



CITY OF BURNABY COVID-19 GENERAL SAFETY PLAN

June 15, 2020

This document outlines essential safety protocols will be adopted as the City of Burnaby's businesses restart or expand operations during the COVID-19 pandemic



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COVID-19 Safety Plan

1.0 Overview

1.1 Purpose

The City of Burnaby is committed to providing a safe and healthy workplace for all of our staff. Preventative measures are in place and will continue to be used to minimize staff exposure to the COVID-19 virus. This document provides guidelines to ensure safe operations for workers as the City continues to operate and re-open facilities during the COVID-19 pandemic.

1.2 Public Health Directives

The Provincial Health Officer is the senior public health official for BC and is responsible for monitoring the health of the population across the province, providing independent advice to the ministers and public officials on public health issues.

The responsibilities of the Provincial Health Officer (PHO) are outlined in the *Public Health Act* and include the following:

- provide independent advice to the ministers and public officials on public health issues;
- monitor the health of the population of BC and advise on public health issues and on the need for legislation, policies and practices;
- recommend actions to improve the health and wellness of the population of BC;
- deliver reports that are in the public interest on the health of the population and on government's progress in achieving population health targets;
- establish standards of practice for and conduct performance reviews of Medical Health Officers; and
- work with the BC Centre for Disease Control and Prevention and BC's Medical Health Officers across the province to fulfill their legislated mandates on disease control and health protection.

1.3 WorkSafeBC Directives (*Workers Compensation Act/OHS Regulation Requirements*)

WorkSafeBC is a provincial agency dedicated to promoting safe and healthy workplaces across BC. They partner with workers and employers to prevent work-related injury, disease, and disability. Their services include education, prevention, compensation and support for injured workers, and no-fault insurance to protect employers and workers.

WorkSafeBC helps businesses meet their obligations under the Workers Compensation Act and the Occupational Health and Safety Regulation. All employers in British Columbia have an obligation under the Act to ensure the health and safety of workers and other parties at their workplace. With respect to COVID-19, that responsibility includes protecting workers by following the orders issued by the office of the Provincial Health Officer, guidance provided by the BC Centre for Disease Control and the latest news released from the government. In addition, employers shall implement policies and procedures to protect workers from the risk of exposure to COVID-19.

The City of Burnaby will have developed site specific Safety Plans that outline the step below to comply with the WorkSafeBC Act and Regulations:

1. Assess the risks
2. Implement protocols
3. Develop policies
4. Develop communication plans and training
5. Monitor workplace and update plans as necessary
6. Assess and address risks from resuming operations

Workers should know and understand their workplace health and safety responsibilities — and those of others. All workers have three key rights:

- the right to know about hazards in the workplace;
- the right to participate in health and safety activities in the workplace; and
- the right to refuse unsafe work.

1.4 Right to refuse unsafe work

Workers have the right to refuse work if they believe it presents an undue hazard. An undue hazard is an “unwarranted, inappropriate, excessive, or disproportionate” risk, above and beyond the potential exposure a general member of the public would face through regular, day-to-day activity. In these circumstances, the worker should follow specific steps within their workplace to resolve the issue.

- The worker should report any undue hazard to their supervisor for investigation.
- Each refusal of unsafe work is dealt with on a case-by-case basis.
- If the issue is not resolved between the worker and the supervisor, the joint occupational health and safety committee is notified of the concern and an investigation is conducted.
- If the matter is not resolved, the worker and the supervisor or employer must contact WorkSafeBC and a prevention officer will then investigate and take steps to find a workable solution for all involved.

If entering the workplace, workers should:

- Comply with the City of Burnaby’s instructions and Health and Safety Plans around minimizing exposure to COVID-19.
- Wash their hands frequently, and/or use hand sanitizer.
- Take steps to minimize exposure to COVID-19 while away from work.

1.5 Recognize Hazards/Assess Risks

Risk assessments have been conducted at every worksite including those that are currently operating and those that will be reopened. A summary of risk level [Appendix A](#) and general position listed is located in [Appendix B](#).

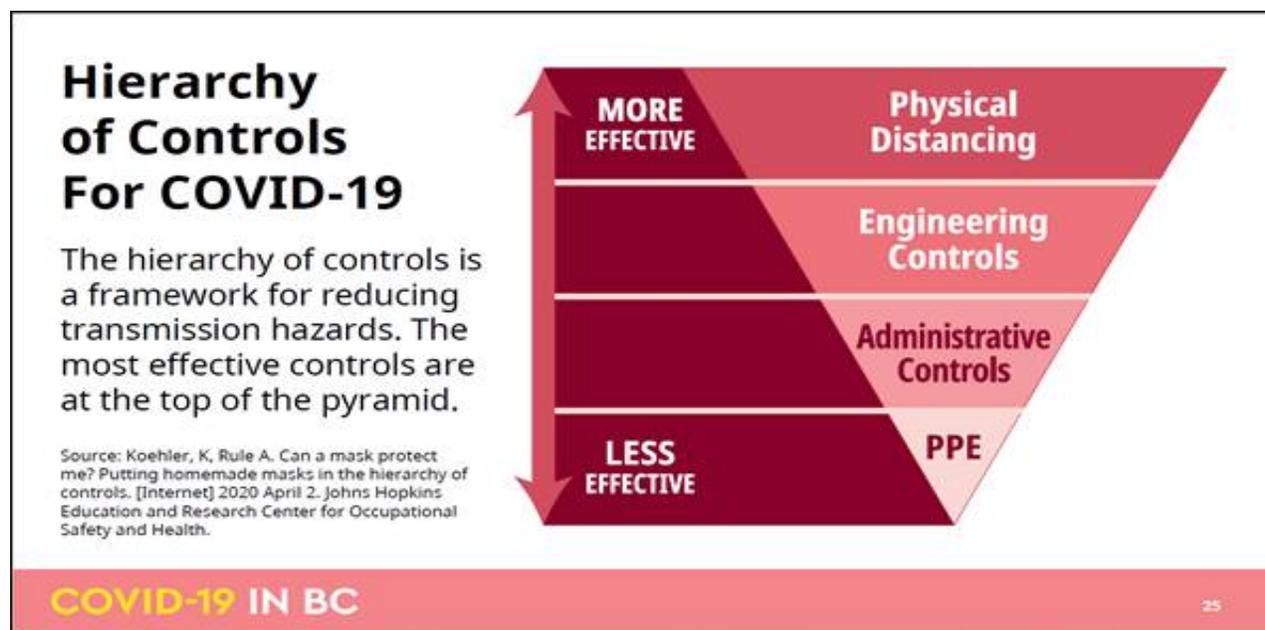
To reduce the risk of the virus spreading through droplets in the air, protocols will be implemented to protect against identified risks. Different protocols offer different levels of protection. Wherever possible, we will use the protocol that offers the highest level of protection in line with the hierarchy of controls:

First level protection (elimination): Use policies and procedures to limit the number of people in your workplace at any one time. Implement protocols to keep workers at least 2 meters (6 feet) from co-workers, customers, and others.

Second level protection (engineering controls): If you can't always maintain physical distancing, install barriers such as Plexiglas to separate people.

Third level protection (administrative controls): Establish rules and guidelines, such as cleaning protocols, telling workers to not share tools, or implementing one-way doors or walkways.

Fourth level protection (PPE): If the first three levels of protection aren't enough to control the risks, have workers and customers use personal protective equipment (PPE) such as masks. PPE should not be used as the only control measure. It should only be used in combination with other measures.



1.6 Exposure Control Plan

The City of Burnaby has an exposure control plan to protect employee from harmful exposures, including COVID-19. The plan will be reviewed annually and updated as necessary.

1.7 Return to Work Occupational Health & Safety Training

Upon returning to work after a period of absence where hazards of the work may have changed, workers shall receive refresher orientation training. Anyone returning to work after a reduction in work due to COVID-19 shall receive a refresher orientation. Every worker shall be informed of new or revised procedures to eliminate or reduce potential for exposure to COVID-19.

Training shall be

- Specific to the workplace and, in addition to acting as a refresher, it should also include any new arrangements or controls developed in response to the COVID-19 pandemic
- Should explain essential health and safety information, such as worker rights and responsibilities, work rules, hazards and safe work procedures
- Information around specific COVID-19 protocols or procedures, including
 - Rules around physical distancing
 - Hand washing
 - Reporting COVID-19 symptoms
 - General cleaning procedures to ensure a consistent approach by all

2.0 General Operating Practices

2.1 General Practices

While every workplace is different, and practices may vary depending on the location and nature of the department, there are some general guidelines that apply to all:

- Maintain good personal and environmental hygiene
- Ensure good ventilation
- Maintain proper function of washrooms, drains and pipes.
- Cover nose and mouth with tissue paper while sneezing or coughing, dispose of tissue and wash hands immediately.
- Maintain physical distancing (at least 2 meters)
- Keep hands clean and wash hands properly:
 - before touching eyes, nose and mouth if there is a need to do so
 - after handling objects soiled by respiratory or other body secretions
 - after touching high contact surfaces or equipment, such as escalator handrails, elevator control panels or door handles
- People with symptoms of COVID-19 should self-isolate and contact their doctor or 8-1-1. Anyone with these symptoms are not to be in the workplace. Use the BC Ministry of Health tool for [self-assessment](#).
- People returning from outside the province/country should follow public health guidelines after the trip, are currently required to self-isolate for a minimum of 14 days.

2.2 Employee Protocols

All City of Burnaby employees shall:

- Practice physical distancing by working at least 2 meters apart from co-workers whenever possible
- Continue to follow all other identified safe work procedures. If it is unsafe to work, talk to a supervisor, joint health and safety committee or worker union representative.
- Stay home if they are sick or might be sick. Use the BC Ministry of Health tool for [self-assessment](#).

- Avoid touching their face
- Wash their hands for a minimum of 20 seconds at the start of the shift, before eating or drinking, after touching shared items, after using the washroom, after using a tissue, after handling cash or credit/debit cards, after touching common items, after each delivery (if contact was made) and at the end of their shift. Remove jewelry while washing.

2.2.1 Workplace Wellness/Sick Leave Protocols

Supervisors should ensure that workers do not come to work if they are displaying symptoms of COVID-19. This includes workers who fall into the below categories:

- Anyone with COVID-19-like symptoms such as a sore throat, fever, sneezing, or coughing shall self-isolate at home and contact their physician for direction. Anyone with these symptoms should call 8-1-1 and possibly be tested for COVID-19.
- Workers who have travelled internationally. In these cases, they must remain away from the workplace and self-isolate for at least 14 days.
- Workers who live in the same household as a confirmed or clinical COVID-19 case who is self-isolating.
- Workers who live in the same household as someone who has travelled internationally within the last 14 days.

If workers report having COVID-19-like symptoms while at work:

- Supervisor should send them home to recover and advise them to call 8-1-1 for direction.
- Clean and disinfect their work station and any areas or tools that they were using as part of their job.
- Follow any directions from public health with regard to detailed cleaning, temporary closure and trace contacting.

2.3 Customer Protocols

Messaging to Customers

Signage will be posted outside of worksites in order to communicate to customers, visitors, and others. The signage will include the following:

- Anyone displaying symptoms of COVID-19, please refrain from entering the premises. If you are sick, please stay home
- If you have travelled outside Canada, please refrain from entering the premises until you have self-isolated for a minimum of 14 days
- Physical distancing is required at all times (minimum of 2 meters)
- Failure to observe physical distancing risks the closure of the facility, and as such, you will be asked to leave the premises

2.4 Physical Distancing

2.4.1 Physical Distancing for Employees

Physical distance will need to be maintained in the workplace by all workers.

Workers are encouraged to always keep a safe distance between their co-workers and visitors; you may greet one another but from afar and perhaps with a wave. The City of Burnaby will implement the following practices (if operationally feasible) to allow for physical distancing:

- where the physical capacity of a City facility cannot accommodate all staff revising of work schedules or implementing work-from-home policies for some staff to limit the number of workers on site at a given time
- staggering start and end times if crowding at entry and exit locations means the physical distancing requirement of at least 2 meters cannot be maintained, utilize muster stations.
- designating doors for entry and exit to prevent workers and others from coming into proximity with one another.
- establish and post occupancy limits on elevators, rooms and other small spaces. Use “Occupancy Limit Signage”
- reduce in-person meetings and other gatherings
- re-arrange office furniture to allow 2 meter distance between staff. See [Appendix H](#) “Physical Distancing Guidelines for Inside/Office Environments”
- use signage to mark off areas where workers can and cannot walk, or to mark off areas where workers may walk only in one direction (such as down an aisle or narrow corridor). See [Appendix H](#) “Physical Distancing Guidelines for Inside/Office Environments”
- posting signage to remind workers to maintain their distance when interacting
- postponing, re-arranging, or planning work tasks in such a way that workers are not required to work in proximity to one another
- limiting the number of workers allowed in common areas at any one time. Consider staggered break times to reduce large gatherings and encourage workers to take breaks at their own desk or outside. Limit or stagger workers entering change areas or rooms with assigned lockers.
- Distancing the tables in lunchrooms, limiting the number of chairs, placing “x’s” on tables where people should not sit, or installing physical dividers at the tables.
- If breaching the physical distancing requirement is unavoidable, plan the work task and provide instructions to workers to ensure that time spent in close proximity is minimized.

The aim is to do everything possible to limit in-person interactions, while finding new and more protective ways to operate within the physical infrastructure of the workplace. With this in mind, everyone in the workplace shall adhere to the following:

- do not come to work if you are sick
- report to work committed to abiding with physical distancing processes
- continue to follow all existing safe work procedures in the workplace
- wash and sanitize hands regularly, cough/sneeze into tissue or upper sleeve or elbow (not your hands)
- avoid physical contact with others

- if you notice that another employee is not abiding by the physical distancing protocol, you shall report it to a supervisor
- reconfigure the workplace to maintain appropriate distance between workers

2.4.2 Physical Distancing During Worker Transportation

If workers are travelling by road vehicle, the following control measures will be considered:

- Whenever possible, workers should travel alone in their vehicles in order to practice physical distancing
- If workers must share a vehicle and 2 meter physical distancing is not possible, workers will be required to wear a non-medical face mask. Please see [Appendix G](#) “Guidelines for Wearing a Non-Medical Face Mask in Enclosed Vehicles”.
- High-contact surfaces within the vehicle should be routinely cleaned

2.4.3 Physical Distancing for Customers

The City of Burnaby will implement physical distancing to reduce opportunities for interactions among large groups that could have prolonged close contact, such as during tax payment time. This will include limiting the number of patrons who enter our business and possibility discontinuing service in areas where physical distancing cannot be practiced (e.g., counter service).

The following are ways that the City of Burnaby will be able to achieve physical distancing among customers:

- Use signs and markings to direct customers, to indicate appropriate distances to stand, to mark direction of travel, to designate entrances and exits, or to identify a drive-thru lane or pick up zone
- Promote one-way travel
- Limit the number of customers allowed into City Hall or other facilities.
- Provide a waiting area outdoors with markers to designate safe distances if it is safe to do so
- Install barriers at and between cash registers to prevent encroachment
- Install Plexiglas barriers between workers and customers
- Mark the floor at 2 meter intervals to promote physical distancing in aisles and line ups
- Label certain tables and chairs unavailable for use, or remove entirely, to maintain appropriate distances between customers.

2.5 Sanitation & Hygiene

2.5.1 Hand Hygiene

Respiratory viruses like COVID-19 spread when mucus or droplets containing the virus get into your body through your eyes, nose or throat. Most often, this happens through your hands. Hands are also one of the most common ways that the virus spreads from one person to the next. During a global pandemic, one of the easiest and most important ways to prevent the spread of a virus is to wash your hands frequently with soap and water.

Below is a step-by-step process for effective handwashing and is the procedure that all staff should follow:

- Step 1: Wet hands with running water
- Step 2: Apply enough soap to cover wet hands
- Step 3: Scrub all surfaces of the hands – including back of hands, between fingers and under nails – for at least 20 seconds.
- Step 4: Rinse thoroughly with running water
- Step 5: Dry hands with a clean cloth or single-use towel
- Step 6: Use towel to turn off the faucet

A poster identifying hand hygiene is in [Appendix E](#).

2.5.2 Personal Protective Equipment

Personal Protective Equipment (PPE) is specialized clothing or equipment worn by an employee for protection against infectious materials. It should serve as a last resort that should not replace any other risk control and infection control measures. PPE should be worn in accordance with the “PPE Allocation Standard Operating Guidelines and Process”, see [Appendix D](#).

2.5.3 Environmental Hygiene & Decontamination

Current evidence suggests that COVID-19 may remain viable for hours to days on surfaces made from a variety of different materials. The thorough cleaning of surfaces and structures, followed by disinfection, is therefore a best practice measure for prevention of COVID-19. The City of Burnaby has implemented continuous disinfectant and repetitious cleaning of touch points, which include, but are not limited to:

- light switches, walls, counters, door handles/knobs, window ledges, hand railings, push pads on doors, push spots on door frames, ledges of arena boards, seats, chairs, benches, tables, paper towel dispensers, sanitizer handles, garbage can lids, fountains, buttons, soap dispensers, wiping furniture, dispensers of all kinds,
- Cleaning of washroom facilities regularly, sweeping up trash and garbage
- Mopping floors/spills as they occur

2.6 Employee & Customer Communications

2.6.1 Employee Communications

The current situation is constantly evolving, and employees are having to deal with multiple personal and professional changes. The City of Burnaby will ensure that workers are kept informed of the expectations around hygiene, policies, safe work practices and protocols to be followed.

2.6.2 Customer/Public Communications

Communication, including signage and information posted to the City of Burnaby Website, will be available to customers and visitors who are planning on visiting our facilities.

3.0 Practical Controls

3.1.1 Worker to Worker

- Ensure workers who have been away, or are new to the workplace, are oriented as necessary so that all COVID-19 related procedures are explained and understood.
- Where possible, communicate using telephone, text message, email, or other communication technology instead of face to face.
- If operationally possible, departments should stagger start and end times if crowding at entry and exit locations means the physical distancing requirement of at least 2 meters cannot be maintained.
- Consider designating doors for entry and exit to prevent workers and others from coming into proximity with one another.
- Ensure hand sanitizer is available to workers as they enter the building and counter staff who deal with the public have hand sanitizer available for just their use.
- Post signage banning access to the workplace to those who are exhibiting symptoms of COVID-19.
- Ensure cleaning products are readily available, monitored daily and restocked daily as required.
- Ensure high touch surfaces such as counters, handles, control switches are cleaned a minimum of twice per day with regular household cleaning products, disposable wipes or a diluted bleach solution. Follow the directions on the product label.
- Limit the number of workers allowed in common areas at any one time. Consider staggered break times to reduce large gatherings and encourage workers to take breaks at their own desk or outside. Limit or stagger workers entering change areas or rooms with assigned lockers.
- Consider distancing the tables in lunchrooms, limiting the number of chairs, placing “x’s” on tables where people should not sit, or installing Plexiglas dividers at the tables.
- If breaching the physical distancing requirement is unavoidable, plan the work task and provide instructions to workers to ensure that time spent in close proximity is minimized.
- Allow communal doors to remain open throughout the workday to reduce contact with door handles.
- Instruct workers to use their own equipment, such as pens, staplers, headsets, and computers.
- Establish hygiene practices that address the needs of the workplace that includes the requirement to wash or sanitize hands after coming into contact with public items.
- Minimize the use of shared vehicles. If required, follow appropriate disinfection procedures before and after travel for vehicle surfaces such as the steering wheel, gear shift, and door handles.
- First Aid Attendants should follow the WorkSafeBC Guideline “[OFAA Protocols during the COVID-19 Pandemic](#)”

3.1.2 Public to Worker

- Where possible, visits to the workplace (i.e. City Hall) should be prearranged, staggered, and safety protocols should be communicated before entry into the workplace (e.g., email and/or signage posted to entrance). If possible, keep a record of visitors to the workplace should contact tracing be necessary.
- When booking appointments, visitors should be reminded to reschedule if they experience symptoms typical of COVID-19 or are placed on self-isolation.

- Minimize non-essential in-person interaction between workers and visitors (e.g., use of virtual meeting tools, email, or telephone).
- Visitors should attend appointments alone and minimize time spent in waiting area before their appointments (e.g., request visitors to wait in vehicles and text message or call when ready).
- Encourage taxpayers to make payments and grant applications online, or by mail.
- Encourage the use of credit/debit cards and have the terminal machine placed in front of the public to avoid having to touch the terminal back and forth
- When handling cash, avoid touching your face and always wash hands prior to eating
- Post signage at the workplace to inform every one of the measures in place.
- Waiting areas should be arranged to maintain physical distancing requirement. Install barriers between staff and visitors (e.g., Plexiglas).
- Place markings on the floor directing visitors where to stand when approaching front counters.
- Remove non-essential communal items, such as candy, magazines, and pamphlets.
- Beverages (coffee, tea, water) should not be offered at this time.
- Provide a safe place for visitors to dispose of used sanitizing wipes and other personal protective equipment.
- Ensure that delivery zones are clearly identified and limited to receivers and deliverers only.
- Arrange for suppliers and/or delivery persons to drop off goods to mailroom
- Request contactless delivery to maintain physical distancing requirement (e.g., delivery person leaves packages in a pre-arranged location). This option may be limited if signing or proof of receipt is required, or theft of items is possible before being retrieved by staff.

3.1.3 Contractor to Worker

- Where possible, visits to the workplace (i.e. City Hall) should be prearranged, staggered, and safety protocols should be communicated before entry into the workplace (e.g., email and/or signage posted to entrance). If possible, keep a record of visitors to the workplace should contact tracing be necessary.
- When booking appointments, contractor should be reminded to reschedule if they experience symptoms typical of COVID-19 or are placed on self-isolation.
- Minimize non-essential in-person interaction between workers and visitors (e.g., use of virtual meeting tools, email, or telephone).
- Contractors should attend appointments alone and minimize time spent in waiting area before their appointments (e.g., request contractors to wait in vehicles and text message or call when ready).
- Encourage taxpayers to make payments and grant applications online, or by mail.
- Post signage at the workplace to inform every one of the measures in place.
- Waiting areas should be arranged to maintain physical distancing requirement.
- Place markings on the floor directing contractors and workers where to stand when approaching front counters.
- Beverages (coffee, tea, water) should not be offered during site meetings.
- Confirm a safe place for workers to dispose of used sanitizing wipes and other personal protective equipment.
- Ensure that delivery zones are clearly identified and limited to receivers and deliverers only.

- Arrange for suppliers and/or delivery persons to drop off goods and material at building entrance to avoid searching for departments within the premises.
- Request contactless delivery to maintain physical distancing requirement (e.g., delivery person leaves packages or material in a pre-arranged location). This option may be limited if signing or proof of receipt is required, or theft of items is possible before being retrieved by staff.

4.0 Monitoring workplace and update safety plans as necessary

The City of Burnaby will continue to monitor its business operations and assess areas of concern, take steps to update the policies and procedures to maintain a safety workplace for all staff and visitors.

Involve staff in this process by:

- Reviewing the safety plans in place with regards to the COVID-19 risks levels and make changes to the policies and procedures as necessary.
- Informing Workers of process, policy or procedural changes.
- Addressing and resolve safety issues with the involvement of the occupational joint health and safety committees or worker health and safety representatives.

5.0 Links and Resources

Below are links and resources of relevant and useful information:

City of Burnaby COVID-19 Exposure Control Plan
BC Center for Disease Control
BC Ministry of Health self-assessment for COVID-19
Prevent the Spread (poster)
Take the Time to Wash Your Hands (poster)
WorkSafeBC OFAA Protocols during the COVID-19 Pandemic
WorkSafeBC Template: COVID-19 safety plan

APPENDIX

Appendix A: Risk assessment

The following risk assessment table is adapted from WorkSafeBC Occupational Health and Safety Regulation Guideline G6.34-6. Using this guideline as a reference, the employer can determine the risk level to workers, depending on their potential exposure in the workplace.

	Low Risk Workers who typically have no contact with people infected.	Moderate risk Workers who may be exposed to infected people from time to time in relatively large, well-ventilated workspaces	High risk Workers who may have contact with infected patients or with infected people in small, poorly ventilated workspaces
Hand Hygiene	Yes (washing with soap and water, using an alcohol-based hand rub, or using hand wipes that contain effective disinfectant)	Yes (washing with soap and water, using an alcohol-based hand rub, or using hand wipes that contain effective disinfectant)	Yes (washing with soap and water, using an alcohol-based hand rub, or using hand wipes that contain effective disinfectant)
Disposable gloves	Not required	Not required, unless handling biohazard objects on a regular basis	Yes , in some cases, such as when working directly with infected patients.
Aprons, gowns, or similar body protection	Not required	Not required	Yes , in some cases, such as when working directly with infected patients.
Eye protection – goggles or face shield	Not required	Not required	Yes , in some cases, such as when working directly infected patients.
Airway protection – respirators	Not required	Not required	Yes (minimum N95 respirator or equivalent).

Appendix B: Risk Assessment for Administration and Field Workers

POSITION	LEVEL OF RISK	CONTROL PROCEDURES
Front Counter Staff Positions - Municipal Hall, RCMP Support Staff	Low to Moderate	Regular and effective hand hygiene
Parks & Recreation Facilities Front Counter Clerks, Program Leaders, Instructors, Library Public Service Staffs	Low to Moderate	Regular and effective hand hygiene
First Aid Attendants	Moderate	Regular and effective hand hygiene and PPE (depending on injury)
Firefighter/First Responders	High	Hand hygiene, disposable gloves, turnout gear, goggles and/or face shield, N95 respirator
Lifeguard	Moderate	Regular and effective hand hygiene
Community Service Staff	Low	Regular and effective hand hygiene
General Staff	Low	Regular and effective hand hygiene

Appendix B: Administration Staff

Administration Staff

Risk levels posed to office staff are dependent on the level of community transmission, where the workers are located (office or home), whether it is a front facing customer service office usually open to the public or a private office, and the size of staff in the office area. Figure 1 below identified risk levels based on different work type, location and capacity to allow for minimum of 2 meters distance apart.

Fig. 1 Administration Staff Risk Assessment



Appendix C: Field Staff

Field Staff

Risk levels posed to field staff are dependent on the level of community transmission, the work being performed, where the worker is located and the size of the work crew. Figure 2 below identified risk levels based on different types of work type, location, and capacity to allow for a minimum of 2 meters distance apart. Note that in addition to work location, an increased exposure to members of the public (by by-law or inspection staff, for instance) could increase the risk level, and an in-field risk assessment shall be performed.

Fig. 2 Field Staff Risk Assessment



Appendix D: Personal Protective Equipment Guidelines Chart

PPE Guidelines Chart

Principles

Personal Protective Equipment (PPE) should not be used as the only control measure. Protocols that offer the highest level of protection should be used first and other protocols added as required, in this order:

1. **First level protection (Elimination):** Use policies and procedures to keep people at a safe physical distance from one another. Limit the number of people in your workplace at any one time, and implement protocols to keep workers at least 2 metres from other workers, and members of the public. Implement Hand-hygiene protocols such as handwashing and sanitizing pumps.
2. **Second level protection (Engineering controls):** If you cannot always maintain physical distancing, install barriers such as Plexiglas to separate people.
3. **Third level protection (Administrative controls):** Establish rules and guidelines, such as cleaning protocols, telling workers to not share tools, or implementing one-way doors or walkways.
4. **Fourth level protection (PPE):** If the first three levels of protection are not enough to control the risks, supply workers with personal protective equipment (PPE), such as gloves and masks. PPE should not be used as the only control measure. It should only be used in combination with other measures.

PPE Guidelines Chart

Hazard Risk Factors	Respirator N95 or better Fit tested	Nitrile Gloves	Cloth Face Covering/Non- Medical Mask	Alternate Gloves	Eye Protection	Apron/Gown/ Disposable Coverall
						
Close Proximity (less than 2 metres) to Co-Workers When Performing Work Related Tasks	✗	✗	✓	✗	✗	✗
Close Proximity (less than 2 metres) to Public During Work Related Tasks	✗	✗	✓	✗	✗	✗
Providing CPR/Procedure Producing Aerosolized Droplets on a Sick Person	✓	✓	✗	✗	✓	✓
Entering Private Residence	✗	✗	✓	✗	✗	✗
Cleaning Biohazard /Splashing	✓	✓	✗	✗	✓	✓
Cleaning Biohazard/ Non-splashing	✗	✓	✗	✗	✗	✗
Handling Mail / Packages / Paperwork	✗	✗	✗	✗	✗	✗
Customer Service Counters	✗	✗	✓	✗	✗	✗

✗	Not required or recommended for the task
✓	Recommended, if other controls are not available i.e. Hand-hygiene protocols, Physical Distancing, Physical Barrier
✓	Required to mitigate risk of exposure

Appendix E: Hand Hygiene

Coronavirus COVID-19

BC Centre for Disease Control | BC Ministry of Health

Hand Hygiene

**SOAP OR ALCOHOL-BASED
HAND RUB: Which is best?**

**Either will clean your hands:
use soap and water if hands
are visibly soiled.**

Remove hand and wrist jewellery

HOW TO HAND WASH

- 1 Wet hands with warm (not hot or cold) running water
- 2 Apply liquid or foam soap
- 3 Lather soap covering all surfaces of hands for 20-30 seconds
- 4 Rinse thoroughly under running water
- 5 Pat hands dry thoroughly with paper towel
- 6 Use paper towel to turn off the tap

HOW TO USE HAND RUB

- 1 Ensure hands are visibly clean (if soiled, follow hand washing steps)
- 2 Apply about a loonie-sized amount to your hands
- 3 Rub all surfaces of your hand and wrist until completely dry (15-20 seconds)

BC Centre for Disease Control

COVID19_JAN_201

If you have fever, a new cough, or are having difficulty breathing, call 8-1-1.

Appendix F: Glove Donning and Removal

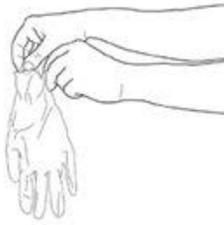
Technique for donning and removing non-sterile examination gloves

When the hand hygiene indication occurs before a contact requiring glove use, perform hand hygiene by rubbing with an alcohol-based handrub or by washing with soap and water.

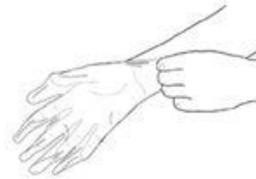
I. HOW TO DON GLOVES:



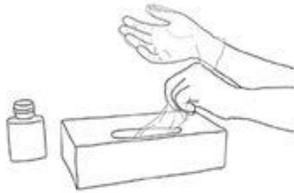
1. Take out a glove from its original box



2. Touch only a restricted surface of the glove corresponding to the wrist (at the top edge of the cuff)



3. Don the first glove



4. Take the second glove with the bare hand and touch only a restricted surface of glove corresponding to the wrist



5. To avoid touching the skin of the forearm with the gloved hand, turn the external surface of the glove to be donned on the folded fingers of the gloved hand, thus permitting to glove the second hand

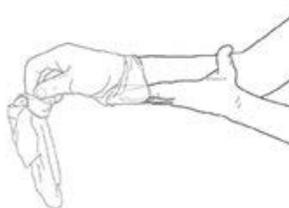


6. Once gloved, hands should not touch anything else that is not defined by indications and conditions for glove use

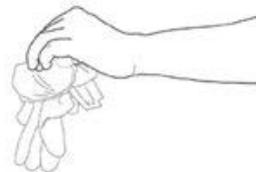
II. HOW TO REMOVE GLOVES:



1. Pinch one glove at the wrist level to remove it, without touching the skin of the forearm, and peel away from the hand, thus allowing the glove to turn inside out



2. Hold the removed glove in the gloved hand and slide the fingers of the ungloved hand inside between the glove and the wrist. Remove the second glove by rolling it down the hand and fold into the first glove



3. Discard the removed gloves

4. Then, perform hand hygiene by rubbing with an alcohol-based handrub or by washing with soap and water

Appendix G: Guidelines on Wearing a Non-Medical Face Mask in Enclosed Vehicles

Guidelines on Wearing a Non-Medical Face Mask in Enclosed Vehicles

Staff who are required to sit in a vehicle where there are two per cab and are unable to distance 2 meters will be provided with a non-medical face mask as a means of preventing the spread of respiratory droplets. These masks should only be worn while in the vehicle to prevent the risk of respiratory droplets from others in the same vehicle. Once on the job site, staff are encouraged to maintain the 2 meters distancing at all times and as a result, do not require to wear the mask.

Your supervisor will provide you with a non-medical face mask **only if** you are sharing a vehicle with another co-worker and are unable to maintain the 2 meter physical distancing within the vehicle. Larger vehicles that are able to accommodate the 2 meter physical distancing will not be provided with a face mask.

When Wearing A Non-Medical Face Mask:

- Prior to putting on your mask, you shall wash your hands (or use hand sanitizer).
- Prior to getting into the work vehicle, put on your face mask. It should fit well and you should not share it with others.
- Avoid touching your face mask while it is on.
- When you arrive at the job site, carefully take off your mask and place into a designated zip lock bag.
- The mask is not required to be worn outside of the vehicle as you are encouraged to follow the physical distancing at 2 meters.
- When it is time to leave the worksite and prior to putting on your face mask, wash your hands (or use hand sanitizer).
- Locate your zip lock bag containing the face mask and put on your face mask.
- At the end of your work shift, place your mask back into the zip lock bag and re-use for future rides where 2 meter physical distancing is not possible.

Maintaining and Disposing Your Non-Medical Face Mask:

- Best attempts should be made to maintain and re-use your mask where possible due to the worldwide shortages.
- Face masks can be continually used unless they get damp, soiled or crumpled. When mask needs to be disposed of, place it in the zip lock bag, seal the zip lock bag and place in a lined garbage bin.
- If your face masks needs to be replaced, please ask your supervisor for a replacement.

Non-medical face masks alone will not prevent the spread of COVID-19. You must consistently and strictly adhere to good hygiene and public health measures, including frequent hand washing, avoiding touching your face and physical (social) distancing when possible.

Employees are expected to follow these guidelines to ensure Health & Safety of all their co-workers.

Appendix H: Physical Distancing Guidelines for Inside/Office Environments

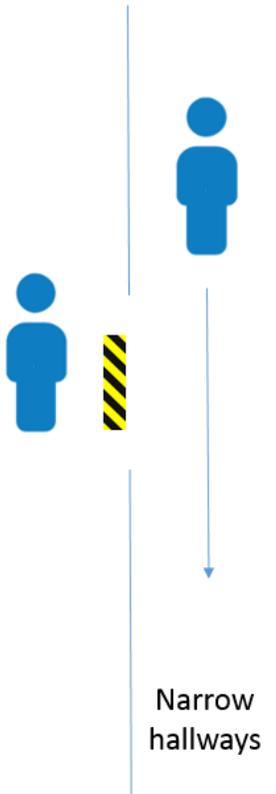
Physical distancing requires us to make changes to our everyday routines and to minimize close contact with others. This means keeping approximately 2 metres distance between ourselves and others (Source: WorkSafeBC).

Hallways, walkways and stairways

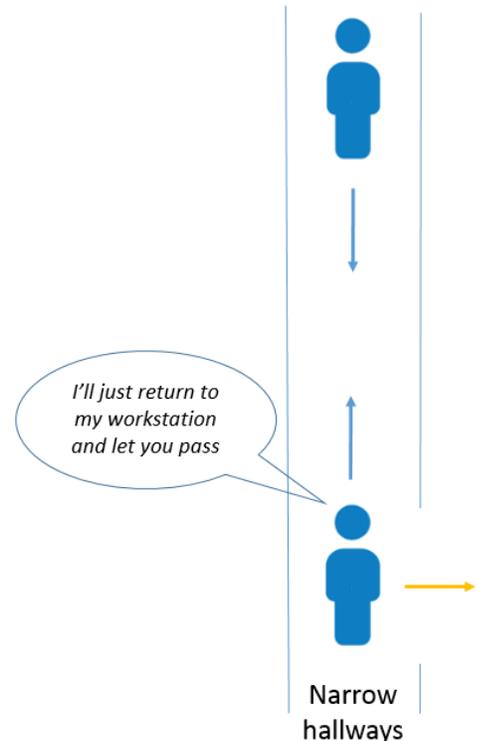
- Wider hallways allow two individuals to pass each other while maintaining physical distance. As noted above, we are to maintain approximately 2 metres distance between ourselves and others. This means that wider hallways can still accommodate two individuals even if there is not a full two metres separation, as long as individuals do not congregate. To avoid congregation and congestion in hallways, conversations should be moved to open areas (e.g. lobby, meeting room, outdoors). If this is not possible, the two individuals should move to the same side of the hallway, maintain physical distancing, and open the other side of the hallway or walkway for others to use.



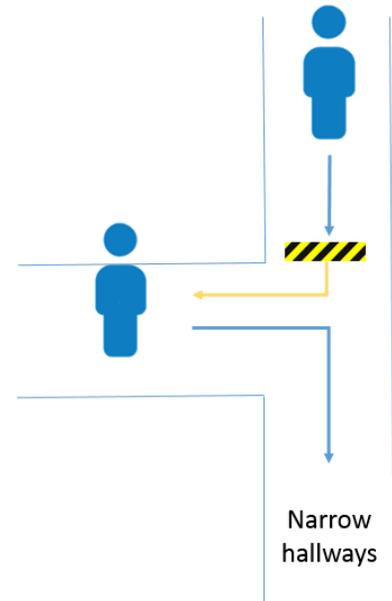
- Narrow hallways or walkways do not have sufficient space for two individuals to pass each other while maintaining physical distancing. If necessary, these hallways can be marked with a "1" using floor tape, noting one person at a time.



- Staff exiting workstations or offices are encouraged to pause, look both ways and then proceed into hallways or walkway. Floor tape or signage stating "Stop, Look, Go" can be placed at the end of workstations or offices as a reminder.
- In narrow hallways, where the path of two individuals cross, staff are encouraged to converse with their colleague to successfully navigate the hallway. This may mean one person backtracks to where they started or into an open area, providing the other person with the ability to pass.

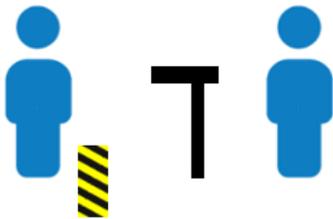


- If the path of two individuals cross at an “intersection” or corner, staff are asked to pause, yield, and wait for the other person to clear the area, prior to proceeding. In some situations, floor tape or a sign stating “Yield” may provide helpful visual cues.
- When using walkways adjacent to workstations, try to walk in a manner that provides the greatest physical distancing possible.
- A similar approach as outlined above for hallways and walkways is recommended for narrow stairways.
- Staff are encouraged to work together rather than establishing a designated direction of travel in narrow hallways, walkways and stairways.
- When facilities re-open to citizens, there may be a need to establish a designated direction of travel considering that these individuals infrequently move through the facility.



Transaction counters and service points

- Depending on the service provided, some transaction counters and service points can operate with physical distancing and no other risk control measures. Floor tape or signage can provide helpful visual cues. If use of the transaction counter is required, the staff members may be able to maintain physical distancing by moving back, allowing the person to use the transaction counter. Verbal cues can be used to inform the person when they should approach the transaction counter.

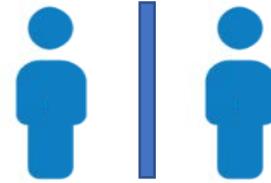


Remember that physical distancing means keeping approximately 2 metres distance between ourselves and others and that outstretched arms provide approximately this distance. This means that staff can pass lightweight items (such as paper) to others using an outstretched arm as long as the item is received with an outstretched arm. For heavier items, staff are encouraged to place the item down, step back and verbally cue the other person to pick up the item.

- Some transaction counters and service points may require additional risk control measures such as a Plexiglas barrier.

Workstations

- Physical distancing means keeping approximately 2 metres distance between ourselves and others. This distance should be measured from the head or facial area of one staff member to the head or facial area of another considering the areas that they are most likely to be working in (e.g. in front of computer or in areas of desk where paperwork is completed, handled or sorted).
- Less than approximately 2 metres can separate spaces if there is a partition or barrier that separates the workstations
- In areas where a walkway is adjacent to a workstation and where there is less than approximately 2 meters, the frequency and duration of foot traffic should be considered.
 - If foot traffic is infrequent (less than 15 minutes cumulative in the day), the partition or barrier can be at the sitting height noted above.
 - If foot traffic is frequent (greater than 15 minutes cumulative in the day), or if people tend to pause (e.g. to use a photocopier) or congregate, the partition or barrier should be at the standing height noted above.
 - For offices location on a corner where two hallways intersect or at the end of a series of workstations, foot traffic should be considered as above when determining the partition or barrier height.
- For workstations that share a common entry point, a partition or barrier should be considered if there is less than approximately 2 metres between the entry point and the areas that staff are most likely to be working in. Floor tape or signage can be used to cue staff to enter using the pathway that provides the best possible physical distancing. Additionally, as discussed in the Hallways, walkways and stairways section above, staff are encouraged to converse with each other to successfully navigate the entry point. This may mean that one person slides within their workstation to allow the other person to enter. Foot traffic should be considered as above when determining the partition or barrier height. Alternately, it may be possible to reconfigure the workstations as discussed below.
- Staff should be encouraged to congregate in more open areas rather than in hallways, walkways or adjacent to workstations.

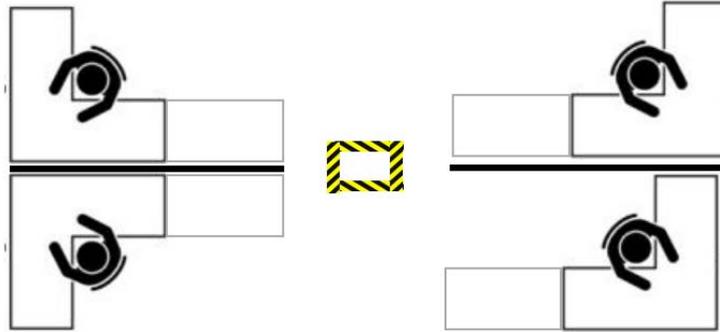


Configuration of workstations

Some workstation configurations provide unique challenges for physical distancing. Below we address some of these and provide potential solutions:

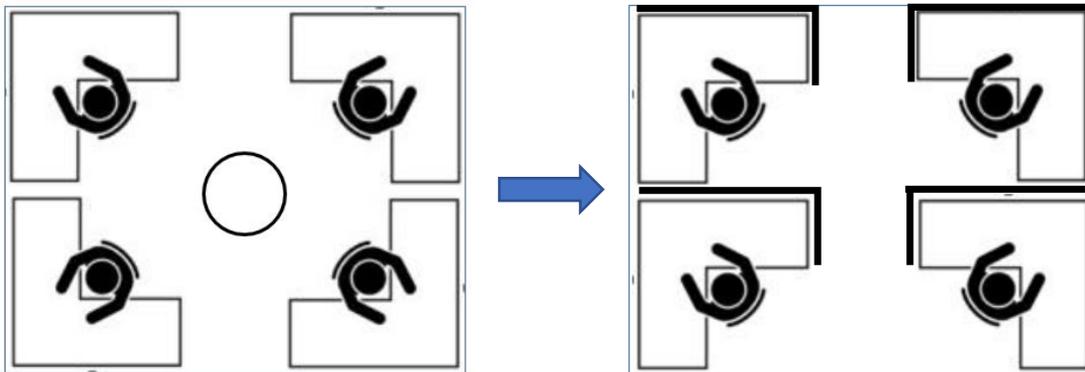
- Multiple workstations in one area and the need to converse.

Recommendation: to measure between workstations to determine the best place for standing. This spot can be designated by creating a box with floor tape and be used for speaking with any of the individuals.



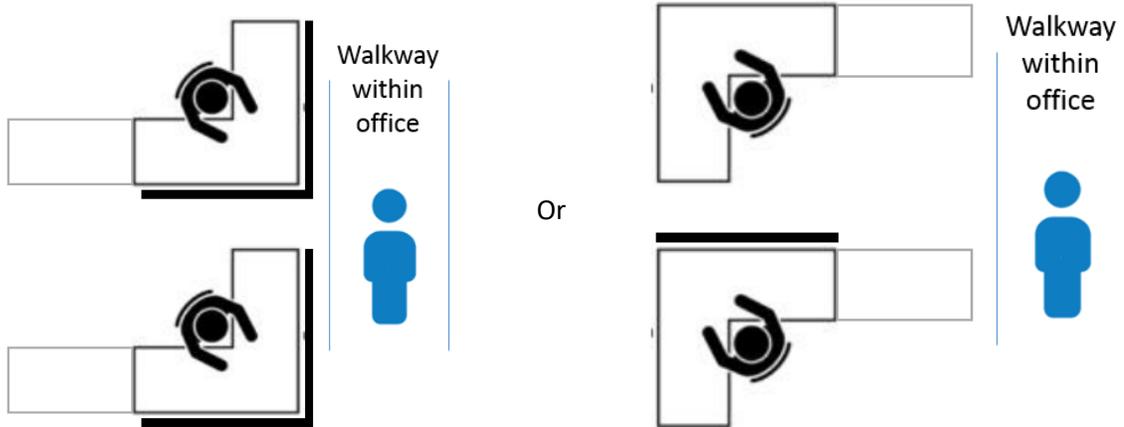
- Workstations configured with open communal space in middle.

Recommendation: to see if furniture can be reconfigured to allow use of all workstations with the addition of barriers or partitions. This may require some furniture to be temporarily relocated



- Open workstations adjacent to walkway within office.

Recommendation: to add barriers or partitions to create separation. Alternately, explore to see if workstations can be re-oriented to allow more distance between walkway and the areas that are most likely used for work (e.g. in front of computer or in areas of desk where paperwork is completed, handled or sorted).



- There are many other configurations and every effort should be made to use as many workstations as possible, while still adhering to physical distancing.
- Options to reconfigure workstations should consider physical distancing, ergonomics, work flow, access to common areas (e.g. photocopier), phone and data access points, emergency egress and any challenges posed by the reconfiguration.
- Reconfiguration could result in staff moving into different workstations or areas within the office environment. The impact on the frequency and duration of foot traffic and conversations in hallways and pathways (considering physical distancing) should be considered.

Common areas

- It may be beneficial to establish a 1-at-a-time approach for some common areas. Alternately someone can be designated to distribute materials
- Adding floor tape to delineate these areas can be helpful.



Other considerations:

- Staff are reminded to wash their hands often with soap and water for at least 20 seconds. If soap and water is not available, alcohol based hand sanitizer can be used to clean hands as long as they are not visibly soiled.
- Staff are reminded to not touch their face, eyes, nose or mouth.
- High touch surfaces are cleaned and disinfected
- Signage/visual cues and continued communication are needed to support physical distancing.

Questions regarding current workstation configurations should be referred to your Manager or Director for initial response. For additional information and assistance related to this document, please contact Occupational Health and Safety and/or Facilities.