

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

November 20, 2020

Revision Date: February 2021

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.

**Each department (where applicable) will have (but not limited to):**

- COVID-19 Safety Manual resource available to employees which they are required to review. This manual is also available on ShareVision.
- Health and Safety Manual which includes (but not limited to) WHMIS and Risk Assessment protocols.
- Person supported service provision has a "Stage two" safety protocol (located on website and in designated departments).
- Each department has a "risk assessment" to promote safe work sites and the agency has developed applicable policies.
- Each AiMHi department has a [COVID-19 Department Specific Safety Plan](#). The template requires detailed department audits to ensure the employer is meeting the set standards of having the appropriate level of Occupational Health and Safety policies and programs. This documents provides direction to ensure the agency is identifying exposure hazards and assessing risk. This will also include transportation protocols. Some departments will have a barrier provided to employees or vehicles contain the barriers.
- Employees are oriented to the departments where they will be providing services. Orientation includes, (but not limited to): Agency required COVID -19 protocols and program specific protocols. Employees complete a [Department orientation checklist](#).
- Supervision and monitoring: Management team is required to complete the ["COVID-19 requirement tracking tool"](#).

**Agency has or offers (but not limited to):**

- COVID-19 Safety plan on AiMHi website.
- Health Services Director who can provide consultation and education where appropriate.
- Conducts JOSH committee meetings as defined in the terms of agreement and when necessary. JOSH reviews the Safety Plan and sends out quarterly newsletters to all employees focusing on COVID-19 or other important Health and Safety news. JOSH members receive WorkSafeBC newsletters to provide updates.
- Protocols and policies developed to ensure required reporting procedures occur.
- Certificate of Recognition (COR) from WorkSafeBC completed in 2020 with standards in areas of health and safety.
- The Executive Director participates in CSSEA provincial Health and Safety Council.
- The Director team is linked provincially to other social services in the sector to network best practices.
- Continual assessment of adequate personal protection equipment availability and effectiveness of equipment.
- Employee Assistance program available to employees. Mandatory participation in Early Intervention Program.
- CARF Certification.
- AiMHi continues to diligently review scientific and medical information about mask usage protocol to ensure requirements and best protection practices are adhered to. AiMHi has documented evidence to indicate thorough and responsible compliance to ensure that mask products meet the BCCDC orders AiMHi consults with other provincial experts for feedback and continual assessment when appropriate. AiMHi employees who provide direct physical care have been wearing masks since April 2020, much before the mandated mask usage was implemented. [COVID-19 Department Specific Safety Plans](#) review mask usage.

- Disinfection and Sanitizing protocols: AiMHi (January 2021) conducted a review of all cleaning and disinfecting products. Products selected for disinfecting fall within the approved list of with Health Canada COVID-19. Each department will have a COVID-19 Disinfecting Checklist.
- **Best practices (single site)** Social services sector did not receive provincial instruction to enforce a single site location for employees. AiMHi strives to implement best practices to structure schedules and hiring practices of employees to reduce the number of locations they attend to. AiMHi attempts to achieve this within the best of their capability and meet adequate workforce requirements. AiMHi, like others in the sector, encounter issues with recruitment. We have over 480 employees.
- **ShareVision** AiMHi has a centralized library to contain communication to provide employees with updates on information pertaining to COVID-19. This library file also contains training manuals and other information relating to COVID-19. This site is accessible at all departments and by all employees.
- AiMHi website has a link specifically for COVID-19 resources.
- Policies pertinent (but not limited to) infection controls, reporting protocols, incident reporting and WorkSafeBC investigations, Health and Safety program, home cleanliness, reportable incidents and influenza.

**Employees are provided with or required to (but not limited to):**

- Mandatory training for employees focusing on COVID-19 protocols, best practices and education. Training includes videos and document review.
- Employee accessibility to a centralized ShareVision site containing COVID-19 information / training.
- Correspondence and information on pertinent and educational information. This is presented on the AiMHi email to all employees or the centralized ShareVision site.

- Employees are required to conduct a daily health check on themselves prior to each shift. Employees are not to come to work if they exhibit any symptoms (template form with instructions).
- AiMHi reviewed reporting protocol and policies in 2020. The review focused on ensuring employees are clear on expectations to report concerns to management.
- AiMHi provides COVID-19 information sessions on Zoom for employees to have an open forum for discussions with Management members.

## **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.

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### **Respiratory Infection (RI) prevention includes (but not limited to):**

- Active and passive screening for visitors, staff and people supported.
- COVID-19 symptoms definition.
- Personal protection equipment – Point of Care Risk assessment review – what PPE to use for which task and enhanced precautions following exposure events.

- Universal precautions
- Physical distancing
- Cleaning / disinfecting

**AiMHi will continue to:**

- Adhere to the Collective agreement and WorkSafeBC standards for JOSH committee requirements.
- Be responsive to Provincial Health Officer orders and other required orders
- Meet Work Safe requirements.
- Implement timely reviews of the [Covid-19 Department Specific Safety Plan](#)
- Continue collaborative work with BCGEU.
- When appropriate, seek guidance and work collaboratively with other professionals.
- Have informational signage where appropriate/required.

Each department will have a [COVID -19 Department Specific Safety Plan](#) that includes, (but not limited to):

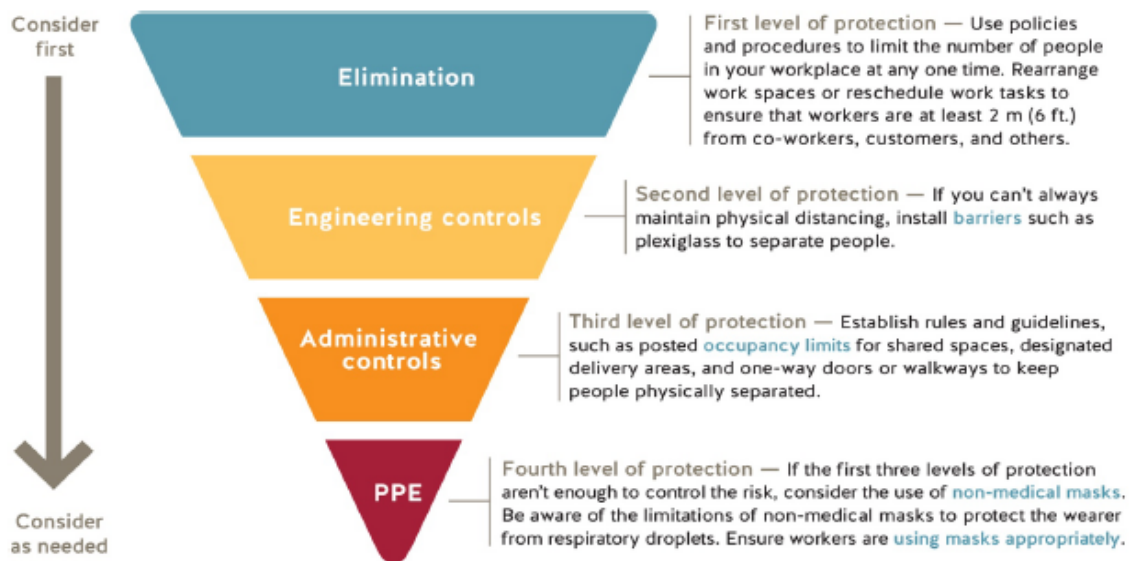
- Identification of risks and higher risk factors/persons with mitigation strategies.
- Strategies for tasks that include person-person contact.
- Perimeters for meal breaks for employees.
- Guidelines for physical distancing when there are challenges to effectively impose the Provincial health orders of six feet physical distancing.
- Occupancy numbers within specified areas.
- Protocols for areas/furniture/equipment that is shared by the employees and persons supported.
- Specific department protocols for safety (higher possibility for increased transmission based on the persons supported).
- The use of masks.
- Providing supports in the community/other places and/or consultant service provision.
- Transportation protocols (barriers, masks, sanitizing protocols).

Each department will have a [COVID-19 required tracking tool](#):

- Managers will be accountable to provide structured auditing, monitoring and supervision of employees.
- AiMHi received feedback from Ministry of Health on audit tool.
- Quality Assurance Manager conducts random bi-annual checks.

## 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** - (Limit # of people at the workplace and ensure physical distancing wherever appropriate)

**AiMHi Employees:**

**Covid-19 Department Specific Safety Plan** (full details located in Step 2 of the plan)

- Protocols to reduce risks. This document identifies requirements for occupancy limits, work schedules, employee breaks and physical distancing expectations.
- Conducted as part of department orientation.

**Remote work**

- Where applicable and feasible, Employees may be working offsite or remotely. Each department Manager/director will have protocols on remote work expectations.

**Meetings**

- Agency conducts virtual meetings (where applicable).
- Managers are to organize virtual meetings wherever possible, no employee meetings occur in the residential homes.



## **Residential Programs**

### **Entrance into the homes: limiting or prohibiting visitors**

- Departments have [protocols for visitors](#) and signage posted.
- Safe entrance includes, but is not limited to: appropriately answering the COVID-19 health/exposure/travel questions appropriately, mask usage, hand-sanitizing.
- AiMHi has a non-essential visitor protocol.

### **Department signage:**

- Required signage is posted appropriately.

## **Community Inclusion Programs / Kerry Street**

### **Kerry Street employees**

AiMHi has developed safe protocols for those who continue to come to the office. Departments will have specific guidelines and expectations identified in their [COVID-19 Department Specific Safety Plan](#).

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

### **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.
- Occupancy limits for areas within the home will be identified in the [COVID-19 Department Specific Safety Plan](#).

### **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): 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**

- 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.

### **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 - (Barriers and partitions)**

##### **Reception desk**

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

### **Furniture / Employee Equipment – promote social distancing**

- Office furniture re-organized 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). We removed two printers from active use.
- Chairs were removed from various areas to eliminate gatherings.
- Washrooms have water turned off for center sinks to provide physical distancing.
- The agency purchased coverings for furniture (where possible) to reduce the transmission and enhanced disinfecting/sanitizing protocols. Department safety plans identify other measures implemented to reduce the exposure to contaminated objects or areas of high physical contact.
- AiMHi conducted a review of furniture within the homes and where feasible, put items into storage to decrease the possibility of transmission.
- The agency also re-assessed the use of bedding within the asleep shifts.

### **Entrance to Meeting Rooms**

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

### **Transportation:**

- Departments that provide transportation will have Safety Protocols as part of their [COVID-19 Department Specific Safety Plan](#). These protocols may include the provision of barriers, first aid kits, cleaning supplies that combat COVID-19.

### **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 - (Rules and Guidelines)

### Employment orientation (new employees)

- Safety protocol is sent out to new employees prior to their participation in the Employment orientation.
- Trainers are required to enforce the safety plan.
- HR assesses occupancy limits of rooms when arranging employment orientation.

### Employee access to training, policies and procedures

- AiMHi accessible and centralized ShareVision site includes the required training for all employees to access.
- Each employee has been required to complete training on ShareVision in areas such as (but not limited to): Respiratory infection prevention and control plan, pandemic plan, handwashing techniques, Personal protection requirements and usage, prevention of COVID-19 in the workplace, cleaning and disinfecting, physical distancing, self-isolation, mask usage.
- Each department has a COVID-19 manual for employees.
- Health Services Director is available for consultation and education for employees.
- Person specific training will be provided when required.
- Website contains AiMHi Safety Plan and Stage 2 COVID-19 recovery plans, links to relevant external resources.

### Signage in the office

- Instructs occupancy limits of employees in one area.
- Safety precautions signs at main entrances.

## **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 - (Masks)

Mask usage protocol is located in the COVID-19 safety manual

- Safety protocols and signage may be provided to clarify expectations on mask use.
- Employees are educated/trained and updated on any changes (ShareVision).
- AiMHi provides employees with the Personal protection equipment required.
- AiMHi continues to evaluate and assess proper personal protection equipment.
- Email communication by Health to identify updates on masks and expectations.
- Persons supported should be encouraged to wear masks when possible.

### Employee COVID-19 guidelines/ resources / training

- ShareVision training is updated regularly.
- Point of Care Risk Assessment info and selection of appropriate PPE for the task.
- [Respiratory Infection \(RI\) Prevention and Covid-19 Department Specific Safety Plan.](#)
- COVID-19 manual
- Employee PPE Use (training video)

## 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** (Effective cleaning and hygiene practices)

- Hand sanitizer is provided at all departments.
- Disinfecting /sanitizing/cleaning checklist includes instructions.

#### **Disinfecting and cleaning of 950 Kerry Street**

- 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.

#### **Disinfecting and cleaning of Residential departments**

- Protocols to reduce exposure and reduce transmission include a COVID -19 disinfecting checklist that requires surfaces be cleaned a minimum of two times per day.

#### **Disinfecting and cleaning of all departments**

- Health and safety binder includes WHMIS information.
- ShareVision includes training information on product use.
- Requirements of cleaning in areas/surfaces that could have a higher level of transmission with increased physical touching by persons supported/employees.
- The agency will only use products approved on Health Canada website to combat COVID-19.
- Internal process implemented to ensure consistency and usage of designated products.
- AiMHi also has a distribution protocol set up internally to ensure departments obtain the products required.

### **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 (Develop Policies)**

- Employees should access recommended websites (at the beginning of plan) for current and up to date requirements (Provincial Health Orders).
- AiMHi adheres to the WorkSafeBC guidelines on “keeping our workplace safe from COVID-19”.
- Protocol for entry into departments/main office contain appropriate signage.
- Risk assessments completed for departments.
- AiMHi has an established working alone policies.
- AiMHi has a health and safety manual that includes materials on established procedures for violence in the workplace. Agency conducts annual reviews of risks with persons served.
- All employees providing direct care support have CPI (Crisis Prevention Intervention training).
- [Respiratory Infection Prevention](#) and [Covid-19 Department Specific Safety Plan](#) provides direction on exposure protocols.
- Leave protocols to provide consistency for employees requiring time off for COVID-19 related absences. 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. The agency has a responsibility to protect vulnerable people and provide safe worksites to employees.

### **Health checks**

- Mandatory Daily Health Checks (template).
- Employees are not to come to work if they are exhibiting signs and symptoms of COVID-19, been exposed to COVID-19 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.



### **Employee 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.
- AiMHi asks 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

### **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 [Covid-19 Department Specific Safety Plan](#) for details
- [Department orientations / Manager Orientation Checklists](#) contain training on specific department protocols
- Managers will be required to conduct monitoring using the [COVID-19 requirements tracking tool](#)
- Department employee meetings are required to have a Health and Safety component on the agenda

## 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 [Covid-19 Department Specific Safety Plans](#) can be modified as necessary
- Employees are required to complete "Health and Safety Concern Form" 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 that provide direct supports, but there were modifications in some areas of service. As the agency reviews safety protocols moving forward we have done the following:

- Caucus shop / Toy Library remain closed.
- Kitchen program has re-opened with modifications and enhanced COVID-19 protocols.