

COVID-19 DEPARTMENT SAFETY PLAN

DEPARTMENT: Sustainable Housing

ADDRESS: 5742 Allenby Road, Duncan, BC

DIRECTOR/MANAGER: Fred Bosma

DEPARTMENT CHAMPION: Caroline Mawbey

DATE: June 10, 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 members met with Amber MacAdam, Community Health Nurse, to review protocols during the pandemic for staff working from home, field workers and those working in the office daily.
- Created safety policies and procedures for staff members during the pandemic and reviewed those with Amber MacAdam, Supervisors and Directors within our department.
- Email confirmation from staff members that they have read and understood the new procedures and protocols for COVID 19 pandemic.
- Daily check in calls where safety concerns are raised and documented for action.

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

List those areas in your department here:


- Production room – copier area
- Lunch Room
- Boardroom
- Washrooms
- Front Entrance – Reception area
- Maintenance and Property staff area

■ 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:


- Maintenance staff going into members' homes (site visits)

- Maintenance staff working at our Shop
- Maintenance staff travelling to and from site visits
- Maintenance staff picking up materials from suppliers
- Staff members delivering notices to community members
- Deliveries at the office
- Contractors in the office
- Gassing up vehicles
- Servicing vehicles

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

List what was identified here:

- List of tools and machinery in the SHD Shop shared by maintenance staff members
- Individual tool lists kept in SHD vehicles by maintenance staff members
- Photo Copiers
- Shredder
- File cabinets
- Other office equipment – phones, stationary items, coffee machine, kettle, dishwasher, toilets and taps

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

List what was identified here:

- Door knobs – inner and outer on four entrance/exit doors
- Photocopier/printer/fax/scanner
- Shredder
- Computers, keyboards, desk tops
- Light switches
- Window locks/blinds
- Outdoor signage
- Staff kitchen – coffee maker, kettle, dishwasher, microwave, dishes and utensils

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](https://www.worksafebc.com) to determine whether any are relevant to your industry.

List relevant protocols for your department:

- Developing a COVID – 19 Safety Plan
- Protocols for Offices
- Signage
- Building Access
- Workplace Operations
- Workstations
- Communal Spaces
- Deliveries
- Transportation
- OFAA Protocols during COVID 19 pandemic
- Risk Assessment
- Using Masks Appropriately
- PPE Equipment and Use
- Cleaning Products – safe alternatives to bleach

Frontline workers, supervisors, and the Pandemic Team

Who was involved with input, guidance, and information?

- Amber MacAdam, COVID 19 Team Lead and other members of Health Department
- Director Fred Bosma
- Associate Director Dana Thorne
- Respective SHD supervisors
- SHD office and maintenance staff – working in the office and at home

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

- Outside resources: WorkSafe BC
- Directives from GM and Cowichan Tribes Chief and Council
- Staff confirmed via email to the Associate Director or designate that they had read or watched, and understood the directives
- Contractors and suppliers

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).

- As per WorkSafe BC's guidelines and in consultation with Amber MacAdam SHD has implemented an occupancy limit strategy
- Signage posted in respective areas warning of occupancy limits
- Clear markings on the floor and around work spaces as reminders to keep physical distance from work stations
- Arrangements have been made for Plexi-glass to be installed at Reception desk and two desk areas in property area
- All entrance and exit doors have been re-keyed
- Staff can now enter and exit from one of the four designated doors closest to their departments

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.

- Associate Director initiated 'When I Work' app that tracks schedules for members and work / home locations
- Staff meet virtually through Webex Meetings and use Webex Teams and Jabber
- Staff who work from home have been set with the appropriate equipment- laptops, Z3 devices, phones, internet support
- SHD office has been closed to public, members, non SHD Staff and deliveries since March 17, 2020
- Contractor visits are limited and try to schedule before or after office hours

■ 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.

- Occupancy limits are posted in the Reception area, kitchen and around the office
- Washrooms are limited to single person use at a time and new locks were installed on the entrance doors
- Meeting rooms are no longer used – Boardroom and Orca room
- Property staff members were split into two teams and work two weeks in the office and two weeks from home
- Maintenance crew do not enter the office and must maintain physical distance if in the Shop

■ 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.

- Property Staff members put in to two teams and work each team works from home for two weeks while the other is in the Office
- Maintenance Crew don't enter the office
- Signage posted around the office to remind staff to physical distance
- Directional arrows on the floor and walls that keeps a circular flow to the office to reduce/eliminate staff passing each other at choke points
- When contractors or service providers enter the building staff is alerted and asked to stay at their desks to limit possible contact

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 (in progress)
- Two desks near Property Department access door (in progress)
- Ticket window to communicate with members and public (in progress)

■ We have included barrier cleaning in our cleaning protocols.

List new cleaning protocols.

- Product being sourced by Restart Plan team member
- Individual spray bottles with Oxygenic mix issued to each staff member

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.

- N/A at this time

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.

- Virtual meetings daily with staff to update and discuss new protocols and procedures
- Emails from Associate Director clearly outlining staff's responsibilities
- Departmental meetings – virtual or outside while respecting physical distance rules
- Written procedures – sent via email. Posted in office and/or printed for individual staff members

Forth 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.

- Maintenance field staff have respirators for use when necessary under WorkSafe BC regulations
- SHD supplies filters and wipes for respirator cleaning and maintenance
- Cloth/paper masks have been provided to staff for use
- Generally used on maintenance calls or meeting with tenants
- Staff also uses a mask – paper type- when unloading dishwasher

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?

Reduce the risk of surfaces 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.

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.

- Janitor's check list has been updated to include COVID 19 best cleaning practices
- Spray all door knobs, desks and other surfaces (not computer equipment) with Oxygenic mixture throughout the day
- Maintenance staff assigned an SHD vehicle for their sole use
- Maintenance staff provided with Oxygenic spray to sanitize vehicles, tools, etc.
- Tyvek suits or alternative supplied to maintenance staff for site visits
- Gloves and masks provided to staff
- Foot pump hand sanitizer dispenser at Reception
- All computers, phones and equipment wiped down after use and at the end of the day

Workers who are cleaning have adequate training and materials.

Detail here what training the cleaning staff has completed.

- Arranged for contracted cleaning cloths and mops from Canadian Linen – they will be cleaned, sanitized and replaced
- Vacuum cleaner with HEPA filter purchased
- Following information provided to Janitor's at their meeting with Amber MacAdam:
 - Not to wear gloves as anything they touch could easily transmit the virus
 - Janitors check in daily before coming to work to confirm they are symptom free
 - Masks are optional – must be replaced every 30 minutes
 - Cloth masks can be washed and used again
 - HEPA vacuum only
 - Provided with information on bleach mixture
 - Bleach bottom of shoes, all touch points are sanitized and disinfected
 - Material coveralls provided to Janitor and on-call Janitor
 - Janitor COVID Handbook and Checklist being drafted by A. MacAdam

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.

- No longer use the communal coffee maker
- Rugs have been removed
- Shredder no longer used
- Hand washing instructions and signage posted in office
- No longer share stationary or office equipment
- Paperwork has been limited and/or moved to electronic only format
- Reception and other communal areas cleaned and excess items removed





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.
-  All staff has been provided information regarding the policy for staying home when sick.
-  We have posted signage at the workplace that have 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.
 - Staff are required to check in between 8:15 and 8:30 daily when available for work

- The results of the daily check in are recorded, tracked and monitored by the Associate Director
- They are to self- identify if they can respond 'yes' to any of the COVID 19 questions from the Pandemic Response Team
- Procedures to deal with staff illnesses or possible exposures have been in place since March 17 and have been updated as required
- SHD Restart Champion Caroline Mawbey will be responsible for monitoring morning check in going forward

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.

- SHD Restart Champion Caroline Mawbey

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