

Family Services of the North Shore COVID-19 Return to Workplace Safety Plan

INTRODUCTION

Family Services of the North Shore is committed to the health and safety of our clients, staff, and volunteers and is working to ensure we have the right plan in place to support a safe environment for clients, staff, volunteers, and visitors during the Covid-19 pandemic.

Since the beginning of Covid-19 we have remained open and operational, supporting our community virtually, with adapted programs and business operations. Now that we are in Phase 3 of BC's Restart Plan (July 2020 onwards), we are gradually starting to re-introduce in-person interactions. To do so safely we have developed a Covid-19 Return to Workplace Safety Plan (Safety Plan) which includes protocols and policies to meet the specific and unique needs of clients, staff, and volunteers in each program. The goal of the plan is to protect people from the spread of COVID-19 now and into the future.

The agency's plan was developed based on input from WorkSafe BC, the agency Covid-19 Return to Work Committee, the Provincial Health Officer, agency staff, Healthy Workplace Committee and contracting partners.

We will continue to monitor the protocols as we increase in-person interactions and will make necessary adjustments as needed based on any new information from WorkSafe BC and the Provincial Health Officer.

Specific protocols are included in this plan for each individual location and/or activity. We ask that all staff, volunteers, and clients read and follow the general safety guidelines below. Together, with kindness and commitment we can ensure a safe workplace for all.

FSNS COVID-19 RETURN TO WORKPLACE SAFETY COMMITTEE (CRWSC)

The committee is made up of employees involved in a variety of activities and roles in the organization who provided insight during the assessment, protocol creation, and review phases of the Safety Plan.

During the development of the Safety Plan, the CRWSC had a standing weekly meeting to review the safety plan, identify people responsible for various elements, and assess action steps required to prepare the workplace for a safe return to work.

The committee is comprised of the following:

Julia Staub-French	Executive Director
Kathleen Whyte	Senior Manager, Human Resources
Laurie Kohl	Director of Community & Provincial Programs
Kathy McLellan	Director of Clinical Programs
Navaz Daruwalla	Office Manager
Michelle Varley	Manager of Volunteers and Community Engagement

ASSESSMENT OF RISK

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.

The CRWSC have identified areas where there may be risks through close physical proximity or through contaminated surfaces. These include:

1. Areas where people gather
2. Situations where staff work in close proximity to one another, members of the public and/or clients
3. Shared equipment used by staff
4. Surfaces that people touch often, such as doorknobs, faucets and light switches

Assessment of external buildings where agency staff, volunteers, and/or clients meet to carry out job duties is done in conjunction with the external building property management company. The agency follows their guidelines and encourages all staff, volunteers, and clients to do the same.

COMMUNICATION OF SAFETY PLAN

Communication of the safety plan and protocols have a multi-pronged approach:

1. This safety plan is posted in hard copy at each program site and online on our agency website. Please contact Navaz Daruwalla, Office Manager for the location of the hard copy or to request an electronic copy.
2. All staff and volunteers receive an orientation session on their first day of return which will include an overview of safety protocols included in the Agency safety plan.
3. Any relevant notices from the external building management received by the Office Manager will be sent to all staff.
4. Signage with protocols and maximum capacity information is posted in visible locations.
5. Any updates or changes to the protocols will be communicated to staff by the leadership team via email as determined by leadership.
6. Any adjustments to the protocols will be updated to this main document and any signage updated with a notice to staff of the changes.

WORKSAFE BC GENERAL GUIDANCE

Employers are responsible for the health and safety of their workers, and all other workers at their workplace. They are responsible for completing and posting the COVID-19 Safety Plan and providing training to ensure all at the workplace understand the content of the plan. Employers are also responsible for having a system in place to identify the hazards of COVID-19, control the risk, and monitor the effectiveness of the controls.

Workers are responsible for taking reasonable care to protect their own health and safety and the health and safety of other people at workplace. In the context of COVID-19, this means workers are responsible for their own personal self-care, which includes frequent hand washing and staying home when sick. Workers are also responsible for reporting unsafe conditions to their employer, and following the procedures put in place by the employer to control the risks associated with COVID-19.

PERSONAL HEALTH AND SAFETY: GENERAL GUIDANCE

Your Health

- Please use the [BCCDC Self-Assessment](#) before you arrive at a Family Services of the North Shore facility.
- Please stay home if:
 - If you are sick or have symptoms of COVID-19 please stay home, follow the guidelines of the BCCDC Self-Assessment and stay safe.
 - If you have been given direction by a provincial health officer to self-isolate, follow those instructions.
 - If you have arrived from outside of Canada or have had contact with a confirmed COVID-19 case, self-isolate for a minimum of 14 days and monitor for symptoms.

In-Person Safety

- Please wash your hands and / or use hand sanitizer often. Hand sanitizer is available at all locations.
- Maintain 2 metres (6 feet) or more distance at all times.
- Please wipe down common area surfaces BEFORE and AFTER you use them. Surface cleaner is provided in all areas.
- Adhere to the maximum occupancy signs in each location or meet outside if possible.
- If you are unable to maintain 2 metres (6 feet) distance for any prolonged length of time, please wear a face covering (mask or shield or both). If you wish to wear personal protective equipment (masks / shields/ gloves) at any other time, you are welcome to do so. PPE is available at the front desk at the main office and from managers on site at Delbrook and Maplewood locations.

LOCATION TIMING

1. Main Office (1111 Lonsdale) and Delbrook location:
 - a. Staff and volunteers allowed entry date: July 2, 2020
 - b. At this time, there are no face to face client meetings or clients in these locations. We will continue to assess safety for face to face client interaction, and dates for restarting these activities.
2. Thrive Family Centre Maplewood location- Outdoor Programs ONLY:
 - a. Staff, volunteers and limited registered clients allowed entry date: July 14, 2020
3. All other Thrive Family Centre Locations and Other Locations are being assessed and timing for re-opening will be communicated through the Executive Director and/or Director of Community and Provincial Programs.

SAFETY PLAN STRUCTURE

The Committee created the plan organized around the locations and activities of the organization. The protocols are based on the WorkSafeBC 6-step process:

1. Assess the risks at your workplace
2. Implement Protocols to reduce the risks
 - a. 4 levels of protection (see WorkSafe BC diagram below)
 - i. Elimination
 - ii. Engineering
 - iii. Administrative Controls
 - iv. PPE
 - b. Cleaning & Hygiene
3. Develop Policies

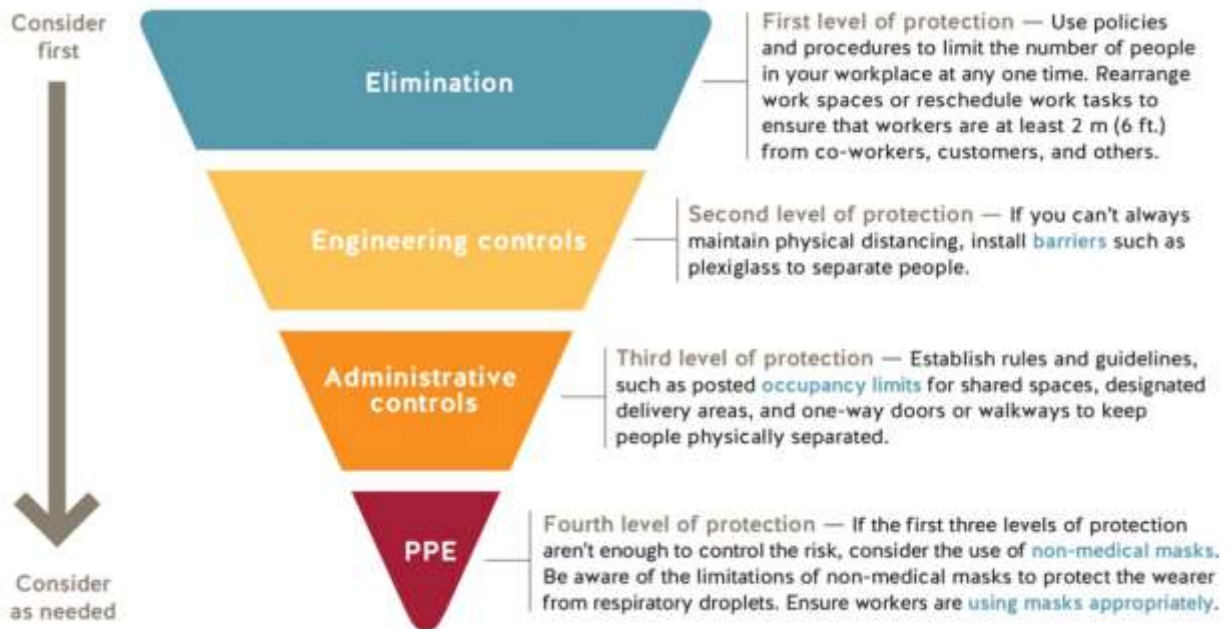
4. Develop communication plans and training
5. Monitor your workplace and update your plans as necessary
6. Assess and address risks from resuming operations



WORKSAFE BC 4 LEVELS OF PROTECTION

Reduce the risk of person-to-person transmission

To reduce the risk of the virus spreading through droplets in the air, implement protocols to protect against your identified risks. Different protocols offer different levels of protection. Wherever possible, use the protocol that offers the highest level of protection. Consider controls from additional levels if the first level isn't practicable or does not completely control the risk. You will likely need to incorporate controls from various levels to address the risk at your workplace.



MAIN OFFICE LOCATION PROTOCOLS

1111 Lonsdale Building

1. Building Access
 - a. Main entrance to the building and from the parking lot the doors are automated and can be opened by pushing the button using elbow or hip.
 - b. Building property management has signage for all tenants complying with WorkSafe BC Guidelines.
2. Elevators
 - a. Follow building protocol of 1-2 people – signage posted.
3. Mail
 - a. FSNS will designate staff members to pick up mail.
4. Cleaning / Janitorial Building Service
 - a. Daily, cleaners will sanitize all commonly touched surfaces, such as door handles, restroom fixtures, elevator panels and call buttons, handrails, office entry doors and hardware. On a weekly basis the building management will be enhancing the scope of cleaning to include a detailed disinfection of all the common areas in the building.

Main Reception

1. Main Entrance
 - a. Signage is posted indicating that employees, contractors, or visitors exhibiting COVID-like symptoms are not allowed to enter the office building.
 - b. Front door entrance is automated. A posted sign asks people to use the button which can be accessed by an elbow or hip.
 - c. Hand sanitizer is available before entering and also available at reception.
 - d. All people are asked to keep 2-meter distance from each other.
 - i. Decals are on floor indicating safe spaces to wait and/or sit.
 - ii. Tape has been put on the floor on the side of the reception to keep people physically distanced from receptionist.
2. Reception Area - Maximum Occupancy 4 (including receptionist)
 - a. Limit number of people at a time in the waiting area to 3 unless from the same family.
 - b. People who are waiting in the reception will be asked to wear a mask. Extra masks are available.
 - c. Follow all mandated physical distancing and sanitizing/hand washing protocols.
 - d. Seating set to maintain physical distancing. Decals on floors indicating which seats are available and decals on seats indicating which seats are not available.
 - e. Alcohol spray / wipes are available to use on the seats for cleaning.
 - f. To exit the reception area back to the elevators, receptionist will tell people how to use the automatic button.
3. Reception Desk
 - a. Plexiglass barrier has been installed to keep physical distancing.
 - b. Receptionist will wear a face mask when clients / visitors present.
 - c. Receptionist will regularly sanitize high touch areas wearing gloves.
 - d. Receptionist will disinfect reception desk, computer, phone, Moneris machine, etc. before and after work.
 - e. For payments, receptionist will ask people to tap and if not able to tap, will wipe it down before and after use.
 - f. No other staff, except receptionist are to enter or use stationery from reception desk.

- g. Receptionist will keep track of everyone entering the premises, to provide contact tracing should that become necessary.

Hallways

1. Maintain 2 metre distance in the hallway by practicing the following etiquette.
 - a. If a person is coming out of a room and see someone in the hallway, stay in the room until the hallway is clear.
 - b. Or try to step into a room until the other person passes.

Lunchroom

1. Maximum occupancy - 2 people at a time.
2. All individuals should wash their hands or use hand sanitizer before and after touching anything in the lunchroom.
3. The lunchroom is to be used for preparing food and drink. Currently, there is no eating in the lunchroom (please use the boardroom, other parts of the office, or enjoy the outdoors).
4. There are disposable cups for visitors or people who forget their mug at home.
5. Use / cleaning protocol:
 - a. Use paper towels when touching high touch surfaces, such as handles, kettle, coffee maker or use hand sanitizer before and after use.
 - b. Wash/rinse all dishes before use, rinse and place dirty dishes in the dishwasher.
 - c. Wipe down and disinfect all surfaces after use.

Boardroom

1. Maximum occupancy - 5 people
2. There will only be 5 chairs in the room to maintain physical distancing.
3. Book room in advance, keep time booked
4. Boardroom is booked for staff to have lunch together – 11:30am -1:30pm.
5. Yellow visual signage on the main whiteboard will help remind people to wipe down the surfaces and chairs.
6. Leave both boardroom doors open unless confidential meeting.
7. Use / cleaning protocol:
 - a. Wipe down tables and chairs before and after each use. There will be a manual schedule posted on the door for usage and a way to track if cleaning has been completed each time.

Meeting Rooms

1. Counselling Rooms # 202, 222, 223, 224, 225 and 226
 - a. Maximum occupancy - 1 person.
 - b. Wipe down high touch surfaces before and after use.
 - c. Please use personal headphones for Zoom meetings.
2. Rooms 220, 221, Library and North Meeting Room
 - a. Maximum Occupancy - 2 people.
 - b. Wipe down high touch surfaces before and after use
 - i. Alcohol spray / wipes can be used on the seats for cleaning.

Photocopy Room

1. Maximum Occupancy - 1 person
2. Use hand sanitizer before and after using anything in the photocopier room.
3. Surfaces will be wiped down beginning and mid-day.

4. All common stationery, such as pens, pencils, stapler etc. will be removed. Please ask Navaz or Mahrukh for extra items.

Washrooms

1. Maximum Occupancy - 2 persons unless from same household.
2. Keys for the washroom will be wiped down after use.
3. Follow building protocols.
4. Wash and / or hand sanitize after using washroom.

Clinical Open Space

1. Maximum Occupancy - 5 people (9 including the permanent workstations)
2. Staggered schedules are being developed to ensure meeting maximum occupancy.
3. Workstations are redesigned to keep people physically distanced.
4. Just inside the back door close to the lockers is a hand sanitizer station to clean hands.
5. For people who use shared workstations there are private lockers will keep individual stationary supplies to avoid using common shared supplies.
6. Use / cleaning protocol:
 - a. Wipes and hand sanitizer will be placed at every shared workstation.
 - b. There is a 'cleaning station' with hand sanitizer, wipes, and paper towels to wipe down desks.
 - c. Please clean all surface areas touched BEFORE and AFTER use.

Workstations

1. Maximum Occupancy - 9 people on Lonsdale Side
2. Maximum Occupancy - 9 people on Clinical Side (including Clinical Open Space)
3. Staggered schedules are being developed to ensure meeting maximum occupancy.
4. All workstations are redesigned to keep people physically distanced.
5. Just inside the side door is a hand sanitizer station to clean hands.
6. Use / cleaning protocol:
 - a. There is a 'cleaning station' with hand sanitizer, wipes, and paper towels to wipe down desks.
 - b. Please clean all surface areas touched BEFORE and AFTER use.

Cleaning Protocols

Although the main office is cleaned on a regular basis by external janitorial staff, there are extra protocols set in place to ensure the office remains sanitized to protect the staff, volunteers, clients and visitors that enter the premises.

- 1) Cleaning protocols for the main office are as follows:
 - a. All staff and volunteers are being trained to clean areas that they enter BEFORE and AFTER use.
 - b. All staff and volunteers are being trained to clean their hands or use hand sanitizer frequently and BEFORE and AFTER entering common areas (such as photocopier room, lunchroom, boardroom, meeting rooms etc.).
 - c. All staff and volunteers are being trained to clean their hands upon entering the premises.
 - d. On a twice daily basis, the Leadership Team and/or assigned managers will wipe down high contact areas such as door handles, light switches, and common room surface areas.

- e. Yellow dots will be placed on high touch areas to guide which surfaces and handles etc. need to be cleaned.
 - f. Cleaning supplies used by the organization are ordered by the Office Manager ensuring consistency and efficacy of the product.
 - g. Janitorial staff clean the premises on a daily / weekly basis.
- 2) Regarding items that are unable to be cleaned, the following alternative measures are taken below:
- a. Porous fabric furniture is either being removed, covered in plastic, or marked unsuitable for use.
 - b. Common shared items are either being removed, rigorous cleaning protocols established, encouraging staff to bring their own personal use items, or providing single use items when needed to avoid multiple people touching shared items.

DELBROOK LOCATION PROTOCOLS

Building Access

1. Signage on the outer doors have standard Covid-19 building protocols.
2. As the building is used by multiple tenants there is a dedicated door for Family Services' use.
3. Immediately inside the building, there is signage guiding people to the Family Services of the North Shore areas thus eliminating the need to wait in the main reception area.
4. Building has wall mounted sanitizer immediately upon entering available to everyone.

Main Entrance

1. Main entrance has multiple tenants, so a sign posted at the bottom of the stairwell on the right-hand side indicates Family Services of the North Shore is located on the 2nd floor.

Stairwells and Stairwell Landings

1. Stairwell
 - a. Arrows on the walls and decals on the floor indicate direction (right hand side up, left hand side down) to maintain physical distancing.
 - b. Stairwell railings are wiped down daily.
2. Upper Landing
 - a. At the top of the stairwell before entering Family Services of the North Shore offices, there is hand sanitizer available for people to re-sanitize their hands.
 - b. Signage is visibly displayed indicating that employees, contractors, or visitors exhibiting COVID-like symptoms are not allowed to enter the building, all must sanitize hands at entrance, keep 2 metres apart, and wear a mask if not able to maintain physical distance for any prolonged time.
 - c. Upper landing entrance doors will be propped open each day to avoid the necessity of touching the handles. At the end of each day, they will be closed to comply with building fire code.

Upper Reception, Upper Hallway, Desks in Hallway

1. Upper Reception
 - a. On the main reception desk, there is signage outlining general Covid-19 protocols. Hand sanitizer is also available.
 - b. Plexiglass barrier installed to keep physical distancing.
 - c. There are floor decals to help maintain 2 metre distance.

2. Upper Hallway
 - a. Maximum occupancy - 5 people
 - b. Width of the hallway allows for two-way travel. Visual cues on the floor using decals will help keep physical distancing.
3. Desks in Hallway
 - a. All workstations are being redesigned to keep people physically distanced.
 - b. Use / cleaning protocol:
 - i. Wipes and hand sanitizer will be placed in every station at the hotelling desks.
 - ii. Please clean all surface areas touched BEFORE and AFTER use.
 - iii. Additional cleaning protocol is that all surfaces will be wiped daily by the Manager.

Main Space, Kitchen, Seating Area

1. Maximum occupancy in the main space is 8 people.
2. Office Desks
 - a. Floor decals visually cue people to move into the space to avoid close contact.
 - b. Plastic barrier installed at entry desks to keep physical distancing.
3. Kitchen
 - a. Only one person at a time in the Kitchen Area. A sign will be posted as a visual reminder.
 - b. All individuals should wash their hands or use hand sanitizer before and after touching anything in the lunchroom.
 - c. There are disposable cups for visitors or people who forget their mug at home.
 - d. Use / cleaning protocol:
 - i. Use paper towels when touching high touch surfaces, such as handles, kettle, coffee maker or use hand sanitizer before and after use.
 - ii. Wash/rinse all dishes before use, rinse and place dirty dishes in the dishwasher.
 - iii. Wipe down and disinfect all surfaces after use.
4. Seating Area
 - a. Chairs with fabric are covered in plastic for easy wipe down at the beginning and end of the day.
 - b. Please wipe down the seats BEFORE and AFTER use.
 - c. Seating is arranged to maintain physical distancing of 2 metres.

Washrooms

1. Maximum occupancy - 1 person
2. Use / cleaning protocols
 - a. The surfaces in the washroom are wiped down twice a day by staff.
 - b. A full cleaning of the bathroom (toilets, floors) is done weekly by staff.

Toy Shop and Toy Shop Storage Room

Note that during Covid-19, no clients will have access to these areas.

1. Toy Shop Maximum Occupancy - 4 people
2. Toy Shop Storage Room Maximum Occupancy - 3 people
3. Protocols:
 - a. Due to limited room in the space, movement is in one direction moving from the Toy Shop through the adjoining Toy Shop Storage Room.
 - b. Floor decals / arrows are placed on the floor for visual cues.
 - c. Interior doors will remain open for better air flow.

Small Meeting Room

1. Maximum occupancy - 3 people
2. Wipe down high touch surfaces before and after use.
3. Please use personal headphones for Zoom meetings.

Delbrook Volunteer Grocery Program

1. Pre-made Meals
 - a. Silver Harbour House premade meals are picked up Mondays and Wednesday at 10:15am and delivered to Delbrook parking lot for distribution.
 - b. Volunteer arrives at Delbrook at 10 am, disinfects food bins and then goes to pick up food from Silver Harbour house.
 - c. Food arrives in Delbrook parking lot and is handed over to distribution team who organize into sanitized delivery bins.
 - d. Food bins are handed to volunteer drivers who deliver food and ensure it is in client's hands no later than 12 noon as per food safe guidelines.
2. Groceries
 - a. Food bank groceries and Columbus food bags are picked up on Thursdays at 10:30am and delivered to Delbrook parking lot for distribution.
 - b. Volunteer arrives at NSNH at 10:15am to pick up laid out supplies from the food bank and deliver to Delbrook parking lot and distribution team.
 - c. Volunteer arrives at Columbus Market at 10:30am to pick up grocery bags and deliver to Delbrook parking lot and distribution team.
 - d. Distribution team organized food into packages based on how many deliveries are being made. Hands over list and supplies to volunteer drivers to deliver groceries to clients.
3. Delbrook Distribution Set up
 - a. Volunteers arrive at Delbrook to setup parking lot.
 - b. Tent, signage, and tables are stored on middle landing for easy access and safety supply bin is kept in office.
 - c. Physical distancing is followed, and masks are worn if physical distance cannot be maintained for a prolonged time.
 - d. Tent and signage are setup, tables are disinfected, bin with safety supplies including spare masks, hand sanitizer and disinfecting wipes are on hand.
4. Volunteer Management
 - a. Prior to every delivery, COVID-19 safety protocols are reviewed with the volunteer team.
 - b. They include sanitizing hands between drop offs (sanitizer for each vehicle is available if they do not have any), calling client on arrival to come out and pick up food, dropping food and stepping back – maintaining a 6' distance so that client can collect food. (see COVID-19 Safety protocols delivery document for detailed outline).

THRIVE FAMILY CENTRE-MAPLEWOOD LOCATION PROTOCOLS

Thrive Family Centre at Maplewood will be re-opening for outdoor programs only. Participants will be limited to outdoor play yard use except for visits to the washroom and exchange room inside the building.

Cleaning Protocols

Although the Maplewood building is cleaned on a regular basis by external janitorial staff, there are extra protocols set in place to ensure the building remains sanitized to protect the staff, volunteers, clients and visitors that enter the premises.

1. Cleaning protocols for Maplewood are as follows:
 - a. All staff and volunteers are being trained to clean areas that they enter BEFORE and AFTER use.
 - b. All staff and volunteers are being trained to clean their hands or use hand sanitizer frequently and BEFORE and AFTER entering common areas
 - c. All staff and volunteers are being trained to clean their hands upon entering the premises.
 - d. On a twice daily basis, the manager and coordinator will wipe down high contact areas such as door handles, light switches, and common room surface areas.
 - e. Cleaning supplies used by the organization are ordered by the Office Manager ensuring consistency and efficacy of the product.
 - f. Janitorial staff clean the premises on a weekly basis.
2. Regarding items that are unable to be cleaned, the following alternative measures are taken below:
 - c. Porous fabric furniture is either being removed, covered in plastic, or marked unsuitable for use.
 - d. Common shared items are either being removed, rigorous cleaning protocols established, encouraging staff to bring their own personal use items, or providing single use items when needed to avoid multiple people touching shared items.

Main Gate Entrance

1. Signage on the outer doors have standard Covid-19 protocols for not visiting if exhibiting any Covid-19 symptoms, washing/sanitizing hands, maintaining physical distance of 2 metres (6 feet), and wearing a face covering if not able to maintain physical distance for a prolonged time.
2. Hand sanitizer has been installed on gate.
3. All staff, clients, and visitors use hand sanitizer before entering the play yard.
4. Staff will provide child specific toys upon entry in mesh bag.

Outdoor Playground Area

1. Maximum Occupancy – 18 adults and 20 children
2. Follow all mandated physical distancing and sanitizing/hand washing protocols.
3. Provide hand sanitizers on pole in yard and at two corners of sand pit, wipes by riding toys and wash station by faucet with soap.
4. One family unit per picnic table spaced at least 2-metre distance apart.
5. Signage installed on picnic tables to remind people to stay 2 metres apart.

Sandpit

1. Seating areas around outside of sand pit are marked to maintain 2 metres distance.
2. Remove excess equipment/toys.
3. Provide hand sanitizer/wipes in corners of sand pit.

Entrance to Building

1. Maximum Occupancy – 8
2. Use baby gates to close off entry to children.

Interior Building to Washrooms

1. Designate separated entry and exit doors to ensure 2 metres distance through one-way movement.
2. Control access to interior space with easy-open baby gates.
3. Remove tables/chairs/cupboards.
4. Directional arrows and 2 metre bubbles on floor approaching washrooms.
5. Use wooden space divider to divide adult washroom access from exchange room.

Group Washrooms

1. Maximum occupancy - 1 family unit
2. Follow all mandated physical distancing.
3. Signage indicating hand washing and sanitizing protocols.
4. Provide hand soap, sanitizer, tissues, no touch garbage cans, paper towels.
5. Staff to sanitize at beginning and end of program.

Exchange Room

1. Maximum occupancy- 1 family unit

Single Use Washroom

1. Maximum occupancy- 1 family unit

Kitchen

1. Maximum occupancy – 1 person
2. Staff only
3. Door to be kept closed.
4. Table has been moved and only one chair remains for seating.

Main office Room

1. Maximum occupancy- 1 person
2. Staff only

SUPPORTING DOCUMENTS

Family Services of the North Shore Health and Safety Manual

Family Services of the North Shore Policy & Procedures Manual

Work Safe BC Document: COVID-19 Safety Plan

Work Safe BC Document: In-person Counselling: Protocols for returning to operation

Work Safe BC Document: Offices: Protocols for returning to operation