

COVID-19 DEPARTMENT SAFETY PLAN

DEPARTMENT: Social Development

ADDRESS: 5760 Allenby Road Duncan, B.C. V9L 5J1

DIRECTOR/MANAGER: Jennie Thomas

DEPARTMENT CHAMPION: Bill Viksush

DATE: June 5, 2020



Step 1: Assess the risks at 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 frontline workers, supervisors, and the Pandemic Team with assessing the workplace.

How:


- All staff met with Amber Macadam, individually, over the month of May 2020 to complete a review of their individual roles in relation to office procedures and protocols.
- Dept. Champion, Bill Viksush, completed a walk-through of our department with Amber Macadam, Community Health Nurse on Tuesday, May 26, 2020.
- All Social Development department staff meeting via WebEx held on Thursday, June 4, 2020 to go over department notes taken during walk through with Community Health Nurse

■ We have identified areas where people gather, such as break rooms, kitchen area and meeting rooms.

List those areas in your department here:

- Reception area
- Buckets on Buses Supervisor/Worker computer station behind reception - **Removed**
- Computer lab for clients in reception area (Computers x 4) - **Removed**
- Social Development Manager's office (Meeting Space included) - **Reduced to 3 chairs**
- Staff offices located behind reception area (Three offices)
- Shared office space behind reception desk (SD Intake/PES Outreach)
- Shared office space to left of reception desk (PES Team)
- File room (files need to be covered by a plastic see through sheet)
 - Everything in room needs to be stored in plastic tubs or removed
 - Stored items can be in cardboard if not being touched frequently (ex. Every 24 hours) and not in a walk through area.
- QET Intake Worker office located behind PES Intake Worker desk
- PES Intake Worker desk located next to reception desk
- Pod of offices located next to SD Manager office (BSDW's times four)
- Employment and Training Coordinator's office


- PES Education room – Canada Building
- Buckets on Buses Kitchen – VIU Trades Center

 We have identified job tasks and processes where workers are close to one another or members of the public. This can occur in your workspace, in worker vehicles, or at other work locations (if your workers travel off site to do part of their jobs).

List what was identified here:

- BSDW's
 - Cheque Distribution days (set clients up with direct deposit)
 - Stub collection (take photos of stubs or have clients place stubs in sanitized container, then stubs are held in container for 24 hours prior to being processed or handled by staff)
- Individual Offices
 - Max capacity for people in each office, including staff member, suggest removing and storing excess chairs and office furniture.
 - Redesign all staff offices to ensure six foot distancing and make sure staff are sitting six feet from entrance door
 - Measure six foot distance from staff chair and mark floor outside of hallway for other staff to see
 - All staff to remove excess furniture, unless it is used as additional space for working with files
 - Reconfigure office or close off space with office divider (BSDW pod next to SD Manager office - **Completed**)
 - IOP Advisor to clean out office (excess paper, furniture and misc. items)
 - All used offices need to be sanitized/disinfected at the end of each day (spray bleach solution everywhere)
- Reception area
 - Ensure six foot distancing
 - No desk or reception site should be closer than 6 ft to any other desk or doorway or walk through space. Plexiglass will be installed but does not wrap around this desk
 - Remove client computer lab or reduce computer stations - **Removed**
 - Remove/reposition PES Intake worker desk - **Completed**
 - Reposition reception desk - **Completed**
 - Reposition BOB team work station and limit use to one BOB worker or remove (**removed**)


- Limit paper transmission
 - Plan to go fully paperless is the plan. Paper can hold COVID 19 for up to 24 hours
 - Exchange of papers that need to be shared or signed need to go into a plastic tub and cannot be touched for 24 hours after being placed in the plastic tub ie. mail cubby needs to be removed or each recipient needs to have a plastic tub with lid. (QET application process)

 We have identified the tools, machinery and equipment that workers share while working.

List what was identified here:

- Office Printer/Fax Machine
 - Move shared printer to reduce flow of traffic in reception area and ensure it is not in a walk through area where people cannot maintain 6 ft distance.
- Shredder in file room
 - Replace with use of a shredding company - (Why are we not able to have a shredder, if it is sanitized after each use like the photocopier? Shredders blow air around when being used. This is then a hazard for the staff using it and any persons close by. If there is an air vent near the shredding this could then send the blowing air into the air vent as well.
 - Our shredder does not emit air flow and paper does not get touched for a period of more than 24 hours. We would like to keep this item in use.
- Reception Desk
 - Supplies on desk to be removed and placed in office drawers; no more shared pens, stapler, hole punch etc.
- Individual offices
 - Supplies on desk to be removed and placed in office drawers
 - Remove fans/blowing heaters (non-blowing heaters are okay)
 - Each department will be required to contact the EHO (environmental Health Officer) to assess each of the buildings and their heating cooling systems to decide what will be the safest option for staff and community. Until that time systems should be shut off. (Stacy Alpine to complete task for Admin. Building?)

- Fabric chairs to be removed and replaced
- All staff to remove excess furniture, unless it is used as additional space for working with files
- Documents and files need to be stored in cabinets or plastic tubs at the end of each day
- Job board in reception area to be covered with plastic (Champion Team have any ideas on which plastic to use?)
 - Message board in reception area to be covered with plastic
 - Papers, flyers and advertisement to be removed or laminated/put into binder

 We have identified surfaces that people touch often, such as doorknobs, light switches, photocopier, printer, exit buttons, etc.


List what was identified here:

- Office Printer/Fax Machine
 - Move shared printer to reduce flow of traffic in reception area and ensure it is not in a walk through area where people cannot maintain 6 ft distance. Office supplies located at reception desk
- Mail cubby behind reception desk
 - Mail cubby to be covered with plastic or use individual tubs per employee
- Computer lab in reception - Removed
- Staff office supplies/multi use items
 - To be removed and stored away (pens, paper, hole punch, staplers etc.)
- Excess furniture in staff offices including office chairs
 - To be removed to reflect capacity of room
- Pamphlets, business cards, flyers etc.
 - To be covered in plastic, removed or stored away
- Staff offices and Reception area
 - All paper on walls, cabinets and cork boards need to be removed or laminated and stored in a plastic folder. Pamphlets need to be removed or laminated/put into plastic sleeves and put in a binder for access. If clients need the information, send electronically or allow them to take a picture using their phone. Sanitize any Laminated or plastic sleeved document if used or touched
 - Bulletin boards need to be removed or covered with plastic sheet that can be sanitized if touched (Located in reception area and various office spaces)

- Office phones
- Boxes need to be plastic, if frequently used so they can be sanitized
- Removal of all rugs or ensure that we use a vacuum with a hepa filter to vacuum each day – **Removed**

Step 2: Implement protocols to reduce the risks

Select and implement protocols to minimize the risks of transmission. Look to the following for information, input and guidance:

 Review industry-specific protocols on worksafebc.com to determine whether any are relevant to your industry.

List relevant protocols for your department:

Office protocols obtained from Worksafe BC Website

- Consider providing hand sanitizer available to workers as they enter the building.
- Post signage indicating that employees, contractors, or visitors exhibiting COVID-like symptoms are not allowed to enter the office building.
- Where possible, employers should consider remote work options for workers who do not require office attendance.
- Consider alternating and/or adding additional shifts to reduce the risk of exposure and maintain the physical distancing requirement.
- If office attendance is required, position workers in a location that allows them to put more distance between themselves and their co-workers or customers. Arrange workstations at least 2 metres apart and away from communal pathways.
- If necessary, install effective barrier (e.g., plexiglass shields) between workstations.
- Where possible, cancel in-person meetings and hold meetings by teleconference, video conference, or email instead.
- Minimize sharing office space or workstations. If workers must share office space, integrate these locations into your cleaning and hygiene protocols, ensuring that frequently-touched surfaces are addressed such as the computer keyboard and mouse, desk surface, and telephone.

- 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.
- Refrain from providing and consuming communal foods.
- Instruct workers to use their own equipment, such as pens, staplers, headsets, and computers.
- Minimize the number of people using previously shared office equipment or other items (photocopiers, coffee machines, microwave ovens, etc.). Shared equipment should be cleaned and disinfected after each use.
- 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.
- If required, visits to the workplace should be prearranged, staggered, and safety protocols should be communicated before entry into the workplace (e.g., email and/or signage posted to entrance). Keep a record of visitors to the workplace
- Post signage at the workplace to inform everyone of the measures in place.
- 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).
- Waiting areas should be arranged to maintain physical distancing requirement. Install barriers between receptionists and visitors (e.g., plexiglass). Place markings on the floor directing visitors where to stand when approaching front desk.
- 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).
- Provide a safe place for visitors to dispose of used sanitizing wipes and other personal protective equipment.



Frontline workers, supervisors, and the Pandemic Team

Who was involved with input, guidance, and information::

- Bill Viksush, QET Coordinator
- Jennie Thomas, Social Development Manager
- Amber Macadam, Community Health Nurse
- Tisha Efford, Pandemic Support for Amber Macadam
- Dana Thorne, Restart Champions Project Manager

Orders, guidance, and notices issued by the provincial health officer and relevant to your industry

Check to confirm that you have reviewed and understand all notices shared and posted.

Cowichan Tribes Pandemic Team – Check to confirm that you have consulted with the Pandemic Team.

The following section outlines the four levels of protection put in place to ensure safety for all workers.

First Level protection (elimination): Limit the number of people at the workplace to ensure physical distancing wherever possible.

We have established and posted an occupancy limit for our premises.

Detail here what changes have been made to accommodate the need to limit occupancy, ensure 5 square metres of unencumbered floor space per person (workers, clients, and members).

- Shared office spaces will be limited to one occupant, unless room can accommodate more than one person
- Signage and stickers/tape will be utilized to display physical distancing requirements are adhered to. (Will stickers be provided?)
- Office spaces will be rearranged to comply with physical distancing regulations
- Max occupancy of 5 workers in the office at any given time

In order to reduce the number of people in the worksite, we have considered work-from-home arrangements, virtual meetings, rescheduling work tasks, limiting the number of visitors in the work place, etc.,

Detail here what changes will be made in your department.

- Staff complete check-in virtually through WebEx
- Staff are scheduled to work from home or in the office
 - schedule issued to staff monthly
- Staff meetings and communications are handled virtually through WebEx, Groupwise and telephone conferencing

We have established and posted occupancy limits for common areas such as break rooms, meeting rooms, change rooms, washrooms and elevators.

Detail here what changes have been made.

- After we measure and tape off room?
- Sharon Henry Stickers – after we tape off room; Dana to look into ordering in bulk, let her know how many

We have implemented measures to keep workers and others at least 2 metres apart, wherever possible. Options include revising work schedules and reorganizing work tasks.

Detail here what changes have been made.

- Office spaces are going to be rearranged to comply with social distancing of six feet
- Schedules have been revised to limit amount of staff in office on a given day
- Some staff are now working from home with Pandemic Response team

Second level protection (engineering): Barriers and partitions.

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

List where barriers been installed.

- Reception desk
- PES Intake Worker Desk

We have included barrier cleaning in our cleaning protocols.

List new cleaning protocols.

- Covid cleaning policy is being created by Pandemic Response Team – Insert here
- Training will be provided by Pandemic Response Team – Please advise when.

We have installed the barriers so they don't introduce other risks to workers (e.g. barriers installed inside a vehicle don't affect the safe operations of the vehicle).

List here what safety measures have been implemented for vehicles and identify how the barriers will not pose additional safety risks..

- Office cubicle partitions for workers in close proximity (within six feet) of one another

- Plexiglas Shields to be installed on two desks located in reception area

Third level protections (administrative): Rules and guidelines

We have identified rules and guidelines for how workers should conduct themselves.
By checking this box you confirm that the rules and guidelines that have been communicated to your departments by the General Manager's office and the Human Resources office, has been communicated to all staff and staff have confirmed their understanding.

We have clearly communicated these rules and guidelines to workers through a combination of training and signage.
Detail here the communication with staff, and how you will continue to communicate any changes.

- All staff meeting via WebEx on June 4, 2020
- WebEx virtual meeting room has been created for providing up to date information for all staff
- Emails will be sent out to staff to provide them with up to date information
- Amber Macadam has also met with individual staff during the month of May 2020

Fourth level protection: Using masks (optional measure in addition to other control measures)

We have reviewed the information on selecting and using masks and instructions on how to use a mask.

Identify here who, if anyone in your department will be using masks.

- Receptionist/Work station worker - optional
- Clients entering our department for services – Mandatory and will this be provided under Covid Response funding?
- Any staff meeting with clients – Would like to be consistent with other departments. What is the recommendation?
- Staff at risk due to pre-existing health conditions direct
 - Possibly look at having work remotely and not in contact with clients when in office

We understand the limitations of masks to protect the wearer from respiratory droplets.
We understand masks should only be considered when other control measures cannot be implemented.



We have trained workers in the proper use of masks.
Did the Pandemic health team representatives train staff who have been identified as potentially using masks while at work.



- When will this training take place?

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

Provide information about your cleaning plan. Specify who is responsible for cleaning, the cleaning schedule, and what the cleaning protocols will include (e.g. which surfaces, tools, equipment, and machines). If this information is in another document, identify the document here.

- We have reviewed the information provided to our department from the Pandemic Response Team on clearing and disinfecting surfaces.
 - Will an information session with supporting documentation be provided by the Pandemic Response team?

- Our workplace has enough handwashing facilities on site for all our workers. Handwashing locations are visible and easily accessed.

- We have communicated clearly good hygiene and practices at work.

- We have implemented cleaning protocols for all common areas and surfaces.
 - Detail here what cleaning protocols have been implemented in your department.
 - Covid cleaning policy is being created by Pandemic Response Team – Insert here

- Workers who are cleaning have adequate training and materials.
 - Detail here what training the cleaning staff has completed.
 - Amber Macadam, Community Health Nurse has spoken to each individual worker in our department and the pandemic team has provided us with cleaning solution
 - Covid cleaning policy is being created by Pandemic Response Team – Insert here

We have removed unnecessary tools and equipment to simplify the cleaning process – e.g. coffee makers and shared utensils and plates.

List here changes made.

- Excess furniture (tables/chairs), computer stations and paper documents have been removed in reception area and individual office spaces
- Office supplies have been removed from desks and placed in office drawers or tubs
- File room has been covered with plastic and items packed away in tubs
- Cork boards have been covered in plastic
- Please provide feedback for future changes. Will pandemic team complete another walk through, once the restart plan has been approved?

Step 3: Develop Policies




The following items have been communicated to staff by the Pandemic Response Team, the General Manager's office and the Human Resources office. Our workplace policies ensure that staff and others showing symptoms of COVID-19 are prohibited from the workplace

- Anyone who has symptoms of COVID-19 in the last 10 days
- Anyone directed by Public Health to self-isolate.
- Anyone who has arrived from outside of Canada or who has had contact with confirmed COVID-19 case must self-isolate for 14 days and monitor symptoms.
- Visitors are prohibited or limited in the workplace.
- Our department commits to complying with the Pandemic Response Teams policies regarding
 - Any additional first aid attendants training required
 - Working alone policy
 - Work from home policy
 - Protocols for taking care of any staff who may start to feel ill at work.
 - Protocols for taking care of any workspace areas that were occupied by staff who became ill at work.

Step 4: Develop communication plans and training


We have put in place systems to ensure everyone entering our department, including community and workers from other departments and organizations, knows how to keep themselves safe while in our department.


- We have participated in the Pandemic Response Teams safety training.
When will this take place?


-  All staff have been provided information regarding the policy for staying home when sick.
-  We have posted signage at the workplace that has been provided by the Pandemic Response Team.
-  Supervisors have been instructed 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 your department operates. If you identify a new area of concern or if it seems like something isn't working, take steps to update your department policies and procedures, in consultation with the Pandemic Response Team.

-  We have a plan in place to monitor risks. We make changes to our policies and procedures as necessary.
 - Identify here who will be responsible for monitoring risk in your department. This person may be the department Champion who is most familiar with the office safety plan.
 - Bill Viksush, QET Coordinator
 - Jennie Thomas, Social Development Manager

-  Staff know who to go to with health and safety concerns
 - Identify here who will record and report health and safety concerns in your department.
 - Bill Viksush, QET Coordinator/Dept. Champion

-  When resolving safety issues we will involve the Pandemic Response Team, the General Manager's office and the Human Resources office.

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, you may need to manage risks arising from restarting your department.



We confirm that we will consult and comply with the policies and procedures implemented within Cowichan Tribes for the following staff needs.

- training plan for new staff
- training plan for staff taking on new roles and responsibilities
- training plan around changes to our department, such as new equipment, process, or products
- reviewed the start-up requirements for vehicles, equipment, and machinery that have been out of use