

# **ENCOMPASS SUPPORT SERVICES COVID-19 SAFETY PLAN**

## **The Langley Youth Hub Site and Outreach Services**

*Revised January 18<sup>th</sup>, 2022*

**THE LANGLEY YOUTH HUB SPACE AND ALL PROGRAMS THAT EXIST WITHIN IT ADHERE TO BC'S RESTART PLAN AND UPDATED RESPONSE GUIDES AS THEY BECOME AVAILABLE.**

### **STEP 1: RISK ASSESSMENT OF 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.

#### **Areas of Risk**

- Reception Space
- Lounge space
- Outreach office(s)
- Breakout space
- Dining lounge
- Kitchen
- Laundry room
- Shower
- Quiet space
- Doctors office
- Counselling office(s)
- Bathroom(s)
- Light switches
- Doors (front, office doors, bathrooms)
- Agency Mini Van

#### **Higher Risk Job Tasks & Processes**

- Outreach activities (meeting clients in the community, including shopping, appointments, meetings offsite, etc.)
- In-person meetings at the office
- Staff working in the office

## Shared Equipment

- Reception phone
- Office phones
- Filing cabinet
- Keys for interoffice use
- Printer
- Computers/Keyboards
- Tables
- Office supplies (i.e. pens, papers, staplers, binders, etc.)
- Outreach Backpack
- Agency Mini-Van

## Common Surfaces

- Door knobs, especially front door and bathroom door
- Light switches for main area, offices and bathrooms
- Blinds
- Tables
- Chairs
- Computers / Keyboards
- Desk lamps
- Phones
- Keys

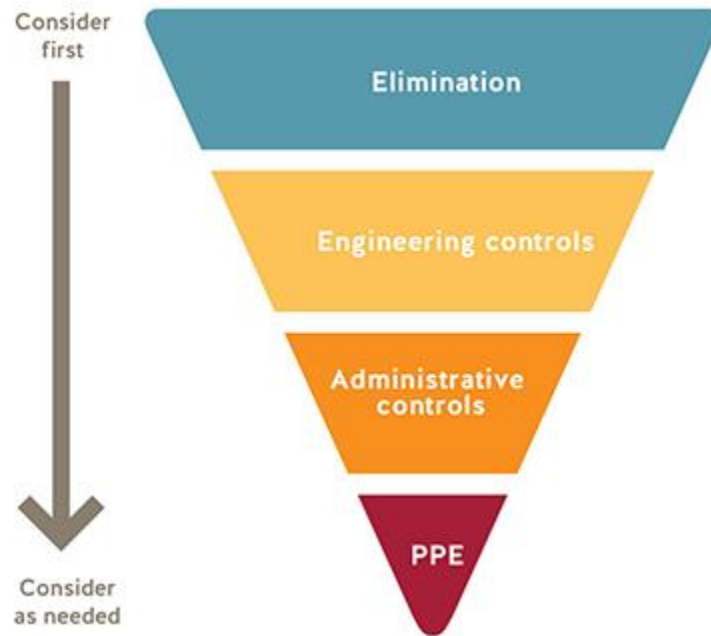
## STEP 2: PROTOCOL IMPLEMENTATION TO REDUCE RISK

As an organization, Encompass has selected and implemented protocols to minimize the risks of transmission. Look to appendices 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.

### Reducing 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 is not 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.



### **First Level Protection: Elimination**

These policies and procedures are to keep people at a safe physical distance from one another. Protocols will be implemented to keep workers at least 2 meters from other workers, participants, and members of the public.

- During programming *inside* the Langley Youth Hub building, there is an occupancy limit of 18 people, with a maximum of 10 youth participants in attendance. During programming *outside* (west-facing side) of the building, there is an occupancy limit of 20 people, with a maximum of 12 youth participants in attendance. Programs follow the condition that participants remain seated for the duration of the program, with the exceptions of accessing essential services, accessing food and beverages, sanitizing, using the washroom facilities, or movement at the direction or under the guidance of programming staff to ensure physical distancing.
- During times when programming is not offered, there is an occupancy limit of 10 people inside the Langley Youth Hub, with a maximum of 4 youth participants at a time.
- NOTE: 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. [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 established 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 elevators. 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 meters apart, wherever possible.

*\*these may change due to new information that is provided to us by Public Health officers, and changes will be implemented immediately within programming and program space to ensure everyone's health and safety\**

- We will minimize contact with clients by continuing to conduct meetings via MS Teams or phone calls when possible and appropriate.
- When meeting in person with clients, staff will encourage meetings in outdoor and larger open spaces when possible to allow for social distancing.
- When meeting clients in-person, safety precautions will be practiced by the staff and clients, including meeting by appointment only, regular cleaning practices, reviewing

safety precautions with clients, and continuing to ask prescreening questions related to Covid-19 symptoms.

- When meeting with clients during Youth Street Outreach, staff will verbally state that a two-metre distance must be kept between client and worker at all times.
- During youth street outreach, staff will not approach any groups greater than 50 people, and when approaching any group with 6 or more they will maintain a distance greater than two meters.
- Youth Street Outreach services will remain outdoors in open spaces to maintain social distance protocols.

*List of control measures for maintaining physical distance at worksite:*

- **Program Occupancy Limit inside the Langley Youth Hub: 18 (maximum 10 youth)**
- **Non-Program Occupancy Limit inside the Langley Youth Hub: 10 (maximum 4 youth)**
- **Program Occupancy Limit outside the (west-facing side of) the Langley Youth Hub: 20 (maximum 12 youth)**
- Limiting staff and occupants for each space in building.
- Using the phone and MS Teams to meet with clients face-to-face or provide Hub programming and supports.
- Youth access to the Langley Youth Hub is by appointment only. If a youth drops by without notice outside of program hours, and there are less than 4 youth in the building, access to the inside of the building is at staff's discretion.
- Informed Consent In-Person Services Form will be reviewed and signed by client upon first meeting, clients entering the Langley Youth Hub to access services, and/or any youth during street outreach whom the worker has prolonged contact with – i.e., longer than 10 minutes (please refer to Appendix 2).
- Outreach services will be limited.
- This Safety Plan is saved on the server **S:\LYRC\COVID-19** (refer to Appendix 1); and is also printed and stored onsite in the Program Coordinator's office.

This Safety Plan is also saved on the server **s:\General Staff\COVID SAFETY MEASURES**; and is also printed and stored onsite.

### **Second Level Protection: Engineering Controls**

- Restricted access to areas of the Langley Youth Resource Centre with physical barriers.
- Anything accessible to youth or staff can be wiped down or disinfected with ease. Barriers/partitions will be placed onto tables when physical distance is unable to be maintained with participants.
- We have included barrier cleaning in our cleaning protocols.
- This Safety Plan is saved on the server **S:\LYRC\COVID-19** (refer to Appendix 1); and is also printed and stored onsite in the Program Manager's office.

- We have identified rules and guidelines for how workers should conduct themselves. These are saved on the server **s:\General Staff\COVID SAFETY MEASURES**

### **Third Level Protection: Administrative**

- 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:*

- Staff and participants are required to read and answer health questionnaire upon entry to the building, take their temperature, and sign in on designated sign in sheets
- Staff are to practice social distancing practices with co-workers, clients, and participants
- Staff are to wipe down any surfaces used and/or touched during their time in the space
- Staff are to wipe down any surfaces used and/ or touched by clients during their time in the space
- Staff are to communicate with other staff when they have made an appointment with a client, to ensure that only 4 youth are in the building at any time
- Staff are to keep the front door locked so that the entrance/ exit of individuals is monitored
- *Please refer to Appendix 3 for detailed Cleaning Protocol for the Langley Youth Hub program site.*

### **Fourth Level Protection: PPE**

- We have a policy on the use of masks that is appropriate to the workplace, and that is in alignment with orders and guidance from the provincial health officer.
- Masks are selected and used appropriately. Signage is available for workers on using masks correctly.
- We have trained workers in the proper use of masks, in addition to providing workers information on the proper use of masks. This information is saved on the server **s:\General Staff\COVID SAFETY MEASURES**

#### *Measures in place:*

- Who will use masks? Those who are unable to physically distance, and anyone who wants to. Masks are mandatory for all indoor Hub programming when clients are not eating and/or drinking.
- What work tasks will require the use of masks? Those who are unable to physically distance, and anyone dealing with someone with a presumptive case of COVID or showing signs of illness.
- How have workers been informed of the correct use of masks? Signage & Encompass and or Site Safety Plan/Protocols (**s:\General Staff\COVID SAFETY MEASURES**)

- How will workers ensure sanitary measures have been taken when doing street outreach? Street Outreach kits have been created for staff including masks, gloves, and sanitizer for staff, clients, and community members.

## **Reducing 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.
- 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 Cover coughs and sneezes posters are posted onsite.
- 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 (3) 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

## **Cleaning protocols**

- Staff will wipe down phones, desks, keyboards, and computers when leaving for the day
- Staff will spray and disinfect areas which clients have touched when they have left
- Staff will wipe down multi-touch surfaces after use, such as door handles, faucets, counters, tables, and resource phones
- One staff member has been designated to clean the shower after client use
- Staff will disinfect outreach equipment and ensure any products that have been used or depleted have been replaced in the Street Outreach kits
- Staff will follow cleaning protocols before and after use of agency Mini-Van
- *Please refer to Appendix 3 for a detailed cleaning protocol for the Langley Youth Hub site*

## **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 workers and others showing the following 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. S:\Leadership Team\COVID PANDEMIC\safety protocols (refer to Appendix 4).
- We have a **working alone policy** in place S:\Administration\Policy and Procedures\Agency Procedures (refer to Appendix 5).
- We have a **working from home policy** in place. Under development (considerations and safety have been reviewed with programs; refer to Appendix 6).
- Ensure workers 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 our 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.
- We will continue enhanced screening measures for visitors to the Encompass spaces or programs and ask the following questions prior to a visitor/participant coming into an Encompass space and/or meeting with a client:
  - Do you have a fever, a new cough or difficulty breathing
  - In the last 2 weeks have you:



- travelled outside of the country
- been in contact with a sick person
- been with someone who has travelled
- been with someone who has the coronavirus
- We will communicate to clients that a minimum of two meters must be kept between the worker and client at all times during in-person meetings and/or any clients met in the community during Street Outreach.
- We will inform clients of the Informed In-Person Services form and have them sign off on it prior to accessing/ engaging in services.
- We will inform any clients met during Youth Street Outreach that if engaged in prolonged service an Informed Consent In-Person Services form must be signed.
- 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.

## **STEP 5: MONITORING OUR WORKPLACES AND UPDATING PLANS**

Things may change as we operate. If we identify a new area of concern, or if it seems like something isn't working, we will take steps to report it to the leadership team or the 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.
- When resolving safety issues, we will involve joint health and safety committees or worker health and safety representatives

## **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, volunteers and practicum students that include this safety plan with orientation.
- Have a training plan for staff taking on new roles or responsibilities.

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## APPENDICES

### Safety Protocols for the Langley Youth Hub space and programming

#### 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.
- All staff, volunteers, community members and participants will be required to answer COVID-19 screening questions upon entry into the building as well as temperature checked.

#### 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., plexi-glass shields) between workstations.
- Where possible, cancel in-person meetings and hold meetings by teleconference, video conference, 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.
- 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 (refer to Appendix 3). A copy has been made available to staff and reviewed with them.

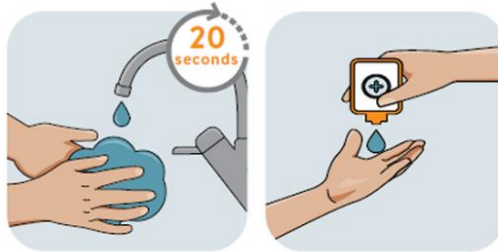
- If masks will be used at the workplace, [signage about the correct use of masks](#) posted.
  - Ensure good respiratory etiquette by covering the mouth and nose with the crease of the elbow or with a disposable tissue when coughing or sneezing. Encourage participants to do the same.
  - Where practicable, 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.

## Other Sanitation Considerations

- Minimize sharing office space or workstations. 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.
- 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:\Leadership Team\COVID PANDEMIC\safety protocols (refer to Appendix 7)– posted at 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

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## 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.
  - If required, follow appropriate disinfection procedures before and after travel for vehicle surfaces such as the steering wheel, gearshift, 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 agency vans to stagger passenger seating.
    - If unable to stagger seating, wear masks.
- Where possible, communicate using telephone, text message, or other communication technology.

## 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).
- The Langley Youth Hub and all programming will use alternate work practices to reduce the number of workplace visitors (participants, delivery persons, etc.).
- The Langley Youth Hub and its programming 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 is appropriate; this will be communicated to participants prior to in-person services. **The Informed Consent for In-Person Services Form is saved on the server S:\LYRC\COVID-19** (refer to Appendix 2).  
If in-person informed consent is not agreed upon by client, virtual meetings will be the continued mode of meeting.

## Before Appointments

- Establish policies and procedures around when clients can access. Ask clients the day before or the morning of the appointment whether they (or someone in their household) 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.
  - We have a **Working Alone Policy and Procedures** that is saved on the server under **S:\Administration\Policy and Procedures\Agency Procedures** (refer to Appendix 5).
  - We have a **Working from Home Policy and Procedures** (refer to Appendix 6).
- 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 may be posted at entrance and/or exit locations, if practicable. **Posters can be found on the server S:\Leadership Team\COVID PANDEMIC\safety protocols** (refer to Appendix 7).
- 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.

- 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 sit in the waiting area and during the therapy session to ensure physical contact is not required to access the seating area(s), only if appropriate. Where possible please have participants wait outside of the building for their appointments, and either call in or ring in when ready.
- Remove non-essential items from the reception area and treatment areas, 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 outreach/program delivery that do not require physical contact.
- For clients who require accompaniment to an appointment, we will make sure those who attend are from the same household or “social pod.” Where appropriate, consider outdoor sessions for appointments with more than one participant 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, by allowing clients to scan or tap their cards and handle the card readers themselves. 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](#) (refer to Appendix 7).

## 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.
- 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 a worker, 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.