

# GREEN HORWOOD COVID-19 SAFETY PLAN

WCB requires we have a COVID-19 safety plan in place that we post to our website, distribute electronically to staff, and post at the office in the reception area.

In the development of this plan, we have taken into consideration input and guidelines from staff (especially our frontline workers), CPABC, the Provincial Health Officer, and industry-specific protocols from WCB for accounting offices.

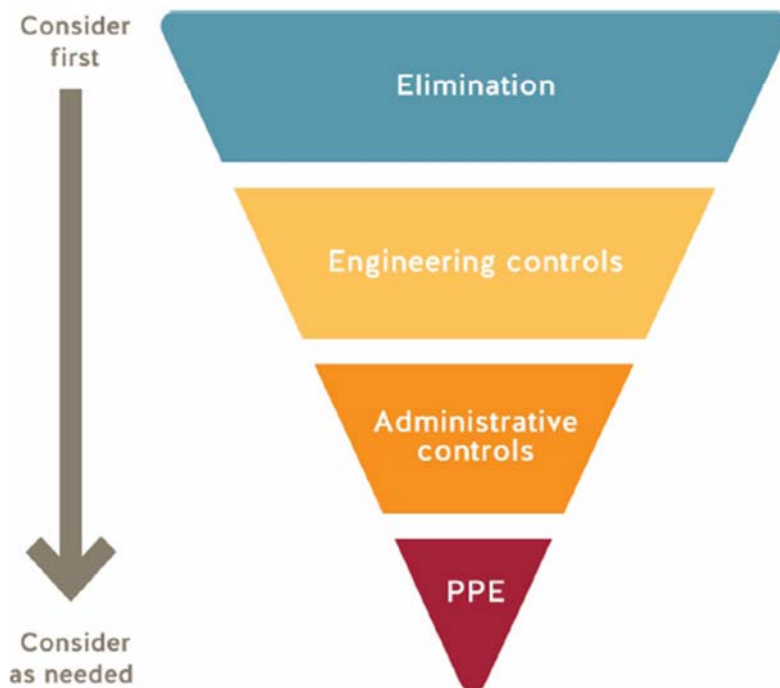
**We will also continue** to monitor developments, and adjust our plan accordingly as information and guidelines evolve.

Overall, we ask all people using our office to be mindful of their actions and respectful of others' boundaries. Our focus is on **elimination** as the most useful and important way to prevent spread. Disinfecting or barriers are not effective unless we are first staying apart and practicing good hand hygiene.



## COVID-19 Safety Plan

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 PROTECTION (Elimination):

### Limit the number of people at the workplace and ensure 2m physical distancing wherever possible

- Maximum number of people in the entire office at any one time is **not** considered to be an issue.
- 2m distance is confirmed to exist between all employees working at workstations.
- Minimize client travel through office as much as possible, and time spent in reception. Don't allow clients into kitchen area.
- Maximum number of people in an office based on relationship of group, and size of office space. (Normal maximum is 2.)
- Utilize the patio for meetings if weather permits.
- When using the Client Interview room, limit meeting length & leave door open.
- Footsteps placed on floor in reception area to assist clients in maintaining 2m distance from each other, and receptionist.
- Floor signage at tight corners & halls: a one-person limit in the "shortcut" hallway to the server room/shower room; reminder spots at corners leading to the back area.
- Signage specifying maximum number of people in bathrooms, kitchen, file room, reception area, client interview room, patio, and elevator.
- Signage to advise everyone to maintain 2m distance from others at all times in the office.
- Encourage people using the wide hallways to be mindful of others – can they wait or step aside into an office to let someone pass?
  - **At the moment**, we are allowing two-way traffic in the wider halls, but one-way travel could be introduced if necessary.

## SECOND LEVEL OF PROTECTION (Engineering):

### Barriers and partitions

- Plastic barrier at front reception desk.
- Plastic barrier at the workstation by the copier closest to reception.
- Plastic barrier on tabletop in Client Interview room.
- Credit card machine situated to allow clients to use it with minimal contact between receptionist and client; brass key provided to assist with pressing buttons if desired.
- A drop box for client documents and mail, so items are not handed off person-to-person.
  - **At the moment**, we do not quarantine paper, but could re-institute a 24-hour delay in the handling of metal and plastic bags/binders/etc if necessary.
  - **At the moment**, movement in the reception area is unimpeded. If necessary, we will return to using the furniture in the reception area to restrict clients' access to other parts of the office, unless let in by a staff member.

### THIRD LEVEL OF PROTECTION (Administrative):

#### Rules and guidelines

- Signage to recommend travel in elevator alone.
- Signage at elevator and stairwell advising who should not enter our premises.
- Signage throughout the office with advice about good hygiene practices (wash hands frequently, cough into your sleeve, avoid shaking hands, etc)
- Staff are planning for the possibility of working from home (remote access setup, etc).
- If working from home, staff should communicate regularly with others via email, phone, text or Slack to update them on their work, and use their Outlook calendar to indicate working hours.
  - **At the moment**, we are not staggering in-office shifts or limiting the number of staff on site, but shifts or “work bubbles” could become necessary.
- Staff will **stay home** if showing any symptoms like a cough, fever, difficulty breathing, etc. (As new information about symptoms arises, we will add to the list.) Continue working on these days, but just from home. (Unless actually sick and unable to work.)
- Policy in place for front desk should members of the public refuse to follow restrictions in reception and/or become verbally abusive or violent; plans for de-escalation, prevention, assistance.
- Improved first aid awareness/supplies/support, especially if workers start experiencing symptoms at work. Our size of office with our risk of injury requires a first aid attendant with a Level 1 certificate.

### FOURTH LEVEL OF PROTECTION:

#### Using masks

- Use of face mask recommended in the elevator if sharing it with someone outside of your bubble.
- Adequate supply of non-medical masks, located in Client Interview Room, to be used only when 2m distance cannot be maintained. Expectation is that this would be a rare occurrence as our focus is on maintaining 2m distance at all times.
- Signage indicating proper use of masks is posted in the interview room and kitchen.

## EFFECTIVE CLEANING AND HYGIENE PRACTICES

- General rule is that everyone is responsible for the cleaning/disinfecting of their own work areas.
  - Be particularly mindful in **shared** spaces – be aware of what you touch and how, and disinfect/wash your hands when done.
- All staff have been provided with disinfecting spray and paper towels.
- Adequate supply of cleaning supplies including soap, disinfecting spray, paper towels will be maintained.
- Disinfect your desk daily, and before/after client meetings or other times you are sharing your space or equipment.
- For those in the pods, particularly those next to one of the printers, there is no way to monitor who might enter your space – however briefly or accidentally – when you aren't there. It is recommended you disinfect at the start and end of each work day.
  - **At the moment**, we are leaving the printers where they are and simply asking anyone going into the shared space to be considerate of what they touch, but we may find it necessary to move the printers.
- Signage outside the kitchen requesting everyone always wash their hands immediately upon entering the kitchen.
- Kitchen duties revised to include disinfecting frequently touched surfaces like fridge and microwave handles and compost bin lid, and washing the smaller glass coffee carafe every day. Airpot dispensers should have handles disinfected frequently.
- Communal food will be limited to items that minimize shared plates or utensils.
  - This could be cut back entirely if the situation worsens.
- Staff are encouraged to use creative ways to touch shared surfaces without their fingers (ie, elbows to open doorknobs, hit light switches, etc).
- If using the Client Interview room, disinfect the table before and after a client meeting.
- Disinfect photocopiers daily.
- Disinfect elevator buttons and stairwell door handle daily.
- Disinfect the credit card machine after use.
- Hand-washing stations are identified in the office.
- Two automatic sanitizer dispensers have been placed in the reception area and at the end of the wide hall (Mike & Lorraine's offices). They are free-standing, so can be moved wherever they are needed most.