

## **ENCOMPASS SUPPORT SERVICES COVID-19 Safety Plan**

### **Returning to safe operation – Integrated Youth and Family Services**

#### **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 your staff teams, members of the OH & S Committee and appropriate partners 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.
- Identify areas where people gather, such as offices, break rooms, waiting rooms, meeting rooms and group spaces.
- Identify job tasks and processes where workers are close to one another like a shared office space, or members of the public. This can occur in your workplace, in worker vehicles, or at other community/ Encompass locations.
- Identify the tools, machinery, and equipment that workers share while working.
- Identify surfaces that people touch often, such as doorknobs, phones, computers / keyboards/Mouse/ keys to cabinets, and light switches.

#### **IYS Staff coming into the office:**

- The reception counter, front door knob, office doors knobs for any used offices, light switches for used spaces, door bell, alarm key pad, public & shared bathroom, and any used office surfaces will be disinfected at the beginning, middle, and end of each day, as well as between any appointments.
- Any additional shared surfaces that are touched will be disinfected by the person who touched that surface after contact.
- Staff will sign in themselves and any visitors with their own pen. No communal pens will be used.
- Staff will only touch their own magnet on the sign-in board.

- Staff will only meet with others in office spaces that allow for appropriate physical distancing (e.g., The IYS Intake Office, and the Boardroom).
- Participant appointments will be staggered so there is time between one participant leaving the office and another coming in to allow for physical distancing and cleaning between appointments.
- The waiting room will be closed. Participants will be instructed to contact their YFSW when they arrive and no earlier than 5 minutes prior to their scheduled appointment. Participants will be asked to wait outside until their appointment begins.
- Only participants who need to attend sessions should come to the office and spaces that can accommodate physical distancing will be used (as mentioned above).
- A maximum of 4 people (including staff and clients) will be in the IYS space or 4 in the Boardroom at one time. (Unless a family of 4 comes in where they share the same bubble, then 5 with a YFSW will be acceptable).
- Staff will not congregate in shared spaces including the waiting room, lunch room, board room, etc.
- Staff will work in separate individual office spaces whenever possible & let the IYS Team know when they will be in the office with or without clients. Staff have already set their Intake Times to when they can come into the office, so that no other staff will be there at the same time.

## **Step 2: Implement protocols to reduce the risks**

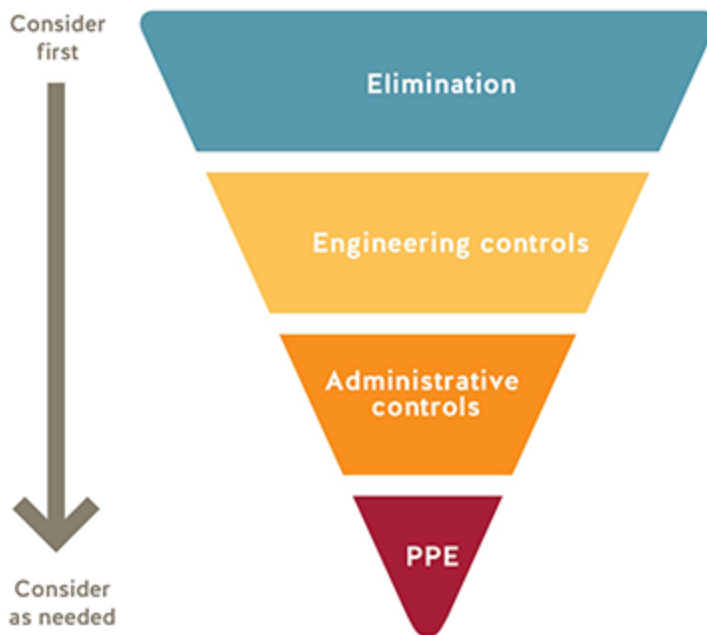
As an organization, Encompass has selected and implemented protocols to minimize the risks of transmission. Look to the appendix for further information, and on site specific posted information.

Encompass also follows feedback from the Provincial Health Office, and Fraser Health. Updates are routinely emailed out to staff from Leadership with up to date practices and guidelines.

### Reduce the risk of person-to-person transmission

To reduce the risk of the virus spreading through droplets in the air, Encompass has implemented 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 might likely need to incorporate controls from various levels to address the risk at your worksite or program (see diagram below).



**First level protection (elimination):** Use policies and procedures to keep people at a safe physical distance from one another. Limit the number of people at your worksite at any one time, and implement protocols to keep workers at least 2 metres (6 feet) from other workers, participants, and members of the public.

**Second level protection (engineering controls):** If we are unable to maintain physical / social distancing we will and have installed barriers such as plexiglass to separate people.

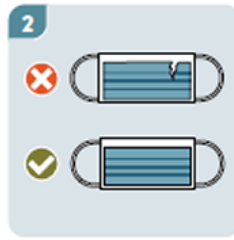
**Third level protection (administrative controls):** Follow established rules and guidelines, such as cleaning protocols (3x per day at minimum), telling workers to not share tools, cutlery, or to gather in common areas.

**Fourth level protection (PPE):** If the first three levels of protection aren't enough to control the risk, we are to use non-medical masks. Be aware of the limitation of non-medical masks to protect the wearer from respiratory droplets. Ensure workers are informed. [using masks appropriately](#). Post at program sites. See appendix for printable copy.

## Help prevent the spread of COVID-19: How to use a mask



1 Wash your hands with soap and water for at least 20 seconds before touching the mask. If you don't have soap and water, use an alcohol-based hand sanitizer.



2 Inspect the mask to ensure it's not damaged.



3 Turn the mask so the coloured side is facing outward.



4 Put the mask over your face and if there is a metallic strip, press it to fit the bridge of your nose



5 Put the loops around each of your ears, or tie the top and bottom straps.



6 Make sure your mouth and nose are covered and there are no gaps. Expand the mask by pulling the bottom of it under your chin.



7 Press the metallic strip again so it moulds to the shape of your nose, and wash your hands again.



8 Don't touch the mask while you're wearing it. If you do, wash your hands.



9 Don't wear the mask if it gets wet or dirty. Don't reuse the mask. Follow correct procedure for removing the mask.

**Removing the mask**

1 Wash your hands with soap and water or use an alcohol-based hand sanitizer.

2 Lean forward to remove your mask. Touch only the ear loops or ties, not the front of the mask.

3 Dispose of the mask safely.

4 Wash your hands. If required, follow the procedure for putting on a new mask.

Note: Graphics adapted from BC Centre for Disease Control (BC Ministry of Health), "How to wear a face mask."

worksafebc.com

**WORK SAFE BC**

### First Level Protection

- **Integrated Youth Services (IYS): 3 - 4.**
- 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 participants and visitors at each work site.
- We have established and posted occupancy limits for common areas such as break rooms, meeting rooms, washrooms, and Boardrooms. Look to posted signs for occupancy.

## SOCIAL DISTANCING

Please maintain a minimum of 6 feet of space  
between yourself and others.



How Can I Protect Myself and Others??

- Wash your hands often with soap and water for at least 20 seconds.
- Avoid touching your eyes, nose or mouth with unwashed hands.
- Avoid close contact with people who are sick.

This area: \_\_\_\_\_  
 Maximum amount of people: \_\_\_\_\_  
 Date: \_\_\_\_\_

- We have implemented measures to keep workers and others at least 2 metres (6 feet) apart, wherever possible (including revising work schedules and reorganizing work tasks).

IYS Physical Measures in place:

- Working offsite or remotely whenever possible.
- Coordinating which staff and participants will be in the office at one time through room bookings (using IYS Intake office for computer work or the Boardroom for participant meetings).
- Changes to how tasks are done: meet with participants virtually (text, phone, email or Zoom) whenever possible and only scheduling in-person appointments on a case-by-case basis, in consultation with your direct supervisor, when the benefits outweigh the risks.
- Occupancy limits for workers. IYS: 4 people.
- Participant appointments will be staggered so there is time between one participant leaving the office and another coming to allow for physical distancing and cleaning between appointments.
- The waiting room will be closed. Participants will be instructed to call their Youth & Family Support Worker (YFSW) when they arrive and no earlier than 5 minutes prior to their scheduled appointment. Participants will be asked to wait outside the IYS Exit door until their appointment begins.
- Only participants who need to attend sessions should come to the office and spaces that can accommodate physical distancing will be used.
- No transporting of clients at this time.

The IYS Safety Plan is **posted in the IYS Kitchen and saved on the server under *General Staff/Program Specific Forms/IYS Forms/COVID - RELATED***.

### **Second level protection (engineering): Barriers and partitions**

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

### **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

1. List the rules and guidelines that everyone in the workplace has to follow to reduce the risk of airborne transmission (posted in the IYS Kitchen)
2. This could include things like using single-use (disposable) products, and wiping down equipment/spaces after use.

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

- We have reviewed the information on selecting and using masks and instructions on how to use a mask. We have supplied staff non-medical masks as well as gloves to carry with them in their vehicles.
- 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 supplied staff with Face Shields to give them an additional layer of protection.
- We have trained workers in the proper use of masks.

#### Measures in place

1. Who will use masks? Those who are unable to social distance, and anyone who wants to.
2. What work tasks will require the use of masks? Those who are unable to social distance, anyone dealing with someone with a presumptive case of COVID or showing signs of illness
3. How have workers been informed of the correct use of masks? Through emails, and Signage & Encompass and / or Site Safety Plan/Protocols

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

- We have reviewed the information on cleaning and disinfecting surfaces, setting up on site procedures that are posted in common areas eg. IYS Kitchen.
- Our workplace has enough handwashing facilities on site for all our workers. Handwashing locations and access to hand sanitizer are visible and easily accessed.
- We have policies that specify when workers must wash their hands (regularly, between visits, and on entrance and exit of work sites) and we have communicated good hygiene (posted in washrooms, and in common areas, entrance to work sites) practices to workers. Frequent handwashing and good hygiene practices are essential to reduce the spread of the virus. [Handwashing and Covid coughs and sneezes posters are available at [worksafefbc.com](https://www.worksafefbc.com).]

- We have implemented cleaning protocols for all common areas and surfaces — e.g., washrooms, tools / keys, 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 (3 – morning, noon & afternoon) and between visits) as well as the timing (before and after shift, after lunch, after use).
- Workers who are cleaning have adequate training and materials.
- We have removed unnecessary tools and equipment to simplify the cleaning process — e.g., coffee makers and shared utensils and plates.

### Cleaning protocols

- Provide information about your cleaning plan. Specify who is responsible for cleaning, the cleaning schedule, and what the cleaning protocols will include (e.g., which surfaces, tools, equipment, and machines).
- As we are working towards having only one staff member in the IYS space at a time when possible, whenever a staff member is in the office they are responsible for cleaning and disinfecting the following areas 3 times a day (the beginning of office shift, lunch time/mid-shift, and the end of the office shift, as well as between appointments and after known contact of shared areas): main door handles, office doorknobs of any offices used, door knobs of the hallway door, doorbell, alarm key pad, reception counter, reception plexiglass barrier/ bathroom, filing cabinet handles that were used, shared keys that were used, your work space surfaces including phone and keyboard, the iPad for payments, when applicable)
- If clients have been in the office, disinfect all areas where they have been while here.

### **Step 3: Develop policies**

Policies to manage our work sites, including policies around who can be at the workplace, how to address illness that arises at the workplace, and how workers can be kept safe in adjusted working conditions.

Our workplace policies ensure that employees 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. Should they come, staff will place a screening call to them before their appointment to ensure they don't meet the above three criteria and haven't been in contact with anyone meeting those criteria.



- First aid attendants have been provided OFAA protocols for use during the COVID-19 pandemic. S:\Leadership Team\COVID PANDEMIC\safety protocols – add to appendix
- We have a Working Alone Policy in place. S:\Administration\Policy and Procedures\Agency Procedures – these will be added to the appendices or referenced at the end of this document
- We have a Working From Home Policy under development (considerations and safety have been reviewed with programs and this will be referenced or appended to this document upon completion.)
- Ensure staff have the training and strategies required to address the risk of violence that may arise as participants and members of the public adapt to restrictions or modifications to the workplace.

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

- Sick workers will report to their supervisors, even with mild symptoms.
- Sick workers will 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 their doctor/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.

#### **Step 4: Develop communication plans and training**

Everyone entering our programs and spaces, 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 will communicate our illness policy, safety protocols and service delivery changes with participants through emails, phone and/or website before entry into the workplace or meeting with them in public.
- We have posted signage at the workplace, including occupancy limits and effective hygiene practices.
- We have posted signage at the main entrance & on the IYS Exit Door indicating who is restricted from entering the premises, including visitors and workers with symptoms.
- Supervisors have been trained on monitoring staff and the workplace to ensure policies and procedures are being followed.

#### **Step 5: Monitoring our workplaces and updating plans**

Things may change as we operate. If you identify a new area of concern, or if it seems like something isn't working, take steps to report it to your supervisor, leadership or Health & Safety Committee so we can update our policies and procedures. Program teams will be involved 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 (direct supervisor, or Manager or Human Resources).
- When resolving safety issues, we will involve Occupational Health and Safety committee (OH & S) or staff who are OH & S representatives. For IYS, this is Gagan Darer & Rapinder Mehat.

## **Step 6: Assess and address risks from resuming operations**

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

- Have a training plan for new staff, include this safety plan with orientation.
- Have a training plan for staff taking on new roles or responsibilities.

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## **Protocols for offices, in-person meetings and outreach services**

### **Building access**

- Workplaces will stagger start and end times if crowding at entry and exit locations means the physical distancing requirement of at least 2 metres cannot be maintained.
- Hand sanitizer will be available to workers as they enter the building.
- Signage will be posted indicating that employees, contractors, or visitors exhibiting COVID-like symptoms are not allowed to enter the office building.

### **Workplace operations**

- Where possible, programs will consider remote work options for workers who do not require office attendance.
- Consider alternating and/or adding additional shifts to reduce the risk of exposure and maintain the physical distancing requirement.

- Avoid meetings or gatherings where physical distances cannot be maintained. Consider using larger rooms, moving meetings outside, or having all or some attendees attend virtually.
- Consider creating cohorts of workers 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.

## Workstations

- If office attendance is required, position workers in a location that allows them to put more distance between themselves and their co-workers or customers. Workstations will be at least 2 metres apart and away from communal pathways.
- If necessary, install effective barrier (e.g., plexiglass shields) between workstations.
- Where possible, cancel in-person meetings and hold meetings virtually, or phone, text or email instead.
- Minimize sharing office space or workstations. If workers must share office space, integrate these locations into your cleaning and hygiene protocols, ensuring that frequently-touched surfaces are addressed such as the computer keyboard and mouse, desk surface, and telephone.

## Communal spaces

- Ensure that whatever changes made to the usage of communal areas is clearly communicated to workers.
- Consider single-person access if entry into constricted area is required.
- The number of employees in common areas will be limited at any one time, refer to signage posted. Consider staggered break times to reduce large gatherings and encourage workers to take breaks at their own desk or outside.
- Encourage workers to eat outside or at their desk. Please do not leave food items in office garbage cans. Only use the kitchen garbage can for these items. If it is a recyclable item, please wash it thoroughly with soap & water before putting it in the recycle bin (also in the IYS Kitchen).
- If breaching the physical distancing requirement is unavoidable, plan the work task and provide instructions to workers to ensure that time spent in close proximity is minimized.
- 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 workers 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.
- Instruct workers to use their own 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 should be cleaned and disinfected after each use.

## Hygiene protocols

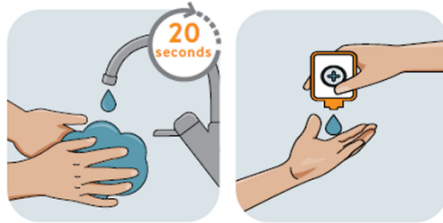
- Implementing hand hygiene practices and avoiding face touching with unwashed hands can prevent infection transmission. This is particularly effective before and after breaks or meeting participants, even in the absence of physical contact. Refer to server for Cleaning & Disinfecting guidelines *S:\Leadership Team\COVID PANDEMIC\safety protocols*, posted in appendix, & is available to staff on the server.
- If masks will be used at the workplace.  
[signage about the correct use of masks](#), see server.
- Ensure good respiratory etiquette by covering the mouth and nose with the crease of the elbow or with a disposable tissue when coughing or sneezing. Encourage participants to do the same.
- Where practicable, use of touchless hand sanitizer dispensers, garbage bins, etc. can be helpful to minimize the transmission of infection through physical contact. Ensure used tissues, disinfectant wipes, and safety equipment are properly disposed of in a lined waste receptacle that is emptied at least daily. Waste receptacles should not require physical contact (e.g., removal of lid) to discard items. Please use the IYS Kitchen Garbage can for these items and empty the bin when you are leaving.

## Other sanitation considerations

- Minimize sharing office space or work stations. Ensure employees use their own equipment (e.g., pens, staplers, computers). If required, clean and disinfect frequently touched surfaces before leaving the space, such as the computer keyboard and mouse, desk surface, and telephone.
- Refrain from providing and consuming communal food. Consider providing bottled water instead of community water coolers or fountains. Posted signage stating not to use.

- Employees should ensure that they are sanitizing all high touch services (e.g., door handles, light switches) before and after a participant attends an in-person appointment.
- Establish [hygiene practices](#) that address the needs of the workplace and that includes the requirement to wash or sanitize hands after coming into contact with public items. See server for document “Help Prevent the Spread of Covid” S:\General Staff\COVID PANDEMIC\safety protocols which is also posted at work sites and in the washrooms.

## Help prevent the spread of COVID-19



Wash your hands often with soap and water for 20 seconds. If soap and water aren't available, use an alcohol-based hand sanitizer.

### Wash your hands:

- When you arrive at work
- Before and after going on a break
- After using the washroom
- After handling cash or other materials that have come into contact with the public
- Before and after handling shared tools and equipment
- Before and after using masks or other personal protective equipment

## Transportation

- Non-essential transportation or business travel will be limited and on an exceptional basis only.

- Restriction on travel between offices or work locations to critical business functions.
- Minimize the use of shared vehicles – right now we are not transporting anyone.
- If required, follow appropriate disinfection procedures before and after travel for vehicle surfaces such as the steering wheel, gear-shift, and door handles. (disposable seat covers are available)
- Where travel or vehicle transportation is required staff are to consider practices that encourage physical distancing
  - If able use one of our vans to stagger passenger seating
  - If unable to stagger seating, wear masks
- Where possible, communicate using telephone, text message, or other communication technology such as Zoom or Microsoft Teams.

## Deliveries

- Request contactless delivery to maintain physical distancing requirement (e.g., delivery person leaves packages in a pre-arranged location) where possible.

## Virtual services

- Where possible, provide virtual services for participants and offer in-person services only if necessary (and with the guidance of your supervisor).
- Each program will use alternate work practices to reduce the number of workplace visitors (participants, delivery persons, etc.).
- Each program will consider adjusting cancellation policy to allow for clients to cancel or reschedule in-person appointments without penalty if they develop symptoms.
- Refrain from home visits and transportation of clients to minimize physical contact.
- Gather and review informed consent for in-person services during COVID-19 (as appropriate); this should be communicated to participants prior to in-person services.  
Consider maintaining virtual services, if in-person informed consent is not agreed upon by client.

## Before appointments

- Establish policies and procedures around when clients can access services. Ask clients when booking whether they have symptoms of COVID-19. Ask them to cancel or reschedule their appointment if they develop symptoms or have a family member who has confirmed or suspected COVID-19. Remind clients of this policy when they arrive for their appointment.
- Ensure that all in-person appointments are scheduled and staggered with your team to allow time to sanitize surfaces between appointments (e.g., schedule a break or virtual session following an in-person appointment) and to minimize contact with others.
- Identify any risks that arise from the reduction of people at the worksite; for example, YFSW working alone and/or with high-risk populations. Address these risks as required.
- Post COVID-19 protocols using signage for both workers and participants throughout the workplace. Consider posting signage in other majority languages or provide pictograms. This is posted at entrance and/or exit locations, if practicable. Posters can be found on the server *S:\Leadership Team\COVID PANDEMIC\safety protocols*.
- Consider asking clients to wait in their vehicles, or outside the office if possible, until just before their appointment or when they are called or texted to come in.
- Plan the work and anticipate areas where physical distancing cannot be maintained (e.g., corridors, small offices, etc.). Consider single-person access if entry into constricted area is required.
- Each program area to determine occupancy limits for each workplace area to maintain the physical distancing requirement and ensure total number of people do not exceed this limit.
- Consider creating cohorts of workers 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.
- Waiting areas will be arranged to maintain the physical distancing requirement. Installed barriers (e.g., plexi-glass) between receptionists and visitors. Place markings on the floor directing visitors where to stand to communicate with front desk staff as appropriate.
- Provide participants with a direct and accessible route to where your session will be held to ensure physical contact is not required to access the seating / session area. Where possible please have participants wait outside of the building for their appointments, and either call in or ring in when ready.
- Non-essential items from the reception area are removed, such as candy, magazines, booklets, pamphlets, and complimentary phone chargers.

## During the appointment



- Restrict access to participants only where possible (i.e., no children, friends, or family accompaniment allowed). Include consideration for disabled individuals and those who require accompaniment (e.g., a parent or guardian).
- Provide handwashing facilities or hand sanitizer for clients to use upon entry to the workplace.
- Use alternative forms of greetings and avoid hand shaking or close contact.
- Consider implementing alternative forms of treatment that do not require physical contact.
- For couples or family/youth sessions, ensure that clients who attend are from the same household (bubble) or “social pod.” Where appropriate, consider outdoor sessions for couples or family/youth sessions to ensure the physical distancing requirement. Confidentiality considerations should be made when providing sessions outdoors or in public settings.
- Try to limit the use of cash and limit the handling of credit cards whenever possible, or by allowing clients to scan or tap their cards and handle the card readers themselves (when this is appropriate). Encourage tap payment over pin pad use.
- Limit the use of communal pens and refrain from exchanging items before and after the appointment (e.g., send receipts, documents, and reports electronically).
- If it is not possible to maintain physical distancing with participants, consider the use of masks. Masks can reduce the spread of droplets from the wearer, but may not prevent the wearer from inhaling the droplets of others. It is therefore important to ensure that clients as well as the counsellor are wearing masks to ensure protection for both parties. Refer to [WorkSafeBC’s guidance on the selection and use of masks](#).

## Health & Safety: Roles, rights & responsibilities

When it comes to health and safety, everyone in the workplace has distinct responsibilities. Whether you're a part of the leadership, supervisor, contractor, or employee, you have a role to play in keeping the workplace safe. As a worker, you have rights to a safe and healthy workplace, which includes the right to [refuse unsafe work](#).

At Encompass everyone has a role to play in workplace safety. The following lists show the various role and responsibilities of all who are involved.

### **Encompass Leadership Responsibilities**

- Establish a valid occupational [health and safety program](#).
  - [Train](#) employees to do their work safely and provide proper supervision.



*strengthening community*

- Provide [supervisors](#) with the necessary support and training to carry out health and safety responsibilities.
- Ensure adequate [first aid](#) equipment, supplies, and trained attendants are on site to handle injuries.
- Regularly [inspect](#) your workplace to make sure everything is working properly.
- Fix problems reported by workers.
- Transport injured workers to the nearest location for medical treatment.
- Report all injuries to WorkSafeBC that required medical attention.
- Investigate incidents where workers are injured or equipment is damaged.
- Submit the necessary forms to WorkSafeBC.

## Supervisors

Supervisors play a key role with very specific health and safety responsibilities that need to be understood.

A supervisor is a person who instructs, directs, and controls workers in the performance of their duties. A supervisor can be any worker — management or staff — who meets this definition, whether or not he or she has the supervisor title. If someone in the workplace has a supervisor's responsibilities, that person is responsible for worker health and safety.

### Your responsibilities

- Ensure the health and safety of all workers under your direct supervision.
- Know the WorkSafeBC requirements that apply to the work under your supervision and make sure those requirements are met.
- Ensure workers under your supervision are aware of all known hazards.
- Ensure workers under your supervision have the appropriate [personal protective equipment](#), which is being used properly, regularly inspected, and maintained.

## Worker

On a worksite, everyone has varying levels of responsibility for workplace health and safety. You should know and understand your responsibilities — and those of others. If you're an employee, you also have three key rights.

### Your rights

- The right to know about hazards in the workplace.

- The right to participate in health and safety activities in the workplace.
- The right to refuse unsafe work.\*

*\*By law, employers are prohibited from penalizing workers for raising a health and safety issue.*

### Your responsibilities

As a worker, you play an important role in making sure you — and your fellow workers — stay healthy and safe on the job. As a worker, you must:

- Be alert to hazards. Report them immediately to your supervisor or employer.
- Follow safe work procedures and act safely in the workplace at all times.
- Use the protective clothing, devices, and equipment provided. Be sure to wear them properly.
- Co-operate with [joint occupational health and safety committees](#), worker health and safety representatives, WorkSafeBC prevention officers, and anybody with health and safety duties.
- Get treatment quickly should an injury happen on the job and tell the health care provider that the injury is work-related.
- Follow the treatment advice of health care providers.
- Return to work safely after an injury by modifying your duties and not immediately starting with your full, regular responsibilities.
- Never work under the influence of alcohol, drugs or any other substance, or if you're overly tired.