Safety Plan Builder for Seniors Services Organizations and Other Small Non-Profits

December 2020

:·: vantage point

Transforming Not-for-Profit Leadership
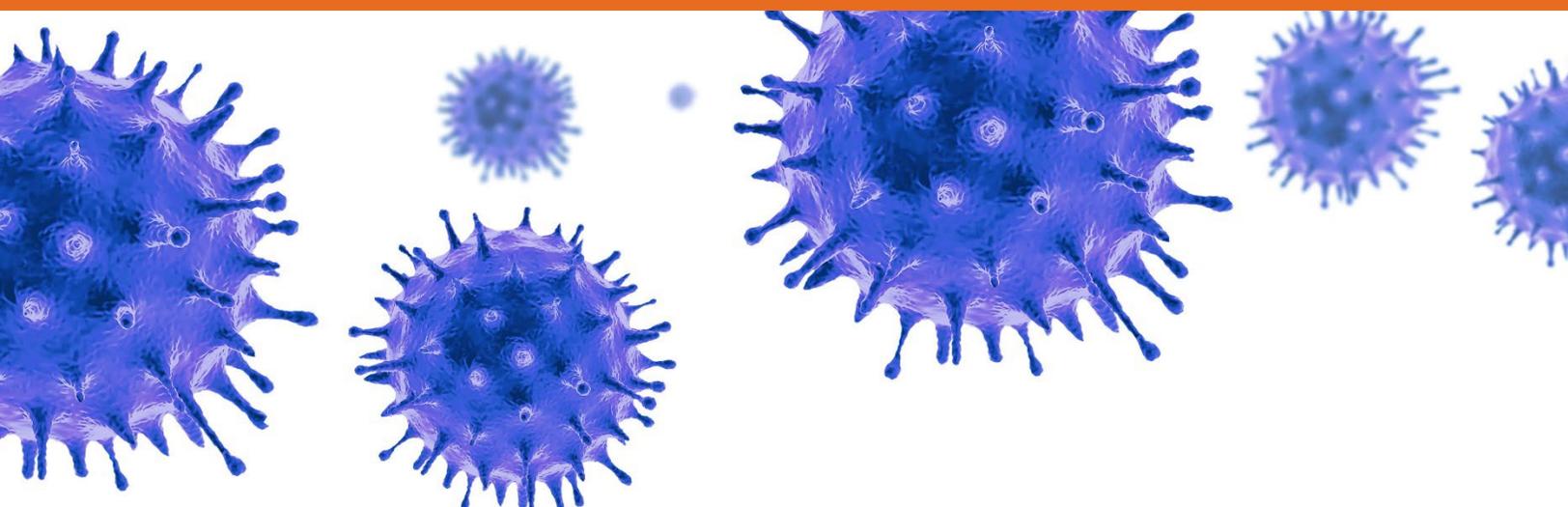
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HOW TO USE THIS BUILDER

Assess the list of risks that may or may not apply to your organization:

1. Consider the predetermined risks listed throughout the builder to ensure you've considered everything in order to build your own comprehensive safety plan.
    Use it as a checklist.

2. The risk categories are:

    A. Building occupancy and physical distancing

    B. Personal hygiene and safety practices

    C. Program delivery modifications

    D. Environment safety and sanitation

    E. Safety planning

3. For each risk, there are four levels of risk mitigation strategies: Elimination, Engineering controls, Administrative controls, PPE (highest level strategy to lowest).

Elimination Controls	Stay home if you are sick and maintain physical distancing.
Engineering Controls	Change the design & layout of the facility and install barriers.
Administrative Controls	Establish rules; change policies, procedures and daily operations.
PPE	Use personal protective equipment – always in combination with other control measures.
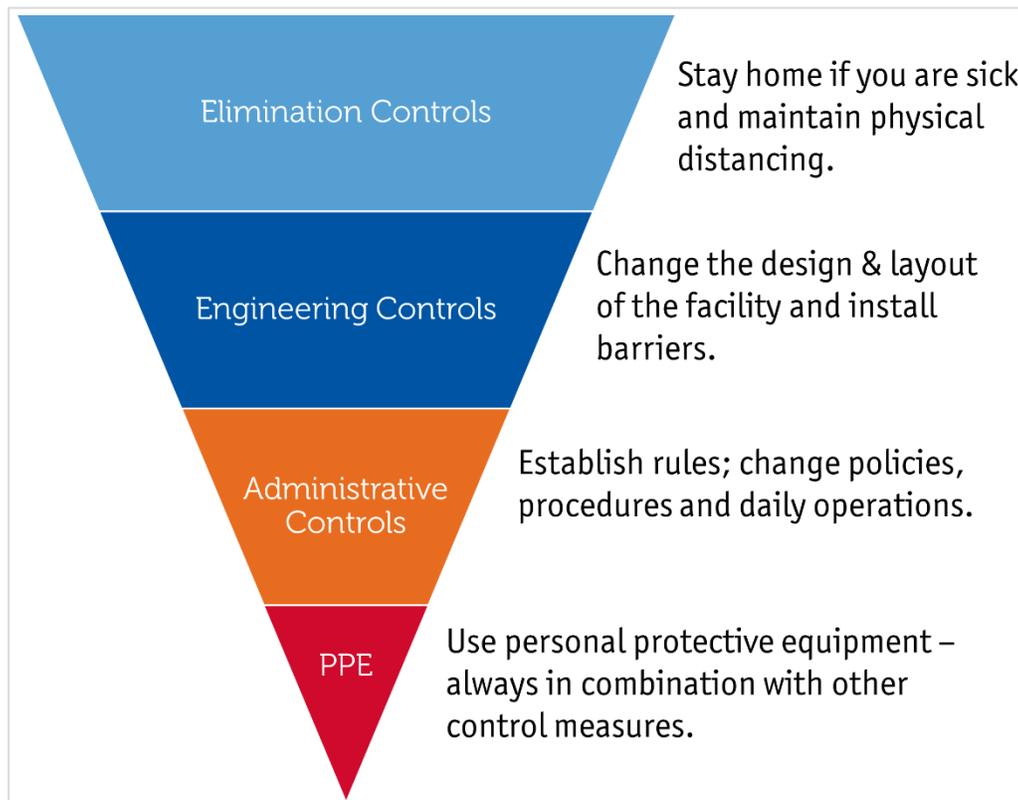
Check the strategies that you want to apply to your safety plan.

4. Determine who is responsible for implementing each strategy.

For each strategy to be implemented successfully, add notes to:

5. Outline a new/updated policy.

6. Outline the communications needed.

7. Outline the employee/volunteer training needed.

8. Outline the supplies/materials needed.

Creating your own safety plan:

9. After you've reviewed this builder, you should be able to create the first version of your safety plan.

10. Test the draft plan in a low-risk situation first, prior to implementing it in higher-risk situations such as a full reopening (ex. test with staff and volunteers first).

11. Post safety plan before reopening, by order of the Provincial Health Officer. Be prepared for WorkSafeBC inspections.

12. Monitor your workplace and update the plan as needed (save as revisions).

    Note: Check for updates from Vancouver Coastal Health, Provincial Health Office, and WorkSafeBC on a weekly basis to update your plan.

13. Assess and address any new risks from reopening (save as revisions).

14. Evaluate your plan weekly.

Before you begin, you may want to review the Canadian Centre for Occupational Health and Safety's "Pandemic Planning: Reopening for Business" free e-course.

RISK A. BUILDING OCCUPANCY AND PHYSICAL DISTANCING

Level One: Elimination

Person responsible: _____

☐ Wherever possible, have all staff work from home (i.e., virtually), and find ways to deliver programs virtually.

☐ Create a daily log to schedule minimum number of staff working on-site.

> Tip: If multiple staff must be on-site at same time, stagger start times and break times. Groupings help minimize total number of contacts. Schedule same groups of staff working together on alternating days.

Elimination Controls

Engineering Controls

Administrative Controls

PPE

☐ Schedule minimum number of volunteers on-site.

☐ Schedule minimum number of participants on-site for programs (see "Risk C. Program Delivery Modifications" in later section).

> Tip: Too many participants in a program? Groupings help to minimize total number of contacts. Consider scheduling morning and afternoon groups (i.e., same participants and staff per group for all sessions), or alternating days of services (i.e., Group 1 M/W, Group 2 T/Th).

☐ Identify non-essential spaces (ex. small meeting rooms) where distancing is not possible, and fence off with tape.

> Tip: Use whichever tape/strings/supplies you have readily available without purchasing new supplies.

☐ For staff: enforce sick leave.

> Tip: Provide paid sick leave if possible. If not, under the Employment Standards Act, employees can take the "COVID-19 leave": unpaid, job-protected leave related to COVID-19.

☐ For volunteers: enforce stay home if ill policy.

☐ For participants: enforce stay home if ill policy.
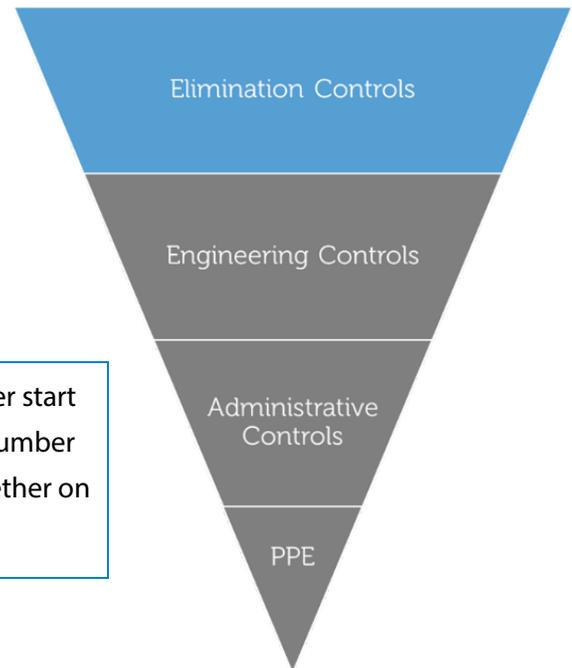
Level Two: Engineering Controls

Person responsible: _____

- [ ] Place stickers for distancing (2m) on floors for each space.

- [ ] Place signage instructing people to wear masks at all times when indoors.

> Tip: Download this printable document to create your own signs.

- [ ] Remove extra furniture (ex. chairs).

- [ ] Update furniture layout to promote distancing.

- [ ] Install barriers such as plexiglass (where distancing is challenging).

- [ ] Ensure proper airflow in indoor spaces.

- [ ] Create one-way movement pathways with signage and stickers.

> Tip: Download this printable document to create your own signs.

- [ ] Designate a waiting area with 2m distancing stickers to keep line-ups safe.

- [ ] Designate a reception area with 2m distancing stickers to keep line-ups safe.

- [ ] Elevators: install alcohol-based hand sanitizer nearby (use before pressing button).

Engineering Controls

Administrative Controls
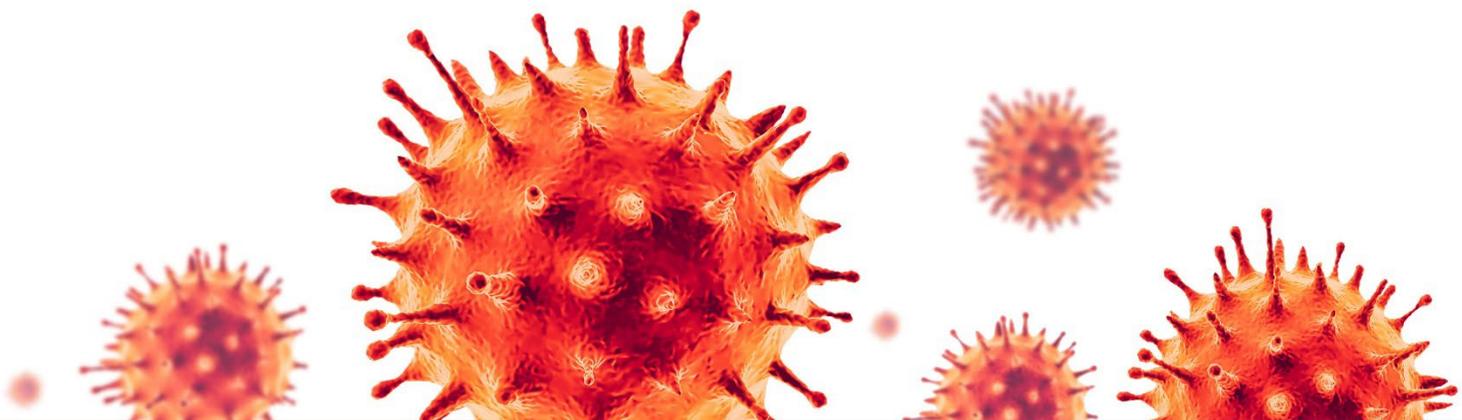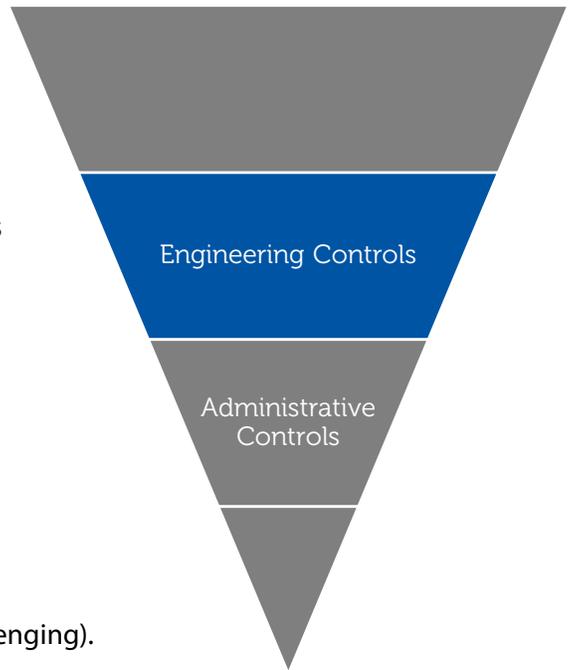
Level Three: Administrative Controls

Person responsible: _____

- [ ] Identify essential spaces where distancing is not possible (i.e., 1 person max). Install signage of "Max Occupancy = 1" for those spaces.

- [ ] Determine maximum occupancy limits with distancing for all remaining publicly accessible spaces.

- [ ] Predetermine space in advance for every scheduled activity in the daily log.

    - Use outdoor space wherever possible.
    - If not, use space with good indoor air quality (ex. space can supply outdoor air).
    - Whenever possible, avoid spaces that are only accessible by elevator/stairs/escalators (i.e., minimize use of elevators).

- [ ] Install signage in every publicly accessible space to communicate:

    - Max occupancy
    - Distancing instructions
    - Hygiene practices

- [ ] For small spaces, create schedules if they need to be used.

- [ ] Assign staff to be responsible for reception/monitoring occupancy on premise whenever there are scheduled programs or activities.

- [ ] Use thermometers to take the temperature of all who enter the building, or implement a health check (at minimum verbal yes/no questions) or use this digital health check tool.

- [ ] Install signage to communicate following:

    - Please do not enter if you are feeling unwell and if entering, wash hands, practice 2m distancing (additional example 1, example 2).
    - Please practice 2m distancing.
    - Please sign in at reception for health check.
    - Please wear a mask and practice respiratory etiquette.

- [ ] Elevators: install signage to communicate max occupancy per elevator (please wait if full).

- [ ] Implement a daily log of occupants in the building, with a column for staff, volunteers, and participants.

Elimination Controls

Engineering Controls

Administrative Controls

PPE
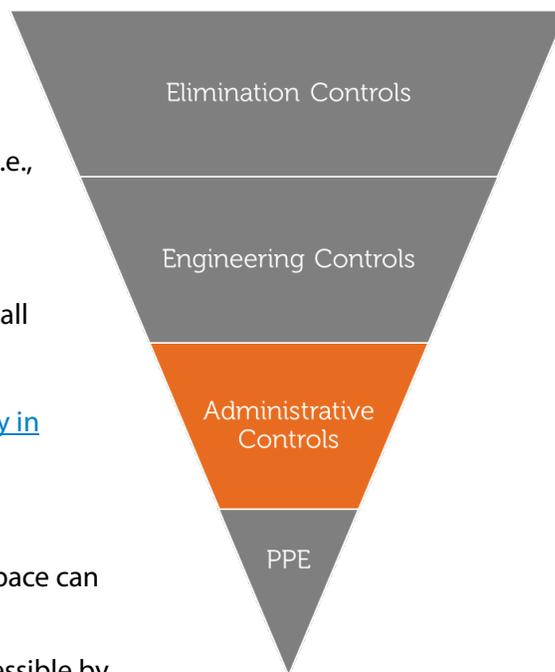
- [ ] Ensure staff and volunteer contact information is updated.

- [ ] Ensure participant contact information is collected during the registration process.

- [ ] Place a table at the entrance doorway to block free-flowing traffic (i.e., prevent people from entering freely).

- [ ] For staff: safety and risk waiver (sample waiver is included in this printable document).

- [ ] For volunteers: safety and risk waiver (sample waiver is included in this printable document).

- [ ] For participants: safety and risk waiver (sample waiver is included in this printable document).
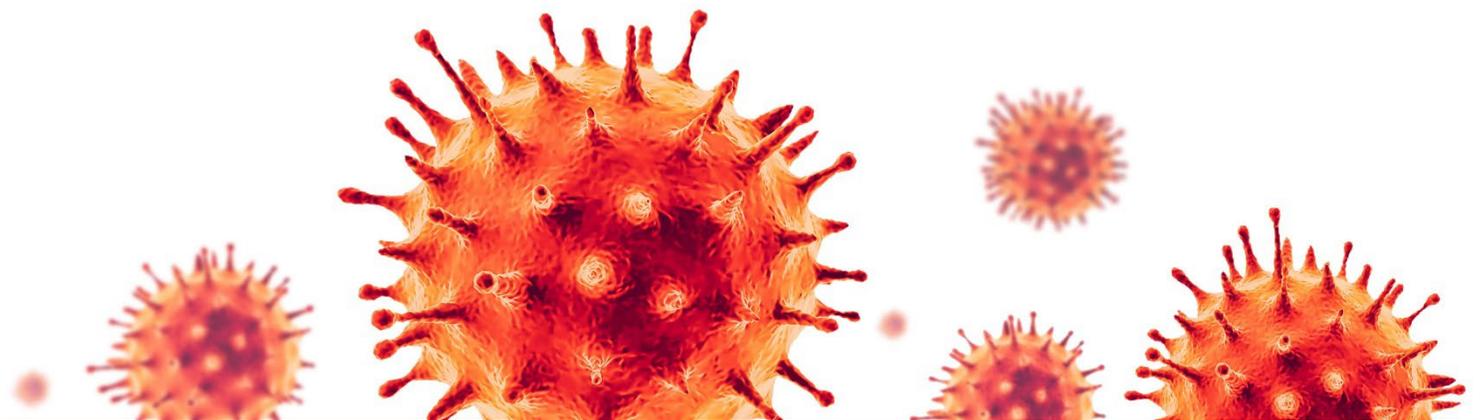
Level Four: PPE

Person responsible: _____

☐ Ensure mandatory use of masks and other PPE (shields, gloves).

☐ Have stock available on-site to offer free/for purchase.

New/updated policy

Examples:

- Operating a Remote Team
- What should I consider when employees work from home?
- Can I force employees to work from home?
- What video conferencing software is available?
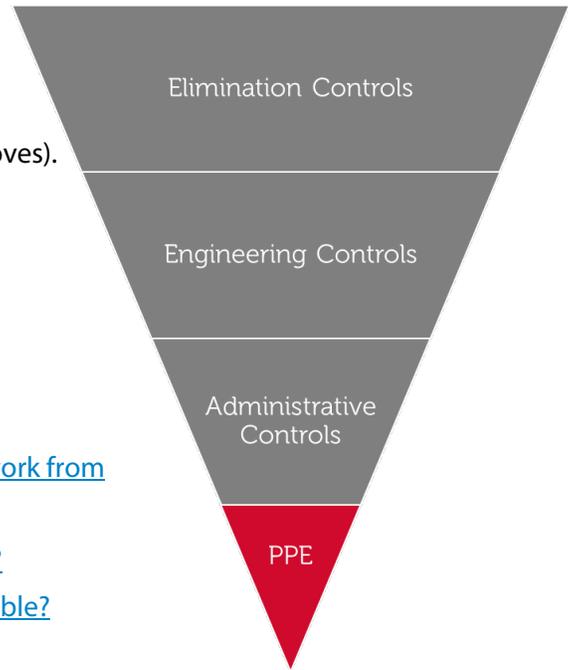
Communication plan

- Printable signage here: WorkSafeBC, BCCDC
- Communication tips for older adults and seniors:
    - Language accessibility: use plain, clear language, large fonts, accessible placement
    - Use graphics wherever possible
    - Provide various languages wherever possible
    - VCH: Caring for vulnerable populations during C19
    - Alzheimer Society: Tips for caregivers

Employee/volunteer training plan

-

Supplies/materials purchasing plan

-

Tip: Suppliers like Vancouver-based Jukebox Print can help you create the right signage for your business. Or find a supplier through the Small Business BC Marketplace.

Elimination Controls

Engineering Controls

Administrative Controls

PPE

RISK B. PERSONAL HYGIENE AND SAFETY PRACTICES

Level One: Elimination

Person responsible: _____

- [ ] Put up a "do not enter if unwell" sign in the entryway.

Level Two: Engineering Controls

Person responsible: _____

- [ ] Ensure handwashing station or alcohol-based hand sanitizer available near entrance and frequently occupied spaces (out of reach for children).

Elimination Controls

Engineering Controls

Administrative Controls

PPE

Level Three: Administrative Controls

Person responsible: _____

- [ ] Define and enforce cleaning protocols (wiping surfaces before/after visitors, sanitizing items used, etc.)

- [ ] Define clear hygiene practices and put up posters to communicate them.

  - Handwashing upon entering building
  - Handwashing before and after food handling
  - Handwashing after washroom use
  - Handwashing after coughing/sneezing/personal body functions
  - Handwashing after disposing PPE or going near garbage
  - Handwashing before and after handling shared equipment
  - Cough/sneeze into elbows
  - No hugs, handshakes (avoid close greetings)

- [ ] Install signage or floor markers as guides to handwashing stations/washrooms if hard to locate.

> Tip: Put up guiding signs to the nearest washroom if it is hard to find. Download this *printable document* to create your own signs.

- [ ] Install signage to communicate hygiene practices throughout the building.
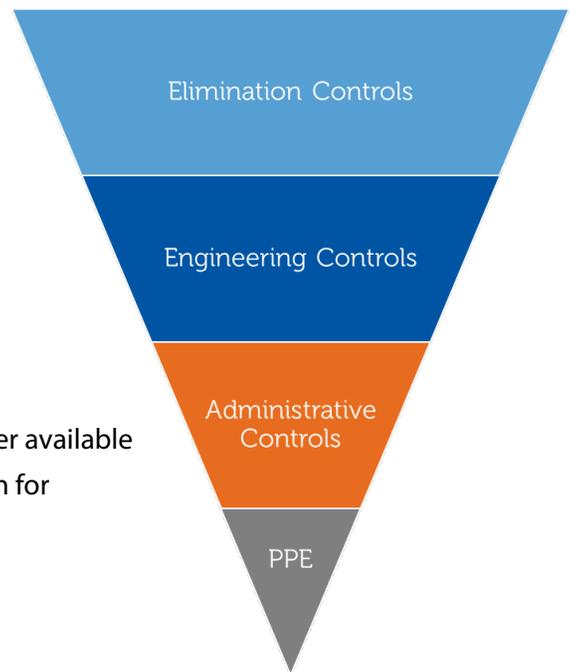
Level Four: PPE

Person responsible: _____

- [ ] Ensure mandatory use of masks and other PPE (shields, gloves).

- [ ] Have stock available on-site to offer free/for purchase.

New/updated policy
-

Communication plan
- Printable signage here: WorkSafeBC, BCCDC

Employee/volunteer training plan
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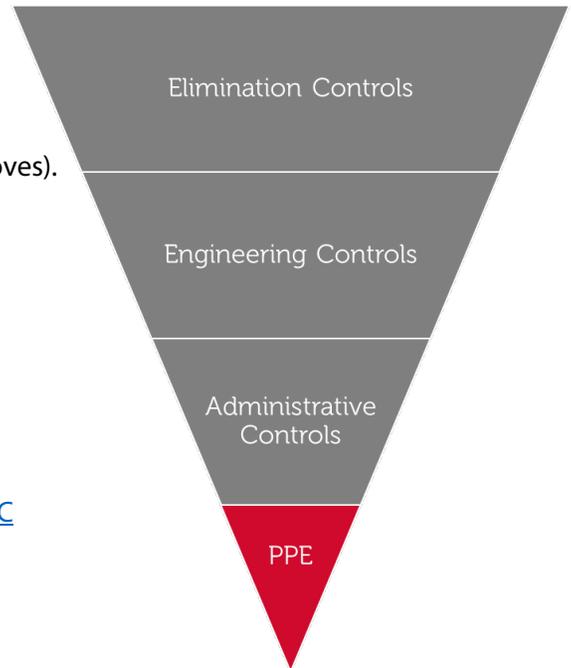
Supplies/materials purchasing plan
-

Elimination Controls

Engineering Controls

Administrative Controls

PPE

Tip: Suppliers like Vancouver-based Jukebox Print can help you create the right signage for your business. Or find a supplier through the Small Business BC Marketplace.
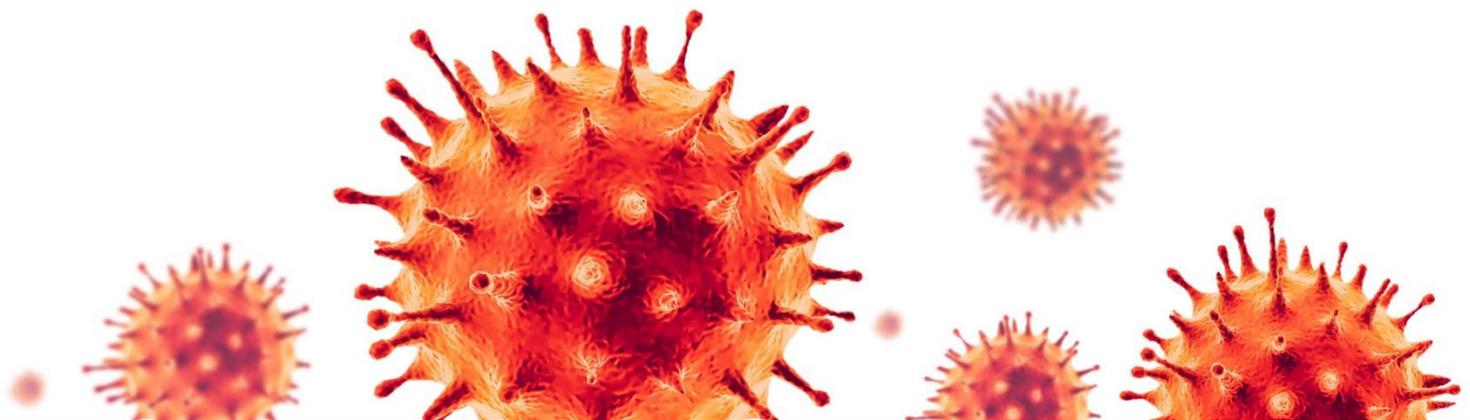
RISK C. PROGRAM DELIVERY MODIFICATIONS

Level One: Elimination

Person responsible: _____

☐ Deliver programs virtually if possible.

Level Two: Engineering Controls

Person responsible: _____

☐ Consider all the "Level 2: Engineering Controls" listed in above sections, and ensure physical distancing modifications are made specifically in the program room.

Level Three: Administrative Controls

Person responsible: _____

Pre-program/pre-arrival

☐ Implement registration process (strict control of # of participants per program, including caregivers).

- Only be accompanied by required caregivers; cannot bring anyone along on drop-in basis.
- Collect key contact information during registration.

> Tip: If a participant doesn't have their own phone number, ask them to leave a number for someone who could easily reach them.

☐ Create a distancing seating plan for the space your program is using.

- Assign seats if possible.

☐ If many participants (i.e. you'd expect waiting and reception area to be overcrowded if all arrived at same time), schedule staggered arrival times.

> Tip: If your building has multiple entrances/exits, designate different entrances/exists for different programs happening at same/similar times to reduce possible congestion.

Elimination Controls

Engineering Controls

Administrative Controls

PPE
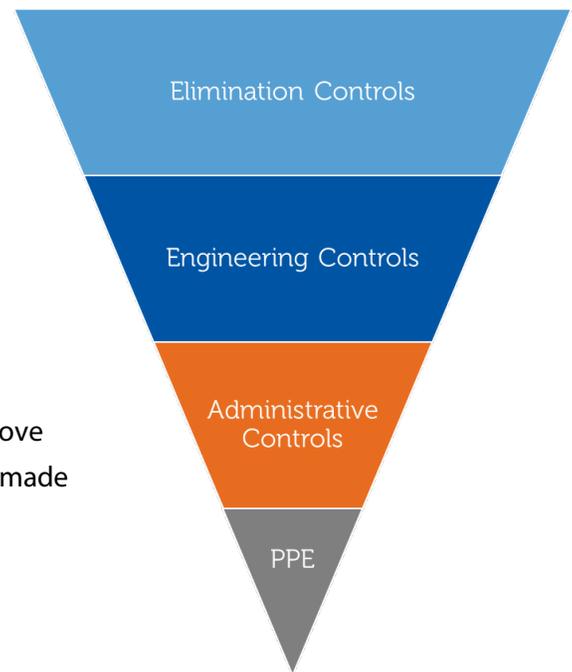
☐ Enforce a strict do not participate and stay home policy if unwell/compromised immune system/living with other health conditions/have travelled/been placed on self isolation within past 14 days).

☐ Communicate your safety plan and above points with participants before the program.

☐ Send waiver in advance for participant to sign at home prior to arrival (eliminate use of pens on-site) and prepare to receive it at reception/check-in.

Arrival

☐ At reception/check-in, communicate safety plan again (even if they have reviewed in advance).

☐ Perform a health check (at minimum verbal yes/no questions) or use this digital health check tool.

☐ Receive the signed waiver.

☐ Ensure participant practices hand and respiratory hygiene (i.e., handwashing, mask, PPE).

☐ Assign participant to a seat.

☐ Direct participant to their designated seat (using your distancing seating plan).

Transportation

☐ Assess and prioritize the need for workers to provide transportation services to clients.

☐ Minimize the number of people in the vehicle. Consider using larger vehicles, such as vans or shuttles, where possible.

☐ Use a seating configuration that maximizes distance between people, such as eliminating the use of the front passenger seat. Where vans or shuttles are used, position clients in alternating seats and rows.

☐ Consider grouping clients into smaller groups that travel together exclusively to minimize the number of total contacts.

☐ Avoid using the recirculated air option for the car's ventilation; use the car's vents to bring in fresh outside air and/or lower the vehicle windows.

☐ Ensure that everyone who enters is wearing a mask, and ask clients to practice good respiratory etiquette; ensure tissues are available and disposed of in a sealable plastic bag.

☐ Provide alcohol-based hand sanitizers in all vehicles and require hand hygiene when entering and exiting the vehicle.

☐ Establish a cleaning protocol for vehicles. Clean and disinfect frequently touched surfaces between different clients. Carry out general cleaning at the beginning and end of each shift.

Level Four: PPE

Person responsible: _____

☐ Ensure mandatory use of masks and other PPE (shields, gloves).

☐ Have stock available on-site to offer free/for purchase.

New/updated policy

-

Communication plan

Communication tips:

- Language accessibility: use plain, clear language, large fonts, accessible placement.
- Use graphics wherever possible.
- Provide various languages wherever possible.
- VCH: Caring for vulnerable populations during C19.
- Alzheimer Society: Tips for caregivers.

Employee/volunteer training plan

-

Supplies/materials purchasing plan

-

Elimination Controls

Engineering Controls

Administrative Controls

PPE
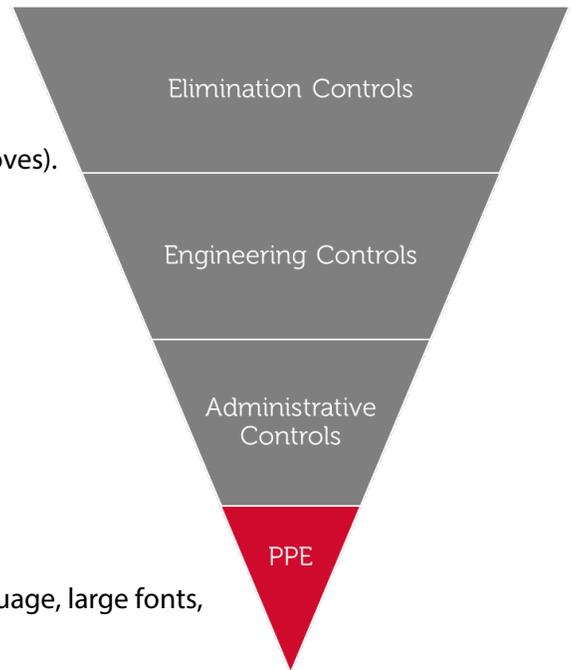
Tip: Suppliers like Vancouver-based Jukebox Print can help you create the right signage for your business. Or find a supplier through the Small Business BC Marketplace.

RISK D. ENVIRONMENT SAFETY AND SANITATION

Level One: Elimination

Person responsible: _____

- ☐ Minimize shared workstations (remove/fence off furniture).
- ☐ Remove all non-essential furniture in publicly accessible spaces.
- ☐ Minimize shared equipment (i.e., pens, supplies for activities).
- ☐ Limit items being passed if it cannot be avoided.
- ☐ Prohibit self-serve and family style eating (no shared utensils, objects, food).
- ☐ Use pre-packaged food if needed.
- ☐ Ensure handwashing is practiced.
- ☐ Review sanitation frequency and schedule, increase if insufficient.

Elimination Controls

Engineering Controls

Administrative Controls

PPE
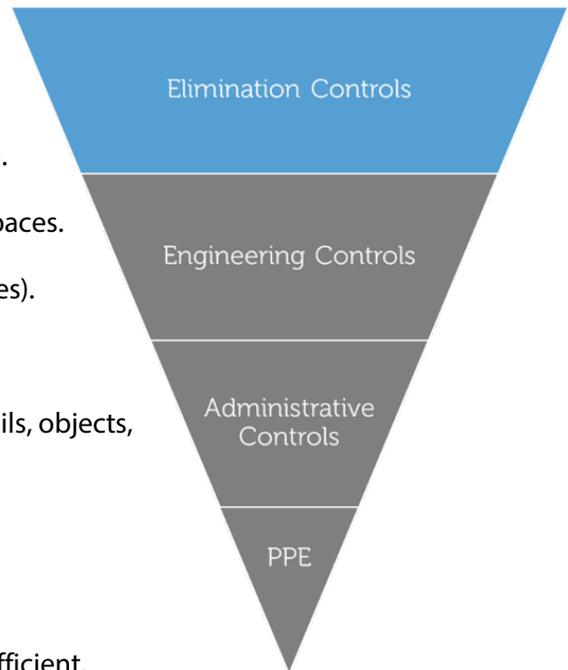
Level Two: Engineering Controls

Person responsible: _____

- ☐ Keep doors and entry ways open to prevent surfaces being touched wherever possible.
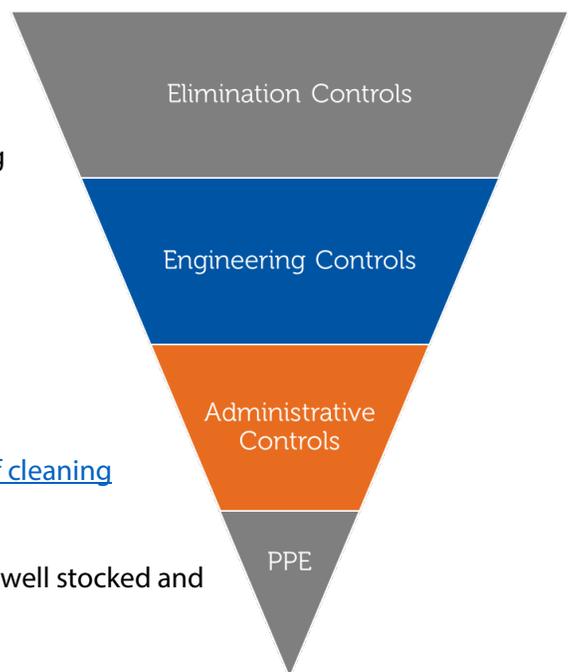
Level Three: Administrative Controls

Person responsible: _____

- ☐ Training: ensure all staff/volunteers understand safe use of cleaning products if involved in cleaning and sanitation.
- ☐ Operations: ensure handwashing stations, washrooms are well stocked and cleaned regularly.
- ☐ Operations: schedule cleaning and disinfection of all spaces at least once a day.
- ☐ Create a digital cleaning and sanitation log.

Elimination Controls

Engineering Controls

Administrative Controls

PPE

☐ Clean and disinfect space, especially high contact surfaces, BETWEEN groups if groups are using the same space back to back.

☐ Schedule enough time for sanitation between programs (ex. 1 hour).

☐ Assign staff/volunteer to clean and disinfect all equipment between uses.

Level Four: PPE

Person responsible: _____

☐ Review your cleaning supply inventory and restocking schedule.

New/updated policy

-

Communication plan

-

Employee/volunteer training plan

Cleaning and sanitation tips:

- *BCCDC: Cleaning and Disinfectants for Public Settings*
- *BC Ministry of Health: See "Frequent Cleaning and Disinfection" section*

Supplies/materials purchasing plan

-

Elimination Controls

Engineering Controls

Administrative Controls

PPE
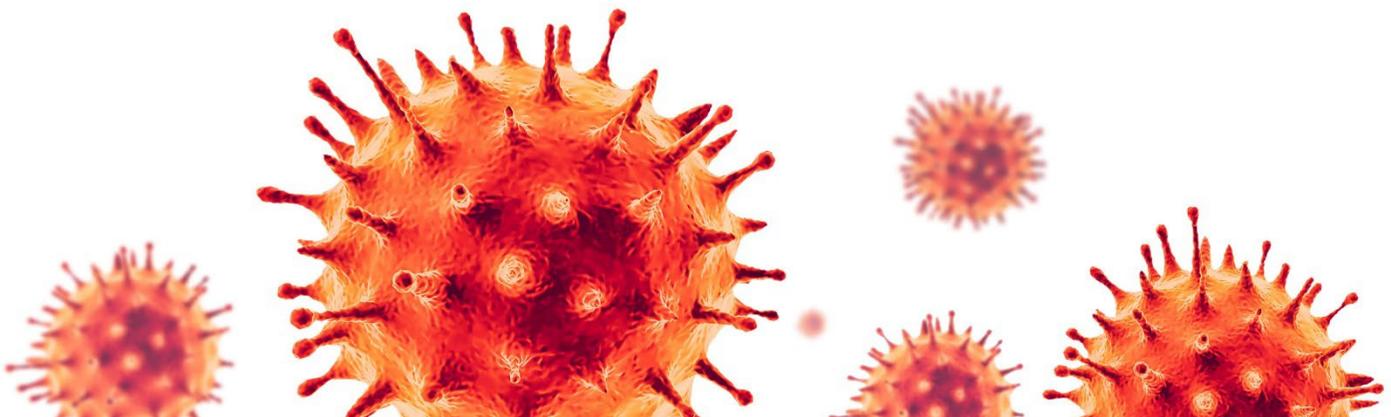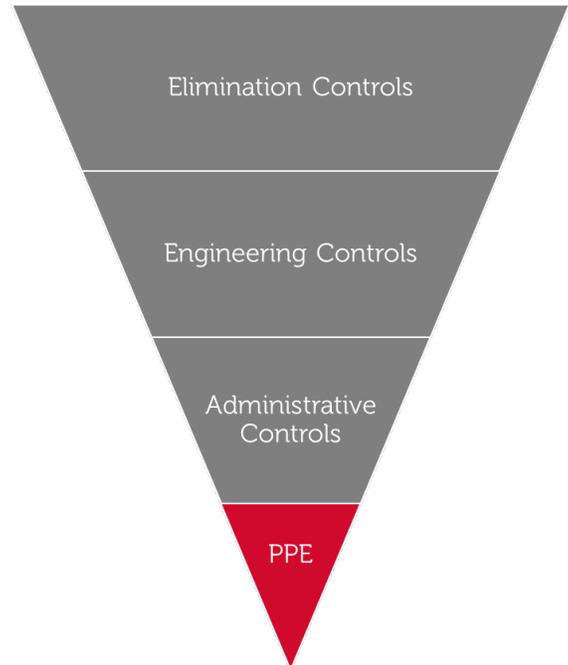
RISK E. SAFETY PLANNING

- ☐ Use this builder to put together your organization's safety plan.

- ☐ Review the FAQ section below.

- ☐ Schedule daily staff meetings/handover meetings (virtually or in a physically safe space).

- ☐ Follow public health directions when there is a confirmation of a positive individual (case) that has moved through your setting/programs.

> Tip:
> - Review the FAQ section below.

- ☐ Clean and sanitize entire space following confirmation of a positive case.

FREQUENTLY ASKED QUESTIONS

What do I do if a staff member, program participant or volunteer comes to the building with COVID-19 signs?

Individuals who have symptoms when they arrive at the building or become sick during the day should immediately be separated from other employees, program participants, and volunteers and sent home. Employees who develop symptoms outside of work should notify their supervisor and stay home.

Individuals who are sick should follow BCCDC recommended steps to help prevent the spread of COVID-19. Employees should not return to work until they have met the criteria to discontinue home isolation and have consulted with a healthcare provider.

Alert officials at Vancouver Coastal Health so that they can begin contact-tracing with other staff members.

What should I do if an employee, program participant or volunteer is suspected of having or has COVID-19?

In most cases, you do not need to shut down your facility. But do close off any areas used for prolonged periods of time by the sick person:

Wait 24 hours before cleaning and disinfecting to minimize potential for other employees being exposed to respiratory droplets. If waiting 24 hours is not feasible, wait as long as possible.

Follow the BCCDC cleaning and disinfection recommendations.

Clean dirty surfaces with soap and water before disinfecting them.

To disinfect surfaces, use disinfecting agents and their working concentrations known to be effective against coronaviruses and are appropriate for the surface.

Be sure to follow the instructions on the product labels to ensure safe and effective use of the product.

You may need to wear additional personal protective equipment (PPE) depending on the setting and disinfectant product you are using.

In addition to cleaning and disinfecting, employers should determine which employees may have been exposed to the virus and need to take additional precautions:

If an employee is confirmed to have COVID-19, employers should inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by FOIPPA.

Employees who test positive for COVID-19 should be excluded from work and remain in home isolation if they do not need to be hospitalized. Employers should provide education to employees on what to do if they are sick.

Employers may need to work with Vancouver Coastal Health to determine which employees may have had close contact with the employee with COVID-19 and who may need to take additional precautions, including exclusion from work and remaining at home.

Most workplaces should follow the Public Health Recommendations for Community-Related Explores and instruct potentially exposed employees to stay home for 14 days, telework if possible, and self-monitor for symptoms.

Sick employees should follow BCCDC-recommended steps. Employees should not return to work until they have met the criteria to discontinue home isolation and have consulted with a healthcare provider.

If employees have been exposed but are not showing symptoms, should I allow them to work?

Employees may have been exposed if they are a "close contact" of someone who is infected, which is defined as being within about 2 metres of a person with COVID-19 for a prolonged period of time[1].

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[1] The primary route of COVID-19 transmission is prolonged (more than 15 minutes) close contact with a symptomatic, pre-symptomatic, or asymptomatic infected person. (BCCDC)

Potentially exposed employees who have symptoms of COVID-19 should self-isolate and follow BCCDC recommended steps.

Potentially exposed employees who do not have symptoms should remain at home or in a comparable setting and practice social distancing for 14 days.

All other employees should self-monitor for symptoms and wear face masks when in public. If they develop symptoms, they should notify their supervisor and stay home.

What should I do if I find out several days later, after an employee worked, that they were diagnosed with COVID-19?

Employees may have been exposed if they are a "close contact" of someone who is infected, which is defined as being within about 2 metres of a person with COVID-19 for a prolonged period of time:

Potentially exposed employees who have symptoms of COVID-19 should self-isolate and follow BCCDC recommended steps.

Potentially exposed employees who do not have symptoms should remain at home or in a comparable setting and practice social distancing for 14 days.

All other employees should self-monitor for symptoms and wear cloth face coverings when in public. If they develop symptoms, they should notify their supervisor and stay home.

If it has been less than 7 days since the sick employee used the facility, clean and disinfect all areas used by the sick employee following the BCCDC cleaning and disinfection recommendations.

If it has been 7 days or more since the sick employee used the facility, additional cleaning and disinfection is not necessary. Continue routinely cleaning and disinfecting all high-touch surfaces in the facility.

Other employees may have been exposed to the virus if they were in "close contact" (within approximately 2 metres) of the sick employee for a prolonged period of time.

If an employee is confirmed to have COVID-19, employers should inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by FOIPPA.

Those who have symptoms should self-isolate and follow BCCDC recommended steps.

In most workplaces, those potentially exposed but with no symptoms should remain at home or in a comparable setting and practice social distancing for 14 days.

Employees not considered exposed should self-monitor for symptoms. If they develop symptoms, they should notify their supervisor and stay home.

When should an employee suspected or confirmed to have COVID-19 return to work?

Sick employees should follow steps to prevent the spread of COVID-19. Employees should not return to work until they meet the criteria to discontinue home isolation and have consulted with a healthcare provider.

Employers should not require a sick employee to provide a negative COVID-19 test result or healthcare provider's note to return to work. Employees with COVID-19 who have stayed home can stop home isolation and return to work once they have met these criteria.

How can I help protect employees who may be at higher risk for severe illness?

Have conversations with employees if they express concerns. Some people may be at higher risk of severe illness. This includes older adults (65 years and older) and people of any age with serious underlying medical conditions. By using strategies that help prevent the spread of COVID-19 in the workplace, you will help protect all employees, including those at higher risk. These strategies include:

- Implementing work from home and other social distancing practices
- Actively encouraging employees to stay home when sick
- Providing sick leave
- Promoting handwashing
- Providing supplies and appropriate personal protective equipment (PPE) for cleaning and disinfecting workspaces
- Requiring all employees to wear masks

In workplaces where it is not possible to eliminate face-to-face contact consider assigning employees who are at higher risk of severe illness work tasks that allow them to maintain a 2-metre distance from others, if feasible.

Employers should not require employees to provide a note from their healthcare provider when they are sick and instead allow them to inform their supervisors or employee health services when they have conditions that put them at higher risk for diseases.

ABOUT THIS SAFETY PLAN BUILDER

This Safety Plan Builder is created for non-residential seniors services centres. It incorporates guidelines and current best practices from the following BC-specific resources available July 2020:

1. WorkSafeBC

    a. COVID-19 Safety Plan
    b. Community social services (non-residential) and COVID-19 safety
    c. Forms & Resources

2. BC Centre for Disease Control

    a. Priority populations: Recommendations for social sector services
    b. Infection Prevention and Control Requirements interim guide – see appendix for useful health check/screening script)
    c. Signage & posters (some in multiple languages: English, French, Farsi, Chinese, Punjabi)

The following resources were also consulted. You may want to revisit them periodically for updated guidance.

Canadian Sources	Resource Page	Description
Alzheimer Society Canada	Managing through COVID-19	Tips for caregivers (explaining COVID-19, maintaining hygiene, etc.), people with dementia, downloadable guides
Alzheimer Society of BC	COVID-19 and dementia	Focuses on people living with dementia, caregivers and health-care providers
Canadian Geriatrics Society	COVID-19 Resources Downloadable list here	Various resources crowd-sourced from geriatric professionals
Canadian Academy of Geriatric Psychiatry	COVID-19	Various resources crowd-sourced from psychogeriatric professionals
International Federation on Ageing	COVID-19 Resource Library	Policy discussions
Regional Geriatric Program of Toronto	Communication Tip Sheet for staff working w/ people with cognitive impairment	Communication tips. Common scenarios that can escalate a situation with recommendations, person-centred scripts

Regional Geriatric Program of Toronto	COVID-19 Resources	Crowd-sourced clinical guidance, tools, links for those caring for older adults (communication, social distancing & infection control)
University of Toronto, Dalla Lana School of Public Health	Resources tagged with "Older Adults"	Emerging practices
American/International Sources	**Resource page**	**Description**
American Geriatrics Society	COVID-19 Information Hub	Various crowd-sourced resources
International Psychogeriatric Association	COVID-19 Resource Page	Highlights international resources for geriatric mental health care professionals
National Council on Aging	COVID-19 Resources for Senior Centers	Reopening guidance for senior centers (American)
WHO	Older people & COVID-19	
Open Access Academic Literature	Resource page	
Cambridge Core	Coronavirus Free Access Collection	
Cambridge Core	International Psychogeriatrics accepted manuscripts	
The American Journal of Geriatric Psychiatry	COVID-19 Articles	