

HILLCREST COMMUNITY CENTRE RE-OPENING

August 12, 2020

The COVID-19 pandemic has impacted many things that we do, including how we work. Preparing for and communicating how our operations will adapt to the changes brought on by COVID-19 is key to ensuring staff and the public feel safe when returning.

Developing and communicating a COVID-19 Re-opening Safety Plan is an essential step for resuming operations. The details of each plan will vary depending on the operations, however, the plan will include at a minimum, the following elements:

1. Risk Assessment
2. Control Implementation
3. Policies
4. Communication Plans and Training
5. Monitor Workplace and Update Plans as necessary
6. Assess and Address Risks from Resuming Operations

For assistance in completing this document, review the document titled “COV – OHS – COVID-19 – Re-opening Safety Plan Resource Document” available in VanDocs [DOC/2020/126461]

Once approved, the plan will be communicated to staff and posted at the worksite.

1. Risk Assessment

For more information on the specific steps to the risk assessment, refer to the Re-opening Safety Plan Resource Document

Task or Activity 1:	Reporting to Work/Self-Declaration of Health
Contact number assessment level for task or activity:	Low (6 or less people in the defined setting at same time)
Contact intensity assessment level for task or activity:	Type: Low (2 metres or more separation) Duration: Low (transaction is 5 min or less) Intensity: Low
Risk rating for task or activity (highest rating from number or intensity:	Low

Task or Activity 2:	Staff Onboarding, Training, and OH&S Refresher Orientation
Contact number assessment level for task or activity:	Medium (7-49 people in the defined setting at same time)
Contact intensity assessment level for task or activity:	Type: Low (2 metres or more separation) Duration: High (transaction is 30 min to 8hrs) Intensity: High
Risk rating for task or activity (highest rating from number or intensity):	High

Task or Activity 3:	Physical Distancing For The Public/Customer
Contact number assessment level for task or activity:	Medium (7-49 people in the defined setting at same time)
Contact intensity assessment level for task or activity:	Type: Low (2 metres or more separation) Duration: High (transaction is 30 min to 8hrs) Intensity: High
Risk rating for task or activity (highest rating from number or intensity):	High

Task or Activity 4:	Facility Circulation, Entry and Exit Points
Contact number assessment level for task or activity:	Med (7-49 people in the defined setting at same time)
Contact intensity assessment level for task or activity:	Type: Low (2 metres or more separation) Duration: Low (transaction is 5 min or less) Intensity: Low
Risk rating for task or activity (highest rating from number or intensity):	Med

Task or Activity 5:	Cleaning and Disinfecting
Contact number assessment level for task or activity:	Low (6 or less people in the defined setting at same time)
Contact intensity assessment level for task or activity:	Type: Low (2 metres or more separation) Duration: Med (transaction is 5 to 30 min) Intensity: Med
Risk rating for task or activity (highest rating from number or intensity):	Med

Task or Activity 6:	Staff Office Work
Contact number assessment level for task or activity:	Low (6 or less people in the defined setting at same time)
Contact intensity assessment level for task or activity:	Type: Low (2 metres or more separation) Duration: Low (transaction is 5 min or less) Intensity: Low
Risk rating for task or activity (highest rating from number or intensity):	Low

Task or Activity 7:	Reception Desk - Providing Info/Payment Transactions
Contact number assessment level for task or activity:	Low (6 or less people in the defined setting at same time)
Contact intensity assessment level for task or activity:	Type: Med (within reach, approx 1 to 2 metres of separation) Duration: Low (transaction is 5 min or less) Intensity: Medium
Risk rating for task or activity (highest rating from number or intensity):	Med

Task or Activity 8:	Sharing Office Equipment
Contact number assessment level for task or activity:	Low (6 or less people in the defined setting at same time)
Contact intensity assessment level for task or activity:	Type: Low (2 metres or more of separation) Duration: Low (transaction is 5 min or less) Intensity: Low
Risk rating for task or activity (highest rating from number or intensity):	Low

Task or Activity 9:	Washroom Use
Contact number assessment level for task or activity:	Low (6 or less people in the defined setting at same time)
Contact intensity assessment level for task or activity:	Type: Med (approx. 1-2 metres of separation) Duration: Low (transaction is 5 min or less) Intensity: Med
Risk rating for task or activity (highest rating from number or intensity):	Med

Task or Activity 10:	Staff Meetings/CrewTalks < 15 people
Contact number assessment level for task or activity:	Med (7-49 people in the defined setting at same time)
Contact intensity assessment level for task or activity:	Type: Low (2 metres or more of separation) Duration: High (transaction is 30 min to 8hrs) Intensity: High
Risk rating for task or activity (highest rating from number or intensity):	High

Task or Activity 11:	Staff Lunchroom
Contact number assessment level for task or activity:	Low (6 or less people in the defined setting at same time)
Contact intensity assessment level for task or activity:	Type: Low (2 metres of separation) Duration: Med (transaction is 5 to 30 min) Intensity: Med
Risk rating for task or activity (highest rating from number or intensity):	Med

Task or Activity 12:	Providing First Aid (OFA) to Worker
Contact number assessment level for task or activity:	Low (6 or less people in the defined setting at same time)
Contact intensity assessment level for task or activity:	Type: High (less than 1 metre to touching someone) Duration: Med (transaction is 5 to 30 min) Intensity: High
Risk rating for task or activity (highest rating from number or intensity):	High

Task or Activity 13:	Providing First Aid to Public
Contact number assessment level for task or activity:	Low (6 or less people in the defined setting at same time)
Contact intensity assessment level for task or activity:	Type: High (less than 1 metre to touching someone) Duration: Med (transaction is 5 to 30 min) Intensity: High
Risk rating for task or activity (highest rating from number or intensity):	High

Task or Activity 14:	Emergency Procedures & Evacuation
Contact number assessment level for task or activity:	Medium (7-49 people in the defined setting at same time)
Contact intensity assessment level for task or activity:	Type: Med (within reach, approx 1 to 2 metres of separation) Duration: High (transaction is 30 min to 8hrs) Intensity: High
Risk rating for task or activity (highest rating from number or intensity):	High

Task or Activity 15:	Elevator Use
Contact number assessment level for task or activity:	Low (6 or less people in the defined setting at same time)
Contact intensity assessment level for task or activity:	Type: Low (2 metres or more of separation) Duration: Low (5 min or less) Intensity: Low
Risk rating for task or activity (highest rating from number or intensity):	Low

Task or Activity 16:	Pickup and Deliveries
Contact number assessment level for task or activity:	Low (6 or less people in the defined setting at same time)
Contact intensity assessment level for task or activity:	Type: Low (2 metres or more of separation) Duration: Low (5 min or less) Intensity: Low
Risk rating for task or activity (highest rating from number or intensity):	Low

Task or Activity 17:	PB and REFM Trades and Contractors Working Onsite
Contact number assessment level for task or activity:	Low (6 or less people in the defined setting at same time)
Contact intensity assessment level for task or activity:	Type: Low (2 metres or more of separation) Duration: High (transaction is 30 min to 8hrs) Intensity: High
Risk rating for task or activity (highest rating from number or intensity):	High

Task or Activity 18:	Facility Maintenance Recommissioning
Contact number assessment level for task or activity:	Low (6 or less people in the defined setting at same time)
Contact intensity assessment level for task or activity:	Type: Low (2 metres or more of separation) Duration: Med (transaction is 5 to 30 min) Intensity: Med
Risk rating for task or activity (highest rating from number or intensity):	Med

Task or Activity 19:	Preschool
Contact number assessment level for task or activity:	Medium (7-49 people in the defined setting at the same time)
Contact intensity assessment level for task or activity:	Type: Med (within reach, approximately 1-2 meters of separation) Duration: High (transaction is 30 min to 2.5 hours) Intensity: High
Risk rating for task or activity (highest rating from number or intensity):	Med

2. Control Implementation

Task/Activity 1:	Reporting to Work/Self-Declaration of Health
Controls implemented:	<p>Physical Distancing:</p> <ul style="list-style-type: none"> ▪ Staff to self-assess prior to arriving to work ▪ Stagger arrival and departure times <p>Administrative Controls:</p> <ul style="list-style-type: none"> ▪ Post signage about not coming to work sick, keeping distance, washing hands frequently ▪ Employees are required to sign in/sign out each day and acknowledge health screening by initialing they have read health screening questions and answered 'no'. ▪ See Appendix 1 Employee Health Screening questions Safety Plans\Appendices\Employee Health Declaration - July 7, 2020.docx ▪ See Appendix 2 Employee Daily Sign in/out log ▪ Complex staff sign in/out and COVID-19 information board located in the Percy Norman room ▪ Complex Supervisor or designate to ensure health screen is initialized by employees on site

	<ul style="list-style-type: none"> ▪ Employees are provided COV's COVID-19 Safety Plan and COVID monthly safety talks. ▪ COVID-19 self-assessment tool found here https://bc.thrive.health/ <p>From BCCDC http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/symptoms http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/if-you-are-sick</p> <ol style="list-style-type: none"> 1. Anyone who has had symptoms of COVID-19 in the last 10 days must self-isolate at home; symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache. 2. Anyone under the direction of the provincial health officer to self-isolate must follow those instructions. 3. Anyone who has arrived from outside of Canada, or who is a contact of a confirmed COVID-19 case, to self-isolate for 14 days and monitor for symptoms.
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Task/Activity 2:	Staff Onboarding, Training, and OH&S Refresher Orientation
Controls implemented:	<p>Physical Distancing:</p> <ul style="list-style-type: none"> ▪ Smaller group orientation < 15 people, use a room that meets physical distancing requirements, refer to posted maximum occupancy limit. ▪ Larger group training < 50 people, located at Hillcrest (a separate Safety Plan has been developed for Hillcrest Interim ops) <ul style="list-style-type: none"> ▪ Use alternate method such as video or conference call <p>Engineering:</p> <ul style="list-style-type: none"> ▪ Set up chairs and tables two meters apart, limit the sharing of supplies and equipment. <p>Administrative Controls:</p> <ul style="list-style-type: none"> ▪ Health screening declaration: All employees attending the site/training are required to complete ▪ Tables and chairs will be sanitized before and after each use ▪ Wash hands before transferring equipment ▪ Hand sanitizer, disinfecting wipes will be available

Task/Activity 3:	Physical Distancing For The Public/Customer
Controls	Physical Distancing:

implemented:	<ul style="list-style-type: none"> ▪ Limit the number of public in the facility to allow for physical distancing ▪ Require visitors/customers to check in with staff member at the front entrance so safety protocols can be communicated ▪ Stagger arrival/departure times if possible <p>Engineering:</p> <ul style="list-style-type: none"> ▪ Remove seating from lobby and other common areas, and turn off lobby televisions to discourage lingering ▪ Clear hallways of barriers such as displays and brochure racks to ensure safe passage ▪ Close areas/rooms with minimal space and choke points, where physical distancing is not possible <p>Administrative:</p> <ul style="list-style-type: none"> ▪ Where possible, customer visits to the facility should be prearranged so safety protocols can be communicated before entry. Information on Activenet upon completed registration. ▪ Consider managing facility use by bookings and not allowing walk-ins ▪ Using square footage exercise, calculate new capacities for each room/area; and post occupancy limits in each space ▪ See Appendix 3 Room Occupancy Spreadsheet ▪ Use clear signage and sandwich boards throughout the facility reminding public to physically distance ▪ Use floor decals, cones, ropes to promote one way travel ▪ Use floor/ground markers to guide social distancing ▪ Mark the floor at 2 meter intervals where lineups can form ▪ See Appendix 4 Signage and Decals
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Task/Activity 4 Facility Circulation, Entry and Exit Points	
Controls implemented:	<p>Physical Distancing:</p> <ul style="list-style-type: none"> ▪ Limit the number of people in the facility to allow for physical distancing ▪ Arrange for the entry point to be separate from exit points ▪ Create one-way circulation routes throughout the facility including lobby, corridor, and stairs ▪ Stagger arrival/departure times if possible <p>Engineering:</p> <ul style="list-style-type: none"> ▪ Increase circulation of outdoor air as much as possible by opening windows and propping doors open where appropriate,

	<p>considering security and fire code requirements</p> <ul style="list-style-type: none"> ▪ Close areas/corridors/stairways with choke points that prevent physically distant traffic flow <p>Administrative:</p> <ul style="list-style-type: none"> ▪ Determine a method to monitor number of people in the facility such as upon arrival, individual must check in with staff member at front desk ▪ Where possible, visits to the facility should be prearranged so safety protocols can be communicated before entry ▪ Use clear signage to identify entrance and exit points ▪ Use clear signage, floor decals, cones, ropes to show direction of travel and circulation paths, include the corridors and stairs ▪ See Appendix 5 Facility map showing traffic flow
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Task/Activity 5	Cleaning and Disinfecting
<p>Controls implemented:</p>	<p>A) General Facility Cleaning General cleaning must be performed to Level 1 Janitorial Cleaning Standards outlined on Citywire: https://citywire.city.vancouver.bc.ca/hr/covid19/documents/level-1-janitorial-cleaning.pdf</p> <p>Physical Distancing:</p> <ul style="list-style-type: none"> ▪ Janitorial tasks performed by one staff (eg Building Worker) <p>Administrative:</p> <ul style="list-style-type: none"> ▪ Schedule minimum twice daily general cleaning ▪ Maintain and post a record of cleaning and disinfecting on a Cleaning Checklist ▪ See Appendix 6 Sample Cleaning Checklist ▪ Stock the proper amount of cleaning supplies and equipment to meet the increased levels of cleaning ▪ Create system to ensure washrooms are quickly replenished <p>B) High Touch Points Cleaning in the Facility Cleaning of high touch areas must be performed more frequently to Level 2 Workplace Cleaning standards as outlined on Citywire: https://citywire.city.vancouver.bc.ca/hr/covid19/documents/level-2-workplace-cleaning-all-staff.pdf</p> <p>Physical Distancing:</p>

	<ul style="list-style-type: none"> ▪ High touch point cleaning will be performed by a variety of staff who will maintain physical distance <p>Administrative:</p> <ul style="list-style-type: none"> ▪ Plan for two or more cleanings of high touch surfaces (such as door handles, light switches, hand rails, elevator buttons, waste bins) and record on the Cleaning Checklist <p>C) Employee Cleaning</p> <p>Employees are responsible for cleaning their workstations and shared equipment to Level 2 Workplace Cleaning Standards as outlined on Citywire:</p> <p>https://citywire.city.vancouver.bc.ca/hr/covid19/documents/level-2-workplace-cleaning-all-staff.pdf</p> <p>Physical Distancing:</p> <ul style="list-style-type: none"> ▪ Each employee will perform this task alone <p>Administrative:</p> <ul style="list-style-type: none"> • Plan for employees to clean their work station/work area twice daily, at the beginning and end of each shift • Disinfect office area and equipment with hard non-porous surfaces such as keyboard, mouse, headset, phone, chair, desktop surface, doorknobs, handles, light switches • Provide spray bottles, paper towels for employee workstations • Ensure employees know how to follow the instructions for cleaning their workstations <p>D) Infection Response Cleaning for Facility</p> <p>Cleaning after a possible or confirmed COVID case must follow procedural guidelines (Level 3 or higher) outlined on Citywire</p> <p>https://citywire.city.vancouver.bc.ca/hr/covid19/documents/level-3-janitorial-cleaning.pdf</p>
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Task/ Activity 6	Staff Office Work
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<p>Controls implemented:</p>	<p>Physical Distancing:</p> <ul style="list-style-type: none"> ▪ Encourage staff to work remotely when/if possible ▪ Staff to work out of individual offices or at specified workstations to ensure minimum work distances <p>Engineering:</p> <ul style="list-style-type: none"> ▪ Block off any workstations where physical distancing cannot be maintained ▪ Install barrier between workstations if minimum work distances are not met <p>Administrative:</p> <ul style="list-style-type: none"> ▪ Using square footage exercise, post occupancy limits in every office area ▪ Minimize number of staff working together by staggering schedules ▪ Use signage and floor tape to signal traffic flow in narrow office hallways ▪ Plan for employees to clean their workstations and shared equipment to Level 2 Workplace Cleaning Standards as outlined on Citywire: https://citywire.city.vancouver.bc.ca/hr/covid19/documents/level-2-workplace-cleaning-all-staff.pdf ▪ Employees will not share workstations, phones, computer keyboards, mouse, headset, or chairs
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Task/Activity 7	Reception Desk - Providing Info/Payment Transactions
<p>Controls implemented:</p>	<p>Physical Distancing:</p> <ul style="list-style-type: none"> ▪ Arrange cashier workstation(s) to ensure minimum work distances are met between employees AND between customer and employee ▪ Limit the number of cashiers on shift and number of staff who need to enter the reception area. 2 cashiers in the main office and 2nd floor office closed. ▪ Ensure there is enough space where queues could form that is an acceptable social distance <p>Engineering Controls:</p> <ul style="list-style-type: none"> ▪ Install barriers between staff, AND between staff and customer made from plexiglass, acrylic or similar materials if physical distancing cannot be achieved. Consult with OHS Specialist to

	<p>further discuss before purchasing</p> <ul style="list-style-type: none"> ▪ Consider the use of thin micro-shields on point of sale machines and other shared equipment. Disinfecting wipes and cleaners provided near work station. <p>Administrative:</p> <ul style="list-style-type: none"> ▪ Where possible, customer visits to the facility should be prearranged so safety protocols can be communicated before entry ▪ If possible keep a record of customers/visitors entering the facility ▪ Use clear signage to inform customers of measures in place to serve them safely (eg. use our own pen, tap payment is preferred) ▪ Use signs, cones, ropes to control customer movement through their transaction ▪ Place decals on the floor where they should stand at the counter and mark increments on the floor where queues form ▪ Post occupancy limit in office ▪ Schedule one employee on duty at a time if possible, or stagger shifts ▪ Develop a registration system that minimizes non-essential in-person interaction with the customer (eg online or phone registration, email) ▪ Encourage a cashless no-contact system (eg scanners, online payment, credit/debit tap cards) ▪ Ensure hand sanitizer is available at the counter for employees and customers ▪ Employees will clean counter tops, workstations, and equipment frequently—cash float trays, pinpads, keyboard, mouse, phone, headset, receipt printer as outlined on Citywire: https://citywire.city.vancouver.bc.ca/hr/covid19/documents/level-2-workplace-cleaning-all-staff.pdf ▪ Ensure cashiers have the support and strategies for dealing with public who may be unwilling or are unable to understand the approach to managing physical distancing <p>PPE:</p> <ul style="list-style-type: none"> ▪ If handling cash, provide option for cashiers to wear gloves
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Task/ Activity 8	Sharing Office Equipment (eg photocopier)
Controls implemented:	<p>Physical Distancing:</p> <ul style="list-style-type: none"> Limit 1 staff person in copier area at a time <p>Administrative:</p> <ul style="list-style-type: none"> Post signage for occupancy limit 1 in photocopy area Staff will follow cleaning procedure – wipe down or disinfect shared equipment before and after each use Ensure area has disinfecting/sanitizing supplies available

Task/Activity 9	Washroom Use
Controls implemented:	<p>Physical Distancing:</p> <ul style="list-style-type: none"> Limit the number of people who can use the washroom at one time (consider occupancy limit and traffic flow) <p>Engineering:</p> <ul style="list-style-type: none"> Close or turn off showers to make them unavailable Close changeroom and locker areas <p>Administrative:</p> <ul style="list-style-type: none"> Post occupancy limit on the door Washrooms will be regularly cleaned/sanitized as per Level 1 Janitorial Cleaning Standards outlined on Citywire: https://citywire.city.vancouver.bc.ca/hr/covid19/documents/level-1-janitorial-cleaning.pdf Schedule minimum twice daily general cleaning Maintain and post a record of cleaning and disinfecting on a Cleaning Checklist See Appendix 6 Sample Cleaning Checklist Stock the proper amount of cleaning supplies and equipment to meet the increased levels of cleaning Ensure washrooms are routinely checked and quickly replenished Install clear signage and physical markers on the floor or walls to indicate physical distance between patrons while queuing to use washroom Post hand washing signs at sinks

Task/Activity 10	Staff Meetings/CrewTalks < 15 people
Controls implemented:	<p>Physical Distancing:</p> <ul style="list-style-type: none"> Hold event in open space (or outdoors) if possible

	<ul style="list-style-type: none"> ▪ Use alternate method such as video or conference call ▪ Use a room that meets physical distancing requirements and refer to posted maximum occupancy limit in each room <p>Engineering:</p> <ul style="list-style-type: none"> ▪ Set up chairs and tables two meters apart, limit the sharing of supplies and equipment <p>Administrative:</p> <ul style="list-style-type: none"> ▪ Reduce the number of face to face meetings ▪ Tables/Chairs will be sanitized before and after each use ▪ Wash hands before and after transferring equipment ▪ Hand sanitizer will be available
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Task/Activity 11	Staff Lunchroom
Controls implemented:	<p>Physical Distancing:</p> <ul style="list-style-type: none"> ▪ Employees are discouraged from using this common area whenever possible ▪ Encourage employees to take their break outside or remain in their primary work area <p>Engineering:</p> <ul style="list-style-type: none"> ▪ Designate a larger room or area if distancing measures cannot be achieved in current lunchroom <p>Administrative:</p> <ul style="list-style-type: none"> ▪ Establish and post occupancy limit in lunchroom ▪ Ensure physical distancing can be met by distancing tables and limiting number of chairs ▪ Stagger lunch breaks ▪ Discourage using shared equipment- fridge, microwave ▪ Eliminate food sharing station ▪ Require staff to bring their own plates and utensils ▪ Ensure space has handwashing station, cleaning supplies

Task/Activity 12	Providing First Aid (OFA) to Worker
Controls implemented:	<p>Physical Distancing:</p> <ul style="list-style-type: none"> ▪ 1 OFA attendant and 1 patient allowed in first aid room ▪ Post signage for occupancy limit on door <p>Administrative:</p> <ul style="list-style-type: none"> ▪ Confirm the OFA Attendant is current with the changes to treatment protocols to reduce the potential transmission of COVID

	<ul style="list-style-type: none"> ▪ Post and follow the Occupational first aid procedures during COVID-19 found on Citywire: https://citywire.city.vancouver.bc.ca/hr/covid19/documents/HR-Occupational-first-aid-procedures-during-COVID-19.pdf ▪ Clean and disinfect all hard surfaces, PPE & first aid equipment after each use. All disposable items to be discarded immediately <p>PPE:</p> <ul style="list-style-type: none"> ▪ Safety eyewear: either face shield or goggles, surgical mask and disposable gloves to be used when patients cannot self-treat. Post and follow procedure to don PPE equipment: https://citywire.city.vancouver.bc.ca/hr/covid19/documents/HR-PPEDonandDoffProcedure.pdf
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Task/Activity 13:	Providing First Aid to Public
Controls implemented:	<p>Administrative and PPE:</p> <ul style="list-style-type: none"> ▪ City of Vancouver OFA Attendants' primary duty is to provide first aid to City employees. Previously, on a voluntary basis where there is low risk, OFAs have occasionally provided first aid treatment to members of the public. Due to the COVID-19 pandemic, low-risk scenarios no longer exist, so OFAs are instructed not to provide first aid to the public. This directive is in response to the nature of unknown risk with COVID-19 when working with members of the public. ▪ If there are any requests for first aid from public members, OFA attendants and City staff if asked, are to advise them of the nearest medical facility or call for emergency services, if required. ▪ Exception: There are employees who are OFAs and their job description includes providing first aid to the public. In these situations, the rendering of first aid to public is to be continued. For this group of staff they must assess the risk of transmission of COVID-19 before they provide first aid, and follow first aid procedures and PPE requirements outlined specifically for the COVID-19 pandemic. When treating members of the public, follow the procedures listed in this link: https://citywire.city.vancouver.bc.ca/hr/covid19/documents/HR-Occupational-first-aid-procedures-during-COVID-19.pdf

Task/Activity 14	Emergency Procedures & Evacuation
Controls	Administrative:

implemented:	<ul style="list-style-type: none"> ▪ Update emergency evacuation protocols and mustering arrangements to consider physical distancing ▪ Ensure employees receive any updates during their onboarding, training
Task/Activity 15	Elevator Use
Controls implemented:	<p>Physical Distancing:</p> <ul style="list-style-type: none"> ▪ Limit the occupancy to one person or one family <p>Engineering:</p> <ul style="list-style-type: none"> ▪ If the elevator is not required to serve patrons, guests, and staff, lock it out. <p>Administrative:</p> <ul style="list-style-type: none"> ▪ Post updated occupancy limit in the elevator and at boarding locations
Task/ Activity 16	Pickup and Deliveries
Controls implemented:	<p>Physical Distancing:</p> <ul style="list-style-type: none"> ▪ If possible arrange contactless pickup or delivery (eg provide sanitation staff their own key for no-contact pickup) ▪ Designate and limit the delivery zones to receivers and deliverers only <p>Administrative:</p> <ul style="list-style-type: none"> ▪ Develop pickup and delivery procedures to ensure delivery/pickup individuals are aware of our health and safety requirements including relevant COVID-10 protocols; and are following protocols of their own that meet or exceed the City's standards ▪ Schedule deliveries and pickups in advance during non-peak times that best meet safety protocols (eg social distancing) ▪ Ensure delivery zones are clearly identified and limited to receivers and deliverers only
Task/Activity 17	PB and REFM Trades and Contractors Working Onsite
Controls implemented:	<p>The attached procedure exists for Trades and Contractors performing work in community centres. It involves a mandatory site safety orientation (including principles of the City's COVID-19 Safety Plan) and a sign-in sheet acknowledging their awareness of known hazards. In addition, they must sign a health screening form. The contractor expectations and sign-in/out binder is located in the Percy Norman room.</p>

Task/Activity 18	Facility Maintenance Recommissioning
<p>Controls implemented:</p>	<p>If the facility has not been operating, there may be risks arising from restarting that need to be managed.</p> <p>Administrative:</p> <ul style="list-style-type: none"> ▪ Walkthrough and check the facility is ready for occupancy, no theft, vandalism, infestations ▪ Confirm the water system is flushed and HVAC is functioning ▪ Check that Fire and Security Systems are operating ▪ Obtain REFM or PB Maintenance sign off where necessary ▪ Refer to Maintenance Checklist and Security Checklist to guide this process <ul style="list-style-type: none"> • See Appendix 7 Maintenance COVID 19 Recommission Checklist • See Appendix 8 Re-activation Security Guidelines ▪ See Appendix 9 REFM Re-opening checklist https://sharepoint.vancouver.ca/sites/oem/covid19/Restart%20Planning/REFM%20RE-Open%20Checklist-%20Updated%20-%20June%2025.pdf See Appendix See Appendix 8 Re-activation Security Guidelines ▪ See Appendix 10 Community Centre Re-opening checklist

Task/Activity 19	Preschool
<p>Controls implemented:</p>	<p>See Appendix 11 Individual Safety Plan</p>

3. Policies

City policies/ standards are on the COVID-19 website

<https://citywire.city.vancouver.bc.ca/hr/covid19/documents/covid-19-safety-plan.pdf>

4. Communication Plans and Training

A. Staying Informed

Employees are encouraged to stay up-to-date and informed on the pandemic, much information can be found on Citywire

<https://citywire.city.vancouver.bc.ca/hr/covid19/index.html>

or if not on a city computer:

https://vancouver.ca/home-property-development/covid-19-information-for-staff.aspx?utm_campaign=covid-19-staff&utm_medium=Vanity&utm_source=covid-19-staff_Vanity

B. Communication and Signage – Public

Communicate to the public using website, emails, signage, and receipt notes informing them about our safety protocols (eg stay home if sick, frequent hand washing, and maintain physical distance)

C. Communication and Signage - Employees

Communication channels to employees may include emails, signage, literature, website, in-person or web conference meetings providing informing about our safety protocols (eg stay home if sick, sick reporting procedures, frequent hand washing, workstation cleaning)

D. Staff Training

OH&S Refresher Orientation - Employees will receive refresher orientation training upon their return to work to be informed of new or revised procedures to eliminate or reduce potential for exposure to COVID-19.

Psychological Safety - Staff training will be inclusive of Psychological Safety for anyone who feels they are experiencing negative mental health implications and where they can seek immediate assistance using these resources:

- Review the COVID-19 materials from the Homewood Health, the city's health assistance providers at the following link:
https://citywire.city.vancouver.bc.ca/hr/covid19/documents/HH_CMS_CORONA-VIRUS_EN_0120.pdf
- Contact Homewood Health on their hotline at 1-800-663-1142
- Contact Human Resources for more information or assistance

https://citywire.city.vancouver.bc.ca/hr/covid19/documents/HH_CMS_CORONA-VIRUS_EN_0120.pdf

5. Monitor Workplace and Update Plans as necessary

As we progress further during this pandemic things may change in our operations. All staff are asked to raise issues or concerns so we can address them quickly and update any protocols or procedures. The following describes how COVID-19 issues are reported, the process to make improvements, and what monitoring and updating will include.

A. How COVID Concerns Are Reported

Employees must report issues and concerns related to all safety issues including COVID-19 where the prevention of droplet contact and spread can be improved. Employees will report to their supervisor, safety committee representative or follow any other specific complaint processes described in their operation's COVID-19 Re-opening Safety Plan.

- Never walk past an unsafe act or condition
- Report psychological or physical safety concerns
- Refusal of unsafe work process, reference to hazard reporting here:
- <http://citywire.city.vancouver.bc.ca/hr/hs/sp/hazr/index.html>

B. Ensure compliance with current WorkSafeBC, Health, Provincial and Legislative requirements, it is anticipated changes will be ongoing

C. Adjust resources, staffing, procedures, communication plans and training if conditions change

D. As different programs (childcare), services (cooling centre) and amenities are added, the specific activities will be added to this plan

6. Assess and Address Risks from Resuming Operations

If your facility (or parts of the facility) has not been operating, there may be risks arising from restarting that you need to manage. These resources will guide the re-opening process.

- See Appendix 7 Maintenance COVID-19 Recommissioning Checklist
[Maintenance Recommission Checklist](#)
- See Appendix 8 Re-activation Security Guidelines
<I:\Park Board\RST\RECOVERY post COVID-19\Safety Plans\Appendices\Re-activation Security Guidelines.pdf>
- See Appendix 9 REFM Re-opening checklist
<https://sharepoint.vancouver.ca/sites/oem/covid19/Restart%20Planning/REFM%20RE-Open%20Checklist-%20Updated%20-%20June%2025.pdf>
- See Appendix 10 Community Centre Re-opening checklist
<I:\Park Board\RST\RECOVERY post COVID-19\Community Centre Re-Opening Checklists\MASTER COVID-19 Re-opening Checklist for Community Centres.docx>

Appendices

Appendix 1 Employee Health Screening Questions

[Safety Plans\Appendices\Employee Health Declaration - July 7, 2020.docx](#)

Appendix 2 Employee Daily Sign-in/out Log

[Safety Plans\Appendices\Employee Daily Sign in Sheet.docx](#)

Appendix 3 Room Occupancy Spreadsheet

[Re Opening Occupancy & Site Floor Plans\CC Space Inventory capacity template \(3\).xlsx](#)

Appendix 4 Signage and Decals

[h:\Hillcrest Centre\Hillcrest Centre Master\COVID 19\COVID 19 safety plan\Signage and Decals.pdf](#)

Appendix 5 Facility map showing traffic flow

[I:\Park Board\RST\Recovery post COVID 19\ Re Opening Occupancy & site floor plans\Hillcrest CC COVID Floor plan.pdf](#)

Appendix 6 Sample Cleaning Checklist

[I:\Park Board\RST\RECOVERY post COVID-19\Safety Plans\Appendices\Sample Cleaning Checklist.docx](#)

Appendix 7 Maintenance COVID-19 Recommissioning Checklist

[h:\Hillcrest Centre\Hillcrest Centre Master\COVID 19\COVID 19 safety plan\Vancouver Recreation Maintenance COVID 1 Recommissioning checklist June.pdf](#)

Appendix 8 Re-activation Security Guidelines

[I:\Park Board\RST\RECOVERY post COVID-19\Safety Plans\Appendices\Re-activation Security Guidelines.pdf](#)

Appendix 9 REFM Re-opening checklist

[https://sharepoint.vancouver.ca/sites/oem/covid19/Restart%20Planning/REFM%20RE-Open%20Checklist-%20Updated%20-%20June%2025.pdf](#)

Appendix 10 Community Centre Re-opening checklist

<I:\Park Board\RST\RECOVERY post COVID-19\Community Centre Re-Opening Checklists\MASTER COVID-19 Re-opening Checklist for Community Centres.docx>

Appendix 11 Preschool

<h:\Hillcrest Centre\Hillcrest Centre Master\COVID 19\COVID 19 safety plan\Hillcrest COVID-19 Preschool Safety Plan>

MORE INFORMATION:

- If you have questions, please reach out to your manager or safety contact.
- You can also email COVID19Questions@vancouver.ca.
- Visit [Citywire](#) or vancouver.ca/covid-19-staff for the latest information about our COVID-19 response.

Your health and safety are a priority. Thank you for your commitment to adapting and continuing to deliver important services to the public.