

AiMHi – Prince George Association for Community Living Covid-19 Safety Plan

Updated November 20, 2020

This plan walks through the six-step process used to determine the safety measures that have been put in place in AiMHi. For the most up to date information on COVID 19, please monitor the following reputable websites.

- Public Health Authority of Canada <https://www.canada.ca/en/public-health.html>
- BC Centre for Disease Control <http://covid-19.bccdc.ca/>
- BC Ministry of Health <https://www2.gov.bc.ca>
- Government of Canada Travel Advisors <https://travel.gc.ca/travelling/advisories>
- World Health Organization (WHO) <https://www.who.int/>
- ShareVision Training Manual <https://aimhi35.sharevision.ca>
- Lifeworks <https://www.lifeworks.com/ca/>

Step 1: Assess the risks at your workplace

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.

Involve workers when assessing your workplace

Identify areas where there may be risks, either through close physical proximity or through contaminated surfaces. The closer together workers are and the longer they are close to each other, the greater the risk.

- We have involved frontline workers, supervisors, and the joint health and safety committee (or worker health and safety representative, if applicable).
- We have identified areas where people gather, such as break rooms, production lines, and meeting rooms.
- We have identified job tasks and processes where workers are close to one another or members of the public. This can occur in your workplace, in worker vehicles, or at other work locations (if your workers travel offsite as part of their jobs).

- ☒ We have identified the tools, machinery, and equipment that workers share while working.
- ☒ We have identified surfaces that people touch often, such as doorknobs, elevator buttons, and light switches.

AiMHi has the following in the area of COVID-19 Health and Safety, but not limited to:

- COVID-19 Safety plan on AiMHi website
- Mandatory training for employees focusing on COVID protocols, best practices and education
- ShareVision site contains Covid-19 information / training
- Provides correspondence and information to employees on pertinent and educational information
- Health Services Director who can provide consult and education where appropriate
- Conducts JOSH committee meetings as defined in the terms of agreement and when necessary
- Protocols and policies developed to ensure proper reporting procedures occur
- COR completed in 2020 with standards in areas of health and safety
- Each department has a Health and Safety manual
- Employees have the expectation to conduct a Health check on themselves each morning.
- Person supported service provision has a "Stage two" safety protocol (located on website and in designated departments)
- The Executive Director participates in CSSEA provincial Health and Safety Council
- The Director team is linked provincially to other social services in the social service sector to network best practices
- Continual assessment of personal protection equipment numbers

- Each department has a “risk assessment” to promote safe work sites and the agency has developed applicable policies
- AiMHi has an Employee Assistance program available to employees
- CARF Accreditation
- Enforces reporting protocols that include a Health And Safety Reporting Requirement

Step 2: Implement protocols to reduce the risks

- We have reviewed industry-specific protocols on worksafebc.com to determine whether any are relevant to your industry. Guidance for additional sectors will be posted as they become available. If protocols are developed specific to your sector, implement these to the extent that they are applicable to the risks at your workplace. You may need to identify and implement additional protocols if the posted protocols don’t address all the risks to your workers.
- We have worked with and informed frontline workers, supervisors, and the joint health and safety committee
- We have reviewed orders, guidance, and notices issued by the provincial health officer and relevant to our industry.
- We have worked with health and safety associations or other professional and industry associations.

Respiratory Infection (RI) prevention and control plan includes:

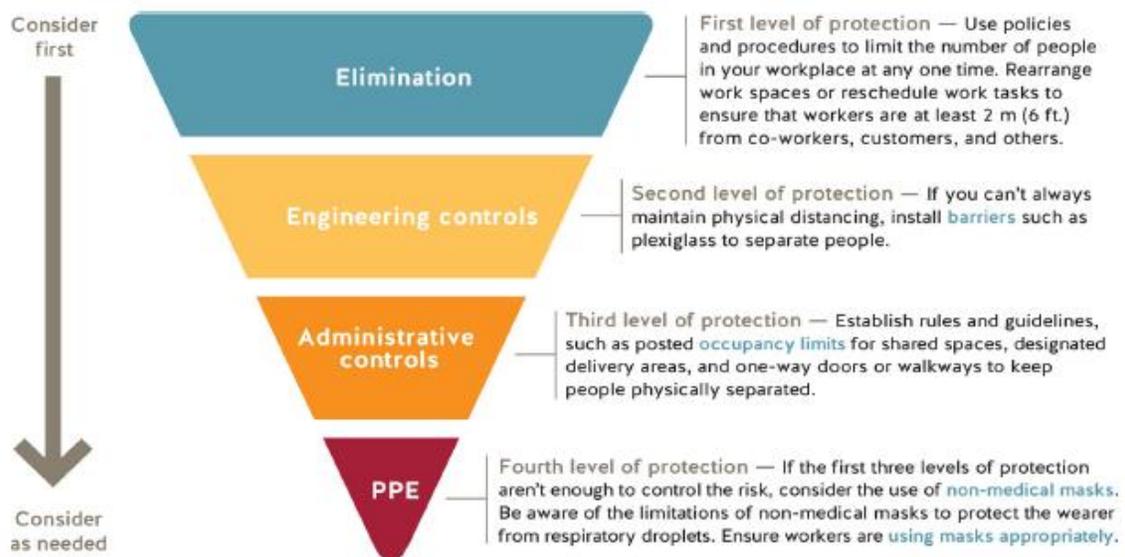
- Active screening requirement
- Covid symptoms definition
- Non-medical masks
- Personal protection equipment
- Hand hygiene
- Physical distancing
- Cleaning / disinfecting

AiMHi will continue to:

- Ensure the agency follows best practices in keeping employees informed, educated and trained on COVID information and protocols
- Adhere to the Collective agreement and Worksafe standards for JOSH committee requirements
- Be responsive to Provincial Health Officer orders and other required orders
- Meet Work Safe BC requirements
- Implement timely reviews of the Safety plan
- Continue collaborative work with BCGEU

Reduce the risk of person to person transmission

To reduce the risk of the virus from 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

First level protection (elimination): Limit the number of people at the workplace and ensure physical distance whenever possible

- ☒ We have established and posted an occupancy limit for our premises. Public Health has advised that the prohibition on gatherings of greater than 50 people refers to “one-time or episodic events” (weddings, public gatherings), and is therefore not intended to apply to workplaces. However, limiting the number of people in a workplace is an important way to ensure physical distancing is maintained. [Public Health has developed guidance for the retail food and grocery store sector that requires at least 5 square metres of unencumbered floor space per person (workers and customers). This allows for variation depending on the size of the facility, and may be a sensible approach for determining maximum capacity for employers from other sectors that do not have specific guidance on capacity from Public Health.
- ☒ In order to reduce the number of people at the worksite, we have considered work-from-home arrangements, virtual meetings, rescheduling work tasks, and limiting the number of customers and visitors in the workplace.
- ☒ We have established and posted occupancy limits for common areas such as break rooms, meeting rooms, change rooms, washrooms, and elevators.
- ☒ We have implemented measures to keep workers and others at least 2 metres apart, wherever possible. Options include revising work schedules and reorganizing work tasks.

Measures in place

Daily Health checks

Employees are not to come to work if they are exhibiting signs and symptoms of Covid, been exposed to COVID or have been instructed to isolate by public health. Employees will be expected to access the "BC Centre for Disease control's self-assessment tool" to determine if they need further assessment or testing for COVID-19. Refer to “Keeping our work safe from Covid-19” protocol

Remote work

Employees who can Work offsite or remotely have been provided with the opportunity to do so and encouraged. Each department Manager/director will have protocols on remote work expectations. Remote work opportunities align with Provincial Health Officer Recommendations

Kerry Street employees

AiMHi has developed safe protocols for those who continue to come to the office.

Departments will have specific guidelines and expectations for safety protocols

- Employees who work in the main office will have key cards for access
- Each entry to the office will have signage indicating safe protocols
- Check in and out procedure

Transportation

- Community inclusion departments have guiding protocols to ensure safety and exposure (includes plastic barriers, Covid kits)

Occupancy limits for workers

- Meeting rooms and common spaces have occupancy limits posted, which were determined through a combination of using the 5 square meter/person guideline and physically measuring out 6 feet/2 meter areas within the spaces
- Community inclusion departments and various other departments have made adaptations to work schedules to ensure that we maintain set standards in office capacity for people
- HR maintains a count of people in the building

Entrance into the building: Limiting or prohibiting visitors

- Entry to the building requires approved access (assigned key cards)
- For others, access to the building requires use of the intercom system to have a designated employee allow entry upon meeting the identified criteria. Refer to protocol for office entry
- Safe entrance approval protocol includes (but not limited to): appropriately answering the COVID health/exposure/travel questions appropriately, mask usage, hand-sanitizing and a check into reception
- No one is permitted within the Main Office unless they have a specific reason for being there and they must be accompanied by an employee
- Community inclusion departments have protocols for assessing persons supported wellness (point of care risk assessment)

Office Safety protocols

- Protocol signage is posted at the front entrance and main areas throughout the building clarifying expectations around: health checks, mask use, hand sanitizing, social distancing, hand washing and check in with reception

Disinfecting and cleaning of main office

- Each shared workstation area has a set of guidelines posted, including any required cleaning after use / plastic covers
- High contact surfaces are cleaned regularly
- Cleaning supplies have been placed in cabinets in each area. AiMHi has set up a schedule for cleaning of the main office
- Those who conduct operations in meeting rooms are required to ensure the rooms are disinfected and sanitized after use
- Meeting rooms continue to require calendar bookings
- Refer to cleaning procedure checklist

Mandatory face mask usage for the main office

- Masks are mandatory when moving through the Main Office or social distancing guidelines cannot be adhered to
- Safety protocols and signage is provided to clarify expectation on mask use
- AiMHi has provided employees with masks.
- Refer to ShareVision for “mask use”

Employee Training

- Each employee has been required to complete training on ShareVision in areas such as: Respiratory infection and control plan, pandemic plan, handwashing techniques, Personal protection requirements and usage, prevention of COVID in the workplace, cleaning and disinfecting, physical distancing, self-isolation, mask usage
- AiMHi ShareVision site includes the required training for all employees to access
- Each department has a COVID manual for employees
- Health Services Director is available for consult and education for employees
- Person specific training will be provided when required

Sanitizer

- Sanitizer stations have been provided throughout the building

Meetings

- Agency implemented virtual meetings (when applicable)

Second level protection (engineering): Barriers and partitions

- We have installed barriers where workers can't keep physically distant from co-workers, customer, or others
- We have included barrier cleaning in our cleaning protocols.
- We have installed the barriers so they don't introduce other risks to the workers (e.g., barriers installed inside a vehicle don't affect the safe operation of the vehicle).

Measures in place

Reception desk

- AiMHi has built a customized barrier in the reception area.

Signage in the office

- Instructs capacity of employees in one area
- Community inclusion departments where it was not possible to space the desks out enough to allow for a 6 foot/2 meter distance between employees, AiMHi adapted schedules for number of employees conducting services or administrative functions.

Office furniture

- Re-organized to meet WorksafeBC Standards and promote physical distancing

Entrance to Meeting Rooms

- Rooms with larger occupancy limits will have designated entry and exit doors

Third level protection (administrative): Rules and guidelines

- We have identified rules and guidelines for how workers should conduct themselves.
- We have clearly communicated these rules and guidelines to workers through a combination of training and signage.

Measures in place

Refer to Employment orientation safety plan

- Safety protocol is sent out to new employees prior to their participation in the Employment orientation
- Trainers are required to enforce the protocol
- Training room is currently not being used for employment orientation as capacity numbers of participants does not allow this

Adaptions to the main office

- To meet WorksafeBC standards, AiMHi removed the coffee makers, water cooler, shared utensils and plates, and disabled the buttons on the water fountains (only the touch-free bottle fillers work on those units now).
- Chairs were removed from various areas to discourage gatherings.
- AiMHi removed two printers from active use.

Cleaning protocols

- Cleaning equipment is supplied in meeting rooms and high traffic areas

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

- We have reviewed the information on selecting and using masks and instruction on how to use a mask.
- We understand the limitations of masks to protect the wearer from respiratory droplets. We understand that masks should only be considered when other control measures cannot be implemented.
- We have trained workers in the proper use of masks.

Measures in place

Employee training

- ShareVision training
- Covid-19 training
- PPE during the Covid-19 pandemic
- Provides Point of Care Risk Assessment info and selection of appropriate PPE for the task

Guidelines/Tools

- Respiratory Infection (RI) Prevention and Control Plan
- Non-Medical Mask poster
- COVID manual
- Employee PPE Use during the COVID-19 Pandemic
- PPE Point of Care Risk Assessment
- Mask Use at the Main Office - poster and process

Employee travel

Out of Province and provincial Travel

- Employees must ensure compliance with the most up to date Provincial Health recommendations / restrictions at the time of travel, for the area you are planning to travel to, and from (this should include both Provincial and National guidelines)
- In addition, we would ask that all people be cognizant of the fact that AiMHi both serves and employs many people who are vulnerable to serious outcomes in contracting COVID-19. None of us want to be the person who brings this virus back to people we love, people we care about, and/or people we work with. If you are in contact with someone who has COVID-19 symptoms, or you have traveled to an area where the community infection rate is known to be high, we would ask that you seriously consider self-isolation and/or COVID-19 testing. If you will be negatively impacted economically by missing work, please bring this to our attention so that we can assist you.

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

- ☒ We have reviewed the information on cleaning and disinfecting surfaces
- ☒ Our workplace has enough handwashing facilities on site for all our workers. Handwashing locations are visible and easily accessed
- ☒ We have policies that specify when workers must wash their hands and we have communicated good hygiene practices to workers. Frequent handwashing and good hygiene practices are essential to reduce the spread of the virus.
- ☒ We have implemented cleaning protocols for all common areas and surfaces – E.G. washrooms, tools, equipment, vehicle interiors, shared tables, desks, light switches, and door handles. This includes the frequency that these items must be cleaned (number of times per day) as well as the timing (before and after shift, after lunch, after use).
- ☒ Workers who are cleaning have adequate training and materials.
- ☒ We have moved unnecessary tools and equipment to simplify the cleaning process – e.g., coffee makers and shared utensils and plates.

Measures in place

Cleaning protocols

- ShareVision training:
- Covid-19 training
- PPE USE during the Covid-19 Pandemic
- Training video links

- See Fourth level protection measures in place as training is identified

We have removed the coffee makers, water cooler, shared utensils and plates, and disabled the buttons on the water fountains (only the touch-free bottle fillers work on those units now). We also removed two printers from active use.

Step 3: Develop Policies

Our workplace policies ensure that workers and others showing symptoms of COVID-19 are prohibited from the workplace.

- Anyone who has had symptoms of COVID-19 in the last 10 days. Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache.
- Anyone directed by Public Health to self-isolate
- Anyone who has arrived from outside of Canada or who has had contact with a confirmed COVID-19 case must self-isolate for 14 days and monitor for symptoms.
- Visitors are prohibited or limited in the workplace
- First aid attendants have been provided OFAA protocols for use during the COVID-19 pandemic
- We have a working alone policy in place (if needed).
- We have a working from home policy in place (if needed).
- Ensure workers have the training and strategies required to address the risk of violence that may arise as customers and members of the public adapt to restrictions or modifications to the workplace. Ensure an appropriate violence prevention program is in place

Our policy addresses workers who may start to feel ill at work. It includes the following:

- Sick workers should report to first aid, even with mild symptoms
- Sick workers should be asked to wash or sanitize their hands, provided with a mask, and isolated. Ask the worker to go straight home. [Consult the BC COVID-19 Self-Assessment Tool, or call 811 for further guidance related to testing and self-isolation.]
- If the worker is severely ill (e.g., difficulty breathing, chest pain), call 911
- Clean and disinfect any surfaces that the ill worker has come into contact with.

Notes for Step Three

- Employees should access recommended websites (at the beginning of plan) for current and up to date requirements
- AiMHi adheres to the Worksafe guidelines on “keeping our workplace safe from Covid”
- Keeping our Workplace safe from Covid protocol, encourage employees to conduct a daily “health check” on themselves as prescribed by the Public Health Officer and details when not to enter the workplace
- Protocol for entry into departments/main office contain appropriate signage
- Risk assessments completed for departments

Step 4: Develop communication plans and training

You must ensure that everyone entering the workplace, including workers from other employers, knows how to keep themselves safe while at your workplace.

- We have a training plan to ensure everyone is trained in workplace policies and procedures
- All workers have received the policies for staying home when sick
- We have posted signage at the workplace, including occupancy limits and effective hygiene practices
- We have posted signage at the main entrance indicating who is restricted from entering the premises, including visitors and workers with symptoms.
- Supervisors have been trained on monitoring workers and the workplace to ensure policies and procedures are being followed

Notes for Step Four

- Reference information previous in plan for details to address step 4

Step 5: Monitor your workplace and update your plans as necessary

Things may change as your business operates. If you identify a new area of concern, or if it seems like something isn't working, take steps to update your policies and procedures. Involve workers in this process.

- We have a plan in place to monitor risks. We make changes to our policies and procedures as necessary
- Workers know who to go to with health and safety concerns
- When resolving safety issues, we will involve joint health and safety committees or worker health and safety representatives (or, in smaller workplaces, other workers)

Notes for Step Five

- In addition the consultation prior to the publication of this document, staff, including those on the JOSH committee are encouraged to bring forward any issues or concerns so that the control measures and safety plans can be modified as necessary
- Employees are required to complete “Health and Safety” reports to identify issues

Step 6: Assess and address risks from resuming operations

If your workplace has not been operating for a period of time during the COVID-19 pandemic, you may need to manager risks arising from restarting your business.

- We have a training plan for new staff
- We have a training plan for staff taking on new roles or responsibilities
- We have a training plan around changes to our business, such as new equipment, processes, or products
- We have reviewed the start-up requirements for vehicles, equipment, and machinery that have been out of use
- We have identified a safe process for clearing systems and lines of product that have been out of use

Notes for Step Six

AiMHi did not close departments, but there were modifications in some areas of service. As the agency reviews safety protocols moving forward we have done the following:

Emergency response team: AiMHi protocols in a proactive manner for any possible COVID diagnosis in the agency

- HR has sent out an email requesting employees to volunteer to become part of a specialized team that will provide services in departments that have a COVID diagnosis
- This team will work with the appropriate health authorities
- AiMHi has put together COVID kits for departments
- Continual assessment of the Personal protection equipment supplies
- Agency is prepared to construct “donning off and on” stations in departments when applicable
- The Agency has a protocol for a secondary team to provide homes with any provisions or supports they need
- Caucus shop / toy Library remain closed
- Kitchen program has re-opened with modifications and enhanced Covid protocols