

## ENCOMPASS SUPPORT SERVICES COVID-19 SAFETY PLAN

### Aldergrove Office (26970 Fraser Highway)

**PLEASE REFER TO UPDATED COVID-19 RESPONSE GUIDE  
IMPLEMENTED ON NOVEMBER 12, 2020.**

**THE ALDERGROVE OFFICE ADHERES TO THE UPDATED RESPONSE GUIDES AS THEY BECOME  
AVAILABLE.**

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

Identify areas where there may be risks, either through close physical proximity or through contaminated surfaces. The closer together staff and/or clients are and the longer they are close to each other, the greater the risk.

- We have involved frontline workers, supervisors, and the health and safety committee.
- We have identified areas where people gather, such as common areas, meetings rooms, kitchen, and offices.
- We have identified job tasks and process where workers are close to one another or members of the public. This can occur in the workplace, in staff vehicles, or at other work locations (if staff are offsite as part of their jobs).
- We have identified the equipment that workers share while working (e.g. photocopier, phones, etc.).
- We have identified surfaces that people touch often, such as doorknobs, light switches, and tables.

#### **STEP 2: PROTOCOL IMPLEMENTATION TO REDUCE RISK**

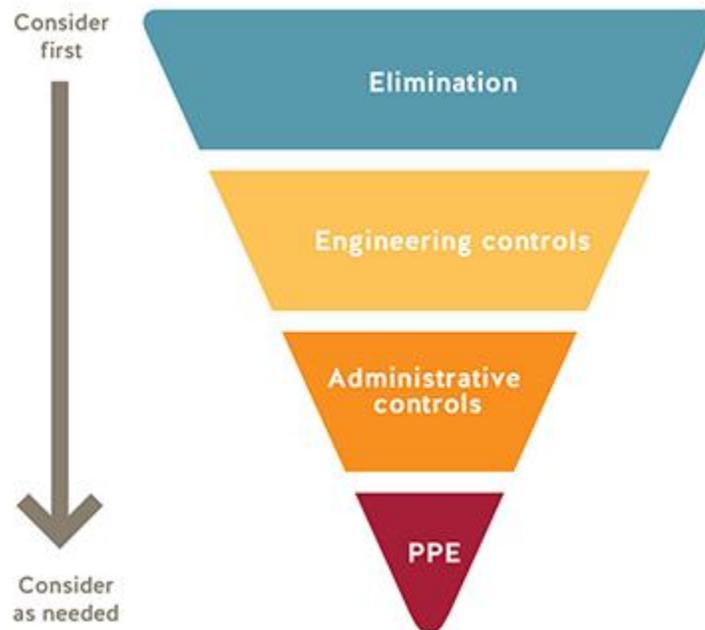
As an organization, Encompass has selected and implemented protocols to minimize the risks of transmission. Look to appendices for further information, and on site-specific posted information.

Encompass also follows feedback from the Provincial Health Office, and Fraser Health. Look for the following for information, input and guidance:

- Updates routinely emailed out to staff from Leadership with up-to-date practices and guidelines.
- Review industry-specific protocols on [worksafebc.com](https://www.worksafebc.com) to determine whether any are relevant to our industry. Guidance and updates will be emailed to all staff when they become available. If protocols are developed specific to our sector, they will be implemented to the extent that they are applicable to the risks at our workplace. We may need to identify and implement additional protocols if the posted protocols don't address all the risks to our staff.
- Frontline staff, supervisors, and the health and safety committee.

- Orders, guidance, and notices issued by the provincial health officer and relevant to your industry.
- Health and safety association or other professional and industry associations (for example, The Federation of Community Social Services of BC).

Different protocols offer different levels of protection. Wherever possible, staff will 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. We will likely need to incorporate controls from various levels to address the risk at our workplace.



First level protection (**elimination**) – Limit the number of people in the workplace where possible by implementing work-from-home arrangements, establishing occupancy limits, rescheduling work tasks, or other means. Rearrange work spaces to ensure that workers are at least 2 m (6 ft.) from co-workers, clients, and members of the public.

Second level protection (**engineering controls**) – If staff can't always maintain physical distancing, install barriers such as plexiglass to separate people.

Third level protection (**administrative controls**) – Establish rules and guidelines, such as posted occupancy limits for shared spaces, designated delivery areas, cleaning practices, and one-way doors and walkways to keep people physically separated.

Fourth level protection (**PPE**) – Masks are an important tool in the prevention of COVID-19 transmission. Implement mask policies appropriate to the workplace and ensure that they are in alignment with orders or guidance from the provincial health officer. Ensure that masks are selected and used appropriately. Signage is available on using masks correctly.

## First Level Protection (Elimination):

These policies and procedures are to keep people at a safe physical distance from one another. The number of people at our worksite will be limited to **six (6)** at any one time, and protocols will be implemented to keep workers at least 2 metres from other workers, participants, and members of the public.

- **There is an occupancy limit of six (6) people at the Aldergrove office site.** Limiting the number of people in a workplace is an important way to ensure physical distancing is maintained. An occupancy limit that provides at least 5 square metres of unencumbered floor space per person (workers and clients) may provide a sensible approach for determining maximum occupancy.
- **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 clients and visitors in the workplace. We have also established Outlook calendars to book the spaces. This includes the “Aldy Office Outreach” room (2 chairs and classroom area) and the “Aldy Office Staff” room (2 desks and meeting area).
- We have **established and posted occupancy limits** for common areas such as break rooms, meeting rooms, and washrooms. Look to posted signs for occupancy limits.

### 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 apart, wherever possible. Options include revising work schedules, reorganizing work tasks, and booking the space.

- When meeting clients in-person, safety precautions will be practiced by the staff and clients, including wearing masks at all times, meeting by appointment only, regular cleaning practices, and reviewing safety precautions with clients.

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

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

- As this is not a regularly used worksite at this time, and all meetings and use of the space will be booked in advance, barriers will not be required.

#### **Third Level Protection (Administrative):**

- We have identified rules and guidelines for how workers should conduct themselves. These are saved on the server **s:\General Staff\COVID SAFETY MEASURES**
- We have clearly communicated these rules and guidelines to workers through a combination of training and signage.

Measures in place:

1. Cleaning protocols.
2. Signage and posters posted throughout office.

#### **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

1. 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**)

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

- We are maintaining a clean environment in the workplace through routine cleaning 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.

### 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 symptoms of COVID-19 are prohibited from the workplace.

- We have policies in place to support workers in receiving COVID-19 vaccinations to the extent that we are able.
- We have implemented a vaccination policy for the workplace. This policy is saved on the server **s:\General Staff\Policy and Procedures\Policy Manual\H. Personnel\Section H.1 – Personnel History or Personnel Qualifications\H.1.g Vaccination Status Collection**
- All individuals, including those with symptoms of COVID-19, those who have been in contact with a COVID-19 positive individual, or those who have travelled outside of Canada, must follow the guidance of public health.
- Visitors are prohibited or limited in the workplace.
- First aid attendants have been provided OFAA protocols for use during the COVID-19 pandemic. **S:\General Staff\COVID SAFETY MEASURES.**
- We have a **working alone policy** in place **s:\General Staff\Policy and Procedures\Policy Manual\H. Personnel\Section H. Personnel\Section H.2 – Employment Practices\H.2.r. Working Remote Policy**
- Ensure workers have the training and strategies to address the risk of violence that may arise as clients and members of the public adapt to restrictions or modifications to the workplace. Ensure an appropriate violence prevention program is in place.

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

- Sick workers 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. **S:\General Staff\Policy 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 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: Monitor our workplaces and update plans as necessary

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

- We have a training plan for new staff (include this safety plan with orientation).
- We have a training plan for staff taking on new roles or responsibilities.
- We have a training plan around changes to our agency, such as new equipment, processes, or products.

- We have reviewed the start-up requirements for vehicles and equipment that have been out of use. **S:\General Staff\COVID SAFETY MEASURES\ESSS COVID 19 Safety Plan for Transporting Clients** (separate documents available for Housing and Non-Housing staff).