



**Tourism Vancouver  
COVID-19 Safety Plan**

**September 2020**

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## Before Returning to the Office

We look forward to having you back in our newly renovated office space. The great harbour views are still here, but the workspace has been completely redesigned, based on team member feedback, to take advantage of the views and create an open and airy work and meeting space designed to improved collaboration and interaction among the team.

***Before you return, a few steps you must do to ensure the health and safety of all team members:***

- Electronically complete and submit the Team Member Acknowledgement Form found at the end of this Return to Work (RTW) safety plan document.
- ***Human Resources must receive your signed acknowledgement form in advance of your return date, you will not be permitted into the office.***

\*\*As a regular practice, you should analyze your general health and be aware of any developing symptoms. If you are unwell, do not come to the office and please continue to self-monitor.

\*\*The health of Tourism Vancouver team members is critical. Providing a safe working environment is a priority to ensure team members are confident about being back in the corporate work environment.

## Introduction

Welcome to Tourism Vancouver's **COVID-19 Safety Plan**.

Tourism Vancouver is powered by people and this document outlines our workforce strategies and procedures related to business operations recovery from COVID-19 as well as how we safely return to the corporate office environment. This RTW is based on best practices and guidelines provided by *WorkSafeBC* and other local, provincial and federal health authorities, and is intended to support Tourism Vancouver's safe and healthy return to the corporate offices.

### **Objectives of the Safety Plan**

Our plan is intended to:

- Inform team members and others about relevant policies, guidelines and procedures in response to COVID-19 and returning to the offices at suite 210-200 Burrard Street while adhering to required health and safety guidelines and protocols
- Provide a safe and healthy workplace
- Build and reinforce trust with team members and others entering the offices
- Protect health and safety of team members and others entering the offices
- Comply with regulations outlined by *WorkSafeBC* and other local, provincial and federal health authorities

### **Policy Review**

These Policies, guidelines and procedures will be reviewed and amended on an annual basis or as required to ensure all health and safety measures are in place and up to date and in compliance as directed by the Provincial Health Officer ("PHO"), the BC Centre for Disease Control ("BCCDC") and *WorkSafeBC*.

The Policies and guidelines contained in this document are the entire versions and replaces any prior documentation.

## **Policy: Preventing COVID-19 in the Workplace**

### **Intent**

Tourism Vancouver is committed to the health and safety of all team members, volunteers, visitors, members and others in contact with the organization. This policy was developed to support a safe and healthy work environment and to help prevent the spread of COVID-19 in the workplace, specifically the corporate offices and Visitor Centre. The precautionary measures have been developed using advice and information obtained from the Provincial Health Office ("PHO"), BC Centre for Disease Control ("BCCDC"), Public Health Agency of Canada and *WorkSafeBC*. Any questions regarding this policy or related issues should be directed to Human Resources, the Chief Financial Officer or the President & Chief Executive Officer.

### **Guidelines**

Our organization works to achieve a workplace that follows all precautionary measures identified by applicable governmental bodies and public health authorities to reduce the spread of the COVID-19.

### **Team Member Responsibilities**

All team members will ensure they understand and comply with the infection prevention policies and practices outlined within this policy.

### **Hand Hygiene**

- Wash hands frequently. Thoroughly wash hands with soap and water (or with an alcohol-based rub if soap is not available). Wash hands for at least 20 seconds.
- Avoid touching your face (specifically your eyes, nose, and mouth) as much as possible.
- Cover your mouth when coughing, sneezing, and yawning by doing so into the bend of your arm, not into your hand.
- Avoid touching surfaces people touch often.
- Instead of a handshake, give a friendly wave at a safe distance.
- Use any necessary personal protective equipment (PPE) as directed.

### **Workspace Cleaning**

Team members are to please use appropriate products provided by Tourism Vancouver to clean and disinfect items like your desk, work surface, phones, keyboards, mouse and electronics at least twice daily and more often if they are visibly soiled.

### **Physical/Social Distancing**

- Keep a distance of at least two metres between you and anyone else, including your colleagues, volunteers, visitors, members, customers and others entering the offices.
- Increase distance between desks, tables, and workstations.
- Reduce or eliminate activities that require close physical proximity or contact with people, such as team meetings/meetings with external partners, members, etc.
- Limit any necessary personal proximity to others that is closer than two metres to the shortest time possible.

## Updates to Management

- Provide updated emergency contact information to Human Resources.
- Immediately notify HR/management if you rely on public transport to get to work and have no means to safely get home if you start to feel ill while at work.
- Immediately notify HR/management if you become aware of any unsafe conditions at work.

## **Personal Travel**

- Inform HR/management when and where travelling for personal reasons so we know what measures to take and know what dealing we need to deal with, if needed.

## **Covid-19 Symptoms and Self-Isolation**

If you feel like you might have COVID-19 symptoms, **do not come to work**. For example: fever, cough, or difficulty breathing, loss of sense of smell and sneezing), or even mild symptoms, **you must stay home** to avoid spreading illness to others. Mild symptoms may be similar to a cold or flu.

Additional actions you should take include:

- Immediately isolating yourself to prevent any possible spread of COVID-19;
- Contacting your local public health authority (call 8-1-1) and following their advice; 811 will do any required contact tracing
- Notifying Tourism Vancouver by phone, email or text message; and
- Remaining away from work until you have been advised to return by your public health authority, normally after a minimum of 10 days from the onset of symptoms and until your symptoms are completely resolved (it may be longer than the minimum 10 days).

You need to self-isolate if you:

- Have symptoms, even if mild, associated with COVID-19
- Have been diagnosed with COVID-19
- Are waiting for laboratory test results after being tested for COVID-19; or
- Have been advised to self-isolate by your regional public health authority.

Self-isolating means:

- Staying home until the regional public health authority says you are no longer at risk of spreading the virus; and
- Avoiding contact with others.

If your symptoms worsen, immediately contact your healthcare provider or public health authority, and follow their instructions.

## **Developing Symptoms at Work**

If you develop even mild symptoms while at work:

- Separate yourself from others immediately
- Put on a mask immediately
- Immediately contact HR/your manager using telephone, e-mail, text
- Immediately notify your HR/your manager where you worked that day
- Disclose any interactions with colleagues, volunteers, members, customers, or others; and

- Disclose any equipment you used, items you handled, or surfaces you touched.

If you drove yourself to work, immediately go home and start self-isolating. If you took public transport, Human Resources or your manager will contact either your emergency contact or the local public health authority or non-emergency services to ensure that you are safely returned home.

Do not return to work until your public health authority advises it is safe to do so. The quarantine period will likely last a minimum of 10 days from the onset of symptoms and until your symptoms are completely resolved (i.e. it may be longer than the minimum 10 days).

### **Tourism Vancouver Responsibilities**

To ensure that Tourism Vancouver continues to provide a healthy and safe workplace, the following measures have been implemented. In addition, Tourism Vancouver continues to stay updated on guidelines and information provided by local, provincial, and federal health authorities and WorkSafeBC.

To use the risk-informed decision-making guidelines as provided by *WorkSafeBC* and others for workplaces and businesses during the COVID-19 pandemic to help develop policies and procedures.

#### Provide Information/Policies:

- Provide required education and training to educate team members and others regarding the risks of exposure to COVID-19 in relation being at work.
- Continue to communicate with team members, volunteers, visitors, members and others in contact with the organization, including the measures we are taking to prevent the spread of COVID-19.
- Continue to evaluate the workplace for areas where people have frequent contact with each other and shared spaces and objects to look at measures to reduce contact. For example, reception area, workstations, kitchen, Grab & Go coffee station, boardrooms, equipment. More examples of this under **Occupancy Limits** on page 8 of this document.
- All non-essential in-person business meetings and travel are postponed until clearance received from the provincial/local health authorities and the government of Canada

#### Engineering & Administrative Controls:

- Ensure adequate/required engineering and administrative controls are in place.
- Post signs encouraging good respiratory hygiene, hand hygiene, and other healthy practices.
- Where feasible, implement measures to reduce social contact, such as working from home arrangements, flexible hours, staggering start times, encouraging the use of e-mail, and video conferencing.
- Evaluate and implement ways that team members can practice social distancing, such as increasing distance between desks, workstations, and people in hallways and common areas.
- Minimize interactions between team members, volunteers, visitors, members and others in contact with the organization.
- Contact tracing. Maintain a sign-in/sign-out list of guests to the office that includes date of visit to the office, name of guest, contact information (phone and email) and who they are meeting with at Tourism Vancouver for possible tracing) and written records in which team members confirm that they are symptom-free when attending the office. Tourism Vancouver will retain these records. This list will be managed through reception.
- Maintain daily list of team members attending in the office (for possible tracing) and written records in which confirm that they are symptom-free when attending the office. This list will be managed through reception.

## Enhanced Cleaning Protocols:

- Ensure increased cleaning of high-contact areas and equipment. For example, reception area, kitchen, Grab & Go coffee station, boardrooms, focus rooms, supply areas, others.
- Implement and follow increased cleaning guidelines:
  - Make hand sanitizer available at all entries, kitchens, and common areas
  - Clean and disinfect all high-traffic areas and frequently touched areas (such as door handles, refrigerator handles, microwaves, printers, photocopiers) i.e. twice daily.
  - Provide cleaning wipes that are at least 70% alcohol to ensure proper disinfection or use other approved disinfectant sprays and solutions in common areas and workspaces for use to clean workspaces.
- Open windows and doors whenever possible to ensure the space is well-ventilated.
- Tourism Vancouver will ensure that additional cleaning services are provided by the contracted cleaning company

## Personal Protective Equipment:

The following PPE is available and provided based on the following situations:

- Gloves for team members who are in direct contact with an ill person or a contaminated object or environment. Hands must be washed before putting on gloves and immediately after removing gloves. While wearing gloves, team members must refrain from touching their face. Gloves should be frequently removed and disposed to limit contact transfer.
- Availability of gloves, non-medical masks, hand sanitizer, plexi-glass partitions as required

## **Occupancy Limits**

Continue to evaluate the workplace for areas where people have frequent contact with each other and shared spaces and objects to look at measures to reduce contact. For example, reception area, workstations, kitchen, Grab & Go coffee station, boardrooms, equipment. Other specific measures include:

- No more than one person, in addition to the receptionist, at the reception desk at a time. The office doors will remain closed so team members can greet visitors and ensure safe physical distancing
- Occupancy limits will be posted in common areas (lunchroom, focus rooms, boardrooms)
- Post signs (for example indicating occupancy limits in the office as well as boardrooms and kitchen) asking all team members, volunteers, visitors, members and others in contact with the organization to respect and strictly adhere to the guidelines.
- Guests/Visitors to the office will be given “permission” to enter the premises. Tourism Vancouver will send a standard email to schedule visitors before they arrive and set expectations for safely in the office (wearing masks and ensuring that they are symptom free)

## **Work-Related Travel**

- All work-related travel is postponed until further notice.



## Self-Monitoring

You need to self-monitor if you have no symptoms but may have been exposed to COVID-19 in the last 14 days, are in close contact with elderly people or medically vulnerable people, or have been instructed to self-monitor by your public health authority.

Self-monitoring means to:

- Monitor yourself for 14 days for symptoms of respiratory illness, such as cough, fever, and difficulty breathing; and
- Avoid crowded places and increase your personal space from others whenever possible

If you develop symptoms, self-isolate immediately and contact your public health authority as soon as possible. If required, self isolation is for a minimum of 10 days from the onset of symptoms and until symptoms are completely resolved.

## Assessment Resources

If you are having difficulty breathing or experiencing other severe symptoms, call 911 immediately. Advise them of your symptoms and travel history.

If you are concerned about COVID-19 exposure, you can use an online self-assessment tool to determine whether you are likely infected. Please visit the appropriate provincial government websites for self-assessments including. <https://bc.thrive.health/>

## Policy Review

This policy will be reviewed and amended on an annual basis or as required to ensure all health and safety measures are in place and up to date and in compliance as directed by the PHO, BCCDC and *WorkSafeBC*.

Safety measures will also be in place for Tourism Vancouver's Visitor Centre and Warehouse.

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## Office Etiquette Guidelines (suite 210)

### Intent

Part of Tourism Vancouver's COVID-19 Safety Plan and keeping health and safety first as one of our guiding principles, includes identifying protocols that everyone must follow to keep us and visitors to the office healthy and safe. The following specific protocols developed by *WorkSafeBC*, are guidelines for everyone to follow and will be reviewed as required regarding using the lunchroom, coffee Grab & Go and other common areas.

### Occupancy Limits

Continue to evaluate the workplace for areas where people have frequent contact with each other and shared spaces and objects to look at measures to reduce contact. For example, reception area, workstations, kitchen, Grab & Go coffee station, boardrooms, equipment. Other specific measure include:

- No more than one person, in addition to the receptionist, at the reception desk at a time
  - No more than one person at a time in the Grab & Go coffee area and must be a minimum of 2 metres apart
  - No more than twelve people in the lunchroom at a time and must be a minimum of 2 metres apart
  - Post signs (for example indicating occupancy limits in the office as well as boardrooms and kitchen) asking all team members, volunteers, visitors, members and others in contact with the organization to respect and strictly adhere to the guidelines.
- **Guests to the office:** will be given "permission" to enter the premises. Tourism Vancouver will send a standard email to schedule visitors before they arrive and set expectations for safely in the office (wearing masks and ensuring that they are symptom free). Please see page 42 of this document for the email ("Office Visitor Screening form"). ***The preference is to conduct virtual meetings rather than in-person.***

### Lunchroom/Grab & Go

- **Refrigerators:**
  - Please only use the refrigerators to place items stored in individual lunch/thermal bags
  - Please do not leave any food overnight in the refrigerators
  - Please wipe the door handles before and after each use
- **Dishwashers:**
  - Please do not use the dishwashers at this time and until further notice
- **Microwaves:**
  - Please clean the microwave(s) before and after every use
- **Plates, Cutlery, Utensils:**
  - Please use your own plates, cups, mugs, utensils and clean them yourself – no dirty dishes are to be left in the sink or countertops

- **Coffee/Tea Services:**

- There will not be any coffee/tea service available at this time
- Please do not offer tea, coffee, water to guests in the office

- **Food Consumption:**

- Eating is restricted to a clearly identified and dedicated areas (kitchen) with handwashing stations, cleaning and disinfectant supplies, and adequate space to maintain the physical distancing requirements.
- Please only eat in the lunchroom (with physical/social distancing) or outside (no food in the Focus rooms or boardrooms please).
- No eating at individual workstations, offices, boardrooms
- There is not to be any communal food or beverages provided or consumed

- The Grab & Go coffee area is not available for use at this time

### Common High Touch Areas

- Please ensure that all communal doors remain open throughout the workday to reduce contact with door handles and increase ventilation (with the exception of the main office doors that will remain locked).
- Practice physical distancing at all times in hallways and all common areas
- Use your own equipment & supplies such as pens, staplers, headsets, and computers. Non-essential supplies will be removed from communal work areas.
- Minimize the number of people using previously shared office equipment or other items (photocopiers, printers). Shared equipment must be cleaned and disinfected before and after each use.
- Signs will be posted to remind everyone of the procedures for using and cleaning equipment
- Practice safe hygiene at all times including regular handwashing or sanitizing hands, safe social distancing, not coming to work if sick.

### Boardrooms/Focus Rooms

- Please physical social distancing at all times (minimum 2 metres apart)
- Please wipe boardroom tables before and after each use
- Please wipe chairs and chair arm rests before and after each use
- Non-essential supplies will be removed from boardrooms
- Please wipe keyboards and any other common equipment/supplies before and after each use
- Use of Focus rooms is restricted to one person only in the room/4 in the larger room
- Remove excess Boardroom chairs from larger Boardroom – mark space on the floors for chair location 2 metres apart
- ***The preference is to not schedule in-person meetings with external guests, rather hold meetings by Zoom/teleconference, video conference, or email instead. If meetings must be in the office, ensure all health and safety protocols described in this safety plan are strictly adhered to.***

### Hallways

- Provide floor directional signage/arrows for one-way clockwise traffic

## Workstations

Tourism Vancouver will:

- Arrange workstations at least 2 metres apart and away from communal pathways.
- Minimize sharing office space or workstations. If you must share office space, please ensure that frequently-touched surfaces are cleaned/sanitized throughout the day such as the computer keyboard and mouse, desk surface, and telephone.
- Make communal pathways one directional to reduce personal interactions, post signage.
- If necessary, Tourism Vancouver will install effective barriers (e.g., plexiglass shields) between workstations.
- ***Reinforce not scheduling in-person meetings with external guests, rather hold meetings by Zoom/teleconference, video conference, or email instead. If meetings must be in the office, ensure all health and safety protocols described in this safety plan are strictly adhered to.***

## Deliveries

Tourism Vancouver will:

- Ensure that delivery zones/dedicated desk/table are clearly identified and limited to receivers and deliverers only.
- Arrange for suppliers and/or delivery persons to drop off goods at office entrance
- Request contactless delivery to maintain physical distancing requirement (e.g., delivery person leaves packages in a pre-arranged location). This option may be limited if signing or proof of receipt is required.

***No personal deliveries to the offices at this time.***

## Policy: Illness & COVID-19

In the event of absence from work for medical reasons due to illness or personal injury, team members may use paid illness absence hours (PI). Supporting medical documentation may be required for any medical absence of three (3) consecutive working days or more.

Team members may use all available paid absence hours for medical treatment. If, however, the absence exceeds the annual amount, the team member has the option of using available vacation time or requesting an unpaid medical leave. Team members requesting an unpaid leave may be eligible for Sickness Benefits through applicable federal and provincial programs.

### **COVID-19**

If you have any symptoms of COVID-19 or think you might have such a symptom, **do not come to work**. It is critical that if you have even one symptom of COVID-19 (for example: fever, cough, sneezing, difficulty breathing, loss of sense of smell), or even mild symptoms, you **must stay home** to avoid spreading illness to others. Mild symptoms may be similar to a cold or flu. Please contact your doctor and/or public health authority (8-1-1) immediately for medical advice.

If you have mild symptoms and feel that you are able to work, you may work from home in compliance with Tourism Vancouver's **Working from Home** policy contained in this document.

## WorkSafeBC Checklist



### COVID-19 Safety Plan

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.

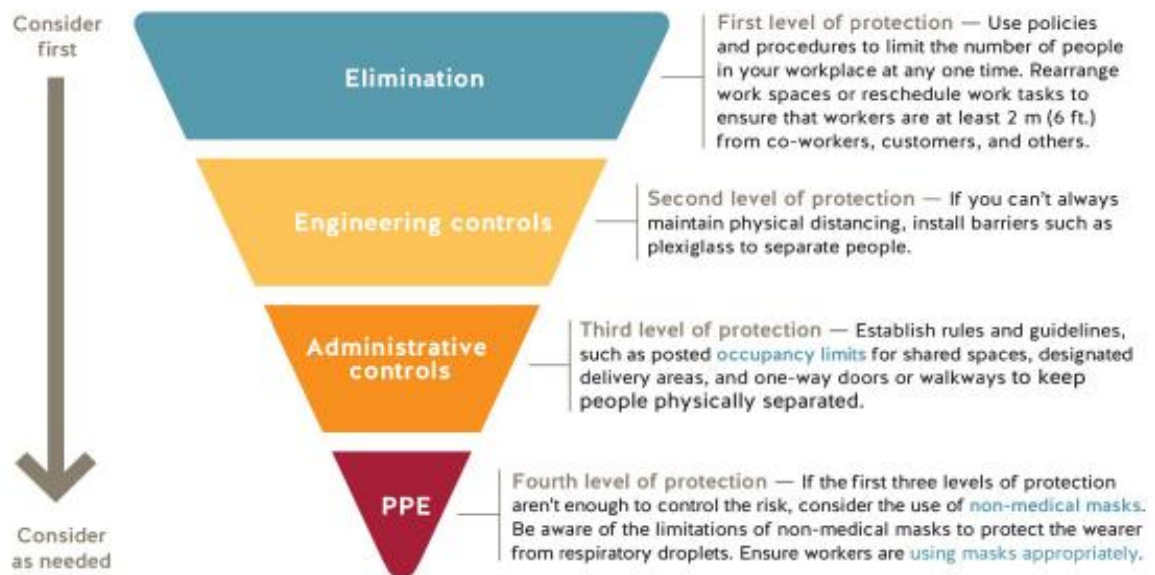
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## COVID-19 Safety Plan

### 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.





## COVID-19 Safety Plan

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

List your control measures for maintaining physical distance in your workplace, for example:

- Working remotely/flexible work at home options
- Changes to work schedules - staggered work shifts
- Virtual meetings - ongoing
- Occupancy limits for workers - staggered shifts
- Limiting or prohibiting visitors
- Reducing the number of visitors in the office/reception area
- PPEs and cleaning supplies provided
- Enhanced office cleaning/disinfecting services
- Kitchen modifications
- Meeting room/common area protocols
- Social distancing protocols
- Signage - hand washing, wearing masks

Please see: Tourism Vancouver's Preventing COVID-19 in the Workplace policy



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

Considering barrier at reception area

Closed spaces in the office (ie: limit use of boardrooms and kitchen)

Please see: Preventing COVID-19 in the Workplace policy

## COVID-19 Safety Plan

### 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

List the rules and guidelines that everyone in the workplace has to follow to reduce the risk of airborne transmission. This could include things like using one-way doors or walkways, using single-use (disposable) products, and wiping down equipment after use. Consider creating pods of workers who work together exclusively to minimize the risk of broad transmission throughout the workplace.

If this information is in another document, identify that document here.

Please see: Preventing COVID-19 in the Workplace policy

Availability of: non-surgical masks, gloves, hand sanitizer, cleaning wipes, wiping equipment after each use, wiping workstations 2 per day, limited use of kitchen

Please see

## COVID-19 Safety Plan

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

Who will use masks?

What work tasks will require the use of masks?

How have workers been informed of the correct use of masks?

If this information is in another document, identify that document here.

Please see: Tourism Vancouver's Preventing COVID-19 in the Workplace policy

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## COVID-19 Safety Plan

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](https://www.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

Provide information about your cleaning plan. Specify who is responsible for cleaning, the cleaning schedule, and what the cleaning protocols will include (e.g., which surfaces, tools, equipment, and machines). If this information is in another document, identify that document here.

Please see: Tourism Vancouver's Preventing COVID-19 in the Workplace policy

### 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.

## Cadillac Fairview Return to Work





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CF Connect  
1-800-665-1000  
[cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com)

Waterfront Properties Security - 24/7  
(604) 646-8037  
[watsecurity@cadillacfairview.com](mailto:watsecurity@cadillacfairview.com)

The Waterfront Properties Management team is actively monitoring the situation surrounding COVID-19 and will update the guidelines as needed. We appreciate your cooperation with our efforts to mitigate the potential risk within the buildings.





## CLEANING

### Enhanced Cleaning Services

CF introduced a number of enhancements to the base building cleaning services to better address the changing needs of the building as we navigate through the COVID-19 pandemic. The following information provides a brief summary of the measures put in place by CF at this time. Please note, as the situation remains fluid, the measures outlined below are subject to change without notice.



### Definitions - Cleaning, Sanitizing and Disinfecting

It is important to define and understand the language being applied to various janitorial routines in the building. Each routine - cleaning, sanitizing and disinfecting - has an important role to play in keeping an overall hygienic and safe environment.

For your reference and convenience, we have defined commonly used terms below as it relates to our complex:

#### Cleaning

the removal of visible soil, debris, microorganisms and organic substances from surfaces; will not eliminate germs but reduces their numbers by removing some contaminated matter.

#### Sanitizing

the reduction of bacteria to safe levels (set by public health standards) to decrease the risk of infection; may not kill all viruses.

#### Disinfecting

the elimination of pathogens and disease-causing microorganisms, except bacterial spores.



**Enhanced Daytime Services - Common Areas**  
Monday through Friday during Business Hours

TASK	DETAIL	FREQUENCY (APPROXIMATE)
Main Entrances (Doors)	Disinfect - glass, handles, push buttons, access card readers, stanchions etc.	Every 2 hours
Elevators/Escalator	Disinfect - Glass/Mirrors, Handles, Call/control buttons, touchscreens, access card readers etc.	Every 2 hours
Lobby/Security Desk	Disinfect where applicable	Every 2 hours
Main Lobby Directories	Disinfect - Glass and sides (Touchscreen has been disabled)	Every 2 hours
Base Building Showers (does not include client showers)	Disinfect - Faucets, soap dispensers, towel dispensers, disposal bin covers & lids, waste receptacles, door handles, soap dispenser levers, exit door handle, touch points on doors, light switches, etc.	Maintained during the day (as required).
Bike Areas	Disinfect – high touch point areas	Maintained during the day (as required).
PPE disposal bins	Maintained and emptied	Maintained during the day (as required).
Hand Sanitizer Units *	Disinfected and refilled	Disinfect every 2 hours and maintain during the day (as required).
Parkade Elevator Vestibules and Stairwells	Touchpoints including handrails	Disinfect every 2 hours and maintain during the day (as required).
Building Emergency Stairwells	Disinfect handrails and door hardware	Periodically maintained during the day (as required)



### Enhanced Evening Services - Common Areas

Monday through Friday

AREA	DETAIL
All Base Building and Client Washrooms	Disinfect and sanitize faucets, soap dispensers, towel dispensers, toilet seats, disposal bin covers & lids, waste receptacles and door handles, flush handles, soap dispenser levers, towel dispenser levers, exit door handle, touch points on doors, and light switches.
Base Building and Client Showers	Disinfect - Faucets, soap dispensers, towel dispensers, disposal bin covers & lids, waste receptacles, door handles, soap dispenser levers, exit door handle, touch points on doors, light switches, etc.  Electrostatic Disinfection of the shower and change room facility.
Bike Areas	Disinfect – high touch point areas
Hand Sanitizer Units *	Disinfected and refilled
PPE Disposal Bins	Disinfect interior and exterior of bins, and relined
Parkade Elevator Vestibules and Stairwells	Disinfect touch points including handrails
Building Emergency Stairwells	Disinfect handrails and door hardware

### Enhanced Evening Services - Tenanted Areas

Monday through Friday

AREA	DETAIL
High Touch Points Areas	Disinfect - door knobs, push plates, handles, latches, light switches, access buttons, hand railings, sinks, faucets, etc.  Touch points include areas that are typically accessed by multiple occupants within a tenant space.

\* Occupants may note that hand sanitizer products currently used at our site and other public spaces may smell different than the traditional Purell product. This odour is caused by the use of ethanol alcohol in the hand sanitizer product itself. Hand sanitizer products are typically made using isopropyl alcohol which does not emit the same smell; however, due to overwhelming global demand it is not available at this time. Despite the distinctive smell, the current hand sanitizer product is effective and approved for use by governmental agencies.



## Chemicals & Equipment

ITEM	DETAIL
SANY+GLDI-H202 General Purpose	Multi-purpose disinfectant cleaner used throughout the property. For more information, please visit the link below:  <a href="http://superiorsols.com/wp-content/uploads/2017/02/GLDI-H202.pdf">http://superiorsols.com/wp-content/uploads/2017/02/GLDI-H202.pdf</a>
Blue Mop Head	Used in Kitchen & Common Areas of the building
Orange Mop Head	Used in Washrooms throughout the building
Green Cloth	Used in General Office and Common Areas (including lobbies, stairwells and elevators) - door handles, desks, tables, and chairs throughout the building
Yellow Cloth	Used on counters and sinks throughout the building Cloths used within the kitchens are not used in the washrooms (vice versa)
Blue Cloth	Used on glass and windows throughout the building
Red Cloth	Used on toilets and urinals throughout the building
Equipment Protocol	All cloths and mop heads are washed (disinfected) each night after use.

Clients will be responsible for introducing any additional cleaning and disinfecting measures above and beyond the base building cleaning in their premises. Please contact Ivan Parasi, Resident Manager at GDI Services by email at [ivan.parasi@gdi.com](mailto:ivan.parasi@gdi.com) for a proposal.

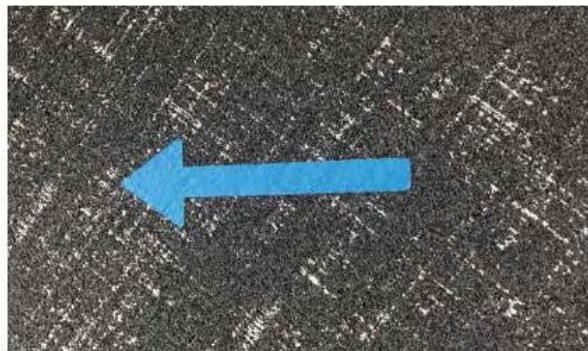




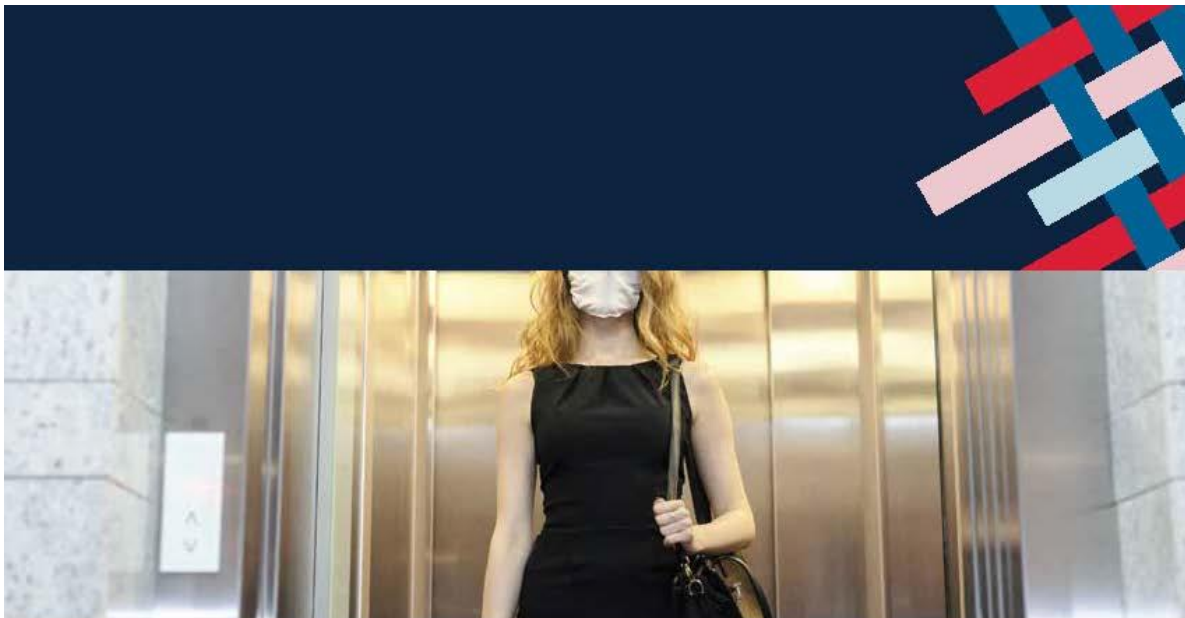
## ELEVATORS

- Traffic flow in each lobby will be managed through signage and markings.
- Floor decals will prompt individuals to maintain physical distancing.
- Masks or face coverings are required in elevators.
- A maximum of four (4) people will be permitted per standard elevator cab, or fewer where required. Signage will be posted identifying appropriate occupancy levels for each elevator.
- Floor decals will be installed within each cab to identify appropriate standing spaces.
- High touch point areas will be disinfected regularly (minimum every two (2) hours, or more frequently based on traffic).
- Removable protective antimicrobial stickers will be installed on buttons, where applicable, providing a higher level of cleanliness.





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## For Destination Dispatch (DD) Elevators

Where possible, programming will be adjusted to limit the number of passengers to four per assigned cab.

## For Standard Elevators

Removable protective antimicrobial stickers will be installed on buttons, where applicable, providing a higher level of cleanliness.

## FOR TENANT'S CONSIDERATION

Passcards are required to access floors on secured mode. Tenants should ensure their staff have appropriate access. For security purposes, concierge and security staff will not be able to grant access to floors if requested by staff, visitors, or delivery personnels.

After entering the cab and selecting your floor, we ask that tenants move to the unoccupied decals located furthest from the elevator button panel.

We strongly recommend tenants stagger arrival times, breaks and departure times to avoid congestion.

When exiting the cab at lobby level, please follow signage to avoid overcrowding the entrances

Should a cab arrive on your floor with the full amount of passengers as per the occupancy limit, please wait for the next to arrive.





## OCCUPANCY

### OCCUPANCY

Occupancy within the buildings is anticipated to increase as we move through the phases as detailed in BC's Restart Plan. Cadillac Fairview has made significant efforts to proactively address the increasing occupancy our buildings will experience during these times.

We have identified the following hours of day as high traffic periods in the building's common areas and elevators. We strongly suggest that tenant employees avoid arriving and departing during these hours.

#### Peak Hours To Avoid

Start of Day: 8:00 am - 9:00 am

Lunch Hour: 12:00 pm - 1:30 pm

End of Day: 4:00 pm - 5:00 pm

### FOR TENANT'S CONSIDERATION

To avoid longer than normal wait times for elevator use, we encourage tenants to think about starting or ending the day off earlier/later and spreading out lunch breaks.

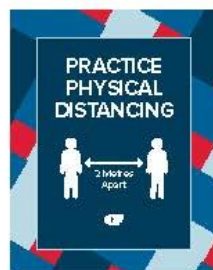
A limited number of entry and exit points have been open to maintain control of traffic. Please allow for appropriate physical distancing when entering/exiting the building. Floor decals will identify areas for queuing where applicable.

Main entry/exit doors have been clearly marked with signage, where applicable.





- The basic 2 metre physical distancing rule should be followed while at the property.
- In some cases, smaller spaces (eg. washrooms) may limit the practical application of this rule. We strongly recommend use of masks in these instances. Masks or face coverings must be worn in elevators.
- Due to physical distancing, gym and fitness programs are currently not available. Cadillac Fairview is working on a plan to reopen these facilities once we can ensure proper physical distancing and sanitization procedures. Showers are still available, however, towel service is suspended at the moment.
- The Tenant Meeting Room is temporarily not available until further notice.
- Follow floor decals in all parking, lobby and stairwells.
- Signage is posted throughout the property as a reminder. See samples below.



## FOR TENANT'S CONSIDERATION

We recommend tenants stagger arrival times, lunch breaks, departure times, etc. to promote physical distancing and avoid congestion.

Tenants should consider deploying measures within their tenant space in compliance with WorkSafeBC to promote physical distancing.

<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/offices>



## HVAC & BUILDING SYSTEMS

We're summarizing our revised approach to HVAC operations in response to COVID-19 below, as a series of frequently asked questions and answers. This plan is informed by public health authorities, ASHRAE and Cadillac Fairview internal guidelines. We continue to educate ourselves on the latest regarding COVID-19 preventative measures. Our building professionals are committed to operating and maintaining our building systems to ensure that they meet or exceed applicable guidelines.



### Frequently Asked Questions

**Question: Have the HVAC and lighting schedules been changed?**

#### **HVAC and Lighting Hours**

Regular building HVAC and lighting service hours are in place. In some cases, we have worked with tenants to reduce extensions and exceptions that were in place during regular occupancy periods, for the purposes of energy efficiency. We ask tenants to notify us directly once they are ready to reinstate these extensions and exceptions as occupancy increases.

**Question: What has Cadillac Fairview done with respect to the building's HVAC system in response to COVID-19?**

#### **Ventilation Enhancements and Measures**

- Provide outdoor air flushing for two hours each business day, prior to normal business hours.
- Optimize ventilation (provide a higher minimum level of ventilation than normal balanced with thermal comfort considerations) during business hours.
- Run washroom exhaust fans 24hrs/7 days a week.
- Continue monthly reviews of the HVAC system and building automation system by a third-party mechanical engineer.



**Question: What is Cadillac Fairview doing with respect to air filtration in the building?**

**Filtration Enhancements and Measures**

- Enhance filtration by installing minimum of MERV 13 filters
- Filtration replacement routines including checks to ensure proper fits and seals to minimize filter bypass opportunities
- Increase filter replacement frequency
- Follow ASHRAE and industry guidelines with respect to the safe handling of filters
- Continue regular Indoor Air Quality testing program

**Question: Have there been any changes to the building's water system?**

Additional measures that have been taken to ensure water quality is maintained during these periods of lower occupancies .

The following actions are being taken:

- Base building cleaners flush all water systems (e.g. base building washroom sinks and toilets) on a daily basis
- Base building operators and cleaners have completed additional prolonged flushing of all base building water systems (e.g. base building; washroom sinks, toilets and hot water tanks) and will continue to do so until occupancies increase

Given the low occupancy in the buildings, and to ensure the highest standard of water quality we request you:

- Please make arrangements to regularly flush your own equipment for a minimum of 10 minutes (eg. Private washrooms, kitchen sinks, showers) and doing so in accordance with federal guidelines MD 15161 – 2013 (for example, wearing appropriate personal protective equipment).
- We also recommend flushing and servicing; coffee makers, water coolers and any other equipment which is connected to the buildings potable water system. During this time please consider replacing any filters or associated equipment based on manufacturers recommendations
- Please follow manufacturer's recommendations for servicing; hot water tanks, supplemental cooling units, and LAN room equipment, or reach out to your service provider for their service recommendations

We ask that you undertake the above measures until such time there is a consistent occupancy and regular levels of water usage resumes.





All Contractors must sign in with the Security Operations Centre located on P1 level of 200 Granville Street and review and comply with the COVID-19 Health Self-Assessment.

Access cards should be carried at all times as some floors will be held in secure mode.

In all cases, the CF employees and contractors working on behalf of CF are required to follow current WorkSafeBC guidelines while on site, specifically those with respect to COVID-19. These guidelines are formed by direction from provincial health authorities, and govern activity across all workplaces:

<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-industry-information/construction>

If you see a contractor not adhering to these rules in your space, elevators or common area, please provide the infraction details to Security Operations Centre at 604-646-8037 or [watsecurity@cadillacfairview.com](mailto:watsecurity@cadillacfairview.com)



## HEALTH CONSIDERATIONS

### **In the event of a suspected or positive case of COVID-19 in or related to a CF workplace the following steps should take place:**

- 1 Employee to communicate with their immediate supervisor/manager
- 2 Supervisor to communicate with CF site contact
- 3 Advise affected employee to leave workplace immediately and contact public health for guidance
- 4 Follow public health guidance and protocols for identifying other employees who may need to be in quarantine, disinfection of space/areas and additional communications
- 5 Upon communication from tenant, CF management will arrange for cleaning of common areas

### **Your safety is of the utmost importance to us. Please do not enter the property if you:**

- Have travelled outside of Canada within the last 14 days
- Are experiencing symptoms related to COVID-19
- Have been advised by your physician or Public Health inspector to be in self-isolation (currently/within the last 14 days)
- Have been in contact with anyone who is a confirmed case of COVID-19 in the last 14 days

### **FOR TENANT'S CONSIDERATION**

- Tenants should have internal procedures in place if an employee feels unwell at work and/or demonstrates symptoms of COVID-19 (e.g. isolation room and procedure for sending those who have been in contact with that person home).
- PPE is considered general waste and can be disposed of accordingly.



## ADDITIONAL RESOURCES

Guidelines and public health regulations that are issued by the provincial and federal governments will supersede the suggestions and recommendations in this guide.

Please see below for a list of tools and resources:

**British Columbia's Response to COVID-19**

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support>

**BC Centre for Disease Control**

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19>

**WorkSafeBC COVID-19 Information and Resources**

<https://www.worksafebc.com/en/about-us/covid-19-updates>

**“Be kind, be calm, and be safe.”**

**Dr. Bonnie Henry**

## COVID-19 Office Visitor Screening

*Health and safety is the number one priority at Tourism Vancouver for team members and guests to the offices. COVID-19 health & safety protocols strive to ensure the health, safety and well-being of everyone present in our office. Please complete this self-screening form and submit it to the Tourism Vancouver team member with whom you are meeting prior to your planned attendance at our office.*

Name: Click or tap here to enter text.

Company: Click or tap here to enter text.

Phone number: Click or tap here to enter text. Email: Click or tap here to enter text.

Name of host: **Select Host Name**

Date form completed: **August 26, 2020**

Date of attendance/meeting: **July 29, 2020**

*We will only use the above information if we need to contact you with health related information in connection with your visit*

Select Yes or No  
from drop down

- ☐ Have you been in close or casual contact with a confirmed or presumptive case of COVID-19?
- ☐ Are you ill (cough, sore throat, headache, muscle aches, fatigue, runny nose, and joint aches, and may also include nausea, diarrhea and stomach pains)?
- ☐ Do you have a fever?
- ☐ Do you have difficulty breathing - respiratory issues?
- ☐ Have you been around anyone who has had ALL of the above symptoms?
- ☐ Have you or anyone in your immediate household travelled outside of Canada in the last 14 days?
- ☐ Have you or anyone in your immediate household been around/visited individuals who have travelled outside of Canada in the last 14 days?

Thank you for helping us to keep our team and visitors to the office safe by answering these questions.

***If you have answered Yes to any of the above, please contact Tourism Vancouver to reschedule.***

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## Tourism Vancouver Team Member Acknowledgement

I, (please print Your Name)\_\_\_\_\_ acknowledge that I have received a copy of the *COVID-19 Safety Plan* outlining the new health and safety protocols to follow in the Vancouver offices. I have also participated in the associated training.

I acknowledge and agree that it is my responsibility to fully read, understand and comply with the protocols and procedures set forth in this playbook. I understand that I will not be permitted into the offices until I have 1) completed, signed, and returned this form to Human Resources, and 2) have participated in the associated training on returning to the offices.

I further understand that if I have any questions, comments, or concerns related to this playbook or what is expected of me, I am encouraged to discuss this with my manager or Human Resources.

Date: Click or tap here to enter text.

Team Member Signature: \_\_\_\_\_

Team Member Name (please print): Click or tap here to enter text.

cc: Tourism Vancouver Human Resources files



# Thank you!

**BE KIND. BE CALM. BE SAFE.**

Dr. Bonnie Henry, Provincial Health Officer