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District of Vanderhoof **COVID-19 Safety Plan**

Last updated September 8, 2021

This document outlines essential safety protocols that business units operations must implement and follow as the District maintains, expands and / or restarts operations during the COVID-19 pandemic.

Contents

Overview	4
Purpose	6
Scope.....	6
WorkSafeBC	6
Right to refuse unsafe work.....	6
Know we are here to help pre and post-restart.....	7
Hierarchy of Controls for COVID-19	7
Hazard Analysis	8
Risk Matrix	11
Principles	11
Staying Informed	11
Self-Monitoring	12
Physical Distancing	12
Personal Hygiene	13
Enhanced Cleaning / Disinfecting	13
Shared Workspaces / Equipment Including Vehicles	13
Personal Protective Equipment (PPE)	13
Stress, Anxiety and Mental Health Awareness.....	14
Return-to-Work Occupational Health & Safety Training	14
General Operating Guidelines	14
General Practice Expectations.....	14
Employee Expectations	15
Workplace Wellness/Sick	15
Customer / Public	16
Physical Distancing	17
Physical Distancing for Employees	17
Considerations for Physical Distancing.....	17
Physical Distancing During Employee Transportation.....	19
Physical Distancing for the Public / Customers	20

Sanitation & Hygiene.....	21
Hand Hygiene.....	21
Personal Protective Equipment.....	22
Environmental Hygiene & Decontamination.....	23
Employee & Customer Communications.....	23
Employee Communications.....	23
Customer/Public Communications.....	24
Potential Controls.....	24
Administration/Office staff.....	24
Worker to Worker.....	24
Public to Employee.....	26
The Board of Parks and Recreation.....	27
Worker to Worker – Indoor or Outdoor Spaces.....	27
Public to Employee – Outdoor Spaces.....	30
Public to Worker – Indoor Spaces.....	30
Restrooms/Showers/Locker Rooms.....	31
Engineering.....	32
Employee to Employee.....	32
Public to Worker.....	34

Overview

Maintaining operations, returning employees to the workplace and resuming operations during and after the COVID-19 pandemic is not as simple as announcing a reopening or a return-to-the-workplace date and carrying on business as usual. Not only will many of our workplaces / operations be altered initially, some changes may be long-term and continue beyond a vaccine or treatment being available.

As an organization, we have made a commitment to health and safety. We must focus on safety in all that we do and ensure our workplaces are as safe as they can be.. When we care for staff, it is reflected in how they care for themselves, each other, others they encounter as part of their job, and services they provide. Our employees and citizens alike may have fears of returning to work or using our facilities. Preparing for and communicating how safety is a top priority and a commitment will allay fears and increase confidence in the District and our operations.

The District has developed this COVID-19 Safety. This Plan represents the minimum standards we must meet based on the information from the Provincial Health Officer (PHO), the Ministry of Health, the Province of B.C. and WorkSafeBC. This Plan is a living document that will evolve based on our commitment to the psychological and physical health and safety of our employees and based on direction and advice from the PHO, the Provincial Government and WorkSafeBC.

To develop this Plan, we have considered “Hierarchy of Controls for COVID-19” as recommended by the PHO. Additionally, this plan is informed by and will evolve as a result of operational site based hazard analysis and risk assessments. This plan addresses physical distancing followed by engineering controls, administrative controls and lastly, personal protective equipment (PPE) to reduce transmission. The application of these control measures will assist in mitigating potential hazards to maintain a safe workplace.

Many of our operations are unique. The District's COVID-19 Safety Plan will be supplemented by operation-specific addendum's where additional measures are required.

There are many situations where our employees will have contact with members of the public, coworkers and the physical environment itself (surfaces, doors, equipment etc.). These encounters could give rise to contact with COVID-19, if not controlled adequately. In addition to following this plan and site specific addendum's, all operations staff must think about the risks and take steps to control them. Business units must regularly assess all the hazards within their work area and take appropriate steps to eliminate or control the associated risk. To address COVID-19 health and safety concerns in the workplace, Organizational Health and Safety will be communicating updates in respect to the pandemic response and any changes to necessary steps or actions required.

As leaders and supervisors, we are accountable to address and respond to COVID-19 and the psychological and physical health safety concerns raised by our employees.

Safety is an ongoing commitment. We ask our employees to speak up if something isn't right. Collectively we must accept responsibility for each other's health and safety, and never take shortcuts. As we restart, look out for

each other. When we all commit to this COVID-19 Safety Plan, a safe restart and ongoing safety we are closer to ensuring that every person goes home safe and healthy every day.

We ask that you ensure for a safety commitment culture where no one walks past an unsafe act.

Thank you for your commitment.

**Organizational Health and Safety
District of Vanderhoof**

Purpose

The purpose of the District's COVID-19 Safety Plan is

- to:
- ensure all operations plan for safety and demonstrate a safety commitment;
 - outline our legal obligations; and
 - provide guidance for operations and employees

All operations are required to know and adhere to this plan and any operation specific addendums.

Scope

This COVID-19 Safety Plan applies to all District employees, councilors, contractors, volunteers and members of the public / visitors.

WorkSafeBC

WorkSafeBC recognizes the importance of worker safety following COVID-19 related work stoppages or interruptions. The District has considered WorkSafeBC resources and guidance in developing our Plan.

WorkSafeBC will not be reviewing or approving plans; however during a WorkSafeBC inspection they will ask about the steps taken to protect employees. This Plan and related addendums are a critical component that will demonstrate to a WorkSafeBC officer our commitment to employee safety and compliance with WorkSafeBC's expectations.

Right to refuse unsafe work

Our employees have the right to refuse work if they believe it presents an undue hazard. An undue hazard is an "unwarranted, inappropriate, excessive, or disproportionate" risk, above and beyond the potential exposure a general member of the public would face through regular, day-to-day activity. In these circumstances, the worker should follow some specific steps to resolve the issue.

The employee must report any undue hazard to their supervisor for investigation. Each refusal of unsafe work is dealt with on a case-by-case basis.

If the issue is not resolved between the worker and the supervisor, the joint occupational health and safety committee is notified of the concern and an investigation is conducted.

If the matter is not resolved, the worker and the supervisor or employer must contact WorkSafeBC and a prevention officer will then investigate and take steps to find a workable solution for all involved.

Know we are here to help pre and post-restart

We understand you may have questions as you commit to this Plan and ensure for compliance. The District has developed many additional COVID-19 health safety procedures and standards to help protect staff. As you ensure for safety we ask that you refer to the resources that are available on District's web site:

<https://district.vanderhoof.ca>

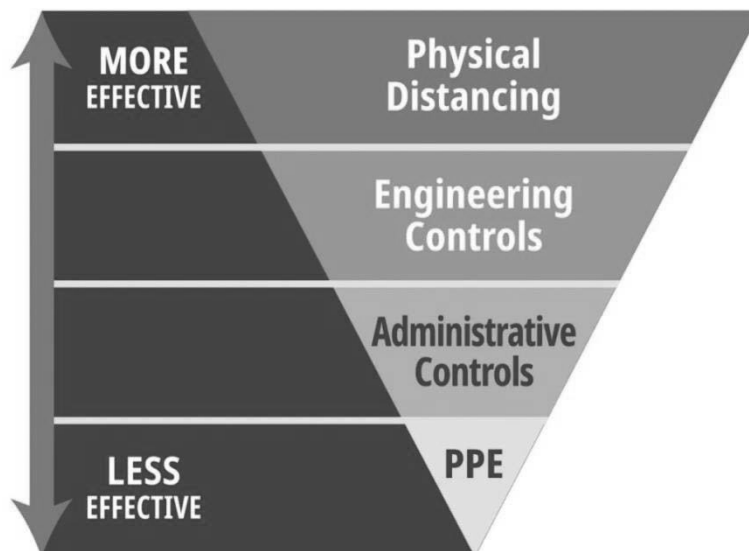
Occupational Safety Representative and Operation

Superintendent are also available to answer your questions.

Please contact the Operation Superintendent or call the District of Vanderhoof phone line at 250-567-4711, Monday to Friday, 8:30am - 4:30 pm. **Hierarchy of Controls for COVID-19**

Considering the Hierarchy of Controls for COVID-19, operations must select a safeguard or a combination of safeguards that ensure for employee safety. The hierarchy of controls (in order of their effectiveness) is:

1. **Physical distancing / elimination or substitution:** Ensure for spaces that allow for activities to be performed two meters apart. Consider eliminating or postponing work tasks that may create a risk of exposure to COVID-19. Are there opportunities to work from home, or can work processes be changed to eliminate or reduce contact with others?
2. **Engineering controls:** Are engineering controls, such as physical barriers, practicable?
3. **Administrative controls:** Has the employer fully considered how work practices can be altered to minimize exposure, such as physical distancing or enhanced cleaning protocols?
4. **Personal protective equipment (PPE):** This last form of protection should only be considered after careful consideration of the previous control measures. The use of gloves and face masks may be considered where none of the above controls are possible or effective. **If gloves, masks and protective suits are used, training and proper usage guidelines must be followed.**



You must always start at the top of the hierarchy shown above to control the hazards. Choose a less effective safeguard only when more effective solutions are impracticable and continuously monitor to ensure they are providing the best level of protection to our employees.

Hazard Analysis

To develop this Plan, a hazard analysis was completed based on the “Hierarchy of Controls for COVID-19” as recommended by the PHO. This framework addresses physical distancing followed by engineering controls, administrative controls and lastly, personal protective equipment (PPE) to reduce transmission. The application of these control measures will assist in mitigating potential hazards to maintain a safe workplace.

HAZARDS <i>CONSIDER: Health and safety, damage to people, property, equipment or program/the categories of hazards; biological, physical, chemical, and psycho-social.</i>	CONTROL	MITIGATION
<p>During the pandemic response, there is a risk of transmission whenever people come into contact with one another, share close physical space, and touch common surfaces.</p> <ul style="list-style-type: none"> • <u>Physical</u>: touching surfaces that are potentially contaminated with coronavirus particles • <u>Biological</u>: inadvertent exposure to a viral contagion or inadvertent contamination of a shared workspace or common area with easily transmissible viral particles 	Physical*	<ul style="list-style-type: none"> • Signage must be installed regarding physical distancing including visual cues (“step” stickers) for areas where customers are required to queue • Common areas (public and employee) must be arranged to allow for physical distancing • Alternative solutions to conducting business meetings should be considered • Cleaning/disinfecting procedures for workspace, shared workspaces and common areas including vehicles to reduce surfaces that may potentially be contaminated with coronavirus particles must be addressed

HAZARDS	CONTROL	MITIGATION
<p>Biological: Inadvertent exposure to a viral contagion or inadvertent contamination of a shared workspace or common area with easily transmissible viral particles by an employee who is carrying or showing symptoms of COVID-19.</p>	<p>Engineering (i.e. Renovations)</p>	<ul style="list-style-type: none"> • Some workspaces may require physical barriers installed • Workspaces that are shared between two or more employees may be re-arranged to accommodate physical distancing or may require further steps of action to ensure physical distancing • Provide means for the general public to provide payment with minimal or no contact with staff • Place hand sanitizer station near entrance doors, pay station and other high touch locations for customers and employees • Remove lids from garbage receptacles to allow “no-touch” disposal
<p>Pandemic-related hazards include:</p> <ul style="list-style-type: none"> • Physical: touching surfaces that are potentially contaminated with coronavirus particles • Biological: inadvertent exposure to a viral contagion or inadvertent contamination of a shared workspace or common area with easily transmissible viral particles • Chemical: exposure to disinfectants/nitrile or latex gloves/environmental 	<p>Administrative</p>	<p>Ensure for operational procedures which address the following:</p> <ul style="list-style-type: none"> • Self-monitoring • Guidance on document handling • Cleaning/disinfecting procedures • Signage • Business meeting protocols (for both off-site and on-site) • Stress, anxiety and mental health awareness • Proper hygiene practices

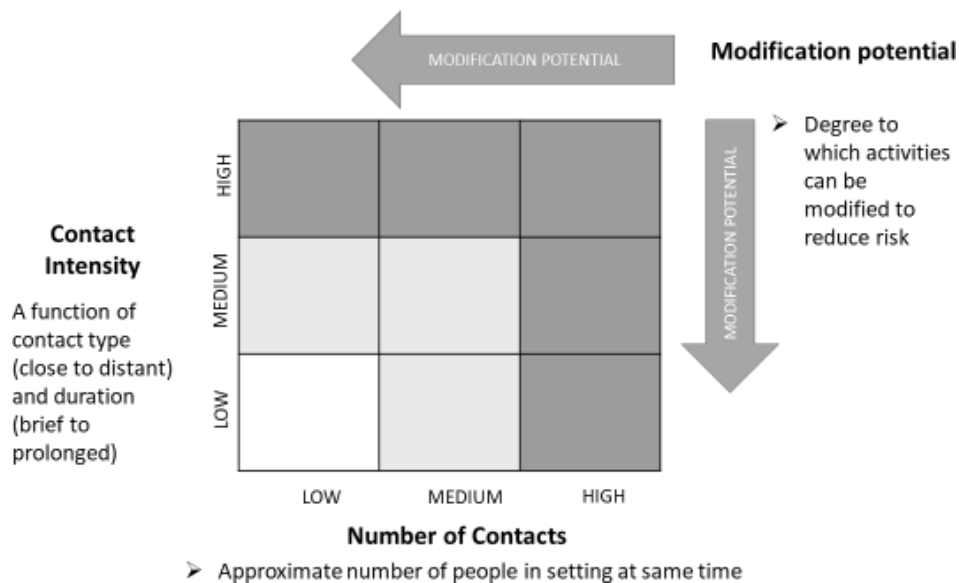
<p>sensitivities</p> <ul style="list-style-type: none"> • <u>Psycho-social:</u> mental distress/anxiety 		
<p>Biological and Chemical (as above)</p>	<p>Personal Protective Equipment (PPE)*</p>	<p>Note: Information regarding use of PPE related to COVID-19 can be found on found on District web site. there are any questions operations are required to discuss with the Operations Superintendent.</p>

The District of Vanderhoof has focused on non-PPE controls being put in place, specifically physical distancing and frequent hand washing. Most District of Vanderhoof employees will not require PPE for protection against corona virus unless they are in specific situations such as cleaning public washrooms, treating wastewater or in close proximity to other employees or members of the public owing to the nature of their work.

A large portion of the Plan relies on operations implementing the procedures and following the guidelines contained in this document.

Risk Matrix

The risk of transmission in District of Vanderhoof facilities is subject to two primary variables that we need to modify to reduce transmission risk: contact intensity (how close you are to someone and for how long) and number of contacts (how many people are in the same setting at the same time).



Modifying from high to low can be based on a range of actions:

- Physical distancing measures – to reduce density of people
- Engineering controls – physical barriers, increased ventilation
- Administrative controls – rules and guidelines
- Non-medical masks and PPE

Principles

Staying Informed

Employees are encouraged to stay up-to-date and informed on the pandemic and follow public health advice, as information may change from time to time.

Self-Monitoring

Pre-mitigation, including reporting and self-screening, will help to identify possible COVID-19 positive employees and proactively remove risks that they could inadvertently introduce coronavirus into the workplace.

Employees with COVID-19 symptoms must stay home and not come to work for at least 10 days, or longer if symptoms have not resolved. As per HealthLink BC, after 10 to 14 day self-isolation, you may return to your regular activities if:

- At least 10 days have passed since any symptoms started; and
- Your fever is gone without the use of fever-reducing medications (i.e. Tylenol, Advil); and
- You are 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 you need to continue to self-monitor and self-isolate; or
- You were self-monitoring and never developed any symptoms.

Employees must also stay at home when sick to avoid spreading illness to others, even if symptoms are not consistent with COVID-19, as you may be non-symptomatic.

Physical Distancing

Physical distancing reduces the potential of coronavirus being transmitted through airborne droplets. There is a possibility that even non-symptomatic carriers of coronavirus may transmit the virus in this manner, so physical distancing should always be observed, even in cases when people do not display symptoms of COVID-19.

- Access to the District workplaces must be controlled and where appropriate alternative methods such as video or conference calls, be used for conducting business to prevent close personal contact.
- Lunchrooms, break rooms, boardrooms, reception and common areas must be arranged to follow physical distancing practices. However, employees are discouraged from using these areas whenever possible.
- Employees should remain on their primary work floor and not visit other floors in the building unless absolutely necessary.
- Whenever possible, employees should travel alone in vehicles to ensure physical distancing. (Note: This is covered in more detail later in this Plan).
- Should a task require close personal contact, appropriate PPE and additional mitigation measures must be considered and discussed with your supervisor.
- Business travel is not allowed at this time.
- If there are cases where, in a shared workspace, physical distancing cannot be maintained, a more comprehensive risk assessment must be undertaken in collaboration with the Joint Health and Safety Committee (JHSC). Consideration

must be given to the type of task(s), and whether there are alternatives. Organizational Safety representative and Operation Superintendent are available to guide and assist in this task.

Personal Hygiene

Employees must practice proper “hand hygiene” techniques often, as it is the single-most effective way of reducing the spread of infection. Proper respiratory etiquette should also be followed.

Touching your face, including eyes, nose or mouth must be avoided and hands washed or sanitized following such touching.

Enhanced Cleaning / Disinfecting

Cleaning must be performed as outlined. Any particular operational concerns must be brought to the attention of Operation Superintendent for guidance. Any operational specific approach must be documented and followed.

Shared Workspaces / Equipment Including Vehicles

- Employees are discouraged from sharing equipment (i.e. pens, phones, other tools).
- The need to share workspaces and equipment will be minimized.
- When it is necessary to use a common workstation or piece of equipment, such as photocopiers or cash registers, the surface should be disinfected before and after use. If you are in doubt about the cleanliness of an area or item, employees are encouraged to disinfect the area or item before and after use to reduce the risk of contamination.
- In the event of a potential COVID case in a shared workspace, workstation or with a person using shared equipment, the station/equipment must not be used until a deep clean can be performed which is to be delegated by the employee’s manager. Follow the proper procedural guidelines outlined on District’s Safety Plan.
- Employees who use District vehicles must ensure that high contact surfaces within the vehicle are routinely disinfected. Follow the proper procedural guidelines outlined on the District’s Safety plan.

Personal Protective Equipment (PPE)

Most District positions do not require specific PPEs. Where required, PPE must be available and training must be provided.

Stress, Anxiety and Mental Health Awareness

Practice self-care. Emotional stress, anxiety or concern is natural under the present circumstances. Anyone who feels they are experiencing negative mental health implications should seek assistance as soon as possible.

Employee and family assistance provider is available 24 hours, day 7 days a week.

The District has guides to ensure for employee support. Managers and Supervisors must make themselves familiar with the available material and pay attention to the health of their employees. Organizational Health is available for and needed support or guidance.

Return-to-Work Occupational Health & Safety Training

Upon returning to work after a period of absence where hazards of the work may have changed, our employees must receive refresher orientation training from their department / operation. Therefore, everyone returning to work after a reduction in work due to COVID-19 must receive a refresher orientation. Every worker must be informed of new or revised procedures to eliminate or reduce potential for exposure to COVID-19.

Training must:

- Be specific to your operation and, in addition to acting as a refresher, it must also include any new arrangements or controls developed in response to the COVID-19 pandemic
- Explain essential health and safety information, such as employees' rights and responsibilities, work rules, hazards and safe work procedures
- Include mental health and how to access the District's EFAP provider
- Include information around specific COVID-19 protocols or procedures, including
 - Rules around physical distancing
 - Hand washing
 - Reporting COVID-19 symptoms
 - General cleaning procedures to ensure a consistent approach by all

General Operating Guidelines

Operations staff are required to ensure these guidelines are known and followed.

General Practice Expectations

While every workplace is different, and practices may vary depending on the location and nature of the department/operation, there are some general guidelines that apply:

- Maintain good personal and environmental hygiene
- Ensure good ventilation
- Maintain proper function of washrooms, drains and pipes
- Cover nose and mouth with tissue paper while sneezing or coughing, dispose of tissue and wash hands immediately
- Maintain physical distancing (at least two meters)
- Keep hands clean and wash hands properly:
 - before touching eyes, nose and mouth if there is a need to do so
 - after handling objects soiled by respiratory or other body secretions
 - after touching high contact surfaces or equipment, such as escalator handrails, elevator control panels or door handles
- People with symptoms of COVID-19 must self-isolate and contact their doctor or 8-1-1.
Anyone with these symptoms are not to be in the workplace.

Employee Expectations

Employees must:

- Practice physical distancing by working at least two meters apart from coworkers whenever possible (where there is an approved exception refer to the appropriate developed safety procedure)
- Continue to follow all other safe work procedures. If it is unsafe to work, talk to a supervisor or the joint health and safety committee to address concerns.
- Stay home if they are sick or might be sick
- Avoid touching their face
- Wash their hands for a minimum of 20 seconds at the start of their shift, before eating or drinking, after touching shared items, after using the washroom, after using a tissue, after handling cash or credit/debit cards, after touching common items, after each delivery (if contact was made) and at the end of their shift. It is recommended to remove jewelry while washing.

Workplace Wellness/Sick

Operations must ensure that employees do not come to work if they are displaying symptoms of COVID-19. This includes employees who fall into the below categories:

- Anyone with COVID-19-like symptoms such as a sore throat, fever, sneezing, or coughing. Employees with these symptoms must self-isolate at home for a minimum of 10 days from onset of symptoms, until their symptoms are completely resolved. Anyone with these symptoms should call their physician or 8-1-1 for care guidance.
- Employees who have travelled internationally. In these cases, they must remain away from the workplace and self-isolate for at least 14 days.

- Employees who live in the same household as a confirmed or clinical COVID-19 case who is self-isolating.

If employees report having COVID-19-like symptoms while at work:

- Send them home to recover for the prescribed self-isolation period. Advise them to call 8-1-1 for direction.
- Clean and disinfect their workstation and any areas or tools that they were using as part of their job.

Note: Ensure employees know what to do when they feel sick (e.g. reporting procedures)

The District will follow direction from public health with regard to detailed cleaning, temporary closure and trace contacting as may be needed based on the particulars of the case. Contact Organizational Health and Safety for direction.

Operations must ensure that these requirements are communicated to their managers, supervisors, and employees and they must have a process for communicating with employees who may fall into one of the categories of those who must not come to work.

Customer / Public

To ensure for the safety of our employees and the public we serve, we will share the following messaging:

- **If you are sick, you must stay home**
- If you have underlying medical conditions, it is recommended that you not visit the District office or other District facilities
- Anyone displaying symptoms of COVID-19, which primarily displays as a persistent cough, will not be permitted on the premises.
- If you have traveled outside Canada, you are not permitted on our premises until you have self- isolated for a minimum of 14 days
- If you are displaying symptoms of COVID-19 or you live in a household where someone is showing symptoms of COVID-19, you must stay home
- Physical distancing is required at all times (minimum of two meters)
- **Failure to observe physical distancing risks the closure of the facility, and as such, you will be asked to leave the premises**
- Washrooms on the premises are disinfected frequently; hand sanitizers are located on-site (identify the location, recommend at a minimum, the entrance to the facility)
- If your request can be handled over the phone, please call 250 567 4711 or the appropriate department for assistance rather than attending in person

Physical Distancing

Physical Distancing for Employees

There are various ways to determine space considerations to allow for appropriate physical distancing, depending on circumstances.

As operations ensure for physical distancing ensure you involve your operations your joint health and safety committee in brainstorming physical distancing measures that could work in the spaces they work in. Have your joint committee consider the interactions they have with others, solicit input from your teams encourage all employees to promote the approved physical distancing measures. Spread the message that the most considerate thing your employees can do for their co-workers and the public is to keep a distance of two meters between themselves and the people they work with. Encourage employees to use a standard greeting with each other that is positive but reminds others to keep a safe distance.

Considerations for Physical Distancing

Types	Description
Physical Distancing	<ul style="list-style-type: none"> Allow for two meters (six feet) of physical distance between employees or between employees and public or public and public.
Indoor Employee Space	<ul style="list-style-type: none"> Where employees will not be moving around or need to navigate around obstacles, allow for 3.3 square meters (36 square feet) of unencumbered space per person to calculate occupancy
Indoor Employee/Public Space	<ul style="list-style-type: none"> Calculate the total unencumbered square meters available and divide that by 5, to allow for 5 square meters (54 square feet) of space per person. The resulting figure is the maximum occupancy for that space.
Events Numbers	<ul style="list-style-type: none"> The maximum number of participants is 50, including employees and public, ensuring adequate space is available.

There are many ways that operations can organize work to ensure that physical distance between employees is maintained. Some options may include:

- revising work schedules or implementing / maintaining work-from-home policies for some staff to limit the number of

-
- employees on site at a given time
- staggering start and end times if crowding at entry and exit locations means the physical distancing requirement of at least two meters cannot be maintained.
 - designating doors for entry and exit to prevent employees and others from coming into proximity with one another.
 - establishing and posting occupancy limits on elevators, rooms and other small spaces, using the calculation shown previously
 - identify the maximum number of people (including staff) and communicate and enforce this limit
 - reducing in-person meetings and other gatherings
 - using tape to mark off areas where employees can and cannot walk, or to mark off areas where employees may walk only in one direction (such as down an aisle or narrow corridor)
 - posting signage to remind employees to maintain their distance when interacting
 - postponing, re-arranging, or planning work tasks in such a way that employees are not required to work in proximity to one another
 - using machines or other equipment to assist with job tasks usually performed by two employees, such as lifting or carrying heavy objects
 - managing worker transportation so that two employees are not required to travel in a single vehicle
 - restrict eating to a clearly identified and dedicated area with handwashing stations, cleaning and disinfecting supplies, and adequate space to maintain the physical distancing requirement.
 - designating additional rooms as break areas
 - eliminating food sharing stations
 - limiting the number of employees allowed in common areas at any one time. Consider staggered break times to reduce large gatherings and encourage employees to take breaks at their own desk or outside. Limit or stagger employees entering change areas or rooms with assigned lockers.
 - distancing the tables in lunchrooms, limiting the number of chairs, placing “x’s” on tables where people should not sit, or installing barriers at the tables made from plexiglass, acrylic, polycarbonate, or similar materials. See WorkSafeBC publication: “[Designing effective barriers](#)”.

If breaching the physical distancing requirement is unavoidable, plan the work task, ensure for appropriate safety procedures and provide instructions to employees to ensure that time spent in close proximity is minimized.

The aim is to do everything possible to limit in-person interactions, while finding new and more protective ways to operate within the physical infrastructure of the workplace. With this in mind, everyone in the workplace must adhere to the following:

- you must not come to work if you are sick
- report to work committed to abiding with physical distancing processes
- continue to follow all existing safe work procedures in the workplace
- wash and sanitize hands regularly, cough/sneeze into your upper sleeve or elbow (not your hands)
- avoid physical contact with others
- **Never walk past an unsafe act.** if you notice that another employee is not abiding by the physical distancing policy, remind the employee and if necessary report it to a supervisor
- follow the staff expectations above

Physical Distancing During Employee Transportation

If employees are travelling by road vehicle, the following control measures must be considered:

- Operations must limit the number of employees being transported at any one given time and employ measures to ensure distance between employees is maintained. This could include adjusting the number of employees transported, adding physical barriers between employees, blocking seats and using larger or multiple vehicles. Distancing is also important when loading and unloading.
- Operations must have hand-washing facilities or sanitizing stations available to employees as they enter and exit the vehicle.
- Whenever possible, employees should travel alone in their vehicles in order to practice physical distancing.
- If it is not possible to ensure two meters of distance between employees in a vehicle, the employer must consider other control measures, such as physical barriers where practicable and personal protective equipment (PPE) where appropriate.
- Operations must ensure that high-contact surfaces within the vehicle are routinely cleaned. These include seatbelts, headrests, door handles, gear shift levers, steering wheels and hand holds.

- Operations may consider installing a physical barrier, similar to a “sneeze guard,” in vehicles transporting employees. While this may be feasible in some vehicles depending on their size, type, and configuration, operations must be aware that modifying vehicles in any way may introduce additional hazards to the vehicle and occupants. Any barriers must be installed in such a way that they:
 - Are appropriately affixed to the vehicle, and
 - Do not introduce hazards, such as restricting the driver’s field of vision, means of escape in the event of an accident, increase injuries as a result of an accident or access to controls.

Any changes to the passenger compartment and vehicle used for transportation of employees must still be consistent with requirements set out in the Occupational Health and Safety Regulation. Any barrier installed must be made of a material that can be cleaned and disinfected and must be regularly cleaned as part of the overall cleaning practices for the vehicle used to transport employees. Seek guidance from Driver Services and/ or Fleet and Manufacturing Services as required.

Physical Distancing for the Public / Customers

The District must implement physical distancing to reduce opportunities for interactions among large groups that could have prolonged close contact, such as during tax payment time. Practically this might mean limiting the number of patrons who enter our facilities and discontinuing or modifying service in areas where physical distancing cannot be practiced (e.g., counter service). Ways in which operations may achieve physical distancing among customers include the following:

- Use signs and markings to direct the public, to indicate appropriate distances to stand, to mark direction of travel, to designate entrances and exits
- Promote one-way travel
- Limit the number of customers allowed into Municipal Hall or other District facilities. It is strongly recommended operations ensure there are five square meters of space per person. This unencumbered space would be floor space minus floor space used for change rooms, desks, etc. Operations are expected to identify the maximum number of people (including staff) and communicate and enforce this limit
- Provide a waiting area outdoors with markers to designate safe distances if it is safe to do so

- Install barriers at and between cash registers to prevent encroachment
- Install barriers between employees and customers made of plexiglass, acrylic, polycarbonate, or similar materials. See WorkSafeBC publication: [“Designing effective barriers.”](#)
- Mark the floor at two meter intervals to promote physical distancing in aisles and line ups
- Label certain tables and chairs unavailable for use, or remove entirely, to maintain appropriate distances between customers.

Sanitation & Hygiene Hand Hygiene

Respiratory viruses like COVID-19 spread when mucus or droplets containing the virus get into your body through your eyes, nose or throat. Most often, this happens through your hands. Hands are also one of the most common ways that the virus spreads from one person to the next. During a global pandemic, one of the cheapest, easiest, and most important ways to prevent the spread of a virus is to wash your hands frequently with soap and water.

Below is a step-by-step process for effective handwashing, to remove all traces of the virus:

- Step 1: Wet hands with running water
- Step 2: Apply enough soap to cover wet hands
- Step 3: Scrub all surfaces of the hands – including back of hands, between fingers and under nails – for at least 20 seconds
- Step 4: Rinse thoroughly with running water
- Step 5: Dry hands with a clean cloth or single-use towel
- Step 6: Use towel to turn off the faucet

The District must ensure that materials for adhering to hand hygiene are available on their premises. Provide receptacles for used tissue paper disposal. Provide conveniently-located dispensers of alcohol-based hand sanitizer; where sinks are available, ensure that supplies for handwashing (i.e., liquid soap and disposable towels) are consistently available.

Safety remove, disable or cover hand air-drying stations.

Personal Protective Equipment

Personal Protective Equipment (PPE) is specialized clothing or equipment worn by an employee for protection against infectious materials. It should serve as a last resort that must not replace any other risk control and infection control measures. However, sufficient stock of PPE must be kept to ensure its provision to protect employees from exposure to infectious agents in the workplace. The common PPE used includes:

- **Surgical mask:** Wear a surgical mask to protect mucous membranes of the nose and mouth during procedures that are likely to cause exposure to blood or body fluids. Non-surgical (cloth) masks do not protect the wearer but may prevent the wearer from exposing others to the virus.
- **Particulate respirator:** Use a particulate respirator (e.g., N95 respirator) for first aid attendants/First Responders or for maintenance work on ventilation or sewage systems.
- **Gloves:** Wear disposable gloves when touching blood, body fluids, mucous membrane or contaminated items. Remove gloves promptly after use and perform hand hygiene immediately. **Gloves do not replace hand hygiene.**
- **Gown, apron or impervious disposable coveralls:** Worn to protect skin or trunk and to prevent soiling of clothing during procedures that are likely to generate splashes or sprays of blood, body fluids, secretions, or excretions. Wear a coverall for conducting high pressure water spraying during ventilation system or sewer system maintenance or when substantial whole-body contamination is anticipated. Remove soiled garment as promptly as possible and perform hand hygiene to avoid transfer of microorganisms to other people or environments.
- **Goggles / Face shield:** Wear goggles / face shield to protect the mucous membrane of the eyes when carrying out procedures that are likely to generate splashes or sprays of blood or body fluids of the person (e.g., changing dust filters of the ventilation system, working in sewer system, or for first aid attendants). Wear goggles / face shield when conducting high pressure water spraying for sanitary sewer system maintenance. Ordinary spectacles do not provide adequate protection. Goggles / face shield must be changed after procedure or whenever contaminated. Reusable goggles / face shield must be washed and decontaminated in accordance with manufacturer's instructions.

Operations must ensure employees are provided with and train in the use of the PPEs they need to safely perform their work.

Environmental Hygiene & Decontamination

Current evidence suggests that COVID-19 may remain viable for hours to days on surfaces made from a variety of different materials. The thorough cleaning of surfaces and structures, followed by disinfection, is therefore a best practice measure for prevention of COVID-19. District operations must ensure for frequent and appropriate cleaning for their operation consider the use of the facilities and any special circumstances that may arise. Standards and cleaning processes are documented on by District Staff.

Operations must follow the manufacturer's instructions printed on the bottle or on the Safety Data Sheet. Only use products provided by the District and ensure staff are provided with training on product use and safety.

Always follow product instructions for dilution, contact time and safe use.

All visibly dirty surfaces must be cleaned with water and detergent before disinfecting (unless otherwise stated on the product label).

Always ensure that the disinfectant you use is approved for use in a food processing or food service application, if applicable. **Some disinfectants can be toxic and are unsuitable for food premises or food contact surfaces.**

Ensure WHMIS criteria is met for labeling, use, and review of Safety Data Sheets, and that incompatible substances are not mixed.

Employee & Customer Communications

Employee Communications

Effective communications to District employees are an important element of a good workplace. It assumes even greater significance at times of crisis. The current situation is constantly evolving, and employees have to deal with multiple personal and professional changes.

Ensuring employees are kept informed, and fully understand expectations around hygiene, District policies and approaches, safe work practices and protocols will not only ensure better compliance, but will also go a long way in obtaining employees' commitment to safety.

Face to face communication can take place if proper physical distancing measures are observed but other options for communications should also be used through District, leadership, emails, posters, virtual meetings, short videos etc.

Ensure employees' mental as well as physical health is maintained. Communicate to all employees how to contact, our Employee and Family Assistance Program.

Customer/Public Communications

The District continues to develop standard communications that we share with those visiting, or planning to visit, our operations. Ensure your operation uses available messaging.

Communications and onsite messaging should include:

- A message welcoming them to the premises
- Specifics about current operation environment (e.g. provincial health directives that apply and any guidelines to follow)
- Expectations outlined in this Safety Plan
- An overview of all the efforts that you are undertaking to ensure for employee and customer health & safety

This communication should be available in English and other languages as appropriate for your operation and should be featured on the District website, signage at the premises and be included in any social media information as may be appropriate.

If you have any messaging questions, please contact the Operation Superintendent

Potential Controls

The following information contains potential controls/recommended best practices for five main employee groups in our operations. Each operation must follow the hierarchy of controls to establish the greatest level of employee safety possible and follow these controls in their COVID-19 Safety Plan compliance.

Administration/Office staff

Worker to Worker

- Ensure employees who have been away, or are new to the workplace, are oriented as necessary so that all COVID-19 related procedures are explained and understood.
- Where possible, communicate using telephone, text message, email, or other communication technology instead of face to face.
- Workplaces should stagger start and end times if crowding at entry and exit locations means the physical distancing requirement of at least two

meters cannot be maintained.

- Consider designating doors for entry and exit to prevent employees and others from coming into proximity with one another.
- Ensure hand sanitizer is available to employees as they enter the building and counter staff who deal with the public have hand sanitizer available for just their use.
- Post signage prohibiting access to the workplace to those who are exhibiting symptoms of COVID-19.
- Ensure cleaning products are readily available, monitored daily and restocked daily as required.
- Ensure high touch surfaces such as counters, handles, control switches are cleaned a minimum of twice per day.
- Maintain a record of cleaning and disinfecting completed.
- Consider the use of thin micro-shields on computer keyboard, computer mouse, point of sale machines and any other equipment that must be shared. Each worker to be issued their own shields and be responsible for proper use and cleaning.
- Consider cleaning and disinfecting eating areas every hour.
- Ensure that whatever changes you make to the usage of communal areas is clearly communicated to employees.
- Limit the number of employees allowed in common areas at any one time. Consider staggered break times to reduce large gatherings and encourage employees to take breaks at their own desk or outside. Limit or stagger employees entering change areas or rooms with assigned lockers.
- Consider distancing the tables in lunchrooms, limiting the number of chairs, placing “x’s” on tables where people should not sit, or installing dividers at the tables made from plexiglass, acrylic, polycarbonate or similar materials. See WorkSafeBC publication “Designing effective barriers.”
- If breaching the physical distancing requirement is unavoidable, plan the work task and provide instructions to employees to ensure that time spent in close proximity performed is minimized and safe.
- When face to face meetings cannot be avoided, consider requiring staff to wear cloth face masks.
- Restrict eating to a clearly identified and dedicated area with handwashing stations, cleaning and disinfectant supplies, and adequate space to maintain the physical distancing requirement.

- Require employees to bring their own dishes and utensils.
- Refrain from providing and consuming communal foods.
- Allow communal doors to remain open throughout the workday to reduce contact with door handles. (Do not leave fire doors open).
- Instruct employees to not to share 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 must 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.
- Restrict travel between offices or work locations to critical business functions.
- Minimize the use of shared vehicles. If required, follow appropriate disinfection procedures before and after travel for vehicle surfaces such as the steering wheel, gear shift, and door handles.
- If face to face meetings cannot be avoided, ensure for social distancing and consider requiring staff to wear cloth face masks.
- First Aid Attendants must follow the WorkSafeBC Guideline [“OFAA Protocols during the COVID- 19 Pandemic”](#)

Public to Employee

- Where possible, visits to the workplace should be prearranged, staggered, and safety protocols must be communicated before entry into the workplace (e.g., email and/or signage posted to entrance). If possible, keep a record of visitors to the workplace should contact tracing be necessary.
- When booking appointments, visitors must 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 employees and visitors (e.g., use of virtual meeting tools, email, or telephone).
- Where possible, visitors should attend appointments alone and minimize time spent in waiting area before their appointments

- Post signage at the workplace to inform every one of the measures in place.
- Waiting areas should be arranged to maintain physical distancing requirement. Install barriers between staff and visitors made from plexiglass, acrylic, polycarbonate or similar materials. See WorkSafeBC Publication "[Designing effective barriers](#)"
- Place markings on the floor directing visitors where to stand when approaching front counters.
- Remove non-essential communal items, such as candy, magazines, and pamphlets.
- Beverages (coffee, tea, water) should not be offered at this time.
- Provide a safe place for visitors to dispose of used sanitizing wipes and other personal protective equipment.
- Ensure that delivery zones are clearly identified and limited to receivers and deliverers only.
- Arrange for suppliers and/or delivery persons to drop off goods at building entrance to avoid searching for departments within the premises.
- Request contactless delivery to maintain physical distancing requirement (e.g., delivery person leaves packages in a pre-arranged location). This option may be limited if signing or proof of receipt is required, or theft of items is possible before being retrieved by staff.

Worker to Worker – Indoor or Outdoor Spaces

- Review and coordinate roles and responsibilities with all contractors, suppliers, and staff. Operations must have procedures to ensure contractors are aware of health and safety program requirements, including relevant COVID-19 related protocols, and are following protocols of their own that meet or exceed our standards.
- Limit the number of staff on shift to the number required to ensure for safety and appropriate social distancing.
- Stagger arrival and departure times.
- Where ever possible assign staff to one facility only.
- Limit the number of employees allowed in common areas at any one time. Consider staggered break times to reduce large gatherings and

encourage employees to take breaks at their own desk or outside. Limit or stagger employees entering change areas or rooms with assigned lockers.

- Consider distancing the tables in lunchrooms, limiting the number of chairs, placing “x’s” on tables where people should not sit, or installing dividers at the tables made from plexiglass, acrylic, polycarbonate or similar materials. See WorkSafeBC publication “[Designing effective barriers](#)”
- If breaching the physical distancing requirement is unavoidable, plan the work task and provide instructions to employees to ensure that time spent in close proximity is minimized and performed safely with appropriated PPEs.
- If face to face meetings cannot be avoided, ensure for social distancing and consider requiring staff to wear cloth face masks.
- Restrict eating to a clearly identified and dedicated area with handwashing stations, cleaning and disinfectant supplies, and adequate space to maintain the physical distancing requirement.
- Consider having cleaning staff disinfect eating areas hourly.
- Require employees to bring their own dishes and utensils.
- Refrain from providing and consuming communal foods.
- Allow communal doors to remain open throughout the workday to reduce contact with door handles.
- If face to face meetings are unavoidable, consider holding them outdoors and maintain appropriate physical distance at all times.
- If meetings must occur indoors, limit face to face participation to only those absolutely required to be present. Ensure proper cleaning and disinfecting before and after meeting room use.
- Review staffing levels and adjust as needed to ensure enhanced cleaning of high-touch areas and enhanced staff presence to manage park visitors.
- Determine the maximum number of people in each area or space to maintain physical distancing requirements
- In welcoming visitors, send out information through regular marketing channels and social media about limitations, rules, limited facilities, and service to manage expectations during partial openings.
- Provide signage and information regarding rules and process throughout the Arena facilities including general outdoor areas. Consider posting signage in

other majority languages or provide pictograms.

- Consider enhanced measure to maintain the physical distancing requirement
- Control entry and exit points for visitors and employees
- Manage the flow of people by implementing one-way walkways or marking off designated walking areas
- Consider creating cohorts of employees who work together and who do not interact with other cohorts. This will assist in reducing transmission throughout the workplace in the event that a staff member becomes ill.
- Ensure employees who have been away, or are new to the workplace, are oriented as necessary so that all COVID-19 related procedures are explained and understood.
- Identify situations where personal protective equipment (PPE) will be required. Clarify who will provide PPE and train employees accordingly.
- Identify a process to regularly review and/or update protocols and include employees and the joint occupational health and safety committee in your review process.
- Establish and post occupancy limits for office spaces, lunchrooms, vehicles and other common areas. Ensure physical distancing can be maintained. It is recommended that five square meters of unencumbered space be available for each person (staff and public).
- 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.
- Post cleaning procedures and worker expectations in all common spaces.
- Before entering any shared space such as vehicle or office, wash hands or use hand sanitizer.
- Clarify procedures to wipe down or disinfect shared office equipment before use.
- Consider the use of thin micro-shields on computer keyboards, computer mouse, point of sale machines and any other equipment that must be shared. Each worker to be issued their own shields and be responsible for proper use and cleaning.
- Maintain at least a 2 meter distance from other employees. If the physical distancing requirement cannot be maintained, hold a meeting to address solutions, which may include physical barriers.
- Employees must follow the guidelines for traveling in vehicles.

- Incorporate end-of-shift vehicle wipe downs, include a method for tracking end of shift cleaning and provide employees with appropriate supplies, like soap and water, hand sanitizer, and disinfectant wipes.
- Manage location of personal gear and care items to minimize exposure.
- Clarify and follow cleaning and disinfecting schedules.
- First Aid Attendants must follow the WorkSafeBC Guideline “OFAA Protocols during the COVID- 19 Pandemic”

Public to Employee – Outdoor Spaces

- Ensure any employees that are expected to manage groups of visitors are trained in protocols including and COVID specific requirements and violence prevention.
- Ensure staff have the training, support and strategies for dealing with visitors who may be unwilling or are unable to understand the approach to managing visitor volumes. This must include reviewing your violence risk assessment, policies and procedures, and training and reporting requirements under the Occupational Health and Safety Regulations for minimizing the risk of violence to employees.
- Provide signage and determine how crowd limits and spacing will be controlled, and who will be responsible. **Note: During Phase 2 of business re-opening, the maximum number of persons allowed at a single event is 50, including staff.**
- Provide markers or indicators to ensure spacing
- Limit parking
- Space out or limit bike valet or bike racks
- Space out or limit the number of picnic tables, and put signage on table for the maximum number of people per table
- When working amongst members of the public, set up barriers or tape to delineate the worksite and to discourage the public from entering the area.
- Ensure there is sufficient staff to manage the volume of customers and associated line ups and food pick-up areas.

Public to Worker – Indoor Spaces

As the Province navigates through and beyond Phase 2 of the provision of services during the COVID-19 pandemic, Arena facilities may re-open. The District of Vanderhoof COVID-19 Reopening Safety Plan

- Provide disinfecting materials for patrons to disinfect equipment before and after exercise at each location/station/piece of equipment
- If feasible consider providing “ready to clean” tags that patrons can access and place on equipment after use. Trained staff can then ensure equipment is disinfected in a timely manner.
- Establish a disinfection routine for staff at regular intervals.
- Ensure disinfection protocols follow product instructions for application and contact time
- Contact surfaces must be disinfected frequently.
- Consider using a checklist or audit system to track how often cleaning is conducted.

Restrooms/Showers/Locker Rooms

- Doors to multi-stall restrooms should be able to be opened and closed without touching handles, if at all possible.
- Place a trash can by the door if the door cannot be opened without touching the handle (Consider any fire door / fire regulations before propping doors open)
- For single restrooms, provide signage and materials (paper towels and trash cans) for individuals to use without touching the handles, and consider providing a key so disinfection measures can be better controlled.
- Place signs indicating that toilet lids (if present) should be closed before flushing.
- Place signs asking patrons and employees to wash hands before and after using the restroom.
- The risk of air dryers is relatively low. Users should be encouraged to turn them on by bumping the button with their forearms. Cleaning crews must be reminded that the air dryers are considered ‘high touch points’, like door handles, and must be wiped down every time washrooms are cleaned.
- Only allow shower and locker room use if there are partitions, or place signage to maintain proper physical distancing. If partitions or proper distancing are not possible, these facilities must remain closed.
- Shoes should be worn in locker rooms/showers

- Double efforts to keep bathrooms/showers/locker rooms clean and properly disinfected frequently, every two to four hours.

The Arena staff are expected to review the information available at the following sites to ensure for the safety of employees and the public.

- [BC Municipal Safety Association](#)
[American Industrial Hygiene Association](#)

Engineering

Employee to Employee

- Ensure employees who have been away, or are new to the workplace, are oriented as necessary so that all COVID-19 related procedures are explained and understood.
- Review and coordinate roles and responsibilities with all contractors, suppliers, and staff. Ensure contractors are aware of the District's health and safety program requirements, including relevant COVID-19 related protocols, and are following protocols of their own that meet or exceed the District's requirements.
- Determine the maximum number of people in each area or space to maintain physical distancing requirements, i.e. 3-4 employees per 1000 square feet outdoors. In buildings, two square meters of unencumbered space per person should be established.
- Establish and post occupancy limits for office spaces, lunchrooms, vehicles and other common areas. Ensure physical distancing can be maintained.
- Maintain at least a 2 meter distance from other employees. If the physical distancing requirement cannot be maintained, hold a meeting to address solutions, which may include physical barriers, planning the work task so time spent in close proximity is minimized, or PPE.
- Use of PPEs / appropriate face masks when physical distancing is not possible.
- Consider enhanced measures to maintain the physical distancing requirement:
- Control entry and exit points for employees
- Manage the flow of people by implementing one-way walkways or

marking off designated walking areas

- Consider creating cohorts of employees who work together and who do not interact with other cohorts. This will assist in reducing transmission throughout the workplace in the event that a staff member becomes ill.
- Identify situations where PPE will be required. Clarify who will provide PPE and train employees accordingly.
- Identify a process to regularly review and/or update protocols and include employees and the joint occupational health and safety committee in your review process.
- Limit in-person meetings and other gatherings and hold any completely necessary meetings in larger open spaces.
- 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.
- Post cleaning procedures and worker expectations in all common spaces.
- Before entering any shared space such as vehicle or office, wash hands or use hand sanitizer.
- Provide ample hand washing stations or ensure for available hand sanitizer for all operations in the yards and in the field. Instruct employees on proper use.
- Clarify procedures to wipe down or disinfect shared equipment before and after use.
- Follow the District's vehicles occupancy and use requirements.
- Have hand washing facilities or sanitizing stations available to employees as they enter and exit the vehicle.
- Ensure that high contact surfaces within the vehicle are routinely cleaned and disinfected. These include seatbelts, headrests, door handles, steering wheels, and hand holds.
- Incorporate end-of-shift vehicle wipe downs, include a method for tracking end of shift cleaning and provide employees with appropriate supplies, like soap and water, hand sanitizer, and disinfectant wipes.
- Clarify and follow cleaning and disinfecting schedules.
- Eliminate shared food stations.
- Ensure employees use their own plates and cutlery.
- Limit the number of employees allowed in common areas at any one time.
- Consider staggered break times to reduce large gatherings and

encourage employees to take breaks at their own desk or outside.

- Limit or stagger employees entering change areas or rooms with assigned lockers.
- Consider distancing the tables in lunchrooms, limiting the number of chairs, placing “x’s” on tables or benches where people should not sit, or installing barriers at the tables made of plexiglass, acrylic, polycarbonate or similar materials. See WorkSafeBC Publication [“Designing effective barriers”](#)
- First Aid Attendance must follow the WorkSafeBC Guideline [“OFAA Protocols during the COVID-19 Pandemic”](#)

Public to Worker

- When working amongst members of the public, set up barriers or tape to delineate the worksite and to discourage the public from entering the area.
- Ensure staff have the support and strategies for dealing with public who may be unwilling or are unable to understand the approach to managing physical distancing. This must include reviewing violence risk assessment, policies and procedures, and training and reporting requirements under the Occupational Health and Safety Regulations for minimizing the risk of violence to employees.
- If possible, by-law and inspection staff should not enter any premises where other people are present. If this cannot be avoided, ensure physical distancing is maintained. Consider the use of PPE.
- Limit the number of employees who need to enter the premises, keeping in mind working alone or in isolation procedures and prevention of workplace violence protocols.