

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.

WorkSafeBC will not be reviewing or approving the plans of individual employers, but in accordance with the order of the [Provincial Health Officer](#), this plan must be posted at the worksite.

## 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.

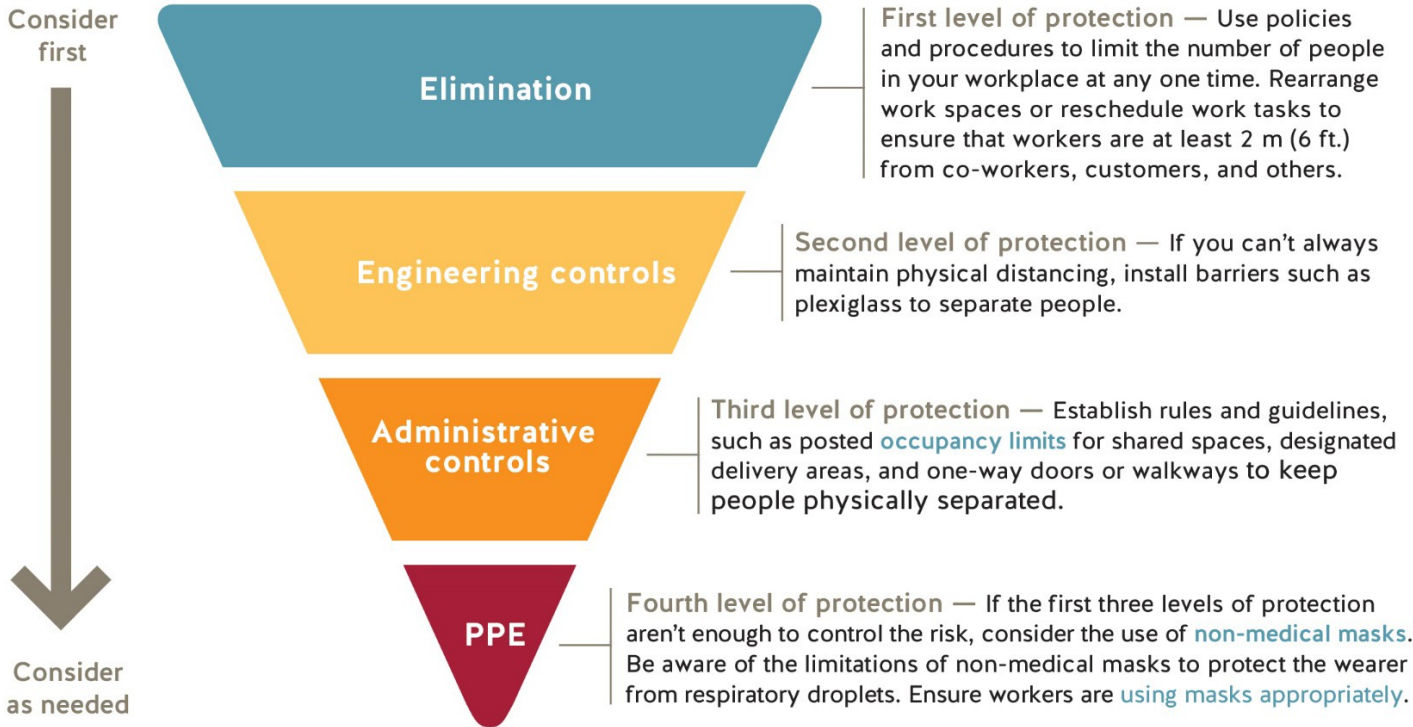
## Step 2: Implement protocols to reduce the risks

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.

## Reduce the risk of person-to-person transmission

To reduce the risk of the virus spreading through droplets in the air, implement 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 isn't practicable or does not completely control the risk. You might likely need to incorporate controls from various levels to address the risk at your workplace.



## 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 meters 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 meters apart, wherever possible. Options include revising work schedules and reorganizing work tasks.

### Measures in place

- Physical Distancing of 2m will be encouraged at all times.
- A maximum of two staff or volunteers will be permitted in the following spaces at any given time: Kitchen, Meeting Room/Office, Mezzanine. (unless transiting to another room wearing a mask).
- A maximum of one staff member or volunteer will be permitted in the utility room or storage room at any given time.
- One restroom will be locked off to the public and will be designated as a staff and volunteer washroom only.
- Indicators, signage, and arrows will be placed to ensure that physical distancing is taking place throughout the building.
- The public will be asked to only touch brochures or retail that they plan to take with them or purchase.
- Retail items that are touched or contaminated will be set aside until they can be sanitized or steamed.
- Brochures or maps that are touched by the public but not taken will be recycled.
- At all times while servicing or speaking with the public or with each other the staff and volunteers will make their best effort to stay distanced and avoid contact with others.
- Staff and volunteer meetings will take place with 2m distancing or digitally via zoom or another platform.

## 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

- One-way traffic in, throughout, and out of the building will be implemented to help ensure physical distancing.
- Brochure and retail racks will be set up throughout the building to encourage physical distancing and one-way traffic for as much spacing as possible.
- There will be plexi-glass barriers installed at common interaction points where 2m spacing is not possible. Staff and volunteers will be encouraged to distance themselves from the public by standing on opposite sides of a barrier such as a counter, workstation, plexiglass, or table.
- Wall mount, standing, and floor signage will be placed throughout the building to encourage distancing and one-way traffic.
- Tourism Kelowna has leased the adjacent Kerry Park patio space from the City of Kelowna for the duration of the summer months until September 30, 2020 to provide additional servicing space and capacity for physical distancing.

## 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

- The occupancy of the Visitor Centre will be limited to 15 members of the public at any given time and no more than 37 people total inclusive of the public, staff, and volunteers.
- Anyone entering the visitor centre will be required to sanitize their hands upon entry and encouraged to wash or sanitize their hands throughout the building. There will be hand sanitizer stations located at the entrance, each servicing area, point of sale locations, near the restrooms, at each workstation, etc. Staff will check the levels of all sanitizer bottles throughout the space to ensure they are full for public, staff, and volunteer use and refill as required.
- Signs from the BC Centre for Disease Control, Government of Canada, Government of BC, and WorkSafe BC will be posted throughout the building to communicate physical distancing, hand washing/sanitizing, and isolation when sick practices to the public and staff and volunteers.
- If staff or volunteers are feeling sick or unwell, they are required to stay home for a 14-day period or until it is confirmed that they do not have COVID-19.
- If staff or volunteers have been ordered or required to self-isolate, or have returned from out of country, they will be required to stay home for 14 days prior to reporting to work.
- Staff and volunteers will not share tools when possible. If sharing tools is required, the tools will be sanitized, or hands will be washed or sanitized after use.
- A touchless thermometer has been provided to ensure the temperature of staff and volunteers is below 100.5 Fahrenheit or 38.1 degrees Celsius upon arrival to the visitor centre each day. The temperature of each person will be recorded via photograph into the Homebase scheduling software.
- Staff and volunteers are required to wash and/or sanitize their hands upon arriving to the visitor centre, before and after breaks, after leaving the building for any reason, and after having physical contact with another person or potentially contaminated item.
- All high touch areas will be cleaned frequently as per the cleaning guidelines outlined below within this plan.
- Public facing devices such as iPads and touch screen devices will be removed from service.
- The charging station will be sanitized after each use.
- Staff will each be assigned their own phone and shared phones will be disinfected after each use.
- Anyone (staff/volunteers/public) not adhering to these protective measures and policies will be asked to do so or be required to leave the building/workplace.
- Staff and volunteers must attempt to maintain two meters of physical distance from members of the public as well as other staff and volunteers whenever possible. If two meters of distance or separation by a barrier is not possible, PPE and sanitizing procedures must be followed.
- As of July 31, 2020, the Kelowna Visitor Centre has implemented voluntary contact tracing for anyone entering the building. Each party will be asked for a group name, contact phone number, and party size. This information will be kept for a period of 30 days and will only be used by Interior Health or BC Public Health in the event of exposure of COVID-19 within the building. Information will be destroyed after 30 days and will be stored within the regulations of the Privacy Act. Information will be taken using Quicktap survey on an iPad at the main entrance.

## 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 staff and volunteers will be required to wear either a mask/face covering or a face shield when working or interacting with the public in the visitor centre. The only locations staff/volunteers are not required to wear a mask are at workstations that are away from the main servicing area in the visitor centre, in the meeting room, or in the lunchroom.
- Each staff member will be provided with their own personal mask to wear and maintain.
- Face shields will be available to staff to be clipped onto a ball cap and cleaning supplies will be available to sanitize these between use.
- Each staff and volunteer will be shown a Government of Canada video or WorkSafe BC instruction poster on how to properly wear a mask.
- As of November 3, 2020, non-medical masks or face coverings to cover the mouth and nose are required to be worn inside the Kelowna Visitor Centre by anyone 13 years of age or older.
- Single use, disposable non-medical masks will be provided to the public on an emergency basis. These will not be readily available and will only be used in special circumstances.

## Reduce the risk of surface transmission through 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](http://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

- Staff and volunteers are required to wash and/or sanitize their hands upon arriving to the visitor centre, before and after breaks, after leaving the building for any reason, and after having physical contact with another person or potentially contaminated item.
- The building will be thoroughly cleaned by The Cleaning Company three times per week.
- Public washrooms will be thoroughly cleaned by The Cleaning Company daily.
- When the building is open to the public staff will clean high touch surfaces once per hour on the hour using Dyna-Quat surface sanitizer and gloves. High touch surfaces include: all door handles inside and out, accessible door access buttons, counter and table tops, point of sale machines, charging station, ipads and phones, ledges and servicing pods, restroom surfaces, kitchen counters and tables, plexiglass barriers, photocopier, cleaning cart, etc.
- Staff will be asked to spray sanitizer on all public washroom touch surfaces between cleaning during high use times. This will usually take place with each walk-by washroom check.
- When cleaning cloths become visibly soiled they will be placed in the laundry bag to be laundered by The Cleaning Company and a new cloth will be used.
- Cloths and hand towels in the kitchen will be replaced regularly.
- Staff and volunteers will clean/disinfect the kitchen surfaces and shared kitchen equipment after each use.
- Staff will check the levels of all sanitizer bottles throughout the space to ensure they are full for public, staff, and volunteer use and refill as required.

### 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 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.
- 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.