

Employers must develop a COVID-19 Safety Plan. To develop our plan, we followed the six-step process described at [COVID-19 and returning to safe operation](#).

WorkSafeBC will not be reviewing or approving the plans of individual employers, but in accordance with the order of the [Provincial Health Officer](#), this plan will be posted at the worksite.

Step 1: Assess the risks at our workplace

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.

Involve workers when assessing your workplace

Identify areas where there may be risks, either through close physical proximity or through contaminated surfaces. The closer together workers are and the longer they are close to each other, the greater the risk.

- We have involved staff and representatives from each unit and office location.
- We have identified areas where people gather, including meeting rooms, kitchens, and lounges.
- We have identified job tasks and processes where workers are close to one another or members of the public. This includes our workplace, in worker vehicles, and at other work locations (when staff travel offsite as part of their jobs).
- We have identified the tools and equipment that workers share while working, including shared office equipment, kitchen and related equipment, and workspaces.
- We have identified surfaces that people touch often, including as doorknobs, elevator buttons, and light switches.

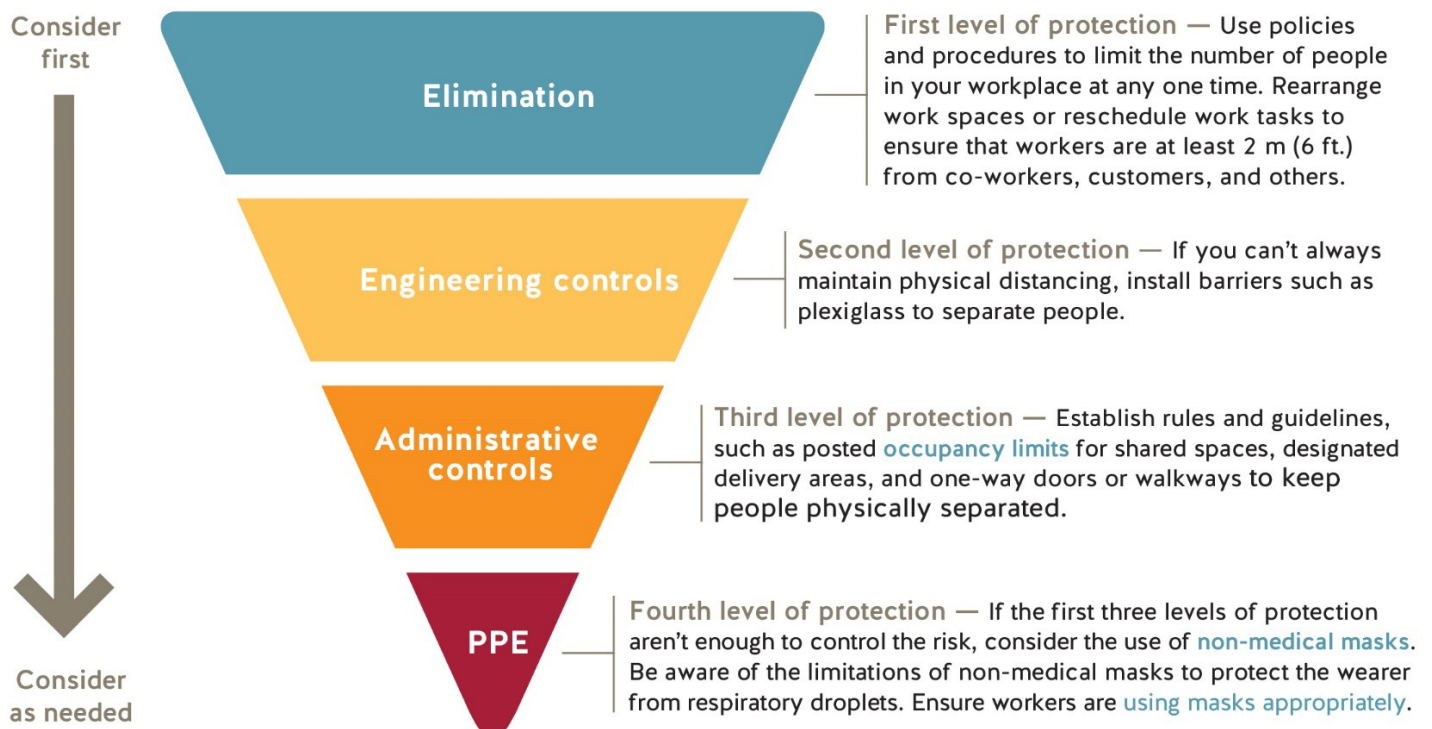
Step 2: Implement protocols to reduce the risks

We have selected and implemented protocols to minimize the risks of transmission, looking to the following for information, input, and guidance:

- ☑ We have reviewed industry-specific protocols on worksafebc.com to determine which are relevant to our industry. For protocols developed specific to our sector, we will implement these to the extent that they are applicable to the risks at our 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 and supervisors.
- ☑ [Orders, guidance, and notices](#) issued by the provincial health officer and relevant to our industry.

Reduce the risk of person-to-person transmission

To reduce the risk of the virus spreading through droplets in the air, we will implement protocols to protect against our identified risks. Different protocols offer different levels of protection. Wherever possible, we will use the protocol that offers the highest level of protection, including controls from additional levels if the first level isn't practicable or does not completely control the risk. We will 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. Limiting the number of people in a workplace is an important way to ensure physical distancing is maintained.
- ☑ In order to reduce the number of people in our offices, we have implemented work-from-home arrangements and virtual meetings, and are limiting the number of staff and visitors in the workplace.
- ☑ We have established and posted occupancy limits for common areas such as break rooms and meeting rooms. Our landlords have addressed washroom and elevator occupancies.
- ☑ We have implemented measures to keep workers and others at least 2 meters apart, wherever possible.

Measures in place

Our control measures for maintaining physical distance:

- **Working offsite or remotely:** all staff will work from home. Where and when this is not possible, we will limit occupancy of offices as follows. When presence in an office is required, notification will be provided by email and it will be recorded in the shared calendar to aid in contact tracing.
 - Victoria: 1 person in each of suite 120 and 123; the lounge will be used for transit only
 - Vancouver: 1 person
- **Limiting or prohibiting visitors:** no visitors or guests are permitted at this time unless required for service calls or maintenance purposes. Visitors must bring and wear masks and be supervised by a staff member. Visitor contact information (name, phone number, email) will be kept on file for 30 days.
- **Pets:** no pets are permitted onsite

Non-essential transportation and business travel will be limited and only permitted on an exceptional basis.

In Victoria, our landlord has implemented the following:

1. Signage will require that no person enter the Building when feeling unwell;
2. Signage will require that we keep a safe distance from one another;
3. Signage will encourage people to wear a protective mask;
4. Signage will limit one person (more if those people live together) for each trip in an elevator;
5. Signage will direct people to use the south building stairs for UP ONLY and the north building stairs for DOWN ONLY (one way traffic on stairways);
6. Signage will direct people to use bathrooms one at a time.

In Vancouver, our landlord has implemented **Return to Work Guidelines**.

Second level protection (engineering): Barriers and partitions

- We have installed barriers where workers can't keep physically distant from co-workers, customers, or others.

Measures in place

We do not have any second level protection in place and are relying on first level protection (elimination) to keep our workspaces safe spaces.

Third level protection (administrative): Rules and guidelines

- We have identified rules and guidelines for how workers should conduct themselves.
- We have clearly communicated these rules and guidelines to workers through a combination of training and signage.

Measures in place

Staff must adhere to the government's [general precautions](#) and guidelines on quarantine and isolation. To reduce the risk of transmission, we expect everyone to:

- Where possible, wash or sanitize hands immediately prior to entering our office spaces.
- Wash hands with soap and water immediately after entering and before touching desks, computers, fridges, etc., both at the start of the day and upon each re-entrance throughout the day.
- We do not support carpooling at this time.

Anyone exhibiting [symptoms](#) must immediately leave the premises and not return for at least 14 days.

Fourth level protection: Using masks

- We will point staff to resources 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 and understand that masks should only be considered when other control measures cannot be implemented.

Measures in place

- The use of masks inside our offices is not required unless staff need to accompany visitors for service calls and similar. Visitors must wear masks at all times while in our offices.
- Use of masks is required in all public areas of the buildings.
- Where building management has additional requirements, staff must follow all guidelines.

Reduce the risk of surface transmission through effective cleaning and hygiene practices

- We have reviewed the information on [cleaning and disinfecting](#) surfaces.
- Our workplace has enough handwashing facilities on site for all our workers. 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. Frequent handwashing and good hygiene practices are essential to reduce the spread of the virus.
- Building management is responsible for cleaning all common areas and surfaces.
- We will remove unnecessary equipment to simplify the cleaning process as appropriate.

Cleaning protocols

Building management is responsible for cleaning.

In Victoria, our landlord adheres to a set cleaning schedule.

In Vancouver, our landlord has implemented **Return to Work Guidelines**, which include enhanced cleaning protocols.

Step 3: Develop policies

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.
- We have a [working alone policy](#) in place.
- We have a [work from home policy](#) in place.

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

- Sick workers will be asked to wash or sanitize their hands and required to go straight home.
- If the worker is severely ill (e.g., difficulty breathing, chest pain), we will call 911.
- We will clean and disinfect any surfaces that the ill worker has come into contact with.

Step 4: Develop communication plans and training

We will ensure that everyone entering the workplace, including workers from other employers, knows how to keep themselves safe while at our workplace.

- We will ensure everyone is aware of all relevant 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 as our business operates. 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 and involve staff 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 other workers.

Step 6: Assess and address risks from resuming operations

We will manage risks arising from reopening our offices.

- 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, including new processes.

Appendices

Visitor Policy

Visitors may include customers, service technicians, stakeholders, clients, business partners, friends, and family.

Until further notice, we will **limit or prohibit visitors**: no visitors or guests are permitted at this time unless required for service calls or maintenance purposes. Visitors must bring and wear masks and be supervised by a staff member whenever possible.

All visitors must adhere to our company's COVID Safety Plan and provide contact information, including full name, phone number(s), and email address, to help us track and trace if necessary. Visitor contact information will be kept on file for 30 days.

As much as possible, visitors will be allowed only minimal access to parts of the office to avoid contamination of people and spaces.

We will conduct all meetings, including interviews, remotely rather than in-person.