

# COVID-19 SAFETY PLAN

Last updated 201203

## Statement of Purpose

The Web Advisors is committed to providing a safe and healthy workplace for all Agency staff and management (Agency Members) and guests. A combination of measures will be used to reduce the risk of COVID-19 transmission in our workplace(s) as we resume the “new normal” level of operations. Our Safety Plan will protect not only our own Agency Members, but also others who enter our premises. All Agency Members must follow the procedures outlined in this plan to prevent or reduce exposure to COVID-19.

## Development of the Safety Plan

This is a living document and will be reviewed and revised as needed.

## Health Hazards of COVID-19

### Symptoms

The symptoms of COVID-19 are similar to other respiratory illnesses including the flu and common cold. They include: fever, chills, cough, shortness of breath, sore throat and painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches, fatigue and loss of appetite. Other symptoms have been reported such as skin rash and gastrointestinal symptoms.

### Transmission

Three primary routes of transmission are considered likely with COVID-19, all of which need to be controlled. These include contact, droplet, and droplet transmission in the air after a cough or sneeze.

## Responsibilities of Workplace Parties

### Employer Responsibilities

Our Agency will:

- Ensure that materials (i.e. masks, sanitizers, and washing facilities) and other resources (i.e. worker training materials) required to implement and maintain the plan are readily available where and when they are needed.
- Select, implement, and document the appropriate site-specific control measures.
- Ensure that Agency Members are educated and trained to an acceptable level of competency.

- Ensure that Agency Members use appropriate personal protective equipment (PPE) when required.
- Conduct a periodic review of the plan's effectiveness. This includes a review of the available control technologies to ensure that these are selected and used when practical.
- Ensure that a copy of this Safety Plan is available to Agency Members.

## Agency Member Responsibilities

Agency Members will:

- Know the hazards of the workplace.
- Follow the established work procedures as directed by the Agency.
- Use any required PPE as instructed.
- Report any unsafe conditions or acts to Agency management.
- Know how and when to report exposure incidents.

## Agency Safety Protocols

The following Agency safety protocols are organized into:

- A. General safety protocols;
- B. Agency activity-related safety protocols that are specific to our workplace and are intended to ensure the safety of all Agency Members by minimizing the risk of COVID-19 transmission as they carry out their routine daily activities.

## General Safety Protocols

### Hand Washing

Hand washing is one of the best ways to minimize the risk of infection. Proper hand washing helps prevent the transfer of infectious material from the hands to other parts of the body — particularly the eyes, nose, and mouth — or to other surfaces that are touched.

Wash your hands immediately:

- Before leaving a work area
- After handling materials that may be contaminated
- Before eating, drinking, handling contact lenses, applying makeup, or any other activity involving facial contact

Use soap and warm running water. If water is unavailable, use a waterless hand cleanser that has at least 60% alcohol. Alcohol-based hand cleanser dispensers and wipes are located at various locations throughout the Agency.

## **Cough/Sneeze Etiquette**

Agency Members are expected to follow cough/sneeze etiquette, which is a combination of measures that minimizes the transmission of diseases via droplet or airborne routes.

Cough/sneeze etiquette includes the following components:

- Cover your mouth and nose with a sleeve or tissue when coughing or sneezing.
- Use tissues to contain secretions, and dispose of them promptly in a waste container.
- Turn your head away from others when coughing or sneezing.
- Wash hands regularly.

## **Physical Distancing**

Social distancing is proven to be one of the most effective ways to reduce the spread of illness during an outbreak. To appropriately meet social distance requirements, Agency Members should keep a distance of at least 2 arms lengths (approximately 2 metres) from others, as much as possible.

Other physical distancing measures that should also be followed include:

- Avoiding crowded places and cancel gatherings (e.g., in-person meetings, assemblies and sports events).
- Avoiding common greetings, such as handshakes.
- Limiting contact with people at higher risk (e.g. older adults and those in poor health).
- No sharing of foods or drinks.

Additional physical distancing protocols are outlined below under "Agency Specific Safety Protocols"

## **Use of Masks**

A mask is a protective barrier that is worn on the face, covers at least the nose and mouth, and is used to contain large droplets generated during coughing and sneezing by the person using the mask. Masks help minimize the spread of potentially infected material from the wearer to other people.

Agency Members must wear masks when they cannot be physically distanced from one another.

## **What to Do if You Have COVID-19 Symptoms**

### **A. Developing Symptoms**

If an Agency Member develops symptoms of COVID-19 recognized by the BC Centre of Disease Control while at the office, they must immediately don a mask, notify the Agency Management and return home.

If an Agency Member develops symptoms after having been at work, they must immediately notify the Agency Management and remain at home.

The Agency will ensure that the reporting employee's workspace, other places in the workplace they may have attended, and any other workplace items, tools or equipment they used or had contact with when at work are promptly cleaned and disinfected.

### **B. Contacting Public Health for Testing**

Agency Members who develop symptoms of COVID-19 recognized by the BC Center for Disease Control must immediately contact public health or their physician for advice on being tested.

If advised to submit to a test, Agency Members must do so and report their situation to the Agency Management.

### **C. Self-Isolation at Home**

If the Agency Member is tested, they must self-isolate at home until the results of the test are known. If the test results come back negative, the Agency Member must seek medical advice on when they may return to the Office.

Agency Members who live in the same household as a person with confirmed or clinical COVID-19 symptoms who is self-isolating must self-isolate and not return to work until cleared to do so by the public health officials (8-1-1).

Agency Members who are self-isolating should stay in regular contact with the Agency Management regarding the ongoing status of their condition.

### **D. Sick Leave**

Our current policy is that Agency Members who are unable to work due to illness are provided with paid sick leave of up to five days.. Lengthy sick leaves are dealt with on a case by case basis.

### **E. Returning to Work After Self-Isolation**

Agency Members who are self-isolating are not to return to work until:

- They are cleared to do so by public health officials (8-1-1)
- They have notified the Agency Management that they have received the required clearance, and
- The Agency has approved their return to work.

### **F. Mental Well-being During COVID-19**

Some Agency Members may be affected by the anxiety and uncertainty created by the COVID-19 outbreak. It's important to remember that mental health is just as important as physical health, and to take measures to support mental well-being.

The BCCDC and WorkSafeBC have also posted links to resources that can assist with maintaining mental health in the workplace during this time. The links can be found here:

- [BC Centre for Disease Control: Mental well-being during COVID-19](#)
- [WorkSafe BC: Protecting mental health](#)

## Agency Specific Safety Protocols

### Limits on Number of Agency Members and Guests in the Office

The Agency will limit the number of people attending the office at any given time in accordance with public health guidance.

All decisions concerning remote work will be made on a case by case basis taking individual circumstances into consideration.

### Health Checks

As per [Public Health Orders](#), from November 19th to December 7th, all Agency Members are to take an online health check prior to entering a shared office space, or any Agency Members meeting with clients.

The online health check can be accessed [here](#). Agency Members are to confirm their result in the Agency slack chat for health checks.

### Working Remotely

Agency Members working from home will be provided with advice and assistance concerning workplace ergonomics and regular check-ins will occur.

#### A. Hours of Work

While working from home, you are expected to work your normal hours (unless otherwise agreed). You should take breaks as usual. Overtime must be agreed to in advance with Agency Management.

#### B. Client Confidentiality

To the greatest extent possible, please try to work in a location in your residence which is quiet and where you will not be overheard by family members or other persons in your home. Do not leave your computer unattended in a place where others can access it and lock it prior to leaving the work station.

#### C. Health Precautions

Just like at work, please keep washing your hands regularly, avoid touching your face, disinfect high contact surfaces frequently, eat a balanced diet, and get adequate rest.

### Office Access

Wash or sanitize your hands before entering and after exiting the office.

## Office Operation and Logistics

### A. Movement Around the Office

- Keep a physical distance of two metres when speaking to colleagues and do not congregate where others may need to pass by. Communicate by telephone, email, MS Teams or other electronic means if space does not permit physical distancing.
- When Agency Members must meet in person without the ability to be physically distanced, a mask must be worn.

### B. Shared Equipment

- Shared equipment such as printers, copiers, fax machines must be disinfected after each use.
- Hands must be washed or sanitized after using shared items.
- Cleaning supplies and wipes will be provided in Agency offices.

### C. Cleaning

- There will be increased cleaning of high touch surfaces throughout the day

### D. Washrooms

- After using the washroom, please sanitize hands thoroughly and sanitize touch surfaces.

## Clients and Visitors

Clients and other visitors should only attend the office under exceptional circumstances and only with the prior approval of the Agency. Other means of communication (telephone, email, Skype, Zoom, meeting off-site) should be used wherever possible.

### Procedure for Visitor Attendance

In cases where visitor attendance at the office can be accommodated, the following will apply:

- Meetings are to be restricted to an enclosed office space.
- Visitors will be instructed to wear a mask at all times, to use hand sanitizer upon entering the office, to bring their own beverage, and to confirm they are symptom-free prior to meeting with the Agency.
- Prior to arriving, visitors will be sent an email with relevant information and safety procedures regarding their visit to the Agency office. See Appendix A.
- When arriving, visitors will check in and will be asked to use the available hand sanitizer and to confirm they are symptom free. Signage will be placed at reception asking clients and visitors to self-identify if they have symptoms.
- The Agency will keep contact information (mobile phone and email) of all visitors for 28 days as well as a record of the date and time the visitor was in the office, the purpose of their visit and the Agency Members they came into contact with.

## **Travel**

Agency Members must follow all public health directions concerning personal or business-related travel. Travel means visiting a location outside of the Agency Member's local location.

Travel for business should be minimized and should be undertaken only where "essential". Considerations for whether travel is essential include:

- Does it have to happen?
- Can it be done virtually?
- Can the employee drive instead of fly?

If an overnight stay is required, considerations for hotel selection include:

- Single occupancy only
- Select hotels based on COVID management plan
- Review hotel safety plans

## **Visiting Other Workplaces**

If visiting other workplaces in the course of your duties:

- Complete a symptom free confirmation
- wear a mask and be prepared to respect safety rules in that workplace
- drive alone
- limit personal belongings taken into another workplace
- sanitize hands on arrival
- limit the amount of time you spend there
- meet in an open space with good air ventilation
- visit only one location a day
- keep a record of workplaces you visited and who you came into contact with at that workplace.

## **Agency Member Training**

All Agency Members will become familiar with this COVID Safety Plan. Updates to the plan and important information will be communicated through regular meetings.

## **Safety Plan Review**

This COVID Safety Plan will be reviewed and revised regularly.

## Appendix A: Standard Email to Clients

### Health and Safety Measures For Your Upcoming Meeting With The Web Advisors

The Web Advisors is committed to the health and safety of our employees and guests. We have implemented safety measures in accordance with guidelines set out by WorkSafeBC and public health authorities.

Please take note of all our safety protocols before attending your scheduled meeting:

- Wearing a mask will be required in order to enter the office.
- When you arrive at our office, you will be asked to confirm you are symptom free or self-identify if you are experiencing any symptoms. We have masks readily available.
- Hand sanitizer will be provided at reception and we encourage you to use it upon arrival. We also encourage you to clean your hands frequently.
- Please maintain social distancing (minimum of 6 feet) at all times. We have reduced meeting room capacity and set out designated seating areas and parameters in order to comply with physical distancing requirements.
- Please bring your own water, coffee or beverages – unfortunately we will not be providing beverage service.
- As there is only one washroom, we ask that you sanitize your hands before and after using the washroom.
- Should you develop symptoms in the 14 days after your visit, please advise your Web Advisors contact.
- The Web Advisors have adopted safety measures in order to minimize the risk of transmission of COVID-19, but eliminating all risk of transmission is not possible.

If you are feeling unwell or experiencing any symptoms such as fever, chills, cough, sore throat, shortness of breath or other cold or flu-like symptoms, please stay home and advise your The Web Advisors contact to reschedule the meeting.

Thank you.