control	Handwashing (no sound)	https://www.youtube.com/watch?v=d914EnpU4Fo
CBC News	Handwashing	https://www.youtube.com/watch?v=S_Bqdn_W0z8
CBC National	Handwashing	https://www.youtube.com/watch?v=8XV5hsl5shQ
WorkSafe BC	Handwashing	https://www.youtube.com/watch?v=s0zCzuKiYu4

Van Laser & Skin Care Centre	Wearing Masks and Gloves	https://www.youtube.com/watch?v=5Crd2YhYD5w
CBC Vancouver	Don and Doff Masks	https://www.youtube.com/watch?v=AE_4B7yNw_Q
CBC News	Don and Doff Masks	https://www.youtube.com/watch?v=p9ipN6_LtIU
CTV News	Don and Doff Masks	https://www.youtube.com/watch?v=ZH6hV-jDmjs
Time	Don and Doff Masks	https://www.youtube.com/watch?v=2xLjCfmx0iE
Canada.ca	Removing Gloves	https://www.youtube.com/watch?v=FnjyUiataxA

** More mandatory training might get added to the list*

Table 1b. Reading information (and sources)

Organization	Document
Public Health Agency of Canada	Preventing COVID-19 in the Workplace
BC Centre for Disease Control / BC Ministry of Health	Interim Guidance to Social Service Providers for the Prevention and Control of COVID-19
BC Centre for Disease Control / BC Ministry of Health	Physical Distancing

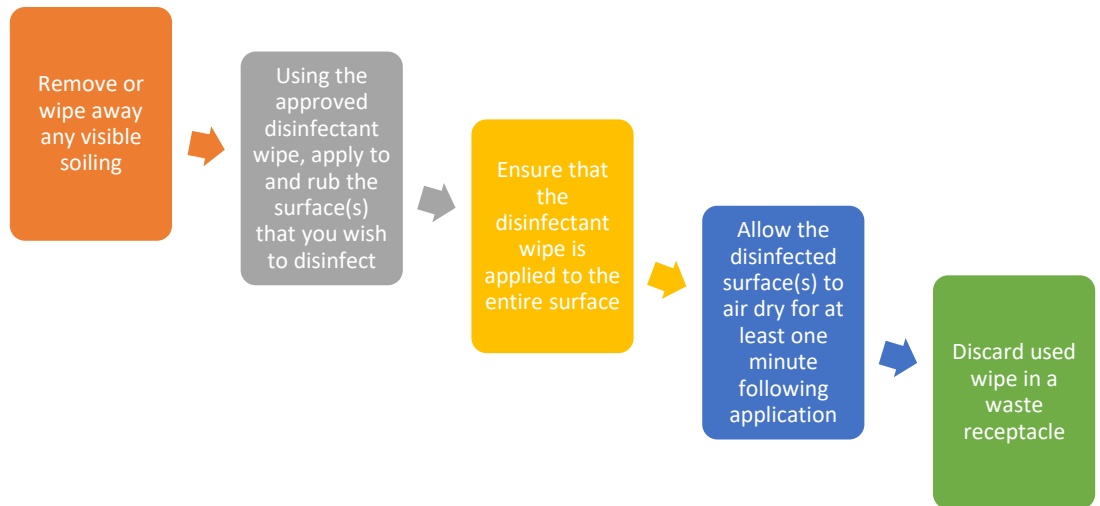
2. Personnel logistics to ensure COVID-19 policies are adhere to

- a. **Different Working Groups:** We have organized our staff members into MS teams working unit groups to facilitate reduced interaction between groups
- b. **Health and Safety Contact Person:**
 - i. Edwin or Irene will be available every shift to ensure protocols are being following and understood
 - ii. Weekly group check-in (via MS teams) will be conducted with staff on the Covid-19 operation, their feelings/responses, experiences, challenges or needs. In addition, individual check-ins will be offered to address individual situation and needs
- c. **First Aider:** Larry or Irene will be on site each working day

****All services will be provided online or over the phone to avoid close contact with others.*

3. Tools, supplies, and detailed usage guidelines

- a. We are posting our key COVID-19 protocols to our AEIP MS Team Channel
- b. We are going to implement the following staff hygiene policies:
 - i. Wash hands before and after using shared tools, entering or re-entering the office
- c. We are going to minimize the risk from sharing tools by:
 - i. Providing each staff with their own set of computer/headset in the office
 - ii. Disinfecting shared tools before and after use immediately by each user following these steps when cleaning and disinfecting a surface:



- d. We are going to implement the following controls to ensure enhanced cleaning and disinfection through the office. We will develop a cleaning schedule:



***See **Appendix C** for more details on cleaning schedule, hygiene policies, and disinfection & sterilization guidelines.

4. The procedure if a staff member is identified as having symptoms

Must stay home and self-isolate	<ul style="list-style-type: none"> •Staff who have symptoms of COVID-19 OR; •Staff travelled outside Canada in the last 14 days OR; •Staff who were identified as a close contact of a confirmed case
Daily Routine	<ul style="list-style-type: none"> •Staff must assess themselves daily for symptoms of common cold, influenza, or COVID-19 prior to entering the clinic. •Those unsure of if they should self-isolate should be directed to use the BC COVID-19 Self-Assessment Tool.
Questions or concerns, contact	<ul style="list-style-type: none"> •8-1-1 •Local public health unit

***The procedure if a client is identified as having symptoms is: N/A (AEIP does not provide in-person client services)

Level 4: Personal Protective Equipment (PPE)

This refers to protective gear worn by people in the workplace to reduce their contact with other people who may potentially be infected with COVID-19.

1. We have reviewed WorkSafe BC's Guidance on Selection and Use of Masks
 - a. Personal protective equipment may be used as additional control measure. Staff are recommended to use personal protective equipment, such as face mask, gloves and hand sanitizer, in the office.
 - b. Prior to the official return to the office, training will be provided about:
 - i. How to safely put on and take off a mask
 - ii. When to change a mask
 - iii. The importance of conducting hand hygiene after taking off a mask
 - iv. How to safely put on and take off gloves
 - v. When to change gloves
 - vi. The importance of conducting hand hygiene after taking off gloves
 - vii. Instruction will be provided as to how to safely use a non-medical mask or face covering.(Sources via [WorkSafe BC](#) and [The Government of Canada](#))
 - c. Hand sanitizer will be available throughout the office (in meeting rooms, webinar rooms and common areas). When using hand sanitizer, staff are advised to apply a dime-sized amount to dry hands and rub hands together until completely dry. Masks, gloves and sanitizer are also made available to staff upon requests.

FREQUENT ASK QUESTIONS

1. Too many people in the office? Too close to each other?

Answer: We will limit the number of staff to 10 at most in the office. We will also adopt the rotating schedule. In doing so, it will provide sufficient space in between staff to avoid close contact.

2. Air Circulation Concern?

Answer: We have upgraded the filtration from MERV 8 to MERV 13, and added six exhaust fans. We also have two existing 4-in-1 air purifiers in the office. In doing so, it will increase overall efficiency on E2 particle ranges (1.0-3.0 microns) by 65 percentage points. In addition, we will also purchase at least three new 4-in-1 air purifiers for the office, which will help filter the air and remove harmful particles from indoor spaces.

3. Concern about going to the washroom (which is located outside our office unit)?

Answer: We will provide hand sanitizer for staff to use when they exit and enter the office. Also, staff are encouraged to wear face mask while staying in the office or going to the washroom. According to the mall management, all washrooms are equipped with sanitary supplies that meet health standards (and only 4 people max at a time can be in the washroom). Throughout the day (every 30 minutes), cleaning and disinfecting will be performed by the mall management company. (See **Appendix D** for more details)

4. What options are available for staff who use public transit?

Answer: To support the health and safety of our team, re-usable facemasks, disposable gloves and hand sanitizer are made available to all staff upon request. In light of changes to public transit, such as limited capacity, staff are encouraged to plan ahead when using public transit. For more information regarding the COVID-19 safe operations action plan, please visit: <https://www.translink.ca/> or <https://www.bctransit.com>

5. I am concerned about my working conditions. Who do I talk to?

Answer: Both Edwin (Senior Project Manager) and Irene (Program Assistant) are available as your first point of contact.

APPENDICES

APPENDIX A – Covid-19 Testing & Key Contacts

Additional Information for Covid-19 Testing:

If staff develop cold, influenza or COVID-19-like symptoms, use the BC COVID-19 Self-Assessment Tool to help determine if you need further assessment for COVID-19 testing by a physician, nurse practitioner or at a local collection centre. You no longer need a referral from a health care provider, and you do not need to call **8-1-1** if you have symptoms and would like to be tested for COVID-19. Visit the BC Centre for Disease Control (BCCDC) Testing page to find a collection centre (locations where you can be tested) near you.

Key Contacts

Name	Title	Email/Link	Tel
Johnny Cheng	Director of AEIP	Johnny.cheng@success.bc.ca	604-893-8222 (ext. 1001)
Edwin Wong	Senior Project Manager	Edwin.wong@success.bc.ca	604-893-8222 (ext. 1002)
Irene Liu	Program Assistant	Irene.liu@success.bc.ca	604-893-8222 (ext. 1005)
COVID-19 Self-Assessment		https://bc.thrive.health/	
HealthLink BC		https://www.healthlinkbc.ca/about-8-1-1	811
RCMP	Emergency Only		911
RCMP	Non-Emergency		604-278-1212

APPENDIX B – Work Schedule & Open Area Seating Arrangement Plan

Work Schedule for Open Area

- Schedule 1 and 2 are set as it is assigned to ensure staff seating meets the social distancing requirement
- Staff can choose their own shift within the schedule
- Two-people rule always applies, especially for the first and last ones in the office
- Please refer to the next page for seating arrangement. Schedule will be changed.

Daily Shifts at General Office Area		Schedule 1	Schedule 2
No.	Time	Staff	Staff
1	7:30am - 3:30pm		
		Pitchouna	
		Larry (First Aider)	
2	8:00am - 4:00pm	Kevin	Ao
		Joseph	Sandra
			Marianna
3	8:30am - 4:30pm	Nelly	Irene (First Aider)
		Lama	Selina
4	9:00am - 5:00pm	Wendy	Daisy
		Nancy	Vivian
		Leon	Jennifer
Total # of Staff at General Office Area per Schedule		9	8

- ❖ Schedule 1 and 2 are set as it is assigned to ensure staff seating meets the social distancing requirement
- ❖ Staff can choose their own shift within the schedule
- ❖ Two-people rule applies at all times, especially for the first and last ones in the office
- ❖ Please refer to the below page for seating arrangement

APPENDIX C – Office Cleanliness, Disinfection & Sterilization Guideline, and Hygiene Policy

Office Cleanliness

Equipment/ Surface	Frequency	By Whom	Product
Individual Staff Workstation (desktops, drawer handles, chair arms, partitions, telephones, computer, keyboard and mouse, desktop organizers if any)	<ul style="list-style-type: none"> Once per day before staff leave the office; and Deep cleaning on every Wednesday and Saturday 	<ul style="list-style-type: none"> Individual user; and Janitor 	<ul style="list-style-type: none"> Multi-purpose spray with bleach in, paper towels, disposable gloves, and masks will be provided to staff. Disposable wipes will be provided when they become available
Frequently Touched Points and Shared Equipment (photocopier, network printer, doorknobs, light switches, stationary cabinet handles, microwave, fridge, water tabs, sinks, countertops and eating areas)	<ul style="list-style-type: none"> Immediate Before and After use by each user Deep cleaning on every Wednesday and Saturday 	<ul style="list-style-type: none"> Individual user; and Janitor 	
Meeting Rooms (table tops, chair handles, computer sets, storage cabinet handle)	<ul style="list-style-type: none"> Immediate Before and After use by each user Deep cleaning on every Wednesday and Saturday 	<ul style="list-style-type: none"> Individual user; and Janitor 	

How do I clean and disinfect?

Follow these steps when cleaning and disinfecting a surface using multi-purpose spray and paper towels:

1. Put on disposable gloves and mask
2. Tear off a piece of paper towel
3. Turn the disinfectant's spray nozzle into "on"
4. Spray disinfectant onto the paper towel
5. Wipe, apply to and rub the surface(s) that you wish to disinfect

6. Ensure that the disinfectant is applied to the entire surface
7. Allow the disinfected surface(s) to air dry for at least one-minute following application
8. Discard used paper towel in a waste receptacle
9. Repeat Step 2 to Step 8 if multiple paper towels are needed for the cleaning
10. Turn the disinfectant's spray nozzle into "off" and put it back into the cabinet
11. Dispose mask and gloves

Follow these steps when cleaning and disinfecting a surface:

1. Put on disposable gloves and mask
2. Remove or wipe away any visible soiling
3. Using the approved disinfectant wipe, apply to and rub the surface(s) that you wish to disinfect
4. Ensure that the disinfectant wipe is applied to the entire surface
5. Allow the disinfected surface(s) to air dry for at least one-minute following application
6. Discard used wipe in a waste receptacle
7. Dispose mask and gloves

Equipment Use

1. Before leaving the office, each staff is required to clean/disinfect his or her workstation.
2. Each staff works with their own desktop/laptop, stationery, headset (no sharing).

Hand Hygiene

1. Staff are trained and reminded regularly about the important of diligent hand hygiene (handwashing with water and soap for at least 20 seconds);
2. Alcohol based hand rubs (ABHR) can also be used to clean your hands as long as they are not visibly soiled
3. Do not touch your face, eyes, nose or mouth with unwashed hands;
4. Handwashing is required:
 - a. Before and after preparing, handling, serving or eating food;
 - b. After personal body functions (e.g., using the toilet, sneezing, coughing);
 - c. Before and after using a mask;
 - d. After disposing of garbage or dirty items;
 - e. Whenever hands look dirty.

APPENDIX D – Use of Staff Pantry Room & Washroom

Use of Staff Pantry Room

1. Occupancy limit for pantry room: 2 persons at a time;
2. Staff are recommended to use the pantry room to warm up food and take their lunch at their own desk;
3. Detergent, disinfecting wipes and paper towels are available in pantry room;
4. Staff should clean and disinfect microwave before and after each use with the disinfecting liquid;
5. Garbage is disposed twice a week by a professional janitorial service contractor;
6. Handwashing required before and after preparing, handling, serving or eating food;
7. Shared pantry equipment and utensils are removed, such as coffee-maker, plates and cups to minimize contamination and cleaning;

Use of Washroom (located outside the office)

1. Occupancy limit for washroom: 4 persons at a time;
2. Hand soap and paper towels are provided in every washroom;
3. Garbage is disposed on a daily basis by the mall management company;
4. Handwashing is required after personal body functions (e.g., using the toilet, sneezing, coughing).

APPENDIX E – Resources (Signage/Poster Sources, Reference Resources, and Other Resources)

Signage/Poster Sources

Organization	Document
WorkSafe BC	Occupancy Limit
WorkSafe BC	Entry Check for Workers
WorkSafe BC	Handwashing
WorkSafe BC	Cover Coughs and Sneezes
WorkSafe BC	How to Use a Mask
BC Centre for Disease Control	Do Not Enter If You're Sick
BC Centre for Disease Control	Physical Distancing
BC Centre for Disease Control	Cleaning and Disinfecting for Public Setting
BC Centre for Disease Control	Covid-19 Outbreak

Reference Resources

Organization	Document
BC Centre for Disease Control	Better Health through Promotion, Protection, and Prevention
WorkBC	Covid-19 Phased Operational Recovery - Guidance and Principles
WorkBC	Covid-19 and Returning to Safe Operations Guidelines
Government of Canada	Coronavirus Disease
Government of BC	BC's Restart Plan

Check in Questionnaires

Organization	Document
WorkSafe BC	Entry Check for Workers
WorkBC	Paper questionnaire on site

Website Resources

Organization	Website Link
HealthLink BC	https://www.healthlinkbc.ca/health-feature/coronavirus-disease-covid-19
Government of Canada	https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/awareness-resources.html
Government of BC	https://www2.gov.bc.ca/gov/content/covid-19/info/response
BC Centre for Disease Control	http://www.bccdc.ca/health-professionals/clinical-resources/covid-19-care
WorkSafe BC	https://www.worksafebc.com/en/forms-resources#sort=%40fcomputeditemdatefield343%20descending&f:language-facet=[English]&tags=Covid-19 a96b6c96607345c481bb8621425ea03f