

## COVID-19 Safety Plan

**All of the COVID protocols and procedures will be found in the COVID-19 binders**

**In accordance with the order of the Provincial Health Office, this plan must be kept at each work site.**

### 1) Assessing Risk

COVID-19 is a virus that is spread through droplets when a person coughs or sneezes; or when touching a contaminated surface and then touching your face.

- The risk of person-to-person transmission increases the closer you come to others, the more time you spend near them, and the more people you come near.
- The risk of surface transmission increases with the number of people coming into contact with the same surface within short periods of time.

Taking the above risk factors into consideration we have:

- ✓ Put together a COVID-19 committee that includes staff from various sites and programs within the organization, to receive concerns throughout the organization and address issues;
- ✓ Consulted with partners and resources;
- ✓ Acknowledged risk related to guests and visitors in housing locations; and food sharing in kitchens;
- ✓ Identified areas where people gather such as break rooms, meeting rooms, social areas, dining rooms, both inside and outside of sites;
- ✓ Identified job tasks, processes, offices, and areas where workers are close to each other or members of the public;
- ✓ Identified tools, equipment, and devices that workers share, and
- ✓ Surfaces, handles, switches, tools, and devices that people touch often

### 2) Protocols to reduce risk

Using government resources to determine orders, guidelines or regulation that is necessary in relation to the work that ASK Wellness Society does, we have created protocols to include:

- **First level protection (elimination)**
  - ✓ Implementing work-from-home arrangements and varying staffing schedules to limit worker numbers at locations;
  - ✓ Temporarily changing some services to clients to exclude most one-one-one services and include more phone services;
  - ✓ Establishing limits for meetings; and creating an online conference setting for larger groups;
  - ✓ Establishing limits for number of clients in areas where client services are provided, such as: maximum of two people at a time in the 433 lobby,  
one client at a time in the ODP area
  - ✓ Closing off social rooms, and dining rooms, and removing couches and chairs from common spaces;

- ✓ Temporarily closing down smaller volunteer kitchens and program breakfast and lunches;
- ✓ Temporarily closing down client shower and washrooms;
- ✓ Temporarily prohibiting all guests, with second stage moving to allowing limited visitors at some sites and obtaining visitor information to assist with “Contact Tracing”;
- ✓ Removing coffee makers in staff kitchens and in common client areas, and handing out pre-made and packaged foods to eliminate food sharing for clients;
- ✓ **COMMERCIAL KITCHENS – all four levels of protection below**
  - Our 3 larger site kitchens shut down seated service – clients had to take their plate to their rooms, and
  - Removed coffee machines and any food share items,
  - Limited access to the kitchen pass area at any time and had tenant support workers assist in maintaining social distancing,
  - Used markers on the floor to show distance client had to stand from the kitchen pass when making their food order,
  - Used disposable plates, dishes, and cutlery,
  - Posted signage communicating change in services and required protocols
  - Some kitchens used arrows on the floor to instruct flow
  - Created protocols for kitchen staff working in kitchen – ***these are found in the COVID-19 binder***
- **Second level protection (engineering controls)**
  - ✓ Establishing visual social distancing markers, and creating barriers at some counters that didn’t have barriers,
  - ✓ Putting up two plastic barriers within the Mission Flats client transportation van;
    - DRIVING VAN PROTOCOLS – covers all levels of protection**
    - One seat was removed from the van and two barriers were put up between rows
    - Maximum of two clients transported at one time – one client sits in seat behind driver and the other client sits in the next row
    - No one is allowed in the van who is sick
    - Vehicle is thoroughly wiped down between transports, including barriers, inside and outside handles, knobs, levers, arm rests, steering wheel, and all operational levers and instruments.

***COVID-19 protocols for transporting are in the Mission Flats van binder and taped to the van dash***
  - ✓ Installing wall mounted hand sanitizers inside building entrances and creating hand washing stations at some sites for clients;
- **Third level protection (administrative controls)**
  - ✓ Creating guidelines, and protocols for workers and an on-site COVID-19 procedures binder (also available on-line) and clearly communicating same to staff;
  - ✓ Posting signage with social distancing protocols, hand washing/sanitization protocols, and Do not Enter if you are sick; (handwashing/sanitization posters would be posted in washrooms, as well as in hallways and common rooms throughout sites;

***The above protocols are found in the COVID-19 binder.***
- **Fourth level of protection (PPE)**
  - ✓ We have reviewed the information on the BCCDC website concerning the use of masks, eye protection, face shields, gowns, and gloves,

- ✓ We have instructed staff on when the above PPE is necessary and required, and created guidelines and protocols for use, including proper donning and doffing.

***All of the above are found in the COVID-19 binder***

- **Cleaning and hygiene practices**

- ✓ We have reviewed the information on cleaning and disinfecting surfaces,
- ✓ We have installed wall mounted hand sanitizing stations and an outdoor hand washing station for clients;
- ✓ We have posted signage with hand washing protocols, including frequent hand washing and how to properly wash hands – these are posted in washrooms and throughout hallways and common spaces;
- ✓ We have communicated frequent hand washing and hygiene protocols and posted “covering coughs and sneezes” signage;
- ✓ We have implemented increased cleaning protocols, as well as regular disinfecting wipe downs of common areas and surfaces and have created wipe down logs for recording dates and times of wipe downs; ***found in the COVID-19 binder***
- ✓ Workers who are cleaning sites have adequate training and WHMIS2015 – ***protocol found in COVID-19 binder***

### 3) Develop Policies

We have developed policies to manage the workplace, addressing illness that may arise, and how workers work and stay safe in adjusted working conditions. Our policies ensure that workers and others showing symptoms of COVID-19 are prohibited from the workplace and include a policy around if someone a worker lives with shows symptoms of COVID-19.

Our policies address:

- Anyone who has had symptoms of COVID-19 in the last 10 days;
- Anyone directed by Public Health to self-isolate;
- Anyone who has arrived outside of Canada or who has a confirmed COVID-19 case must self-isolate for 14 days and monitor symptoms;
- Visitors are prohibited or limited in the workplace;
- Working alone;
- Working from home;
- Violence prevention and de-escalation;
- Occupational First Aid (OFA) Level 1 response for CPR and Naloxone administration;
- Anyone becoming sick at work should:
  - ✓ Wash hands don a mask and communicate symptoms to supervisor and go straight home. They must monitor symptoms and call 811 for further guidance;

Another worker will then clean and disinfect surfaces that the ill worker has come into contact with.

***Above policies are found in the COVID-19 binder.***

### 4) Develop Communication Plans and Training

We have ensured that everyone entering the workplace, knows how to keep themselves safe while at the workplace.

- We have posted signage at all work sites including:
  - ✓ Do not enter if you're sick

- ✓ Hand sanitize upon entering
- ✓ Social distancing
- ✓ Occupancy limits
- ✓ Hand washing
- ✓ Cover coughs and sneezes
- ✓ Proper donning and doffing of PPE
- We have included COVID protocols in our onboarding; orientation; and new employee training;
- All workers have received policies on staying home when sick;
- Supervisors know to monitor workers and the workplace to ensure policies and procedures are being followed:
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## **5) Monitor the workplace and update plans as necessary**

If/when things change in business operations, we work to identify any new areas of concern or things that aren't working and take necessary steps to update policies and procedures.

- We keep ourselves up to date on COVID-19 conditions in our province and health region and make changes to our policies and procedures as necessary;
- Workers know who to go to with health and safety concerns;
- We have a joint committee and procedures in place for resolving safety issues.