



DIVERSE*city*
community resources society

COVID-19 Safety Plan



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Introduction: DIVERSEcity's COVID-19 Safety Plan

The following plan's objective is to manage risks associated with COVID-19 and be responsive to all orders, guidance, recommendations, and notices by the provincial health officer, local medical health officer, local public health authority, and/or WorkSafe BC.

This plan applies to all employees (unionized and exempt), contractors, volunteers, and vendors (collectively, these individuals are referred to as "covered individuals").

This plan also applies to any other persons who uses a DIVERSEcity location or service, including clients (these individuals are referred to as "visitors").

Covered Individuals who witness any instances of non-compliance with this plan is expected to educate the person who is non-compliant and the risks and request the person to become compliant. Should the person refuse to be compliant, it is expected that the person reports the incident of non-compliance immediately to their supervisor/Manager. Any covered individual found in violation of this plan may be subject to remedial and/or disciplinary action up to and including termination of employment, cancellation of contract and/or revocation of privileges. Any visitor found in violation of this policy may be denied access to DIVERSEcity locations or services.

Communication of DIVERSEcity's COVID-19 Safety Plan:

Supervisors and Managers are responsible to ensure that covered individuals have information and adhere to the COVID-19 Safety Plan and other policies. Signage will be available at all DIVERSEcity facilities to support on-going COVID-19 control measures and communication with visitors. DIVERSEcity's COVID-19 Safety Plan will be made available in the COVID Information folder on the all staff drive and on health and safety boards at DIVERSEcity facilities.

During periods of elevated risk, the Manager, Quality Assurance and the Occupational Health and Safety Committee will provide information and assess appropriate communication tactics of additional control measures.

This plan is required to be posted at all worksites.

To escalate health and safety concerns, please direct inquiries to the Manager, Quality Assurance or the Occupational Health and Safety Committee through a committee representative or healthandsafety@dcrs.ca

Understanding the Risk

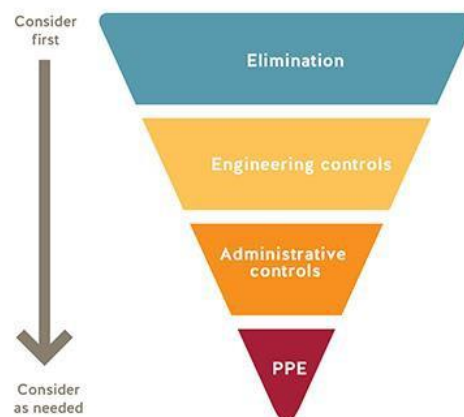
The virus that causes COVID-19 spreads in several ways; higher risk situations require adequate protocols to address the risk.

- The risk of person-to-person transmission is increased the closer you come to other people, the amount of time you spend near them and the number of people you come near. Physical distancing measures help mitigate this risk.
- The risk of surface transmission is increased when many people contact the same surface, and when those contacts happen in short intervals of time. Effective cleaning and hygiene practices help mitigate this risk.

Vaccination is a very important tool to protect yourself and others from serious disease due to COVID-19. DIVERSEcity has further conducted risk mitigation with the introduction of the mandatory *Vaccine Status Disclosure and Preventative Measures Policy* for covered individuals. After you receive a COVID-19 vaccine, it will still be extremely important to continue to practice all the preventive safety protocols, including washing your hands, maintaining physical distancing, wearing a mask, and staying home when sick.

Selecting Protocols for Each Workplace

Note that different protocols offer different protection. Wherever possible, use the protocols that offer the highest level of protection and add additional protocols as required.



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

Second-level protection (engineering controls): If you cannot always maintain physical distancing, install barriers such as Plexiglas to separate people.



Third-level protection (administrative controls): Establish rules and guidelines, such as cleaning protocols, telling workers not to share tools, or implementing one-way doors or walkways.

Fourth-level protection (PPE): If the first three levels of protection are not enough to control the risk, consider the use 3 layered face masks. Be aware of the limitation of face masks to protect the wearer from respiratory droplets. [Ensure workers are using masks appropriately.](#)

Recommended Protocols

General Safety

Occupancy Limits and Physical Distancing:

- Covered individuals and visitors must follow the posted occupancy limits for each workplace area to maintain the physical distancing requirement of at least 2 metres. Total occupancy shall not exceed the posted occupancy limit.
 - Establish and post [occupancy limits signage](#) for all shared spaces and rooms such as reception areas, washrooms, elevators, photocopy rooms, offices, kitchens, lunchrooms and break rooms.
 - Consider removing chairs or tables to ensure occupancy limits are not exceeded.
- Covered individuals and visitors will maintain 2 metres of physical distancing whenever possible.
 - Consider the use of virtual meetings or other means to reduce the number of covered individuals onsite.
 - Modify work processes and practices to encourage physical distancing.
 - Provide instructions on methods for maintaining physical distance such as not greeting others by hugging or shaking hands.
- Manage the flow of people in common spaces such as reception areas, hallways, on stairs.
 - Arrange common and high traffic areas in a way that allows at least 2 metres of physical distance.
 - Identify entry and exit points; consider the use of one-way systems.
 - Use floor marking to identify lineups and adequate physical distancing.
 - For small areas or rooms, such as a file storage or copy room, implement schedules and/or procedures for single-worker or limited-worker access to maintain physical distance.
- Scheduling covered individuals and their workspaces to ensure physical distancing.
 - Consider creating cohorts of employees who work together and who do not interact with other cohorts. This will assist in reducing transmission throughout the workplace in the event that an individual becomes ill.
 - If possible, provide additional areas for employees to have their breaks, including outside areas if available.
 - Stagger covered individuals start, break, and end times.
 - Minimize sharing office space or workstations. Ensure covered individuals use their own equipment and limit sharing of supplies and equipment (e.g., pens, staplers, computers, telephones, tablets, computer mouse).
 - Plexiglas barriers are available for use in some workspaces to provide barriers.

Hygiene Practices and Respiratory Etiquette:

- Covered individuals and visitors must practice good hand hygiene and respiratory etiquette.
- All covered individuals and visitors are required to wash their hands or use an alcohol-based hand rub immediately upon entering the facility.
- [WorkSafe BC handwashing signage](#) and the [BC Centre for Disease Control handwashing signage](#) is provided to communicate good handwashing practices. Post WorkSafe BC handwashing signs near all sinks.
- Covered individuals and visitors will practice good hand hygiene by washing their hands or using an alcohol-based hand rub (hand sanitizer) regularly throughout the day, including:
 - When they arrive at the workplace and before they go home
 - Before and after handling food (raw, cooked or pre-packaged)
 - After using the toilet
 - After contact with body fluids (e.g., phlegm, mucus, spit, vomit, blood)
 - Before donning and after doffing personal protective equipment
 - After cleaning tasks
 - After handling garbage
 - Whenever hands are visibly dirty
 - When moving between different environments (e.g., outdoor-indoor transitions)
- Ensure hand hygiene supplies are available at all times (e.g., soap, clean towels, paper towels and minimum 60% alcohol-based hand rub).
 - Consider the maximum number of employees and clients required to wash their hands at peak times and ensure that sufficient hand washing or alcohol-based hand rub stations are available for these times.
- Keep alcohol-based hand rub out of the reach of children and supervise its use for children.
- Where practical, use of touchless alcohol-based hand rub dispensers, garbage bins, etc. can be helpful to minimize physical contact. Limit the use of touching non-automated doors by keeping doors open that are not accessible to the public and are not fire doors.
- Provide education and direction to covered individuals and visitors to ensure good respiratory etiquette.
 - Covering the mouth and nose with a disposable tissue when coughing or sneezing, or with the crease of the elbow if tissue is not available.
 - Throw away used tissue in waste receptacles.



- Immediately perform hand hygiene after coughing or sneezing.
- Avoid touching eyes, nose or mouth.
- Ensure used tissues, disinfectant wipes and PPE 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.

Cleaning and Disinfection:

- Adequate janitorial services will be provided at all DIVERSEcity facilities. General cleaning and disinfecting of the workplace should occur at least once a day. Frequently touched surfaces should be cleaned and disinfected at least twice a day.
- Covered individuals will contribute to the disinfection and cleanliness of facilities. Disinfectant wipes, disinfectant spray, gloves, and other cleaning tools are available at all facilities. Covered individuals must disinfect their workspace before and after their work shift or client appointment.
- The workplace will be cleaned and disinfected in accordance with the [BC CDC's Cleaning and Disinfecting](#) guidelines.
- Covered individuals should note the difference between cleaning and disinfecting:
 - **Cleaning:** the physical removal of visible soiling (e.g., dust, soil, blood, mucus). Cleaning removes, rather than kills, viruses and bacteria. It is done with water, detergents and steady friction from cleaning cloth.
 - **Disinfection:** the killing of viruses and bacteria. A disinfectant is only applied to objects; never on the human body.
- Any visibly soiled surfaces should be cleaned first before being disinfected.
- Toys that have surfaces that are not easily cleaned, such as plush stuffed animals, will be unavailable.
- If a covered individual or visitor leaves the building due to symptoms of COVID-19, clean and disinfect areas those individuals were in, including surfaces they may have touched, immediately upon their departure.



Use of Personal Protective Equipment (PPE):

Personal Protective Equipment (PPE) is equipment that is worn to minimize your exposure to hazards.

Update Jan 7, 2022: Under the [Order of the Provincial Health Officer – Face Coverings](#), masks are required in all public indoor settings for all people born in 2016 or earlier (5+).

- The use of masks is an additional control to supplement other measures outlined in this safety plan and helps to reduce the risk as covered individuals and visitors move around in the workplace. The use of face masks alone will not prevent the transmission of COVID-19.
 - The reference to “masks” within the safety plan refers to a 3-layered, well-fitting face mask.
 - Face shields are not considered an acceptable substitute for a mask.
 - Masks are not required for virtual services.
 - Masks are required for all covered individuals and visitors when they are in common areas like classrooms, hallways and washrooms or when working with others.
 - Even when wearing a mask, physical distancing should be maintained. If it is not possible to maintain physical distancing with visitors, consider the use of Plexiglas barriers in addition to mask use.
 - Employees seated at their workstations may remove their mask temporarily while working independently but shall wear their mask before getting up from their workstation, if they cannot maintain a minimum of 2 metres of physical distance, and/or when collaborating with others.
 - Individuals who’ve receive a COVID-19 vaccine are still required to wear a face mask in the situations noted above.
 - Exceptions will be made for children under the age of 5 and those who cannot wear masks for medical or disability related reasons. If they cannot wear a mask, offer virtual services or other appropriately determined services.
- Before donning PPE, as well as after removing PPE, hands should be washed thoroughly. If hands cannot be washed, alcohol-based hand rub must be used.
- PPE that is reusable (i.e. gowns, aprons) should be removed and washed or disinfected at the end of the workday. PPE that is limited to single use (i.e. disposable masks, gloves) must be discarded after each use.
- Determine what PPE may be required for covered individuals who are responsible for cleaning and disinfecting. Read product labels and Safety Data Sheets associated with the products to help make this determination.
- Where PPE has been used for workplace tasks prior to the COVID-19 pandemic, continue to use this PPE when performing these tasks.
- Wear disposable gloves when cleaning body fluids (e.g., phlegm, mucus, vomit, stool, urine).



Ventilation

- The Manager, Facilities and Office Services will ensure adequate and properly maintained ventilation at all facilities.
- Doors and windows will be open when appropriate to increase ventilation.

Employee Travel:

- Consider separate vehicles if possible.
- If covered individuals and visitors must travel together, larger vehicles may be able to accommodate physical distancing by using a seat configuration that maximizes distance between people. It's recommended that one person is seated in the driver seat and one person is seated in the rear passenger side.
- Masks must be worn by all covered individuals and visitors in the vehicle when carpool or traveling together.
- It is recommended that high touch surfaces such as vehicle door handles, seat belts and seats are disinfected before and after travel.
- Covered Individuals and visitors traveling on public transit for DIVERSEcity business must adhere to all [Translink COVID safety guidelines](#), including mandatory mask wearing.



Additional Safety Protocols for the Workplace

Virtual Services:

- Where possible, provide virtual services for visitors.
- Utilize DIVERSEcity client consent form specific to offering virtual services.
- Meetings of any type will be conducted virtually, using telephone or video conferencing. If this is not possible and in-person service/meeting is required, the covered individual will notify their supervisor/Manager.

Health Checks:

- All covered individuals will self-monitor their health and for symptoms of COVID-19 daily and prior to entering the workplace or providing in-person services.
- All visitors must complete a health check prior to attending the workplace and receiving in-person service.
- If providing services virtually or contactless drop-off, a health check is not required.
- Client health checks may be completed in their preferred language by the assistance of an employee or translation service.
- Client health checks are a two-step process:
 1. **1-2 Business days prior:** The appropriate visitor (client) health check is to be complete 1-2 working days prior to visiting a DIVERSEcity workplace or receiving in-person service. This health check is to be completed by a covered individual over phone with the visitor. Ensure the visitor understands the mask policy and is willing and able to wear a mask. If they cannot wear a mask, offer virtual services or other appropriately determined services.
 2. **As you greet the visitor:** A covered individual will provide a verbal health check to ensure the visitor remains eligible for in-person service. If the visitor answers “yes” to any of the verbal health check questions, the visitor is no longer eligible for in-person service. Please kindly instruct the visitor to go home and call 8-1-1 for further guidance.

Not Eligible to Provide In-Person Service:

All covered individuals and visitors will follow the guidance provided by the BC Centre for Disease Control (BC CDC) for [self-isolation and self-monitoring](#).

Any covered individual who becomes in-eligible to provide in-person service must notify their supervisor/Manager immediately. Before returning to the workplace and providing in-person services, the individual must acquire supervisor/Manager approval.

Illness during In-Person Service:

- If COVID-19, cold and/or flu symptoms arise for a covered individual or visitor during in-person services, discontinue service, reschedule appointment for a later date and leave the workplace. Please notify your supervisor/Manager immediately.
- Clean and disinfect all work areas and surfaces the ill individual may have touched immediately after the individual leaves.
- Consider designating a COVID-19 refuge area at the workplace for an individual who becomes ill. This refuge area can be used as the ill individual waits for transportation or emergency personnel to arrive. Provide additional PPE and first aid supplies in the refuge area.

Reception and Waiting Area:

Reception and waiting areas have limited capacity and cannot support waiting visitors. To support occupancy limits:

- Ask visitors to arrive no more than five minutes before their expected appointment.
- The entry doors into facilities will be locked.
- Visitors will wait outside facilities for their appointment. Exceptions can be made by the receptionist for visitors (e.g., disabled individual)
- Entry into the building will be conducted in a staggered, one person at a time approach.

Additionally:

- Posted signage at facility entrances and within the workplace will assist with communicating expectations, such as hand hygiene, physical distancing, respiratory etiquette, reporting illness or travel history, occupancy limits and no entry if unwell or in self-isolation.
- Posted signage in reception areas will identify concerning symptoms and ask visitors to identify themselves if they are experiencing any of them.
- Waiting areas should be arranged to maintain the physical distancing requirements.
 - Barriers (e.g., Plexiglas) are installed between receptionists and visitors. Place markings on the floor directing visitors where to stand to communicate with receptionists.
 - Consider removing extra chairs and tables from the area to support physical distancing.

Kitchens, Meals and Snacks:

- Kitchens and lunchrooms will remain open for covered individuals with physical distancing, occupancy limits, cleaning and disinfecting and other protocols outline in this safety plan in effect.
- Encourage covered individuals to eat by themselves and avoid consuming drinks near others. This is intended to reduce the amount of time covered individuals do not have their face mask on around others.
- Appliances such as fridges and microwaves will be available, but cleaning and disinfecting must occur before and after each use.
- Distancing will be promoted by placement of tables and chairs.
- Handwashing or alcohol-based hand rub station are provided – use prior to consumption of food or drink.
- Do not allow sharing of food or drink by covered individuals or visitors.
- Do not use a self-serve option. Provide snacks directly to visitors in individual servings. Provide pre-packaged snacks (granola bars, etc.) or boxed lunches when providing food is necessary; consider providing to-go meals or snacks for visitors.
- Do not allow visitors to participate in food preparation.

Delivering Supplies Contactless to Clients at Home:

- Contactless delivery to maintain physical distancing requirement (e.g., employee leaves packages in a pre-arranged location) where possible.
- If providing a contactless service (e.g., Food hamper drop-off), a health check is not required.
- A covered individual will be provided with a mask and alcohol-based hand rub.
- Masks are required when physical distancing cannot be maintained. Please see the “Use of Personal Protective Equipment (PPE)” section on page 9 for more information.

Client Services at the Clients’ Residence:

- Discuss the space where home visits will take place prior to the visit. Ensure that it is possible to conduct the home visit while remaining physically distanced.
- When possible and weather permitting, opt to conduct meetings outdoors.
- A covered individual will be provided with a mask and alcohol-based hand rub. Have extra for client if needed.
- Conduct the applicable client health check prior and verbal health check upon arrival.
- Remind clients of safety guidelines including physical distancing, hand hygiene, respiratory etiquette and the mask policy. Please see the “Use of Personal Protective Equipment (PPE)” section on page 9 for more information.
- Covered individuals and clients must wash hands or use an alcohol-based hand rub before and after the visit.



Appendix A – List of Visitor (Client) Health Check Links

DIVERSEcity volunteers & clients:

Volunteers: <https://www.surveymonkey.com/r/DCRSvolunteerhealthcheck>

Clients: <https://www.surveymonkey.com/r/DCRSclient>

Children’s Programs (First Steps), including Options and Umoja clients:

Clients: <https://www.surveymonkey.com/r/ChildrensProgramsClientHealthCheck>

Better at Home (Seniors) clients:

Clients: <https://www.surveymonkey.com/r/BaHClient>

Appendix B – Resources

General Information:

BC Centre for Disease Control (BC CDC) COVID-19 home page: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19>

BC CDC Self-Isolating and Self-Monitoring: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/self-isolation>

BC COVID-19 Self Assessment Tool: <https://bc.thrive.health/covid19app>

BC CDC COVID-19 Symptoms: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/symptoms>

BC 8-1-1 (Public Health): <https://www.healthlinkbc.ca/more/contact-us/8-1-1>

Fraser Health COVID-19 Downloadable and Translated Resources: https://www.fraserhealth.ca/health-topics-a-to-z/coronavirus/resources#.YAm_kP1KjIW

WorkSafe BC COVID-19 Information and Resources: <https://www.worksafebc.com/en/about-us/covid-19-updates>

Translink BC's COVID Safety Guidelines: <https://www.translink.ca/rider-guide/coronavirus-precautions>

Specific Safety Guidelines:

BC CDC's Cleaning and Disinfecting: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/cleaning-and-disinfecting>

Hard-surface disinfectants and hand sanitizers (COVID-19): List of disinfectants with evidence for use against COVID-19: <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>

WorkSafe BC's guidance on masks: <https://www.worksafebc.com/en/resources/health-safety/posters/prevent-spread-communicable-disease-how-to-use-mask?lang=en>

Masks – How to put on, remove and clean non-medical masks and face coverings: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/how-put-remove-clean-non-medical-masks-face-coverings.html>

COVID-19 and Food Safety: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/employers-businesses/food-businesses>



Signage and Infographics:

Occupancy Limits Signage: <https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-occupancy-limit?lang=en>

WorkSafe BC Physical Distancing Signage: http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_PhysicalDistancingPoster.pdf

Fraser Health Children Physical Distancing Signage: https://www.fraserhealth.ca/-/media/Project/FraserHealth/FraserHealth/Health-Topics/Coronavirus/BTS/Kids-physical-distancing-poster_golden-retrievers.pdf?la=en&rev=57bf22d551f740349977832f354bb346&hash=CF287137C34CEC946899BDF519BF60568A2BB9FB

WorkSafe BC Handwashing Signage: <https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-handwashing?lang=en>

BC CDC Hand Washing Signage: http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_Handwashing%20Poster_MD%20offices.pdf

WorkSafe BC How to Use a Mask Signage: <https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-how-to-use-mask?lang=en>

Fraser Health Masks and Head Coverings Signage: <https://patienteduc.fraserhealth.ca/file/masks-and-head-coverings-large-poster-528836.pdf>

WorkSafe BC Stop the Spread of COVID-19 Infographic: http://www.bccdc.ca/Health-Info-Site/Documents/StoptheSpread_COVID-19_graphic.pdf

Video Resources:

COVID-19 Safety Practices: <https://www.youtube.com/watch?v=PzyQoQhd4js>

COVID-19 Symptoms: <https://www.youtube.com/watch?v=YAc9NabBJzg>

Physical Distancing: <https://www.youtube.com/watch?v=9csvgEpeSrl>

Hand Washing Tutorial: <https://www.youtube.com/watch?v=3PmVJQUcm4E>

Alcohol-Based Hand Rub Application Tutorial: <https://www.youtube.com/watch?v=ZnSjFr6J9HI>

Face Mask Tutorial: <https://www.youtube.com/watch?v=etZK-GrUYgM>

Surgical Gloves Removal: <https://www.youtube.com/watch?v=ATU383lIfT8>



Mental Health and COVID-19:

BC Virtual Mental Health Supports during COVID-19:

<https://www2.gov.bc.ca/gov/content/health/managing-your-health/mental-health-substance-use/virtual-mental-health-supports>

Fraser Health Resources List: <https://www.fraserhealth.ca/health-topics-a-to-z/mental-health-and-substance-use/mental-health-resources-to-support-you-during-covid-19#.YBCkzehKjIU>

BC CDC Mental Wellbeing during COVID-19: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/mental-well-being-during-covid-19>

Foundry BC for Children, Youth and Families: <https://foundrybc.ca/covid19/>

CMHA COVID-19 and Mental Health: <https://cmha.ca/news/covid-19-and-mental-health>

Employee Family Assistance Program (EFAP) for DIVERSEcity employees:
www.humanacare.com/humanalife