

**S.U.C.C.E.S.S. Social Services Centre
28 W. Pender Street, Vancouver BC**

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. 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 WorkSafe BC protocols for returning to operation in an office setting. For further information, please visit: <https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/offices>.

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

Phase 1 (March 2020 to Mid May 2020)

Only administrative and maintenance services deemed necessary to maintain basic S.U.C.C.E.S.S. operation are to be onsite. These programs and services are:

- Front Desk Reception (Monday to Friday 9:00am – 5:00pm)
- Facilities (Monday to Friday 9:00am – 5:00pm)

Phase 2 (Mid May 2020 to End of September 2020)

Additional S.U.C.C.E.S.S. programs' staff are allowed to be onsite as instructed by their respective Supervisors/Managers. All staff onsite must sign-in and sign-out at the Front Desk Reception, and no clients or visitors should be allowed inside the premise.

- I.T. Department (as instructed by Supervisor/Manager)
- H.R. Department (as instructed by Supervisor/Manager)
- Finance Department (as instructed by Supervisor/Manager)
- Administration (as instructed by Supervisor/Manager)

Phase 3 (End of September until further notice)

S.U.C.C.E.S.S. programs and services will be delivered in a hybrid model; a combination of virtual and in-person services. A limited number of clients / visitors will be allowed into the building at a given time. Program Staff, with confirmation from Front Desk Reception, will escort clients/visitors to enter the building to their respective meeting area; and escort their clients/visitors to leave the premise. The following program and services are intended to start their services at this phase:

- ISIP Vancouver
- Youth Program (YLM)
- Counselling Services
- Community Engagement
- Foundation

Phase 4 (TBD)

S.U.C.C.E.S.S. programs and services; and all administrative staff will fully return to onsite operations within the guidelines and compliance as set out in BC's Restart Plan and public health authority guidelines. Our 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 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.

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:

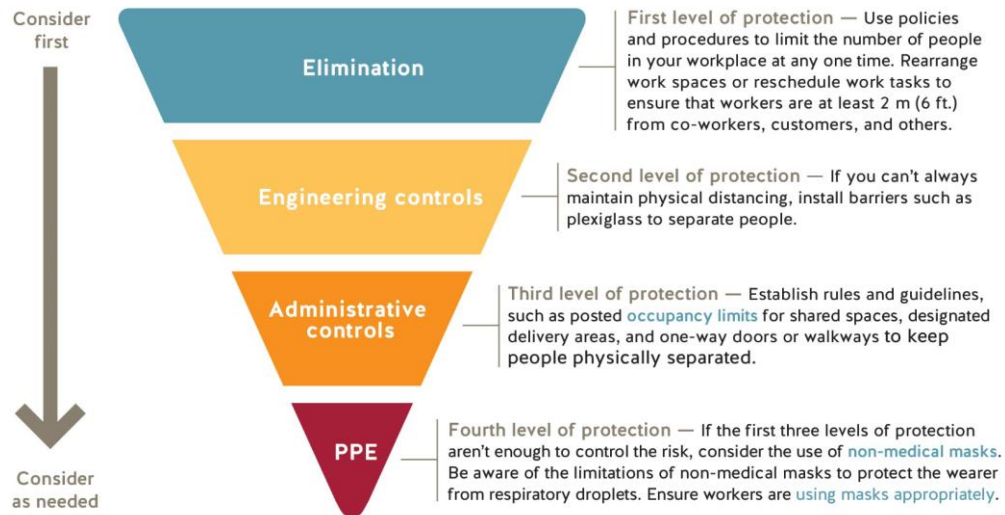
- Review industry-specific protocols² on [worksafebc.com](https://www.worksafebc.com) to determine whether any are relevant to our industry. Guidance for additional sectors will be posted as they become available. If protocols are developed specific to our sector, implement these to the extent that they 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.
- Our health and safety association or other professional and industry associations.

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

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.)

Reduce the risk of person-to-person transmission

To reduce the risk of the virus spreading through droplets in the air, various protocols are implemented to protect against identified risks. Wherever possible, protocols with the highest level of protection are implemented based on the chart below.



Building Access

- An occupancy limit of 50 people is established and posted by the front entrance of our premises.
- A signage is posted by the front entrance indicating that employees, contractors, or visitors exhibiting COVID like symptoms are not allowed to enter the building.
- Sanitizer station is set up in all high traffic areas for all employees, contractors and clients/visitors to use.
- Physical distancing policy is in place and posted by the front entrance of the building. For further information, please refer to [Operation Manual – 11.3 Physical Distancing Policy](#).
- Non-surgical face covering ***is mandatory*** in all common areas and during meeting with staff and/or clients/visitors.
- All staff in the building should be signing in and signing out at the Front Desk Reception.

Workplace Operations

- In order to reduce the number of staff at the premises, Directors and Managers of individual programs will establish whether staff can work remotely by considering work-from-home arrangement; virtual meetings; rescheduling work tasks, and limiting the number of clients/visitors in the premises. For further information, please refer to [HR Manual – 10.3 Work Accommodation Policy](#).

- A limited number of staff will be allowed to be onsite at the same time. Directors and Managers of individual programs will determine how many staff from each programs will be allowed onsite at the same time.
- Physical distancing policy is in place and posted by the front entrance of the building. For further information, please refer to *Operation Manual – 11.3 Physical Distancing Policy*.
- Sanitizer station is set up in all high traffic areas for all employees, contractors and clients/visitors to use.
- Non-surgical face covering ***is mandatory*** in all common areas and during meeting with staff and/or clients/visitors.
- Meeting with clients/ visitors can only be held in designated meeting rooms (please refer to Communal spaces) and away from workstations. If possible, consider holding teleconference, video conference or email instead.

Workstations

- Staff workstations will be spaced at least 2 metres apart wherever possible. In places where physical distancing cannot be maintained, plexiglass barriers are installed to separate staff and clients/ visitors.
- All staff should minimize sharing workstations. If workers must share workstation, sanitizing products should be used to clean workstation and all equipment before and after each uses.
- A maximum occupancy limit is established and posted at the door of each rooms.
- Staff should not invite others, including other staff, contractors and/or clients/ visitors to their office or workstation. If a face-to-face meeting is necessary, a designated meeting room should be used to hold the meeting.
- Staff are responsible to clean and disinfect their workstation in the beginning and at the end of their workdays. Professional janitor will clean all surfaces and common area at the end of each workdays.
- Non-surgical face covering ***is mandatory*** in all common areas and during meeting with staff and/or clients/visitors.
- Sanitizing products are available for all staff to use at their workstation.

Communal Spaces

- Physical distancing policy is in place and posted by the front entrance of the building. For further information, please refer to *Operation Manual – 11.3 Physical Distancing Policy*.
- Sanitizer station is set up in all high traffic areas for all staff, contractors, and clients/visitors to use.
- Non-surgical face covering ***is mandatory*** in all common areas and during meeting with staff and/or clients/visitors.
- There are two sets of stairs in the building. One set of stair is designated for going up, the other set is designated for going down. Signage is clearly posted on all exit doors and in the staircases. Only one household group of clients/visitors should be allowed in the staircase at any given time.

- There is one elevator in the building and a maximum of 2 people or 1 household group is allowed in the elevator at one time. Priority should be given to person with disability and/ or mobility issue.
- There are two washrooms on each of the floors in the building. All washrooms are designated for employees only, except for the two washrooms on the Ground Floor, which are for visitors use. Each washroom is limited to two persons at any given time.
- The 3/F Lunch Room is for preparing lunch purpose only. All employees are encourage to eat outside or at their workstations. Employees should bring their own dishes and utensils and refrain from providing and consuming communal foods.
- The G/F Lunch Room will allow a maximum of 4 people to use the spaces for food consumption. Please use sanitizing products to clean eating area before and after each use. Please limit your time of stay in the eating area and respect physical distancing policy.
- Photocopiers are for employees only. Please use sanitizing product to clean before and after each use.
- Stationaries and equipment should be kept for personal use only. Employees should not share their stationaries with others. If necessary, disposable gloves or single use equipment should be provided clients for one time use only.

Visitors

- Physical distancing policy is in place and posted by the front entrance of the building. For further information, please refer to *Operation Manual – 11.3 Physical Distancing Policy*.
- Contractors, clients/ Visitors must set up an appointment with program staff before coming onsite. Both, Screening – 24hrs Before Appointment Form and Screening – Before Site Entry Form, must be filled before entering the workplace.
- Contractors, clients/ visitors show any signs of COVID like symptoms should be refused entry into the building. Individual programs will need to produce and maintain a record of all clients/ visitors in the building.
- A waiting area is set up in the Lobby. There are four areas available for staff to wait for their clients or vice versa.
- Sanitizer station is set up in all high traffic areas for all staff, contractors and clients/visitors to use.
- Non-surgical face covering ***is mandatory*** in all common areas and during meeting with staff, contractors, and clients/visitors.
- Program staff should wait for their appointment in the waiting area at the pre-set time and escort their clients/ visitors into the meeting room. At the end of the appointment, clients/ visitors should be escorted out of the building.
- Only relevant personnel should attend the appointment and minimize time spent in the waiting area before their appointment.
- Meeting with clients/ visitors can only be held in designated meeting room (please refer to Communal spaces) and away from workstations. If possible, consider holding teleconference, video conference or email instead.

- Staff are responsible to clean and disinfect the meeting room in the beginning and at the end of each appointment. Professional janitor will clean all surfaces and common area at the end of each workdays.
- Beverages and other non-essential communal items should not be offered to clients/ visitors.

Deliveries

- Staff should notify Front Desk Reception of any expected deliveries.
- All deliveries, except postal mail and deliveries with large quantities, will be left in Room G03. Postal mail will be left with Front Desk Reception. Deliveries with large quantities will be left in Choi Hall.
- Front Desk Reception will contact staff responsible when the delivery arrived.
- Sanitizer station is set up in all high traffic areas for all staff, contractors and clients/visitors to use.
- Non-surgical face covering ***is mandatory*** in all common areas and during meeting with staff, contractors, and clients/visitors.

Transportation

- There is no transportation service provided in this location.
- Staff are asked not to provide transportation for other staff and/or their clients/ visitors.

Cleaning and Disinfecting Protocols

Definitions

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.
- To disinfect a surface effectively, you must clean it first to remove surface dirt and debris. Any residue left on work surfaces and equipment may deactivate the disinfectant. Use soap or detergent as a cleaning agent.
- ***All visibly soiled surfaces should be cleaned before disinfection.***
- ***Make sure to wash hands with plain soap and water after cleaning or use an alcohol-based hand sanitizer.***

Disinfection

- The killing of viruses and bacteria. A disinfectant is only applied to objects; never on the human body.

- After cleaning, apply a disinfectant to the surface. You need to leave the disinfectant on for a specified contact time to neutralize any remaining organisms. Look for recommended contact times on product instructions.

Hard (Non-porous) Surfaces

- Wear disposable gloves when cleaning and disinfecting surfaces. Gloves should be discarded after each cleaning. If reusable gloves are used, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other purposes. Clean hands immediately after gloves are removed.
- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- For disinfection, bleach solution should be used.

Soft (Porous) Surfaces

- For soft (porous) surfaces such as drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces.
- After cleaning: Dispose cleaning items as appropriate in accordance with the manufacturer’s instructions, if possible.

Areas	Commonly Touched Items (Light switches, door handles, buttons, garbage cans, etc.)
Frequency	<ul style="list-style-type: none"> • Cleaning and disinfecting is done twice a day, by a janitorial contractor at around Lunch time and after 5:30 PM, on Monday to Friday of all workdays • Janitorial contractor will clean and disinfect the washrooms at around lunch time and after 5:30pm on Monday to Friday of all workdays.
Who	Janitorial service contractors (Vancouver Richmond Service Company and A2Z Janitorial Services)
How	<ul style="list-style-type: none"> • Disinfected 2 times per day (by janitorial contractors) by using industrial cleaning and disinfecting detergents and liquid
Additional Information	Client and staff are advised to use sanitizing products to turn door handles or elbow-push open the door without direct hand contact. Disinfecting wipes are available respectively at common area.

Areas	Commonly Used Surfaces (Tables, counters, desks, etc.)
Frequency	<ul style="list-style-type: none"> • Cleaning and disinfecting is done before and after use and before and after each client appointments • Cleaning and disinfecting is also done twice a day, by a janitorial contractor, Monday to Thursday • Janitorial contractor will clean and disinfect the interview rooms, common area, pantry, classroom and staff office on Monday to Thursday
Who	<ul style="list-style-type: none"> • Staff during office hours • Janitorial service contractor – after 5:30pm on Monday to Friday of all workdays.

How	<ul style="list-style-type: none"> • Disinfected (by janitorial contractor) by using industrial cleaning and disinfecting detergents and liquid <ol style="list-style-type: none"> 1) After area is used, staff will wear disposable gloves before cleaning and disinfecting surfaces 2) Staff will scrub and sanitize the area with disinfecting wipes and cleaning spray 3) Wipe area dry with paper towel, and discard paper towel 4) Gloves will be discarded after each cleaning
Additional Information	COVID-19 Health and Safety: Cleaning and Disinfecting

Areas	Any shared equipment and tools (Photocopier, printer, microwave, remotes, chairs, etc.)
Frequency	<ul style="list-style-type: none"> • Cleaning and disinfecting is done after being used by staff; • Cleaning and disinfecting is also done once a day, by a janitorial contractor after 5:30pm, on Monday to Friday of all workdays.
Who	<ul style="list-style-type: none"> • Staff during office hours • Janitorial service contractor after hours on Monday to Friday of all workdays.
How	<ul style="list-style-type: none"> • Disinfected once per day (by janitorial contractor) by using industrial cleaning and disinfecting detergents and liquid <ol style="list-style-type: none"> 1) After area is used, staff will wear disposable gloves before cleaning and disinfecting surfaces 2) Staff will scrub and sanitize the area with alcohol based cleaning spray 3) Wipe area dry with paper towel, and discard paper towel 4) Gloves will be discarded after each cleaning
Additional Information	COVID-19 Health and Safety: Cleaning and Disinfecting

Areas	Possible Contaminated Surfaces (Plexiglas protective surfaces, windows, etc.)
Frequency	<ul style="list-style-type: none"> • Cleaning and disinfecting is done by staff, if suspected to be contaminated (ie. sneezed or coughed on); • Cleaning and disinfecting is also done once a day, by a janitorial contractor after 5:30pm on Monday to Friday of all workdays.
Who	<ul style="list-style-type: none"> • Staff during office hours • Janitorial service contractor after hours on Monday to Friday of all workdays.
How	<ol style="list-style-type: none"> 1) Staff will wear disposable gloves before cleaning and disinfecting surfaces 2) Staff will scrub and sanitize the area with alcohol based cleaning spray 3) Wipe area dry with paper towel, and discard paper towel 4) Gloves will be discarded after each cleaning
Additional Information	COVID-19 Health and Safety: Cleaning and Disinfecting

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 or limited in the workplace.
- First aid attendants have been provided OFAA protocols for use during the COVID-19 pandemic.
- Remote work policy in place. Please refer to HR Manual 10.3 – Work Accommodation Policy.
- 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 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. 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.

For details, please refer to *HR Manual Section 11 – COVID-19 Pandemic Related Policies.*

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.
- 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 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.

APPENDIXES

REFERENCE SOURCES:

BC Centre for Disease Control (2020) *Better Health through Promotion, Protection, and Prevention*: [covid-19.bccdc.ca/](https://19.bccdc.ca/)

Government of British Columbia (2020) *BC's Restart Plan*: <https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/bc-restart-plan>

Government of Canada (2020) *Coronavirus Disease*: <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

HR Insider (2020) *A COVID-19 Re-Opening Compliance Checklist*: <https://hrinsider.ca/covid-19-what-canadian-hr-professionals-need-to-guide-you-through-this-pandemic/>

Vancouver School Board (2020) *COVID-19 Public Health Guidance for K-12 School Settings*: <https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/covid-19-pho-guidance-k-12-schools.pdf>

WorkBC Service Centre (2020) *COVID-19 Phased Operational Recovery – Guidance and Principles* (Document from the Ministry of Social Development and Poverty Reduction)

WorkSafe BC (2020) *COVID-19 and Returning to Safe Operations Guidelines*: <https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation>

WorkSafe BC (2020) *Offices: Protocols for returning to operation*: <https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/offices>

APPENDIXES

SIGNAGE/POSTER SOURCES:

WorkSafe BC - Occupancy Limit

<https://www.worksafebc.com/en/search#q=covid-19%20posters&sort=relevancy&f:language-facet=English>

WorkSafe BC – Entry Check for Visitors

<https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-entry-check-visitors>

BC Centre for Disease Control – Do Not Enter if You’re Sick

http://www.bccdc.ca/Health-Info-Site/Documents/COVID19_DoNotEnterPoster.pdf

WorkSafe BC – Entry Check for Workers

<https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-entry-check-workers>

BC Centre for Disease Control – Physical Distancing

http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_PhysicalDistancingPoster.pdf

WorkSafe BC - Handwashing

<https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-handwashing>

BC Centre for Disease Control – Cleaning and Disinfecting for Public Setting

http://www.bccdc.ca/Health-Info-Site/Documents/CleaningDisinfecting_PublicSettings.pdf

WorkSafe BC – Cover Coughs and Sneezes

<https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-cover-coughs-sneezes>

WorkSafe BC – How to Use a Mask

<https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-how-to-use-mask>

BC Centre for Disease Control – Covid-19 Prevention

<http://www.bccdc.ca/Health-Info-Site/Documents/COVID19-Prevention.pdf>

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.