

**Open Door Group**

**Return to Operations Safety Plan**

**Catchment: #11**

Approved by: Tom Burnell, CEO

Signature: 

Date: May 28<sup>th</sup>, 2020



## Table of Contents

INTRODUCTION .....	3
WORKPLACE RISK .....	3
IMPLEMENTED PROTOCOLS TO REDUCE THE RISK OF TRANSMISSION .....	4
Reducing the Risk of Transmission.....	4
FIRST LEVEL OF PROTECTION: ELIMINATION .....	5
Working offsite or remotely.....	5
Changes to work schedules.....	5
Arriving/Leaving the office.....	5
Changes to how tasks are done .....	6
Occupancy limits for workers.....	6
Client/Staff Ratios .....	6
Changes to workspace .....	6
SECOND LEVEL OF PROTECTION: ENGINEERING CONTROLS .....	7
THIRD LEVEL OF PROTECTION: RULES & GUIDELINES.....	7
FOURTH LEVEL OF PROTECTION: USE OF MASKS & PERSONAL PROTECTIVE EQUIPMENT.....	7
POLICIES .....	8
COMMUNICATION PLAN AND TEAM ORIENTATION/TRAINING.....	8
MONITORING AND UPDATING THE PLAN.....	9
CONTINUOUS IMPROVEMENT AND SHARING OF BEST PRACTICES .....	9
APPENDIX A: ODG Pandemic Response Team: Key Contact Information.....	11
APPENDIX B: ODG Return to Office Guidelines COVID-19 .....	12
APPENDIX C: ODG Return to Operations Phase 1 Team Orientation Part 1 & 2 .....	14
Appendix D: OFAA Protocols COVID-19 .....	15
Appendix E: ODG Work from Home Guidelines March 2020 .....	16

## INTRODUCTION

This Return to Operations Plan (RTOP) for in-person services is part of the Business Recovery Plan (BRP) for Catchment #11: City Centre and a follow-up to Open Door Group's (ODG) Pandemic Response Plan last updated March 12<sup>th</sup>, 2020.

Service sites included in this plan:

- VCC: 200-250 West Pender Street, Vancouver, BC, V6B 1S9 T: 604-334-6372
- Burrard: 900-1200 Burrard Street, Vancouver, BC V6Z 2C7, T: 604-334-6372
- Career Zone: 1256 Granville St 2nd Floor, Vancouver, BC V6Z 1M4, T: (604) 605-4666
- 134 East Hastings Street, Vancouver, BC V6A 1N6, T: 604-334-6372\*
- 138 East Hastings Street, Vancouver, BC V6A 1N6, T: 604-334-6372\*

*\*East Hastings locations will remain closed until a risk assessment is complete (anticipated by the end of June 2020.)*

**NOTE:** ODG will work collaboratively with off-site sub contractors including Wavefront, BWSS, GVS, DDA, La Boussole, and ACCESS in terms of return to in-person service delivery

The plan has been informed by:

- WorkSafe BC's Covid-19 and Returning to Safe Operation – Phase 2
- WorkSafe BC's Safety Plan template
- WorkBC Centre Covid-19 Phased Operational Recovery – Guidance and Principles
- Covid-19 Guidance and Orders of the Provincial Health Officer
- BC Centre for Disease Control
- BC's Restart Plan: Next Steps to Move BC Through the Pandemic

In addition, the plan has been informed through active engagement of ODG's frontline workers, Occupational Health and Safety committee members, and Pandemic Response Committee in a process of assessing the risks at the service centre, developing and implementing the protocols as well as continuously evaluating and reviewing the protocols and procedures.

The plan provides an overview of ODG's phased-in approach to resuming in-person services at service sites. Safety measures to reduce the risk of transmission of COVID-19 and maintain a healthy and safe environment at the site for staff and clients are included in the plan.

## WORKPLACE RISK

COVID-19 can spread 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 a short period of time.

Areas within the service site that may present a risk based on the above information have been identified and assessed for ability to physical distance and high-touch surfaces. These include:

Entrance and exits	Resource rooms
Washrooms	Office equipment
Lunchroom	Supplies
Individual and shared offices	Utensils and dishes
Workshop and interview rooms	Furniture

### IMPLEMENTED PROTOCOLS TO REDUCE THE RISK OF TRANSMISSION

Industry specific protocols provided by WorkSafeBC have informed this plan. Specifically, this includes protocols for offices, in-person counselling, and where relevant, education.

Protocols have been shared with the occupational health and safety committee for feedback.

In addition to the notes below as part of each level of protection, please refer to **Appendix B: ODG Return to Work Guidelines**, and **Appendix C: ODG Return to Operations Phase 1 Team Orientation (Part 1 and 2)**.

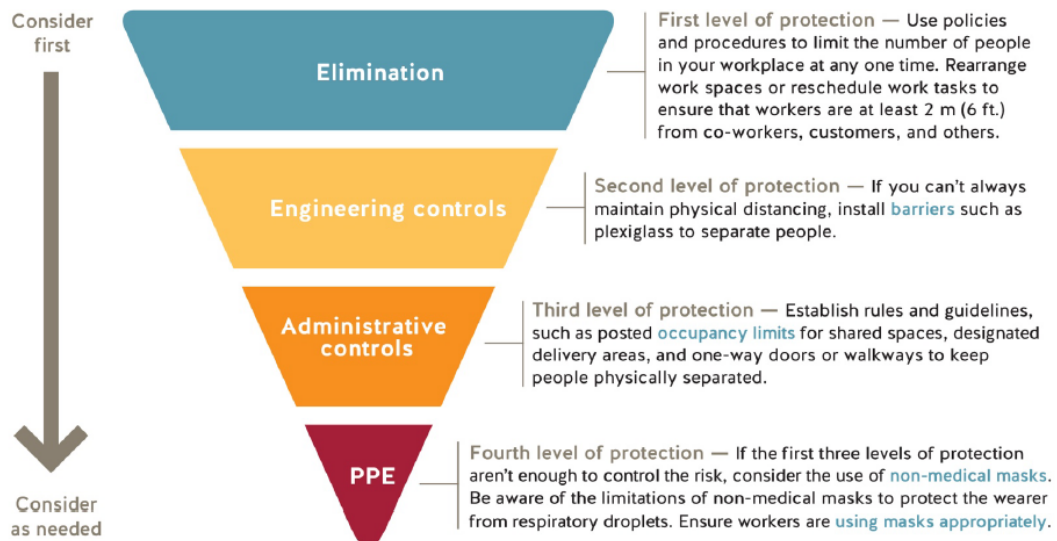
#### *Reducing the Risk of Transmission*



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



## ***FIRST LEVEL OF PROTECTION: ELIMINATION***

### **Control measures for maintaining physical distance**

#### Working offsite or remotely

The primary method of service delivery will remain as virtual services. Staff have been provided with the necessary equipment to deliver remote services including laptops, headsets, other peripheral equipment, and access to phones through Microsoft Teams.

In addition to ongoing virtual service delivery, effective June 1<sup>st</sup>, limited in-person services will resume at the service sites. Priority will be given to clients experiencing technology barriers to complete a service, who are more effectively served through in-person services, and who have expressed a willingness and ability to attend in-person services at the site.

For in-person services, staff will be phased-in to active rotation at the sites. This will be a four-phase implementation process, with each phase beginning every 2 weeks:

- **Phase 1:** Weeks 1-2    June 1 – June 12
- **Phase 2:** Weeks 3-4    June 15 – June 26
- **Phase 3:** Weeks 5-6    June 29 – July 10
- **Phase 4:** Weeks 7-8    July 13 – July 24

As of July 13th, all staff will be in active rotation. This does not mean 100% of staff 100% of the time; rather, all staff in active rotation.

Staff, to begin with, will work one week on and one week off. Over a two week period, staff will only need to provide in-person services over a one week period.

#### Changes to work schedules

Days of On-site Operation: For Phase 1, VCC, Burrard, and Career Zone locations will open for services 3 days per week: Monday, Wednesday, and Friday. Client demand levels will be monitored during each phase and the number of days open may be adjusted accordingly. East Hastings sites will remain closed until a risk assessment is complete (anticipated the end of June 2020).

On-Site Operating Hours: Staff in-rotation will arrive at work at 8:30am – 9:30am for a daily on-site staff meeting. Reviewing appointments for the day, distribution of PPE, Updates and Check-In

Client Service by appointment only will occur between 9:30am and 4:00pm.

Offices will be closed by 4:30pm.

#### Arriving/Leaving the office

Maintain safe physical distancing guidelines of 6 feet/2 meters between people when entering and exiting the building. If not possible (e.g. elevator) use a face mask.

Do not enter or leave the site in groups

Use designated entrance and exits

Wash your hands after you enter the building and disinfect your workspace as needed, particularly after each appointment

Doors will be locked during hours of operations. Visitors and clients will be welcomed and exited by staff.

### Changes to how tasks are done

If staff need to work in a group or meet with others, the total number will be three people or less, while ensuring that the workspace allows the six feet/two metre distance is maintained.

In person services by appointment only

### Occupancy limits for workers

Sites will have limited occupancy (for both staff and # of clients at any time) to ensure proper physical distancing. Protocols will also restrict shared spaces and/or limited access to shared spaces (e.g. lunchroom, shared offices) where physical distancing becomes a challenge.

### Client/Staff Ratios

#### CLIENT/STAFF RATIOS

Site	Client	In-Rotation Staff
VCC	2	3
Burrard	2	3
Career Zone	2	3

In addition to client-facing, staff on-rotation, a manager will be on-site.

Approved additional staff may also be working on site in their office.

These numbers are well-below the sites capacity to ensure 2 meters of unencumbered space requirements. As such, ratios and occupancy limits will be monitored on a weekly basis and adjustment based on client need/demand.

### Changes to workspace

Adjustments made to sites to ensure the proper safety measures are in place including creating adequate space between service workstations, putting up signage and floor decals.

Measures in place to limit use of all shared spaces such as washrooms and kitchen to ensure staff can maintain six feet/two metre distance.

Only one person permitted to access the photocopier area at a time.

Where possible, communal pathways have been marked out to be one directional to reduce personal interactions.

All non-essential communal items, such as brochures, candy dishes, magazines, etc. have been removed.

Each staff person will have access to their own supplies (e.g. pen, paper, headset, etc.). Clients will also have access to their own supplies – pen, paper, etc.

Signage has been printed and posted around the sites in relation to occupancy limits, hygiene, physical distancing, symptoms, washrooms, floor decals, etc.

Clients are advised to come alone for the appointment to minimize the impact on occupancy limit; however, clients with support workers/people will be allowed access if all safety protocols are observed.

Clients will be informed of what to expect at the service location (e.g. screening questions, limited time for meetings (45 mins), requirement to wear a mask (that can be provided) when they are booking appointments. This will be shared either by email or verbally if the appointment is confirmed over phone.

### ***SECOND LEVEL OF PROTECTION: ENGINEERING CONTROLS***

Each site has been adjusted to ensure the layout allows for physical distancing measures to be met. In addition, each site has access to self-standing 2 plexi shields per site: 1 extra wide at 47”x31”x10” (reception) and 1 at 23.5’x32’x10’. Additional plexi shield may be ordered as more staff join active in-person rotation.

### ***THIRD LEVEL OF PROTECTION: RULES & GUIDELINES***

- Refer to **Appendix B: Open Door Group Return to Office COVID19 Guidelines**

### ***FOURTH LEVEL OF PROTECTION: USE OF MASKS & PERSONAL PROTECTIVE EQUIPMENT***

Clients and staff will be required to wear masks when providing in-person services or where people are congregating (more than 2.) When staff are working in their office alone, they are not required to wear masks. This requirement will be monitored and will take direction from WorkSafe BC and guidance from the OH&S committee. ODG will be providing disposal masks for staff AND clients (available onsite by June 1<sup>st</sup>) as well as 2 reusable masks per staff.

Clients and Staff will also be provided Nitrile gloves that should only be used when sanitizing, and when handling anything back and forth between clients (e.g. pens, forms, etc.). Gloves are available for use to

clients when using computers. Gloves should be disposed of after each use. Face shields are also available to staff and should not be shared with each other. Resources for correct use and disposal of masks and gloves: <https://www.youtube.com/watch?v=eVJbenwzR1s>.

**Please Note:** PPE equipment is expected to be used at the worksite and, unless approved by the onsite manager, cannot be taken home. Any theft of PPE equipment is eligible for termination with cause and ODG will act accordingly.

## **POLICIES**

ODG has developed the necessary policies, 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, including:

- 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 limited in the workplace (see Occupancy Limits on Page 6)

First aid attendants have been provided OFAA protocols for use during the COVID-19 pandemic. See **Appendix D: OFAA Protocols COVID-19**.

In-person services at the site can only occur if there are a minimum of 2 staff present at any time.

ODG has a work from home policy in place. See **Appendix E: ODG Work from Home Guidelines March 2020**.

ODG's policies address workers who may start to feel ill at work. Specifically:

- 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 <https://bc.thrive.health/> 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.

## **COMMUNICATION PLAN AND TEAM ORIENTATION/TRAINING**



ODG has developed a training plan to ensure staff is trained in workplace policies and procedures.

- Prior to returning to on-site, in-person service, all staff will participate in a 3-hour Team Orientation. Part 1 of the orientation (1.5 hours), provides an overview of the safety plan and related operational protocols in relation to being on-site and delivering limited in-person services. Part 2 (1.5. hours) covers strategies, tools, and protocols to address the risk of conflict and/or violence that may occur as clients and members of the public adapt to restrictions or modifications to the workplace. Please refer to **Appendix C: ODG Return to Operations Phase 1 Team Orientation (Part 1 and 2)**.
- Each day in the office, staff will attend a morning team meeting where check-ins will occur in relations to workplace procedures as well as sharing any updates to policies and protocols.
- All staff will receive policies for staying home when sick and other relevant policies.
- Signage is posted at the worksite, including occupancy limits and effective hygiene practices.

Any major adjustments to the plan will be communicated out to all staff by the CEO, COO, or HR Director and followed up by local on-site managers at the next staff meeting.

Questions can be directed to local managers, Program Directors, or the HR Director ([jessica.webb@opendoorgroup.org](mailto:jessica.webb@opendoorgroup.org)).

**Please refer to Appendix A for the names, titles, and direct contact details for the members of ODG's Pandemic Response Committee.**

### **MONITORING AND UPDATING THE PLAN**

ODG acknowledges that things may change as we return to on-site operations. New areas of concern, or practices/measures that seem to be ineffective will be re-evaluated, revised in consultation with health guidelines and the OH&S committee, and will written policy will be updated and disseminated/communicated out.

After each weekly rotation, managers will be asking staff how they can improve the worksite to ensure greater safety for staff and clients. Any recommendations coming from staff and managers to improve worksite health and safety will be approved by the Program Director.

If staff do not feel comfortable going to their onsite manager, they can go directly to the Director of Human Resources to voice their concerns and suggestions.

### **CONTINUOUS IMPROVEMENT AND SHARING OF BEST PRACTICES**

the team will observe up-to-date guidelines from the Health Authorities, WorkSafe BC, BC Centre for Disease Control, the Ministry of Social Development and Poverty Reduction, etc. to ensure a healthy and safe environment for clients and staff members.

Best practices and lessons learned will be shared when appropriate with other ODG service locations and WorkBC contractors. The mutual support will continue and create a strong capacity for involved primes to adapt to any changing factors (uncertainties) along the pandemic crisis.

**APPENDIX A: ODG Pandemic Response Team: Key Contact Information**

Jessica Webb, Director of Human Resources

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Alona Puehse, Chief Operating Officer

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Cora David, Chief Financial Officer

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- Email: cora.david@opendoorgroup.org

George Alipio, IT Manager

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- Email: george.alipio @opendoorgroup.org

Elizabeth Vu, Manager of Communications

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- Email: elizabeth.vu@opendoorgroup.org

Christine Buchanan, Director or Employment Services and Training, Lower Mainland

- Mobile Phone: 778-385-8486
- Email: christine.buchanan@opendoorgroup.org

Jaime Clarkson, Director or Employment Services and Training, Interior

- Mobile Phone: 250-574-5237
- Email: jaim.clarkson@opendoorgroup.org

## COVID 19 RETURN TO OFFICE PROCEDURES



The provincial government recently announced a three phase restart to the BC economy, with phase 2 beginning after the May long weekend. In consultation with WorkSafe BC and our provincial funders, Open Door Group will be returning to in person services, on a limited and restricted basis, beginning June 1st. All offices will begin providing services with the following exceptions: the Vancouver DTES WorksBC sites will open after the completion of risk assessment; the Thrive program will begin in person services after receiving direction from the Vancouver Coastal Health Authority.

A phased in approach will be used for staff returning to the office to provide in person services, with those with a compromised immune systems returning last. With the return to in person services, ODG's paramount concern is the health and safety of each person within our offices. As such, we are implementing the following protocols.

### COVID-19 Preventative Measures

- Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to and returning from the bathroom; and before eating or preparing food.
- If you have to cough or sneeze, try to do it into your elbow or a tissue, and then throw out the tissue if used and wash your hands afterwards.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Clean and disinfect frequently touched objects and surfaces.
- If you have questions about whether or not you should have been tested for COVID-19, use the self-assessment tool at <https://bc.thrive.health/covid19>.

### Entering/Leaving the Building

- Maintain safe physical distancing guidelines of six feet/two metres between people when entering and leaving the building.
- Do not enter or leave the building in groups!
- Use the designated entrance and exit.
- Wash your hands after you enter the building and disinfect your workspace as needed.

### Office Hours

- Office hours will be from 8:30 AM to 4:30 PM, with in person services from 9:30 AM to 4:00 PM.
- In person services will be appointment only.
- Custodial staff will continue regular shifts and provide more in-depth cleaning.

### Daily Sanitizing Routines

- After arriving to the office, wash your hands right away.
- Use available disinfectant to disinfect your work space as needed.
- If you must meet in a shared space or meeting room, disinfect any surfaces, handles, equipment, furniture, etc. that have been used following the meeting.
- Disinfect any shared surfaces, handles, equipment, furniture, etc. after you use it. This includes any appliances in the kitchen.
- If you leave your office at any time during the day, follow the same guidelines

## COVID-19 RETURN TO OFFICE PROCEDURES

### Physical Distancing

- Do not enter or exit the building in a group. Enter and exit using safe physical distancing guidelines of six feet/two metres between people.
- Work in your office or space as much as possible.
- If you need to talk to someone, make sure you stay six feet or two metres away or use your phone.
- If you need to work in a group or meet with others, the number must be three people or less. Ensure that the workspace allows you to keep the six feet/two metre distance between people.
- Do not share food (candy jars are off limits and need to be put away!) All material such as magazines, pamphlets, etc. need to be put away.
- If there are visitors to the office, ensure we maintain six feet/two metres physical distancing guidelines and disinfect door handles, surfaces, furniture, etc. after the visitor leaves.

### Staff Room/Kitchen

- Staff room may be closed for eating, or limited to 2 people at a time.
- Wash your hands before you go into the kitchen.
- Try to bring a lunch that doesn't require a lot of preparation (to limit microwave use, surface use, utensil use, etc). Clean thoroughly any utensil or equipment after each use.
- Use of fridge, microwave, coffee makers is permitted. Use caution.
- Use disinfect to clean any area or surface used.
- When you are finished wash your hands again before you go back to your office or work space

### Illness

- If you are sick, stay home and log a sick leave.
- If you start to develop symptoms while at work, let your supervisor know via email or phone and go home.
- If you are not sure whether you should stay home use the self-assessment tool at <https://bc.thrive.health/covid19>

### Photocopiers

- If you need to use the photocopier wash your hands before you begin.
- When you are done, disinfect the photocopier.
- Disinfect any shared surfaces or equipment at the photocopy area such as staplers, hole punches, etc that you used.
- Only one person allowed at the photocopier area at a time.
- When you are finished at the photocopier, wash your hands again before you go back to your office or work space.

### Bathrooms

- Follow COVID-19 handwashing guidelines as posted in the bathrooms
- Make sure to wash your hands when you leave the bathroom



**APPENDIX C: ODG Return to Operations Phase 1 Team  
Orientation Part 1 & 2**

**\*FOR INTERNAL USE ONLY\***

## Appendix D: OFAA Protocols COVID-19



OFAA Protocols  
COVID19.pdf

<https://www.worksafebc.com/en/resources/health-safety/information-sheets/ofaa-protocols-covid-19-pandemic?lang=en&direct>

**Appendix E: ODG Work from Home Guidelines March 2020**

**\*FOR INTERNAL USE ONLY\***