



# **S.U.C.C.E.S.S. Restart COVID-19 Safety Plan**

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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 authority's<sup>i</sup> orders and guidelines and WorkSafeBC<sup>ii</sup> or WSIB (ON)<sup>iii</sup>, 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 methodology<sup>1</sup>;
5. Our Funders requirements for in-person programs and services delivery

### **Phase 1 (BC: Ended May 18, 2020; ON 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:

- CANN - YVR
- Maintenance for Housing Sites – Hillside Gardens, 188 Keefer, The Village, Orange Hall, Remy in Richmond, Solheim Place, Storeys

### **Phase 2 (BC: Ended June 23, 2020; ON Restart: June 12, 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:

- WorkBC – Richmond (Storeys), subcontractor to other Primes<sup>2</sup>
- Hillside Gardens – Summer Youth Camp

### **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.<sup>3</sup> These services include but are not limited to:

- Youth Program (YLM)
- ACT Program
- E-Start

### **Phase 4 (TBD)**

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<sup>1</sup> Policy 11.2 COVID-19 Workplace Risk Assessment and COVID-19 Workplace Risk Assessment template.

<sup>2</sup> S.U.C.C.E.S.S. staff subcontracted to work at WorkBC Program partners ("Primes") will return to in-person services upon S.U.C.C.E.S.S. approval of the Primes' COVID-19 Restart Plan including a completed COVID-19 Hazard Assessment, and COVID-19 Safety Plan.

<sup>3</sup> 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".



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.<sup>4</sup>

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<sup>4</sup> <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 office 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 open rooms and kitchens.
- We have identified job tasks and processes where workers are close to one another, such as the photocopier corner and the kitchen.
- We have identified the tools and equipment that workers share while working, such as the photocopier and computer workstations.
- We have identified surfaces that people touch often, such as the photocopier, door handles, and light switches.

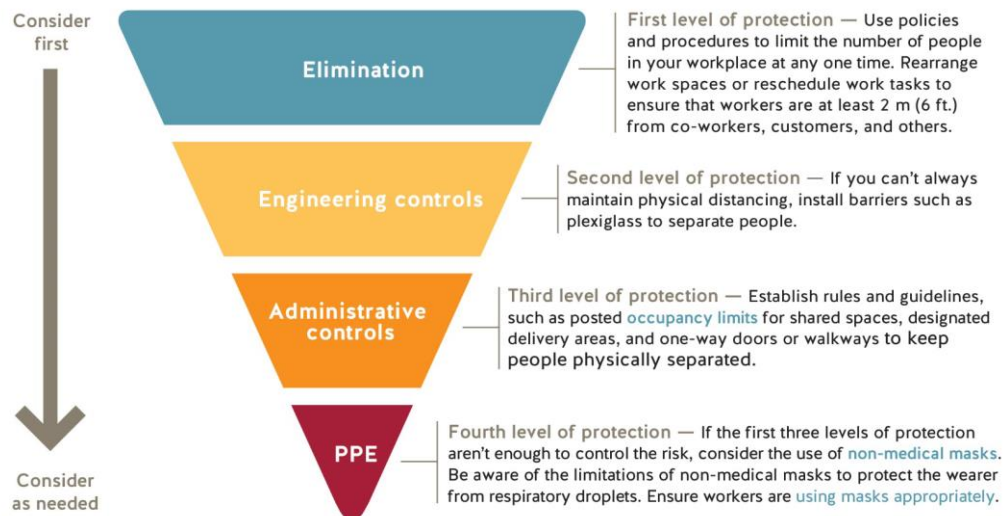
## Step 2: Implement protocols to reduce the risks

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](https://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.
- Office 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.

## 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. The occupancy limit is two to three people in the office: two people in the open office area and one person in the closed room. The kitchen has an occupancy limit of one person. Only two to three people may be in the office 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 (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.
- ☑ To maintain social distancing of two metres apart, the maximum occupancy for the office is two to three people: two people in the open area of the office and one person in the closed room. The kitchen has an occupancy limit of one person.
- ☑ We have established and posted occupancy limits for common areas such as the office open area, the closed room, and the kitchen.



- We have implemented measures to keep workers and others at least 2 metres apart, wherever possible. Work schedule has been revised so that there will be a maximum of three workers in the office at a time (two in the open area and one in the closed room).

#### **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:

- Working offsite or remotely
- Changes to work schedules
- Occupancy limits for workers (Two people in the open office area and one person in the closed room. The kitchen has an occupancy limit of one person.)
- Limiting or prohibiting visitors
- Notifying the delivery person to leave shipments at the door

**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 Plexiglass barriers where workers can't keep physically distant from co-workers.
- We have included barrier cleaning in our cleaning protocols. Barriers will be cleaned before and after leaving and entering the office.
- We have installed the barriers so they don't introduce other risks to workers.

#### **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.

**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 created safety guidelines for how workers should conduct themselves.
- We have clearly communicated these rules and safety guidelines to workers through a combination of individual training between the program manager and staff, videos listed in the safety guidelines and posted signage in the office.
- We have communicated with the property management to gain access to their COVID-19 Safety Protocols. We have emailed their COVID-19 Safety Protocols to staff.

**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 and visitors to S.U.C.C.E.S.S. facility/office locations 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 social distancing, etc.).

Workers will wipe down equipment before and after use, use one-way walkways and single-use (disposable) cleaning 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.**

**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 safety guidelines which outline the proper use of masks and mask disposal via training videos.
- We have trained workers in the proper use of masks via videos in the safety guidelines.
- We will have reusable masks and disposable masks available.
- We will train staff individually on the proper use of masks and cleaning protocols when they return to the office again.

**Measures in place:**

The training for using PPEs are done at each S.U.C.C.E.S.S. facility/office location. 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 have reviewed the information in the safety guidelines on cleaning and disinfecting surfaces.
- The workplace has one handwashing facility on site for all workers in addition to washrooms in the building where staff can wash their hands. Handwashing locations are visible and easily accessed.
- We have policies that specify when workers must wash their hands and we have communicated good hygiene practices to workers. We will train staff individually again on good hygiene practices. High contact surfaces will be marked clearly with instructions on the frequency of cleaning. 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., photocopier, workstations, kitchen, individual desks, light switches, and door handles. This includes the frequency that these items must be cleaned (before and after use) as well as the timing (before and after use).
- ☑ Workers who are cleaning have adequate training in the safety guidelines and have access to cleaning materials (disinfectant wipes).
- ☑ We have removed unnecessary tools and equipment to simplify the cleaning process — e.g., coffee makers, shared utensils and plates.
- ☑ We have shut off the water cooler and clearly indicated that it is not for use. Bottled water will be distributed to staff and they will use their own water bottle.

### **Cleaning protocols:**

Cleaning protocols, cleaning responsibilities and cleaning schedule are specific to each S.U.C.C.E.S.S. facility/office location. Please see posted cleaning protocols at the worksite. Clear signage is posted indicating the cleaning protocols: “Clean and disinfect surfaces (door handles, tables, workstations, photocopier, filing cabinet, kitchen surfaces) before and after use.”

### **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 prohibited in the workplace.
- ☑ First aid attendants have been provided OFAA protocols for use during the COVID-19 pandemic.
- ☑ We have a remote work policy in place.
- ☑ Staff has access to the property management’s COVID-19 protocols.

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

- ☑ Sick workers should report to first aid, even with mild symptoms.



- Sick workers should be asked to wash or sanitize their hands, provided with a mask, and isolated. The worker will be asked to go 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 site specific training plan to ensure everyone is trained in workplace policies and procedures.
- 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 to go to the Program Manager with health and safety concerns. If the Program Manager is not available, workers will contact the Senior Manager.
- 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 communicated with the property management to receive their COVID-19 safety protocols for the building. We have emailed these COVID-19 safety protocols to staff.
- 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.

**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.**

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<sup>i</sup> <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>

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

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