

Sunshine Coast Community Services Society – COVID-19 Safety Plan
Updated June 8, 2020

Overview

As we move into Phase 2, we are continuing to provide programs that operated through Phase 1, welcome back employees who have been working from home, and open up services that may have been closed or provided virtually. This is a significant task and we are committed to moving into Phase 2 appropriately to ensure the proper health and safety protocols are in place.

We are using information from WorkSafeBC (WSBC), the Provincial Health Officer (PHO), the Ministry of Health, and the BC Centre for Disease Control (BCCDC) to guide our decision making processes in making plans to re-open workspaces and provide services to our community. We operate 35 unique programs, and support clients and participants throughout the Sunshine Coast – for this reason program specific safety plans are being developed as part of our organizational safety plan.

We are committed to providing exceptional services in a safe and healthy environment, taking all appropriate safety precautions. This plan is a living document and will evolve as needed to take any new direction from WSBC, PHO, BCCDC, and / or the Ministry of Health. We encourage our employees to bring forward safety concerns immediately so we may address them. As we move into Phase 2, we will perform our work using CARE:

Checking for hazards, setting controls

Asking for assistance when needed

Recognizing unaddressed hazards and reporting them immediately

Ensuring worker's and co-worker's safety before proceeding

We are all responsible for safety, and we support a safety culture where no one will walk past an unsafe act without stopping to address it. Leadership is committed to address and respond to all health and safety concerns, including physical and psychological concerns brought forward by our employees. With our plan, we feel confident we will have an effective and safe restart with all employees going home to loved ones healthy and safe at the end of each work day.

Purpose

This safety plan serves to:

- Document the organization's and its program's plan for safety regarding COVID-19 in Phase 2;
- Review the organization's obligations to staff; and
- Provide guidance to supervisors and staff on safety issues related to COVID-19 and opening services / facilities.

Scope

This safety plan applies to all employees, board members, volunteers, visitors, and clients / participants.

WSBC

While WSBC will not be reviewing all safety plans in the province, they may conduct worksite inspections and inquire on the steps taken to protect workers. The organization and program plans display our due diligence to health and safety as well as compliance with WSBC regulations.

Right to refuse unsafe work

Our employees have the right to refuse unsafe work when they believe a job is unsafe. Employees are to report the unsafe procedure or condition to their supervisor or designate immediately. The supervisor will investigate with the employee to resolve the concern. If the concern is not resolved, the health & safety committee will be notified and will conduct an investigation. If the concern continues to be unresolved, WSBC will be contacted – a prevention officer will conduct an investigation and take steps to find a workable solution.

For further information, please visit WSBC to review the process.

- Taken from <https://www.worksafebc.com/en/health-safety/create-manage/rights-responsibilities/refusing-unsafe-work>

Hierarchy of controls for COVID-19

We will review the hierarchy of controls to reduce the risk of COVID-19 spreading via infected droplets in the air. WSBC has identified the effectiveness of the levels of control, we will look at the most effective controls first to reduce or eliminate risks. We will also employ controls from other levels to address the risk of person-to-person transmission of COVID-19.

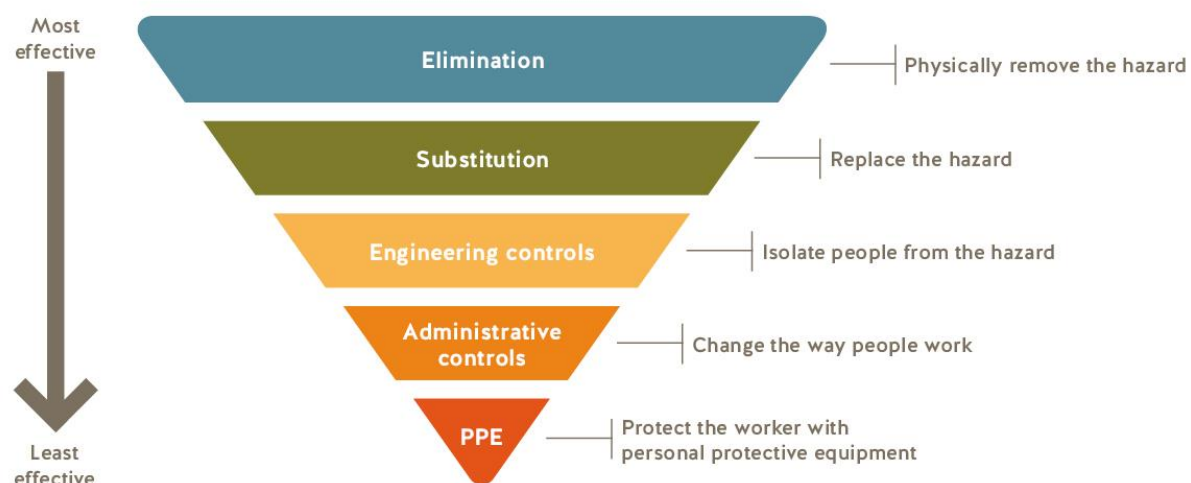
The first choice is to eliminate the hazard or substituting – physical distancing will be used to ensure that workers are two metres apart. We will also look at postponing tasks, working from home, and limiting the number of people in a facility.

The second choice to eliminate hazards is to employ engineering controls. We will look at areas where barriers may be an effective way to reduce risk – such as a lexan barrier at the main reception desk at the Inlet office.

Next, we would look at eliminating risk by putting in administrative controls. Administrative controls are processes / procedures put in place to address and reduce risks. An example is the check-in process used in the working alone procedures.

The last line of defense to reduce risk is to use personal protective equipment (PPE). Gloves or masks may be used where the above controls are ineffective in addressing risk. If PPE is provided to employees, employees must receive training to properly use PPE. As noted by the BCCDC, there is a global shortage of PPE at this time and our plans / procedures should take this into account.

Hierarchy of controls



- Taken from <https://www.worksafebc.com/en/health-safety/create-manage/managing-risk/controlling-risks>

Hazard analysis

We have reviewed the hazards using the hierarchy of controls framework from WSBC. The primary controls we will use include physical distancing, increased cleaning and sanitizing, physical barriers, administrative controls, and PPE to reduce the risk of transmission of COVID-19.

Hazard	Control type	Strategy to address
Touching potentially contaminated surfaces	Administrative	Increase cleaning and sanitizing procedures in common areas and frequently touched surfaces
	Elimination	Communal kitchen items, such as cups, plates, and cutlery are off-limits
	Elimination	Some internal doors will be propped open during office hours
Contact with a potentially infected person	Elimination	Support employees working from home
	Engineering	Common areas arranged to permit social distancing
	Administrative	Maximum occupancy levels set for building and rooms – shared offices may be addressed with a rotating schedule and / or staggered start / end times
	Administrative	Signs to support and encourage physical distancing, including stop zones
	Elimination	Virtual meetings
	Engineering	Lexan barriers may be installed
	Administrative	Procedures in place for all personnel to use hand sanitizer
	Administrative	Signage to remind employees to practice good hand hygiene and information on how to effectively wash hands
Reactions to cleaning / sanitizing products	Substitution / Elimination	Use approved cleaning / sanitizing products per instruction and replace with less harsh products where possible
Stress on staff due to COVID-19 related issues	Administrative	Promote EFAP at all staff zoom meetings
	Administrative	Offer flexibility in working hours and Special Leave during pandemic

We have focused first on non-PPE controls in our organization – our main controls employ physical distancing, good hand hygiene, and enhanced cleaning / sanitizing. Most Society employees will not require PPE to effectively perform their work; however, where other controls are not sufficient to protect employees against COVID-19, PPE will be provided.

Remote working and staying home when sick

At the declaration of a pandemic, the Society focused on providing remote access so employees could work from home as much as possible. Employees must stay home if they are ill, and if an employee starts to feel ill at work they must leave work immediately.

We continue to follow direction from the BCCDC, WSBC, the PHO, and the Ministry of Health regarding self-isolation and returning work after an illness.

Employees with COVID-19 symptoms must stay home, and should call 8-1-1 or access the COVID-19 self-assessment on-line (<https://bc.thrive.health/>). Employees who feel they may have COVID-19 are encouraged to contact the Respiratory Clinic in Sechelt to be tested. Employees who have been exposed to COVID-19 must stay home for at least 14 days; if symptoms appear after exposure, employees must stay home for 10 days after onset of symptoms. Employees may return to work:

- *At least 10 days have passed since any symptoms started, and*
- *The fever is gone without the use of fever-reducing medications (e.g. Tylenol, Advil), and*
- *The employee is feeling better (there is improvement in runny nose, sore throat, nausea, vomiting, diarrhea, fatigue). Coughing may go on for several weeks, so a cough alone does not mean the employee needs to continue to self-monitor and self-isolate. OR*
- *The employee was self-monitoring and never developed any symptoms.*

- Taken from <https://www.healthlinkbc.ca/self-isolation-and-covid-19>

Employees who have returned from international travel must follow the self-isolating procedure per the Government of BC.

To keep our workplace and employees healthy, it is very important that employees stay home if they are ill to avoid spreading illnesses – even when the symptoms are not consistent with COVID-19. **Any employee with COVID-19 symptoms are not to report to the workplace.**

Physical distancing

An effective way to reduce the risk of transmission of the corona virus is to practice physical distancing. Many employees are currently working remotely from home; however, in Phase 2 employees will start returning to the workplace. To manage physical distancing with returning staff, some processes have been put in place:

- We will continue to use virtual meetings as appropriate. Small meetings may occur in our facilities provided the maximum occupancy and meeting length are followed. Tables and chairs have been set up in our meeting rooms to accommodate physical distancing, tables and chairs may not be

moved. It is encouraged to keep windows and doors open, as appropriate, to allow for greater airflow.

- Occupancy maximums have been set for common areas, such as meeting rooms, the kitchen, and washrooms. Inlet staff mail will now be delivered to mail bins outside offices once per day versus being placed in the common mailroom.
- The dishwasher, cutlery, cups, and plates are not to be used at this time. The cupboards and dishwasher have been taped shut and a note that items are not to be used.
- Stop zones have been placed in the hallway and front reception area. Employees must stop in the stop zones to look and see if there are other people in the hallway. As our main hallway is less than two meters wide, employees may not pass each other in the hallway.
- Employees are not permitted to transport clients / participants in their vehicles.
- If employees feel they must breach the two metre physical distance, a risk assessment must be completed and reviewed with the supervisor and a health & safety committee member before the activity starts. Attention must be given to the type of activity, and the opportunity for alternatives. When needed / approved, PPE will be provided (with training on proper use).

Hand hygiene

All employees must practice good hand hygiene to reduce the spread of infection. Good hand hygiene includes:

- Sanitizing hands upon entry and exit from the facility with the provided hand sanitizer.
- Washing hands frequently through the day with soap and water for 20 seconds, hand sanitizer may be used where soap and water are not available.
- Sneezing or coughing into the crook of the elbow or tissue versus hands.
- Avoid touching your face, wash or sanitize hands after touching face.

Common or shared workplaces and equipment

Wherever possible, shared workplaces and equipment will be minimized. Where employees share a workspace the space must be able to accommodate physical distancing of two metres. Staggering work days and / or schedules may be used to accommodate workspaces where physical distancing is not feasible. In the event that a workspace is shared, the workspace is to be cleaned and sanitized at the beginning and end of each shift.

Shared equipment, such as the photocopier will be sanitized three times per day. It is recommended that employees use their own pens and staplers versus those in common areas as much as possible.

Personal protective equipment (PPE)

It has been noted that most positions do not require PPE. Once a risk assessment has been completed and the use of PPE has been approved, the Society will confirm that there is access / enough stock for the activity. Employees will receive training on PPE before using PPE.

Mental health

The Society recognizes this is a challenging time for clients / participants, and staff – both professionally and personally. Staff are encouraged to practice good self-care. LifeWorks is our employee and family plan (EFAP) and is available to all staff 24 hours per day, seven days per week. It is free and confidential support for employees and their families.

Returning to facilities and / or in-person work in Phase 2

All staff continuing and returning to work in a facility will have a Phase 2 orientation to the facility so all staff have a full and clear understanding of any changes to the workplace. The refresher orientation may be done virtually or in person (provided physical distancing can be accommodated). Phase 2 orientations will include information on COVID-19 safe work practices, protocols, and relevant information for employees, such as:

- Standards on physical distancing
- Information on good hand hygiene, do not touch face
- Cleaning and sanitizing information and procedures
- Changes in processes due to COVID-19
- Requirement for employees to stay home if they are ill
- Occupancy limits (as applicable)
- How to access our EFAP
- Right to refuse unsafe work

SCCSS core expectations

We have employee in over 30 programs who work in the community and out of several facilities. While some procedures may vary from program to program, we have core standards that all employees will follow to maintain and protect health and safety for all staff, visitors, and clients / participants. These are:

- Practice good hand hygiene including:
 - o Wash hands for 20 seconds with soap and warm water, or using an alcohol based hand rub (i.e. hand sanitizer)
 - o Avoid touching face
 - o Wash hands after using washroom, coughing, blowing nose, sneezing, touching high contact points, after receiving cash / cheque donations, after receiving, before and after eating, and regularly during the day as needed
 - o Washing hands before donning and after doffing PPE
- Ensure the work area is free of hazards
- Ensure work area is properly cleaned and sanitized at the start of the shift, end of shift, and as needed during shift
- Clean and sanitize any business tools after using them
- Do not share items like pens with other staff or clients / participants
- Keep office windows / doors open as much as is practical to promote air flow

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- Practice physical distancing (two metres) – where there is an approved exception to follow the health and safety procedure to mitigate risk
- Must stay home if sick for any reason
- Self-isolate if they have COVID-19 symptoms and call 8-1-1 or contact their physician
- Must be able to answer ‘no’ to the three COVID-19 questions to attend work
- Follow all health & safety practices, protocols, and procedures
- Ask questions to ensure clarity on health & safety issues before proceeding with a task
- Bring health & safety concerns to their supervisor immediately

COVID-19 questions

Employees must not attend work, or must leave work immediately, if they answer ‘yes’ to any of the questions below:

- Do you have any COVID-19 symptoms?
 - o Symptoms include fever, sore throat, sneezing, or coughing.
 - o Employees must self-isolate for a minimum of 10 days from the onset of symptoms, until the employee is symptom free.
 - o If currently at work, the employee is to notify their supervisor that they are sick and leaving the workplace
 - o Employees should call 8-1-1, contact their physician, or contact the respiratory clinic at the Sechelt Hospital for further direction
- Have you, or anyone you have had close contact with, traveled outside of Canada in the last 14 days?
 - o Employees who have travelled internationally, or been in close contact with someone who has travelled internationally in the last 14 days, must not report to the workplace and self-isolate for at least 14 days and / or 10 days after onset of symptoms until the employee is symptom free
 - o Employees should call 8-1-1, contact their physician, or contact the respiratory clinic at the Sechelt Hospital for further direction
- Have you had close contact with anyone diagnosed with COVID-19 in the last 14 days?
 - o Employees who have had close contact with a person diagnosed with COVID-19 must self-isolate for 14 days and / or 10 days after onset of symptoms until the employee is symptom free
 - o If the employee is living in the same household as a person with a confirmed case of COVID-19 must self-isolate
 - o Employees should call 8-1-1, contact their physician, or contact the respiratory clinic at the Sechelt Hospital for further direction

Employees are to maintain weekly contact with their supervisor. Wherever possible, as health permits, the SCCSS will work with employees so they may continue to work remotely from home during self-isolation. Employees working from home will continue to follow all applicable health & safety procedures, practices, protocols, and policies, including the Working Alone from Home policy.

Clients / participants and visitors

To protect the health & safety of our staff, as well as community members, we have put together the below:

- All clients / participants and visitors will be asked the three COVID-19 questions, anyone answering 'yes' to any of the questions will not be permitted access to a facility or be able to meet in-person with staff
- We ask anyone who is ill for any reason to please stay home until you have fully recovered
- Physical distancing of two metres is required in our facilities
- All personnel will be required to use hand sanitizer when entering and upon exiting a facility
- We encourage community members to call 604-885-8551 with any program inquiries
- We are accepting cash and cheque donations at the Inlet office, where possible we ask:
 - o Donations to be mailed to our office (Box 1069, 5638 Inlet Ave, Sechelt BC V0N 3A0)
 - o Please have your cheque (payable to SCCSS) filled in before entering the Inlet office
 - o Please consider an electronic transfer using on-line banking (please send transfer to finance@sccss.ca). Donors may indicate where they would like their donation to be allocated (i.e. SCCSS Foodbank, COVID-19 Food Drive, SCCSS Programming) in the comments section
- We are not currently operating any programs from our facilities
- Procedures are in place for our Foodbank participants to address physical distancing and sanitizing

Physical distancing practices

We will take physical distancing into consideration when looking at setting building and room maximum occupancy levels. Physical distancing of two metres is to be maintained. In facilities, we will use a guideline of 5 square meters (54 square feet) per person when determining maximum occupancy. In Phase 2, we reserve the right to be conservative in the maximum occupancy rate due to our building configuration. For any SCCSS event, the maximum number of people will be 50 – the event may only be held if physical distancing can be maintained.

Additional physical distancing practices include:

- Posting occupancy maximums for facilities and each room
- Promoting virtual meetings for any large groups
- Where staff share an office space, make shift arrangements that limits number of staff in an office at a time
- Posting signs to remind personnel of physical distancing, and using aids such as two metre stickers and pool noodles to illustrate two metre length
- Restricting staff from transporting clients
- Lunch breaks to be taken in the employee's office, or outside
- In meeting rooms, chairs and tables will be placed inside a taped grid, signs will be posted that tables and chairs may not be moved to ensure physical distancing. Chairs not to be used will either be stacked or have tape on it to indicate it is not to be used

- Plexi-glass or lexan barriers may be installed to support physical distancing
- Communicating physical distancing measures in staff re-orientation
- Stop zones are set in the Inlet hallways where staff must stop and observe if anyone is in the hallway before proceeding

All measures and options must be taken / examined before physical distancing is to be breached. Before physical distancing is breached, a risk assessment and safety plan must be completed. The amount of time that physical distancing is not followed must be minimized as much as possible. Where controls (elimination / substitution, engineering, and / or administrative) are not sufficient in providing protection to employees, PPE will be provided after training on the proper use and disposal of PPE is given.

As there is a global shortage of PPE, we will make efforts to use other controls to mitigate, reduce, and / or eliminate risk.

Use of personal vehicles

At this time, staff will not be transporting clients in vehicles – employees will travel alone in their vehicles unless physical distancing can be maintained. Where staff are using their vehicle for work purposes, the employee is responsible to ensure that high contact areas are cleaned and sanitized regularly. These include but are not limited to seatbelts and seatbelt buckles, steering wheels, door handles, interior hand holds, headrests, and gear shifts. Employees will carry hand sanitizer with them so they may sanitize their hands before and after travel, or as needed.

All staff who drive to meet clients will possess a First Aid ticket carry a small First Aid kit in their vehicle. Two masks and two pairs of gloves will be included in each First Aid kit. Employees are to review the SCCSS Safe Work Practice for First Aid Attendants, as well as review the WSBC protocols for OFAA during COVID-19. Employees are not to place themselves at risk and are to call 9-1-1 immediately for any medical emergency.

Physical distancing with clients / participants

Face-to-face meetings with clients is limited at this time. There are several ways we are managing physical distancing with clients / participants:

- Outdoor waiting area with reminders and physical cues (pool noodles) to remind people on safe physical distancing
- One way travel where applicable
- Barrier at reception
- Conversations with clients prior to meetings that physical distancing is to be maintained, and acceptance from client / participant
- Markers on ground at two meter intervals to promote physical distancing

Hygiene and sanitization

Coronavirus is transmitted via liquid droplets when a person coughs or sneezes. The virus can enter through these droplets through the eyes, nose or throat if you are in close contact.

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The virus is not known to be airborne (e.g. transmitted through the particles floating in the air) and it is not something that comes in through the skin.

It can be spread by touch if a person has used their hands to cover their mouth or nose when they cough. That's why we recommend you cough or sneeze into your arm and wash your hands regularly.

*Some diseases can be transferred by infected droplets contacting surfaces of the eye, nose, or mouth. For example, large droplets that may be visible to the naked eye are generated when a person sneezes or coughs. These droplets typically spread only one to two metres and quickly fall to the ground. Influenza and SARS are two examples of diseases capable of being transmitted from droplet contact. **Currently, health experts believe that coronavirus can also be transmitted in this way.***

Taken from: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/how-it-spreads>

One of the most effective ways to prevent the spread of the corona virus is to frequently wash your hands with soap and water. WSBC recommends the following steps to correctly wash your hands:

- 1.) Remove any jewelry.
- 2.) Turn on the water and wet your hands under warm running water.
- 3.) Apply soap to wet hands.
- 4.) Rub hands together for at least 20 seconds – wash palm and back of hands, between the fingers, and under the nails.
- 5.) Rinse hands from the wrist to the fingertips – keep your fingertips pointed down to prevent recontamination.
- 6.) Fully dry hands with paper towel or a clean cloth.
- 7.) Use towel to turn off the water.

SCCSS will ensure adequate supplies for proper hand hygiene are available, supplies include soap dispensers and paper towel at each sink, and appropriate receptacles for disposing of used paper towels. Where handwashing is not available, such as at front doors or outside, an alcohol based hand rub (aka hand sanitizer) will be available for use.

Personal protective equipment (PPE)

PPE is equipment or clothing that is used to protect employees from hazards. It is used when other risk controls (elimination, substitution, engineering, and administrative) are insufficient in protecting the employee. While PPE may not be used by all employees, keeping appropriate stock levels is a concern at this time, as there is a global shortage of PPE used to protect employees from the COVID-19 virus.

PPE that may be provided to use at SCCSS for the COVID-19 pandemic includes:

Surgical masks: surgical masks may be used if employees must breach the two metre physical distancing to provide services. These are a one-use, disposable mask and must be properly disposed of after use.

Surgical masks may not protect protection to employees as they do not form a tight seal on the face; however, they may be effective in the spread of the wearer's respiratory droplets. Employees who wear masks must be aware of the limitations of the mask and will be informed to continue practicing physical distancing and good hand hygiene.

Gloves: Disposable vinyl gloves are worn by employees handling items that may be contaminated. Gloves are not a replacement for good hand hygiene and employees are expected to clean hands before and after wearing gloves. It is important that employees not touch their face while wearing a mask. Employees will follow proper procedures to don and doff gloves, as well as proper disposal.

Eye protection or face shields: Eye protection and face shields protect the mucous membranes of the eyes when employees are performing tasks that are likely to generate sprays or splashes of body fluids. Eye protection and face shields must be washed and decontaminated as per manufacturer's specifications.

NOTE: while most employee are not required to wear a mask for their job, employees may make a personal choice to wear purchased or homemade masks to work. Cloth and surgical masks may not be effective in protecting the wearer from inhalation of droplets; however, they can protect others from the wearer's respiratory droplets. Employees are reminded to practice good hand hygiene and not touch their face / mask while wearing a mask.

All employees who are issued PPE must receive training on the proper use and disposal (as applicable) before they are permitted to use PPE.

Cleaning and sanitizing

Evidence has shown that regular cleaning and sanitizing of surfaces is another effective way to reduce the spread of the corona virus. The SCCSS will ensure frequent cleaning and sanitizing of common touch points in our facilities. Employees have a responsibility to clean and sanitize their work area on a regular basis and as needed. Cleaning and sanitizing products will be supplied for staff use, employees must read the instructions on all products before use and follow the manufacturer's instruction on use.

WHMIS criteria for labeling and use will be followed. Safety Data Sheets (SDS) for all products will be maintained and must be consulted regarding storage, accidental ingestion / exposure, and before products are mixed or used together to ensure they are compatible. If products are used around food, they must be approved for use around food.

Employee communications

Effective communications are critical at this time of crisis when much of our workforce is working remotely from home. A primary means of communication to all staff is our All Staff Zoom calls (virtual meetings). In person meetings may take place provided that physical distancing can be maintained. It is recommended that windows are doors are left open for indoor meetings to promote air flow; employees may also choose to hold meetings outside while continuing to practice physical distancing.

Continued communication will include regular program / department meetings, information placed on the public server, email of safety meeting minutes to all staff, and posters. Employees will also be reminded of our EFAP (LifeWorks) and counselling coverage provided in our benefit plan.

Re-orientations will be done when re-opening facilities to ensure all personnel are aware of changes due to COVID-19.

Community communications

Regular communications are geared towards our community members. Information on SCCSS programs and processes are updated regularly on social media (Facebook, Instagram) and on our website. Information may also be posted in the Coast Observer as appropriate. Some facilities may have information posted on their door, all facilities will have notices to let community members know they can call our main line (604-885-5881) for current program information.

For communication concerns, please contact the Community Partnerships Manager.

Potential controls – Administration / office staff

Following are controls to consider for our administration and office staff

- Ensure all employees receive the re-orientation and complete the quiz before they come to the Inlet office
- Use phone, email, or virtual methods to communicate information to large groups
- Where possible, stagger start and end times to prevent crowding in the entry area
- Hand sanitizer will be available at the front and back entrance – all personnel will be required to sanitize hands upon entry and exit
- Signage will be posted with the three questions, clearly indicating there will be no admittance to those who answer yes to any of the questions
- Cleaning / sanitizing supplies will be kept in places available to staff so they may clean their workspaces regularly
- Records of cleaning schedule and sanitizing of meeting rooms after meetings will be scanned and server to show due diligence
- Signs clearly posted with reminders re: physical distancing, hand hygiene, and cleaning / sanitizing
- Tables and chairs are set in specific places in meeting rooms with instructions not to move (maintaining physical distancing)
- Employees are welcome to choose to wear their own masks to work
- The kitchen will no longer be used for breaks
- Occupancy maximums for rooms / facility will be clearly posted and review in the re-orientation
- High contact surfaced to be sanitized three time per day
- Lunch breaks to be taken outside or in office
- Employees are to bring own dishes / cups / utensils, dishwasher is not to be used
- No communal food to be provided
- Keep windows and doors open as much as possible to promote air flow
- Instruct employees not to share phones, pens, staplers, etc.

- First Aid Attendants to review SCCSS Safe Work Practice for First Aid Attendants and WSBC OFFAA Guideline for COVID-19 Pandemic