

UNA STAFF SAFETY PLAN FOR COVID-19

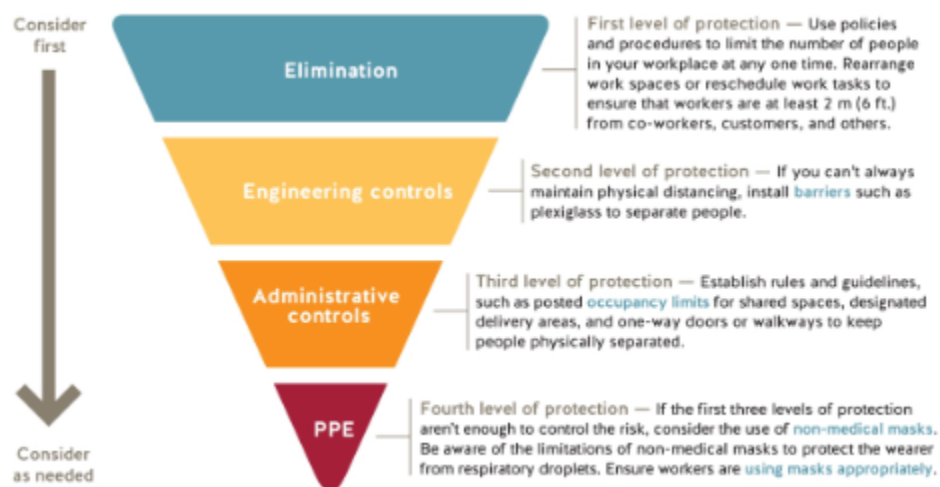
Introduction

All UNA facilities including, the Main Office, Wesbrook and Old Barn Community Centres have been closed since March 17, 2020. The following guidelines for a safe return to operations have been created using the *Recreation and Parks Sector Guideline for Restarting Operations* released by the BC Recreations and Parks Association (BCRPA) the request of the Ministry of Tourism, Arts and Culture and the Provincial Health Office. As of August 2020, we are in Phase 3 the province's *BC Restart Plan*.

This document will outline the measures in place to begin to offer light summer programming including the delivery of weekly summer camps, outdoor fitness classes and private music classes. COVID-19 Health and Safety Procedures have been developed to specifically address the needs of each of the programs that the UNA will be offering.

All community recreation programs and the facilities in which they are run have been reviewed and modified to meet the recommendations of the Provincial Health Office (PHO). The PHO recommends implementing modifications that fall in the following categories:

- **Physical distancing measures** – measures to reduce the density (intensity and number of contacts) of people in your setting.
- **Engineering controls** – physical barriers (e.g. Plexiglas barriers; one-way systems for customer flow; physical space between seating).
- **Administrative controls** – rules and guidelines to reduce the likelihood of transmission in your setting (e.g. stay away if sick; limited hours of operation).
- **PPE** – use of non-medical masks.



Step 1: Assessing the risks

- The virus that causes COVID-19 spreads in several ways, including through droplets when a person coughs or sneezes and from touching a contaminated surface before touching the face. Higher risk situations require adequate protocols to address the risk.
- The risk of person-to-person transmission is increased the closer you come to other people, the amount of time you spend near them, and the number of people you come near. Physical distancing measures help mitigate this risk.
- The risk of surface transmission is increased when many people contact same surface, and when those contacts happen in short intervals of time. Effective cleaning and hygiene practices help mitigate this risk.

The following steps have been taken to identify the risks in our community centres and administrative office.

- We have involved frontline workers: Front Desk (FD) Attendants, FD Leads, FD Supervisor and Program Coordinators
- We have involved supervisors: Recreation Manager, Operations Manager and Communication Manager
- We have involved the UNA's Health and Safety Committee.

The following areas have been identified as where people gather:

1. Old Barn Community Centre

- Outdoor spaces
 - Jim Taylor Park
 - UNA Children's Community Garden
- Indoor spaces
 - Front desk
 - Lobby
 - Washrooms
 - Office
 - Meeting Room 1
 - Meeting Room 2
 - Upper-level seating area (outside Meeting Rooms 1 & 2)
 - Living Room
 - John Young Room
 - Elevator
 - Stairs x 2

2. Wesbrook Community Centre

- Indoor spaces
 - Art Room
 - Board Room
 - Childminding Room
 - Classroom
 - Dance Studio
 - Fitness Centre
 - Front Desk
 - Green Depot

- Gymnasium
- Instructor Room
- Lobby
- Lounge
- Multi-Purpose Room
- Programmer's Office
- Social Room & Kitchen
- Staff Meeting Room
- Staff Room
- Teen and Seniors Centre
- Washrooms
- Studio A
- Studio B
- Outdoor spaces
 - UNA Community Field
 - Splash Pad

3. Main Office

- Board Room
- Lunch Room
- Reception Area
- Offices x 5
- Common Cubicle Area

4. Outdoor Fields

- Field
- Seating area
- Bench
- Covered bench area

The following were identified as job tasks and processes where workers are close to one another or members of the public are found throughout our facilities:

- Coordinators – working with staff, instructors, camp leaders, front desk team, participants/parents
- Camp Leaders – working with participants, parents, coordinators
- Front Desk Leads and Attendants – working with staff, instructors, camp leaders, coordinators, managers, participants/parents, customer, volunteers, delivery and pick up company, Janitor
- Instructors – working with participants, coordinators, Front Desk team
- Managers
- Silver Star Staff
- Tricom Staff

The following were identified as tools, machinery, and equipment that workers share while working and are found throughout our facilities:

- Phones
- Workstations
- Copy machine
- Card printers
- Cleaning equipment (spray bottles, rags, brooms, mops)
- Office chairs
- Office supplies



- Desks (staff meeting room, staff room, front desk, staff desk)
- Key boxes and key sets
- Refrigerator
- Program-specific equipment (sandwich board, cones, Bluetooth speaker)
- Cash register
- Lost and found
- Electronic equipment including WCC stage and meeting rooms AV equipment
- Microphones

The following were identified as surfaces that people touch often:

- Doorknobs and frame
- Elevator buttons
- Faucet levers
- Water fountain
- Handrails
- Light switches
- Microwave buttons
- Refrigerator handles
- Keys
- Alarm code box
- Shared table surfaces (front desk, kitchen counters and tables)
- Drawer handles, Cabinet handles
- Desk edge
- Front desk counter
- Classroom desks
- Shared chairs (both seats, seat backs, and arm rests)
- Piano

Step 2: Implementing protocols to reduce the risk

Frontline workers, supervisors and the joint health and safety committee have been involved in the creation of these procedures and have been informed by the order, guidance and notices issued by the Provincial Health Office that are relevant to our industry. Industry specific protocols have been implemented following the guidelines produced by WorkSafe BC and include guidelines for:

- Office Space: <https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/offices>
- Day Camps: <https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/child-care>
- Fitness Centre: <https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/gyms-and-fitness-centres#collapse-320A9990B05D4FA5A5399960AA3F81E4>
- BC Recreation and Parks Restart Guidelines: <https://www.bcrpa.bc.ca/media/242766/bcrpa-restarting-guidelines-final.pdf>



First Level

The **First Level Protection (Elimination)** includes limiting the number of people at our workplace and ensuring physical distancing. These include determining occupancy limits in our building, by maintaining a 5 m² space between staff and participants always. Occupancy limits for each building are listed below.

Wesbrook Community Centre Occupancy Limits

	Area m ²	Social Distancing Area Required m ²	Max Capacity	70% of the Max Capacity
Level 1				
Gym 112	644	5	129	90
Social Room	82	5	16	11
Art Room	87	5	17	12
Programmer Room	29	5	6	4
Managers Office	11	5	2	2
Staff Meeting Room	15	5	3	2
Kitchen Room	15	5	3	2
Reading Area	70	5	14	10
Teen Center	62	5	12	9
Green Depot	28	5	5	3
Level 2				
Fitness Center	196	5	10 participantsdo	8 (November 20th, 2020)
Multi Purpose Room	84	5	17	12
Dance Studio	92	5	18	13
Class Room 208	47	5	9	7
Board Room	38	5	8	5
Music studio A & B	24	5	5	3
Child Minding Room	68	5	14	10

Old Barn Community Centre Occupancy Limits

Main Floor	Area m ²	Social Distancing Area Required m ²	Max Capacity
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Lobby Area	27	5	5
Old Barn Office	57	5	11
John Young Room	47	5	9
Living Room	130	5	26
Fitness Center	71	5	14
Men's Bathroom	14	5	3
Women's Bathroom	22	5	4
Elevator	4	5	1
2nd Floor			
Meeting Room 2	67	5	13
Meeting Room 1	91	5	18
Open Space	25	5	5
Kitchen	12	5	2
Storage Room	32	5	6

UNA Main Office Occupancy Limits

Main Floor	Area m ²	Social Distancing Area Required m ²	Max Capacity	Recommended Max Capacity
Reception	14.8	2	7	2
Board Room	9.2	2	5	2
Marketing and Communications Coordinator Office	7.2	2	4	2
Communication Manager's Office	6.1	2	3	1
Operations Manager's Office	8.8	2	4	2
Chief Administration Officer's Office	9.2	2	5	2



Open Office Area	32.5	2	16	4
Finance Manager Office	8.9	2	4	2
Kitchen	5.5	2	3	1

Combined with posting occupancy limits in each of our facilities rooms and gathering spaces, we have created a work from home policy that encourages employees to do so, when possible.

We've determined that no visitors are to be allowed in the Programming Offices of the recreation centres. Presently, program participants will be asked verbal symptom screening questions that will determine whether they are well enough to enter the facility and participate in the program.

The centres will remain closed to the public and will only allow registered program participants, fitness centre users who have booked an appointment and customers who have booked an appointment for administrative services (such as parking and UNA Access Card Renewal) to enter the facility.

Side doors will be used for program participants entry and exiting of the building during programming hours and all interior doors will be propped open so as to limit touch points while in the centre. For fitness centre and administrative appointment bookings, as well as programs participants attending programs that occur on the 2nd floor of WCC, customers will enter through the lounge doors and follow one way directional instructions, exiting out the east stairwell doors.

Second Level

The *Second Level of Protection (Engineering)* includes the installation of barriers at the front desk and fitness centre desks have been added, along with a cleaning protocol for the barriers. We have been careful to not introduce others risks to workers, by installing the barriers in unsafe locations.

Third Level

Third Level of Protection (Administrative) rules and regulations have been implemented including:

- a sign-in and sign-out procedure upon entry and departure
- the securing of all doors and the necessary use of fobs for opening
- leaning into doors with fob access instead of using the handles and creating more touchpoints
- creating through passageways so less touchpoints are created
- regular hand washing
- cleaning surfaces protocols
- clear signage and training outlining the rules and guidelines for workers

Fourth Level

The *Fourth Level of Protection (Personal Protective Equipment)* includes the wearing of masks.



Mask Policy

UNA Mask Guidelines (Updated: November 2020)

For the health and safety of staff, contractors and visitors, and to reduce the spread of COVID19, the University Neighbourhoods Association (UNA) requires the wearing of masks in all UNA indoor facilities effective immediately.

Mask Requirement

Wearing a face mask is an additional safety measure that can reduce the risk of transmission of the COVID-19 virus. Some exemptions will apply to this requirement; however, the UNA is requiring all individuals entering UNA indoor facilities to wear a face mask. This includes:

- Visitors participating in recreational programs or availing of services offered in UNA facilities • Employees and contractors working or providing a service in the UNA Main Office, Wesbrook Community Centre and Old Barn Community Centre

Face masks must be worn properly, as directed by the BC Centre for Disease Control (BCCDC) – covering the nose, mouth and chin.

This face mask requirement is a precaution in addition to (not a substitute for) physical distancing, handwashing, staying home when feeling sick or having flu-like symptoms. Please refer to the UNA COVID-19 Safety Policies and the UNA Staff Safety Plan for other safety measures.

Mask Exemptions

Those exempt from wearing a face mask inside UNA facilities include individuals:

- Who are five years old and under • With a sensory disability • With a cognitive disability • With a physical disability • With a chronic respiratory health condition • Who are deaf or hard of hearing • Who are unable to wear or remove a mask without assistance • Who are unable to wear a mask due to trauma, anxiety or psychological distress

Those unable to wear a mask are asked to maintain physical distancing for their safety and the safety of others.

It is important to the UNA that individuals who are unable to wear a mask are not stigmatized or judged. Kindness, understanding and patience must be exercised especially during this time of adjustment and uncertainty.

Mask-Optional Activities

Some activities and programs are considered mask-optional within their designated spaces while observing physical distancing.

These include:



• Working in a personal office/workstation • Working out at the fitness centre • Participating in fitness classes • Participating in indoor sports • Participating in dance classes • Participating in martial arts classes • Other situations at the discretion of the program instructor/UNA staff

Individuals who choose to remove their face masks are asked to put them back on once their activity is over.

Individuals are welcome to wear a mask while participating in mask-optional activities.

Compliance and Enforcement

Individuals are asked to bring and wear their own face masks. The UNA will provide a disposable face mask, if necessary. Everyone is expected to wear their face masks properly. Posters on how to wear a face mask from the BCCDC can be found around UNA facilities for reference.

The UNA has taken careful considerations following BC Recreation and Parks Association, WorkSafe BC and BC provincial government guidelines in creating protocols to be able to operate safely. We are committed to providing a safe, inclusive and welcoming environment for all visitors, staff and contractors. Our expectation is for everyone to behave in a socially responsible manner. Individuals not wearing a mask will be reminded by staff of the mask requirement. Accommodations outside of what's been stated above will only be made at the discretion of UNA staff.

Step 3: Develop Policies

Our workplace policies ensure that workers and others showing symptoms of COVID-19 are prohibited from the workplace. Measures in place include:

- Reporting of a sick worker to their direct supervisor.
- Requiring workers to stay home, if they have 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.)
- Requiring workers to stay at home, if they are a suspected or confirmed COVID-19 case.
- Requiring workers to stay at home, if they have travelled abroad.
- Requiring workers to stay at home, if they have come into close contact with a person who is a confirmed COVID-19 case.
- Purchasing of an electronic temperature reader to check staff body temperature upon arrival to the workplace, as needed.
- Posting of facility and room capacity signage.
- Prohibiting visitors to enter the building.
- Ongoing development of workplace conflict resolutions training.

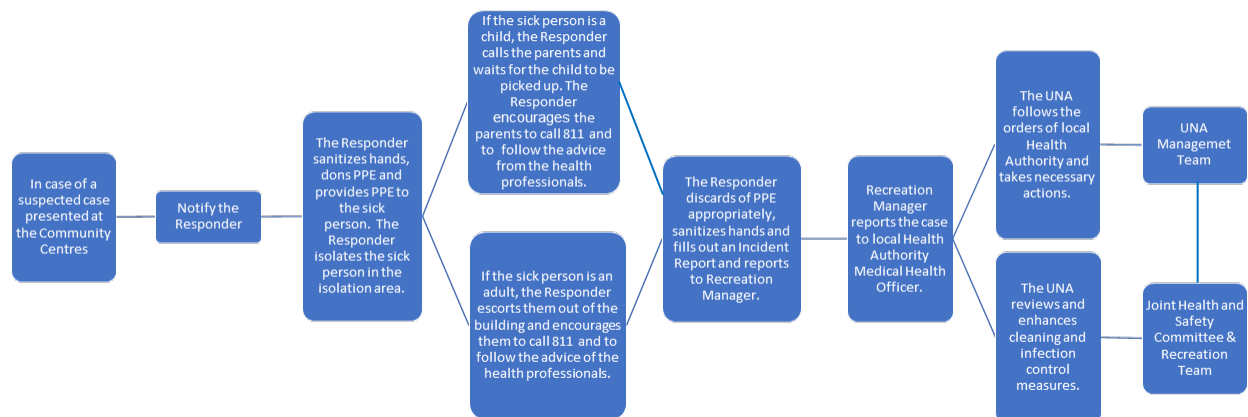
Outbreak Mitigation Plan

- If a program participant or staff member develops symptoms while participating in the program or while at work, they will be isolated away from the rest of the participants or staff members.
- If the individual is an adult, they will be given PPE, isolated, and asked to leave the facility. If the program participant is a child, the parent or caregiver will be notified immediately to come and pick up the child. • If the child or participant is exhibiting COVID like symptoms the instructor

should contact the designated responder immediately who will handle the donning of PPE, the isolation of the child, and the contacting of their guardian.

- If the child or participants symptoms are severe then 911 should be called immediately.
- The program participant will be isolated in the Teen and Seniors Centre of the Wesbrook Community Centre. Staff can consider opening exit patio doors and windows to promote airflow. The Responder will continue to supervise the child until the parent or caregiver is able to pick them up.
- Staff will don PPE during all interactions with the child or participant and should avoid contact with the persons respiratory secretions.
- Staff should perform hand hygiene (washing or sanitizing their hands) before donning a mask, before and after doffing the mask, and before and after touching any items used by the person.
- Items used by the child or participant while isolated will be cleaned and disinfected after the child has been picked up.
- If a participant or staff member tests positive, public health will contact and instruct families or staff, as necessary.
- The UNA may be asked to participate with and facilitate Public Health Officials in identifying all contacts; public health will determine at-risk contacts and reach out to them regarding self-isolation.
- The UNA will work with the advice of the Public Health Authority on communications and determining if there are risks to the individuals or others participating in the program. Public health may work with the UNA staff and its instructors to notify those at risk. Mass communications by the UNA, or messaging to potential contacts, will be at the advice of Public Health Officials.
- If a positive case is confirmed, the UNA will follow the health authorities' recommendations regarding the continuation of all programs.

This flow chart is created to outline the process, actions and staff involved in response to a suspected case should it be presented at the UNA Community Centres.



Any sick worker will be advised to:

- Sanitize their hands
- Wear a mask
- Self-isolate in the Lounge area of Wesbrook Community Centre or the Fitness Centre of the Old Barn Community Centre
- Return home
- Consultee with Healthlink BC by calling 811
- If necessary, contact 911

Tricom will provide decontamination service for any surface that the ill worker has come into contact with.

Additional Health Screening for Workers

To comply with the updated November 7th order, the UNA will be requiring all staff and contractors conducting work in any UNA facility to fill out the following screening form before the start of their workday or shift. [\(LINK\)](#)[\(LINK\)](#)

Step 4: Develop Communication Plans and Training

A training plan has been developed to make sure everyone in the workplace including external contractors and instructors know how to keep themselves safe while at the workplace. The training is a combination of a recorded teleconference webinar delivered through Microsoft Teams, a PowerPoint presentation and videos that were developed by health authorities regarding proper cleaning techniques and sanitization. The latest staff training was delivered Thursday September 10th, 2020 in person and through our virtual teams platform. The training was recorded for employees who were unable to attend either in person or virtually. These employees are required to view the recording and sign off on a September 10th COVID-19 Staff Safety Training attendance sheet.

The main entrance of each facility will have a poster indicating who is restricted from entering the premises, including visitors and workers with symptoms.

Posters and signage have been developed highlighting the importance of proper social distancing techniques and hygiene practices. Signage citing occupancy limits are posted throughout all facilities.

Supervisors have been trained on monitoring workers and the workplace to ensure policies and procedures are being followed including;

Department Manager's Responsibilities

- Ensure Self-isolation for employees who have symptoms of COVID-19 for a minimum of 14 days, arrange asymptomatic employee to work remotely from home.
- If a case or outbreak is suspected, call 911 if it is an emergency, or 811 for health advice.
- Report any suspected case(s) of COVID-19 like illness among patrons or employees to the local Health Authority Medical Health Officer.



- Information provided by an employee to you regarding their health is generally considered to be personal information under provincial privacy legislation (FOIPPA), and this information should not be shared with co-workers or your employee's co-workers.
- Disclosure should avoid identifying information and be limited to the extent it is necessary to take precautions to protect health and safety. Similarly, patron information must remain confidential if a case is confirmed.
- If a case or outbreak is confirmed, follow the orders of the local Health Authority

Furthermore,

- All staff are trained with COVID 19 training -
- All staff have received a copy of COVID 19 Health And Safety Guideline in Email and Outlook.

Step 5: Monitor Your Workplace and Update Your Plan as Necessary

We have a plan in place to monitor risks, including monthly Health and Safety Committee meetings to address any outstanding concerns and update the current safety plan as needed. Workers have been advised who the members of the Health and Safety Committee are; and know who to go to for health and safety concerns. When resolving safety issues, we will involve the Health and Safety Committee and senior management. We have also established an internal COVID 19 communication flow between staff, supervisors, and the management team.

Step 6: Assess and Address Risks from Resuming Operations

We have developed and implemented an all staff COVID19 training plan and have developed an online depository for our internal training materials. We have a training plan for new staff who will be added to our existing training plan and updated as necessary. This training plan includes training for staff taking on new roles and responsibilities. Furthermore, we have created a depository of COVID19 training material as part of new staff onboarding procedures. Changes to our business including new policies and processes, including the use of shared workspaces and equipment has been addressed in our training plan. We have identified a safe process for cleaning systems and lines of product that have been out of use.

Conclusion

The UNA strives to create a healthy and safe workplace for its staff and program participants. We are committed to developing this safety plan and to create further policies and procedures to ensure the health and safety of all workers and patrons.