

Employers must develop a COVID-19 Safety Plan. To develop your plan, follow the six-step process described at [COVID-19 and returning to safe operation](#).

This planning tool will guide you through the six-step process. Each step has checklists with items you need to address before resuming operations. You may use this document, or another document that meets your needs, to document your COVID-19 Safety Plan.

Employers are not required to submit plans to WorkSafeBC for approval, but in accordance with the order of the [provincial health officer](#), this plan must be posted at the worksite. This Safety Plan can also be completed from any mobile device using the [COVID-19 Safety Plan app](#).

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 workers 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.

- We have involved frontline workers, supervisors, and the joint health and safety committee (or worker health and safety representative, if applicable).
- We have identified areas where people gather, such as break rooms, production lines, and meeting rooms.
- We have identified job tasks and processes where workers are close to one another or members of the public. This can occur in your workplace, in worker vehicles, or at other work locations (if your workers travel offsite as part of their jobs).
- We have identified the tools, machinery, and equipment that workers share while working.
- We have identified surfaces that people touch often, such as doorknobs, elevator buttons, and light switches.

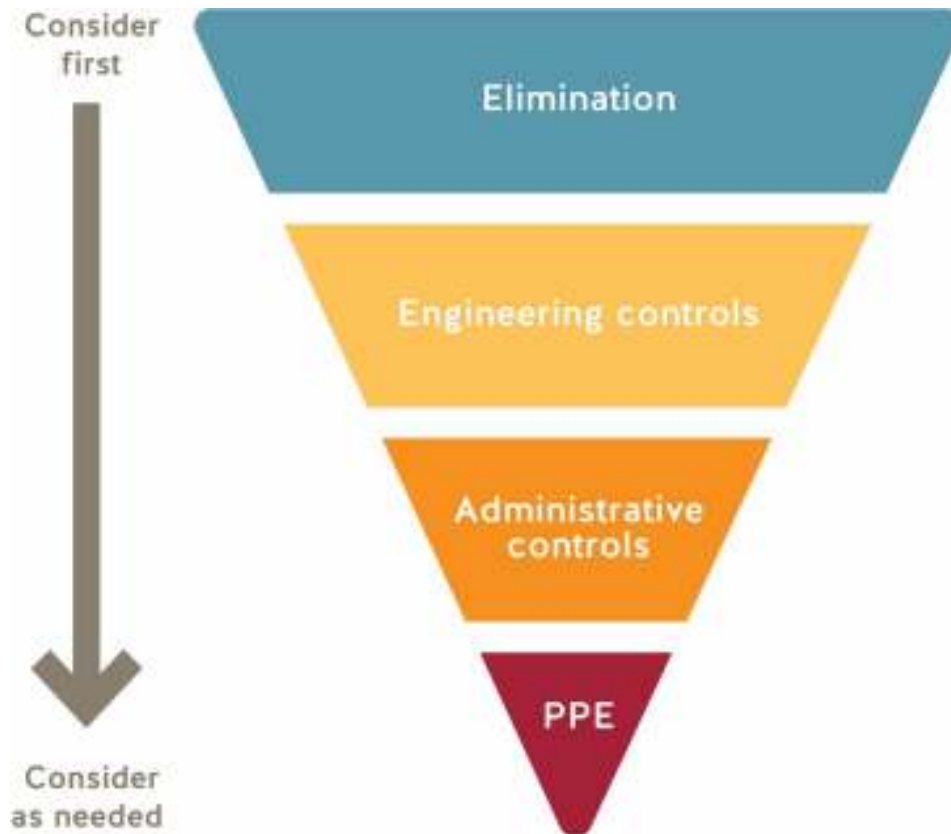
Step 2: Implement protocols to reduce the risks

Select and implement protocols to minimize the risks of transmission. Look to the following for information, input, and guidance:

- Review [industry-specific protocols](#) on worksafebc.com to determine whether any are relevant to your industry. Guidance for additional sectors will be posted as they become available. If protocols are developed specific to your sector, implement these to the extent that they are applicable to the risks at your workplace. You may need to identify and implement additional protocols if the posted protocols don't address all the risks to your workers.
- Frontline workers, supervisors, and the joint health and safety committee (or worker representative).
- [Orders, guidance, and notices](#) issued by the provincial health officer and relevant to your industry.
- Your health and safety association or other professional and industry associations.

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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 will likely need to incorporate controls from various levels to address the risk at your workplace.



First level protection (**elimination**) — Limit the number of people in your 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, customers, and members of the public.

Second level protection (**engineering controls**) — If you 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**) — If the first three levels of protection aren't enough to control the risk, consider the use of masks. Ensure masks are **selected and cared for appropriately** and that workers **are using masks correctly**.

First level protection (elimination): Limit the number of people at the workplace and ensure physical distance whenever possible

- We have established and posted an occupancy limit for our premises. 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 customers and visitors in the workplace.
- We have **established and posted occupancy limits** for common areas such as break rooms, meeting rooms, change rooms, washrooms, and elevators.
- We have implemented measures to keep workers and others at least 2 metres apart, wherever possible. Options include revising work schedules and reorganizing work tasks.

Measures in place

Employees are to check themselves and their clients for Covid-19 symptoms when showing up for work.

We advised our caregivers to ask themselves and their clients the following questions:

- 1) Are you experiencing any of the following: severe difficulty breathing (e.g., struggling for each breath, speaking in single words) severe chest pain having a very hard time waking up feeling confused lost consciousness
- 2) Are you experiencing any of the following: shortness of breath, at rest inability to lie down because of difficulty breathing or chronic health conditions (i.e. respiratory illness)
- 3) Are you experiencing any of these symptoms: fever, new onset of cough or worsening of chronic cough, new or worsening shortness of breath, new or worsening difficulty breathing, sore throat, runny nose
- 4) Are you experiencing any of these symptoms: chills, painful swallowing, stuffy nose, headache, muscle or joint ache, feeling unwell, fatigue or severe exhaustion, nausea, vomiting, diarrhea or unexplained loss of appetite, loss of sense of smell or taste, conjunctivitis (pink eye)
- 5) Do you work in an area of a supportive living or long-term care facility that is currently experiencing an outbreak
- 6) Within the past 14 days have you: Had close contact* with someone who is confirmed as having COVID-19 OR Had close contact* with someone with acute respiratory illness who had similar close contact with someone who is confirmed as having COVID-19 OR Had laboratory exposure to biological material (e.g. primary clinical specimens, virus culture isolates) known to contain COVID-19 virus. *Close contact includes providing care, living with or otherwise having close prolonged contact (within 2 metres) while the person was ill, or contact with infectious bodily fluids (e.g. from a cough or sneeze) while not wearing recommended personal protective equipment.
- 7) Within the past 14 days have you travelled outside of Canada
- 8) Within the past 14 days have you had close contact* with someone with acute respiratory illness who returned from travel outside of Canada in the 14 days before they became sick? *Close contact includes providing care, living with or otherwise having close prolonged contact (within 2 metres) while the person was ill, or contact with infectious bodily fluids (e.g. from a cough or sneeze) while not wearing recommended personal protective equipment

If the answer to any of the above questions is YES, we advise our employees to report this to the office right away and are to immediately stop working and: either get a Covid-19 test or self-isolate for 14 days.

If the answer to any of the above questions asked to our clients is YES, we advise our employees to report this to the office right away and we will contact our clients or their immediate family members to advise the clients they have to either get a Covid-19 test or self-isolate for 14 days.

If the clients choose to take a Covid-19 test, our employees would resume work with them only after the clients provide us with a negative test result.

If they choose to self-isolate without being tested, we will resume our services after 14 days have passed, but we will ask all the above questions again and go through the process again.

Second level protection (engineering): Barriers and partitions

- We have installed **barriers** where workers can't keep physically distant from co-workers, customers, or others.
- We have included barrier cleaning in our cleaning protocols.
- We have installed the 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).

Measures in place

no physical location so no barriers policy

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

All caregivers are instructed to wear gloves and mask, not touching face (eyes, nose, mouth areas), avoiding shaking hands, hugging etc...waving and nodding is recommended!

Regularly washing their hands with soap and water for 20 seconds minimum, changing gloves when completing different activities such as personal care, meal preparation, handling soiled client laundry. Knowing that wearing gloves and touching their hair or face contaminates the gloves and they need to change them.

Each time caregivers come into a client's home they sanitize door handles, phones, trash cans, bathroom; kitchen faucets, countertops; tables, toilet handles, remote controls for TV, fridge doors; handles, vacuums etc... anywhere people are touching. Our caregivers try to minimize fear with clients about the disease, while being empathetic and reassuring about how they feel and any fears they may have. They help educate their clients about safety measures so they can feel calm in their home and keep doing activities in their home they enjoy. We remind people to have a routine, do some activities like walking outside, while keeping the proper distance of 2 meters to be safe.

We take extra safety precautions with bringing groceries in and putting them away in the client's home. Grocery items are carefully wiped down and then put away. Produce is washed and then put away. Where bags have been put on a table or counter the surface is disinfected.

Caregivers providing laundry services must wear gloves and wipe down laundry facilities, if shared with others before and after use. Washing soiled bed linens and clothing in temperature hot enough to thoroughly clean. Using bleach in wash as needed. Making sure to change gloves after handling soiled laundry, before touching clean clothing or laundry items to fold and put away.

We have advised our clients and their family members that we recommend allowing limited or prohibit visitors in clients' homes.

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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 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 trained workers in the proper use of masks.

Measures in place

All our caregivers have been instructed to wear non-medical masks while working with their clients, if their health allows them to and if appropriate to do so.

For caregivers who don't have their own masks, our company offered to provide them (free of charge) with Just Like Family logo black cloth masks that can be used during their shifts.

All our caregivers have been instructed and trained on how to use a non-medical mask.

We have also instructed our caregivers to ask their clients if they would like to wear a mask as well...if clients choose to do so we have instructed our clients they can purchase their own non-medical mask or we can provide them one (free of charge).

Implement effective cleaning and hygiene practices

- We have reviewed the information on **cleaning and disinfecting** surfaces.
- Our workplace has enough handwashing facilities on site for all our workers. Handwashing locations are visible and easily accessed.
- We have policies that specify when workers must wash their hands and we have communicated good hygiene 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 available at worksafebc.com.]
- 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) 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

Our caregivers have been instructed to regularly wash their hands with soap and water for 20 seconds minimum and to instruct (or help) clients to do the same.

Each time they come into a client's home they sanitize door handles, phones, trash cans, bathroom; kitchen faucets, countertops; tables, toilet handles, remote controls for TV, fridge doors; handles, vacuums etc... anywhere people are touching.

Caregivers providing laundry services must wear gloves and wipe down laundry facilities, if shared with others before and after use. Washing soiled bed linens and clothing in temperature hot enough to thoroughly clean. Using bleach in wash as needed. Making sure to change gloves after handling soiled laundry, before touching clean clothing or laundry items to fold and put away.

Step 3: Develop policies

Develop the necessary policies to manage your workplace, 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.

- 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 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.
- We have a **working alone policy** in place (if needed).
- We have a **work from home policy** in place (if needed).
- Ensure workers have the training and strategies required to address the risk of violence that may arise as customers 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 should report to first aid, even with mild symptoms.
- Sick workers should 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 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

You must ensure that everyone entering the workplace, 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 have posted signage at the workplace, including occupancy limits and effective hygiene practices. [A customizable **occupancy limit poster** and **handwashing signage** are available on worksafebc.com.]
- 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 your workplace and update your plans as necessary

Things may change as your business operates. If you identify a new area of concern, or if it seems like something isn't working, take steps to update your policies and procedures. Involve workers 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 (or, in smaller workplaces, other workers).

Step 6: Assess and address risks from resuming operations

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

- We have a training plan for new staff.
- We have a training plan for staff taking on new roles or responsibilities.
- We have a training plan around changes to our business, such as new equipment, processes, or products.
- We have reviewed the start-up requirements for vehicles, equipment, and machinery that have been out of use.
- We have identified a safe process for clearing systems and lines of product that have been out of use.

Be advised that personal information must not be included in the COVID-19 Safety Plan

Personal information is any recorded information that uniquely identifies a person, such as name, address, telephone number, age, sex, race, religion, sexual orientation, disability, fingerprints, or blood type. It includes information about a person's health care, educational, financial, criminal, or employment history. Visit <https://www.oipc.bc.ca/about/legislation/> for more information.