

SafeCare BC: COVID-19 Safety Plan

If you touch it, clean it. Give people space. Stay home if sick. Wash your hands. Don't touch your face.

Purpose To eliminate, and where elimination is not possible to reduce, the risk of COVID-19 exposure to SafeCare BC staff, visitors, contractors, and service users.

About this Plan This plan addresses the current operating status of SafeCare BC. As SafeCare BC gradually increases its scope of service, this plan will be updated.

Consultation Process

The following groups and information sources were consulted in the drafting of this plan:

- SafeCare BC staff, including workers, managers, and SafeCare BC's Worker Health and Safety Representative
- BC Care Providers staff, including workers and managers
- BC Centre for Disease Control
- Metrotower Office Complex property management
- WorkSafeBC
- SafeCare BC contracted and seconded facilitators

Current Control Measures

Work arrangements

- SafeCare BC members will primarily work from home. If a staff member must go to the office:
 - Ensure they are familiar with the [SafeCare BC Working Alone](#) policy.
 - Prior to going to the office, staff are to screen for symptoms using the online [Screening Tool](#).
 - Staff are to perform hand hygiene upon immediately entering the office tower lobby, and again upon entering the office. Alcohol-based hand sanitizer stations are located at entrances for this purpose. Staff are also to perform hand hygiene immediately prior to exiting the office.
 - Staff should wear a non-medical mask while transiting to/from the office, including passing through office tower common areas, and in common areas within the office. Note that it is a provincial order to wear a mask in all public buildings. Even when you can maintain physical-distancing – masks are to be worn, regardless.
 - No more than two people may use an elevator at a time.
 - Guests are not permitted. Non-SafeCare BC staff members may be on-site for the purposes of workshop facilitation or resource development. Where this occurs, the responsible SafeCare BC staff member will ensure all present are briefed on SafeCare BC's safety procedures **prior** to entering the building and **again upon entering** the building.

- Maximum occupancy for offices is one person. In the larger programs room, the maximum occupancy is three people, assuming a space of 2 metres between workstations.
- Face-to-face meetings between staff members will primarily be held virtually. Where that is not possible, face-to-face meetings will be held in the SafeCare BC Training Centre with a minimum of 2 metres between participants, or outside (weather permitting). The maximum capacity of the SafeCare BC Training Centre is eight people.
- The maximum occupancy of the small board room is one person.
- The maximum occupancy of bathrooms is one person.
- Hallway conversations are strictly prohibited.
- No more than one person may be in the kitchen at any time.
- Use of the microwave is strongly discouraged. Staff must also bring their own utensils to eat and have dedicated drinkware.
- Under no circumstances may a staff member come into the office if they are feeling unwell or have felt unwell within the past 10 days, if they have travelled outside of BC within the past 14 days, if they have been directed by public health officials to self-isolate, or if they have a member of their immediate household (or someone under their care) who has been directed to self-isolate.
- If a staff member begins to feel ill while at the office, they are to:
 - Notify the most senior staff member on-site and notify their supervisor. If there is no one on-site, they are to notify their supervisor by phone.
 - Don a non-medical mask.
 - Go home directly and self-isolate.
 - Call 811 or your primary health care provider for further direction.
 - **In a medical emergency, call 911, then security (604-283-0887).**
- If a supervisor is notified that one of their direct reports has fallen ill at the office, they are to:
 - Ensure the staff member knows where the masks are in the office.
 - Identify who else is in the office and advise them of what has happened.
 - Notify BC Care Providers staff, so they can inform the janitorial staff at Metrotower Property Management about the potential exposure and trigger enhanced cleaning protocols.
 - Where there are other people onsite, identify the onsite lead to conduct an immediate “deep clean” of high touch areas. The person conducting this deep clean must have completed education and training on safe work procedures on exposure control and safe chemical handling. These modules are available on the SafeCare BC LEARNING [SPACE].
 - If no one else is onsite, the ill staff member will don gloves and a mask and wipe down the surfaces they have touched before leaving unless their condition requires immediate medical attention.
 - **In a medical emergency, call 911, then security (604-283-0887).**

- Wherever possible, education services will be delivered virtually. Where this is not possible, in-person instruction of workshops will be conducted in accordance with public health guidelines. This includes:
 - Modifying course content to minimize (or wherever possible, eliminate) participant-to-participant or participant-to-facilitators contact.
 - Modifying course content to minimize the amount of face-to-face instruction time.
 - Maintaining a physical distance of 2m between participants, and participants and facilitators.
 - Where it is not possible to maintain a physical distance of 2m, using additional appropriate PPE as per public health guidelines. Masks are to be worn at all times – regardless of physical distancing – unless they need to be removed to eat/drink.
 - Ensuring screening procedures are in place to screen participants, on-site staff members, and facilitators for illness, in addition to having procedures in place to address scenarios where someone present begins feeling unwell during a workshop.
 - Ensuring facilitators, participants, and supporting staff members are educated on current safety procedures regarding the specific workshop in question. Supervisors are responsible for ensuring staff members are familiar with the workshop safety procedures; the supporting staff member is responsible for ensuring facilitators and participants are familiar with the workshop safety procedures.
 - Having ample hand sanitizing stations present within the facilitation space. Those present will be directed to wash/sanitize their hands regularly throughout the workshop.
 - Eliminating shared food/beverages.
 - Establishing sanitization processes for surfaces within the facilitation space for before, during, and after the workshop.
 - Communicating that under no circumstances may someone attend an in-person workshop if they are feeling unwell or have had felt unwell within the past 10 days, if they have travelled outside of BC within the past 14 days, if they have been directed by public health officials to self-isolate, if they have a member of their immediate household (or someone under their care) who has been directed to self-isolate, or if their worksite is currently under outbreak precautions.
 - Following any site-specific COVID-19 safety plans specific to external training locations.
 - As supervisors, supporting staff to immediately report unsafe conditions or issues that arise as a result of in-person workshop facilitation.
- In-person member outreach is suspended. SafeCare BC will provide remote support to its members using technology.
- Specific safe work procedures related to exposure control for Operation Protect can be found on the SafeCare BC Shared Drive under Operation Protect > “Risk-Reduction Strategies for Donation Pick-up - Operation Protect”.

Cleaning Protocols

- The office and surrounding common areas are currently undergoing heightened cleaning.
 - Building common areas:
 - Metrotower property management has increased the cleaning frequency of high-touch areas (e.g. elevator buttons) and has installed alcohol-based hand rub stations at the lobby entrance.
 - Office areas (Metrotower location):
 - Immediately prior to starting work and once finished for the day, staff are to sanitize their work area. Cleaning supplies are available in the kitchen. Areas to focus on include high-touch areas like desk surfaces, doorknobs, light switches, keyboards, mice, and chair armrests. Hand hygiene must be performed after sanitizing.
 - If you touch the following surfaces with your bare hand, you will disinfect them:
 - Exterior door handles (upon entering the office at the start of the day)
 - Alarm keypad (upon disarming the alarm)
 - Faucet handle (every use)
 - Fridge door handle (every use)
 - Microwave keypad (every use)
 - Printer keypad (every use)
- Staff are encouraged to follow heightened cleaning protocols at home, too. This includes things like disinfecting high-touch surfaces (doorknobs, light switches, faucet handles, appliance consoles, phones, keypads) regularly. For advice on home cleaning strategies, visit <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/cleaning-disinfecting-public-spaces.html>

Individual Protective Measures

- Regardless of work location (home, office, or other), all staff are required to do the following:
 - Participate in education on hand hygiene, safe use of PPE (personal protective equipment, and the basics of COVID-19 transmission).
 - Wash hands frequently, including:
 - Before eating or preparing food
 - After using the bathroom
 - Before touching their face (e.g. if applying contacts, make-up, or washing their face)
 - After using a tissue to cover a sneeze or cough
 - When returning home from another location
 - Before donning and after doffing PPE
 - Cover their cough or sneeze with their elbow or a tissue.
 - Maintain a 2-metre distance from others outside of their bubble. This includes work colleagues.

- Should use a non-medical mask when out in public if maintaining a 2-metre distance is challenging.
- Whenever possible, avoid using public transit.
- Stay home and self-isolate if they are sick—even if they are only feeling a little unwell.
- Use strategies to minimize their exposure with high-touch surfaces. This includes things like using an elbow to trigger walk signals at intersections; using a knee to trigger an automatic door opener instead of touching the door handle with their hand; using keys to push elevator buttons instead of fingers; etc.
- Adhere to current Public Health Orders and guidelines.
- Staff are encouraged to sanitize their own high-touch devices daily, including cellphones and other touch-screen devices. Devices can usually be safely cleaned with a wipe saturated in 70% isopropyl rubbing alcohol (do a test patch first to ensure this method is safe for your device or case).
- If a staff member is reliant on using public transit for work, they will be asked to work from home. If this affects you, and aspects of your work require you to be physically present at the office, speak with your supervisor so a plan can either be created or duties reallocated.
- If you are at home and you begin feeling unwell, self-isolate and call 811 or your primary health care provider for further direction. If it is a medical emergency, call 911. Notify your supervisor as soon as you can.

Expansion of Services

- Any modifications made to the current method of service delivery/work operations will be made in full consultation with those potentially affected by those changes, as well as the latest direction from the BC Centre for Disease Control and WorkSafeBC.
- Prior to any modifications being made, staff will be notified of the updated safety controls being implemented, including any new safe work procedures. These changes will be posted both on the internal staff Shared Drive, the staff module on the SafeCare BC LEARNING [SPACE], and on SafeCare BC's website.