



K I T S I L A N O

Neighbourhood House

COVID-19 Safety Plan

Step 1: Workplace Risk

1. The KNH Front Door will remain closed until further notice.
2. The following gathering places have been identified, classrooms, break rooms, and meeting rooms.
 - a. Meetings will ideally be conducted online (Teams) where possible.
 - b. Staff will use the Sunny Seniors room for face to face meetings when needed. These meetings will be restricted to 11 people.
 - c. Larger meetings will be held in the Hall.
 - d. The Vancity room will be used as part of a controlled movement system for the main hallway.
 - e. Staff can take breaks in designated areas and not more than two staff per break room.
 - i. These rooms are Sunny Seniors, Staff Room, Hay House L3.
 - ii. Hay House patio (ensure sun care if using Patio)
 - f. Classroom management is identified in the Childcare plan and follows strict BC Government health requirements. This is available from Daycare and an Extract is included in Appendix E.
3. Front desk:
 - a. Until further notice front desk staff will work in the back office. Where they need to work at the front desk due to limited desk space elsewhere or for job specific reasons, they can work behind the installed plexi-glass screen.
 - b. Front desk will accept deliveries 9am-2pm
 - i. Deliveries must be scheduled in advance, as doors will remain locked
 - ii. Delivery drivers not permitted in staff area
 1. Delivery to living room is okay for kitchen items
4. On site
 - a. Staff will work primarily from home to avoid onsite contact where possible.
 - b. When staff do work from the office then no more than 2 staff per office space or one in smaller offices.
 - c. Additional staff will work on a laptop in a meeting area, or at the front desk.
 - d. Management will create a staff and desk schedule
5. Personal Protection Equipment
 - a. Masks are not required
 - b. Masks will be made available where possible for personal reasons

- c. Staff are to immediately withdraw from any harmful situation where possible or wear PPE if needed.
- 6. Computers and workstations
 - a. Are to be assigned to an individual until further notice.
 - b. Staff are to sanitize their Computers and workstations before use
 - c. Other high touch point surfaces, such as doorknobs, elevator buttons, and light switches will be cleaned and sanitized daily
 - d. Photocopier and shared printers
 - i. Staff to wipe down before and after usage

Step 2: Implement protocols to reduce the risks

- 1. Only one person in an elevator at any one time.
- 2. Meetings will ideally be online (Teams).
- 3. Space Usage
 - a. Staff interacting with guests should be behind plexi-glass at the front desk
 - b. When working face to face then maintain a 2-metre distance and masks are encouraged
 - c. Professional cleaners will be hired to clean and sanitize after rentals
 - d. No other customers are expected onsite except for daycare parents making payment arrangements. This should be kept to a minimum.
- 4. Workers potentially working in close proximity have been identified and the following guidelines have been established
 - a. LTP / Red Oaks tenants – maintain at least 2 metres and refer them to Terra Property Management for all matters other than program. Program matters to be handled by email or phone.
 - b. Childcare – refer to childcare protocols
 - c. Kitchen – no more than 2 staff allowed at one time
 - d. Steeves Manor – refer to the Steeves Manor working with Resident procedure
 - e. Hallways – no congregation. Staff are to walk promptly through shared areas
 - f. No physical contact between staff and participants – no hugs, handshakes, or fist pumps
 - g. Staff are not permitted to handle a participant's cell phone or other personal belongings
- 5. Handwashing
 - a. Our workplace has enough handwashing facilities on site for all our workers.
 - b. Handwashing locations are visible and easily accessed.

- c. Staff are instructed to wash their hands for at least 20 seconds with soap and water
 - i. when arriving to work
 - ii. entering a new room
 - iii. after the use of the bathroom
 - iv. after touching their face and hair
 - v. after nose blowing, sneezing, coughing
 - vi. after touching their personal cell phones
 - vii. after using shared equipment
 - d. Signage will be posted at all stations
6. Proper mask techniques training will be implemented.
- a. Visuals will be provided for training
 - b. Staff can refer to their supervisors for support
7. The Public Coffee Station has been removed until further notice
8. The lounge is only available for staff and Childcare.

Cleaning standards

1. Day time cleaning
 - a. Every weekday around midday
 - b. The cleaning services include:
 - i. The details for the extra disinfecting includes all knobs/ hands/ buttons/ washrooms/ hard surfaces per visit, including all handrails, intercom, laundry, mailbox
 - ii. any other areas required in staff areas of both buildings
 - iii. Daycare Community Hall and St George room washroom sanitize, dispose paper waste basket daily.
 1. To include the bottom half of the walls in daycare
 2. Hard surfaces and touch points
 - iv. Common areas and surfaces
2. End of shift
 - a. Staff will sanitize all hard surfaces
3. Evening
 - a. Three times per week normal cleaning activities will be supplemented by sanitization of hard surfaces and common area surfaces.
4. Operations will ensure staff have adequate training and materials.

5. Staff Room / Kitchen
 - a. Wash your hands upon entry of the staff room
 - b. No more than 2 people allowed in the space
 - i. We have removed unnecessary tools and equipment to simplify the cleaning process, e.g., dishrack
 - c. Staff can use dishes and cutlery – but they must be sanitized after use
 - i. Microwave / Fridge handle must be wiped after use
 - d. Washing dishes in the main kitchen – masks will be required as individuals contact with dirty dishes
6. We have removed unnecessary tools and equipment to simplify the cleaning process
 - a. Public coffee station

Cleaning protocols

1. Program or Meeting areas
 - a. Staff will wipe down at the beginning and end of each session all program and meeting rooms.
 - b. Each room will have sufficient cleaning and sanitization supplies.
 - c. Staff personal desks are staff responsibility – assume your own risk
2. Cleaning Contractors
 - a. Staff or tenants must maintain physical distance and should not talk with the cleaners.
 - b. Any issues with cleaning and sanitization should be referred to the Front Desk.

Step 3: Policies

3. Staff must self-isolate if:
 - They have 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 or have been directed by Public Health to self-isolate.
 - If you have symptoms
 - Call 811 to get setup for a test
 - If the test is positive – isolate for 14 days
 - If the test is negative – you may return to work once your symptoms have settled.
 - They have arrived from outside of Canada or who has had contact with a confirmed COVID-19 case must self-isolate as advised by the BC CDC. Visitors are prohibited or limited in the workplace.
4. Workers who become sick at work
 - a. Must wash their hands

- b. Will be provided with a mask, and isolated.
 - c. Asked to go straight home. [Consult the BC COVID-19 Self-Assessment Tool or call 811 for further guidance related to testing and self-isolation.]
- 5. If the worker is severely ill
 - a. e.g., difficulty breathing, chest pain
 - b. call 911
 - c. Clean and disinfect any surfaces that the sick worker has encountered.
- 6. Work from home (COVID) policy is in place
- 7. All staff returning to work and new hires are required to review and follow protocols

Step 4: Communication Plans and Training

- 1. Everyone entering the workplace, will know how to keep themselves safe while at KNH.
 - a. Signage will be placed on the front door
 - b. Contractor's will sign in at the Front Desk
 - c. Until further notice, there will be no visitors onsite
- 2. 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.
 - d. All staff returning to work / new hires will complete COVID -19 safety plan orientation / training
- 3. We have posted signage at the workplace, including occupancy limits and effective hygiene practices.
- 4. We have posted signage at the main entrance indicating who is restricted from entering the premises, including visitors and workers with symptoms.
- 5. Supervisors have been trained on monitoring workers and the workplace to ensure policies and procedures are being followed.
 - e. Management will meet regularly to discuss any changes

Step 5: Monitor our workplace and updating the Safety plans as necessary

- 1. If you identify a new area of concern, or if it seems like something is not working, then please
 - a. Notify the OHS committee or Supervisor
 - b. All staff especially returning staff will be trained on any new procedures
 - c. All issues will be addressed

2. 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.
 - a. Notify the OHS committee or Supervisor
 - b. All staff especially returning staff will be trained on any new procedures
 - c. All issues will be addressed
3. When resolving safety issues, we involve the health and safety committee
 - a. Issues will be sent to management and the OHS committee
 - b. All issues will be addressed

Step 6: Assess and address risks from resuming operations

1. As we gradually continue to reopen, new staff and returning staff are trained and integrated into the current operation.
2. We have a training plan around changes to our business, such as new equipment, processes, or products.