

# COVID-19 Safety Plan for: NIFCS

Employers must develop a COVID-19 Safety Plan. To develop your plan, follow the six-step process described at [COVID-19 and returning to safe operation](#).

This planning tool will guide you through the six-step process. You may use this document, or another document that meets your needs, to document your COVID-19 Safety Plan.

Employers are not required to submit plans to WorkSafeBC for approval but, in accordance with the order of the [provincial health officer](#), this plan must be posted at the worksite, and on the website if there is one. This Safety Plan can also be completed from any mobile device using the [COVID-19 Safety Plan app](#).

## Step 1: Assess the risks at your workplace

The virus that causes COVID-19 spreads 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 short periods of time.

### Involve workers when assessing your workplace

Identify areas where there may be risks, either through close physical proximity or through contaminated surfaces. The closer together workers are and the longer they are close to each other, the greater the risk.

- We have involved frontline workers, supervisors, and the joint health and safety committee (or worker health and safety representative, if applicable).
- We have identified areas where people gather, such as break rooms, production lines, and meeting rooms.
- We have identified job tasks and processes where workers are close to one another or members of the public. This can occur in your workplace, in worker vehicles, or at other work locations (if your workers travel offsite as part of their jobs).
- We have identified the tools, machinery, and equipment that workers share while working.
- We have identified surfaces that people touch often, such as doorknobs, elevator buttons, and light switches.

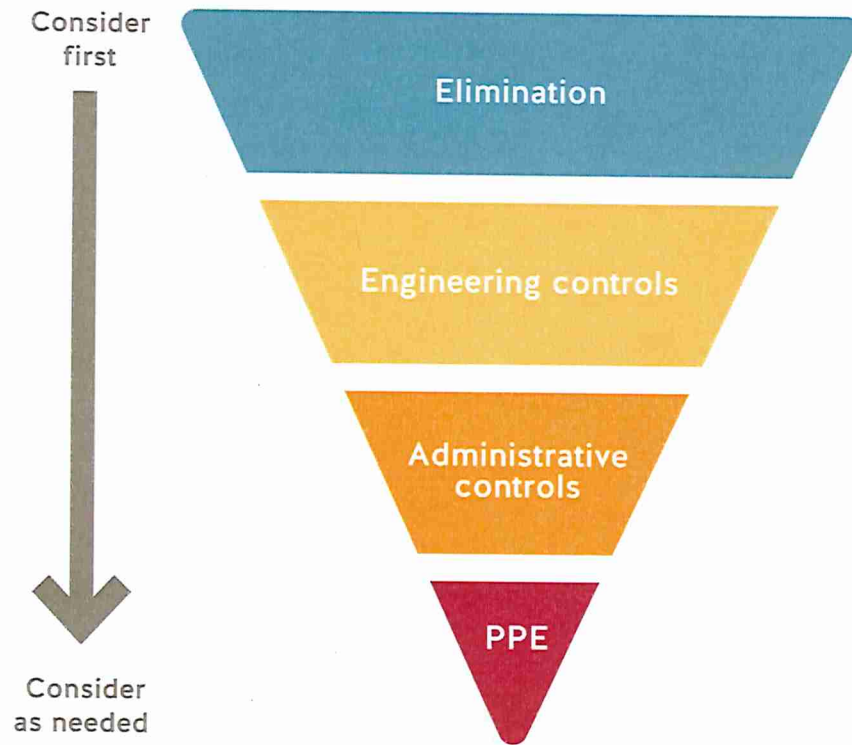
## Step 2: Implement protocols to reduce the risks

Select and implement protocols to minimize the risks of transmission. Look to the following for information, input, and guidance:

- Review [industry-specific protocols](#) on [worksafebc.com](#) to determine whether any are relevant to your industry. Guidance for additional sectors will be posted as they become available. If protocols are developed specific to your sector, implement these to the extent that they are applicable to the risks at your workplace. You may need to identify and implement additional protocols if the posted protocols don't address all the risks to your workers.
- Frontline workers, supervisors, and the joint health and safety committee (or worker representative).
- [Orders, guidance, and notices](#) issued by the provincial health officer and relevant to your industry.
- Your health and safety association or other professional and industry associations.

# COVID-19 Safety Plan for: NIFCS

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 in your workplace where possible by implementing work-from-home arrangements, establishing occupancy limits, rescheduling work tasks, or other means. Rearrange work spaces to ensure that workers are at least 2 m (6 ft.) from co-workers, customers, and members of the public.

Second level protection (**engineering controls**) — If you can't always maintain physical distancing, install **barriers** such as plexiglass to separate people.

Third level protection (**administrative controls**) — Establish rules and guidelines, such as posted **occupancy limits** for shared spaces, designated delivery areas, cleaning practices, and one-way doors and walkways to keep people physically separated.

Fourth level protection (**PPE**) — If the first three levels of protection aren't enough to control the risk, consider the use of masks. Ensure masks are **selected and cared for appropriately** and that workers **are using masks correctly**.

# COVID-19 Safety Plan for: NIFCS

## First level protection (elimination): Limit the number of people at the workplace and ensure physical distance whenever possible

- We have established and posted an occupancy limit for our premises. Public Health has advised that the prohibition on gatherings of greater than 50 people refers to “one-time or episodic events” (weddings, public gatherings), and is therefore not intended to apply to workplaces. However, limiting the number of people in a workplace is an important way to ensure physical distancing is maintained. [Public Health has developed [guidance for the retail food and grocery store sector](#) that requires at least 5 square metres of unencumbered floor space per person (workers and customers). This allows for variation depending on the size of the facility, and may be a sensible approach for determining maximum capacity for employers from other sectors that do not have specific guidance on capacity from Public Health.]
- In order to reduce the number of people at the worksite, we have considered work-from-home arrangements, virtual meetings, rescheduling work tasks, and limiting the number of customers and visitors in the workplace.
- We have [established and posted occupancy limits](#) for common areas such as break rooms, meeting rooms, change rooms, washrooms, and elevators.
- We have implemented measures to keep workers and others at least 2 metres apart, wherever possible. Options include revising work schedules and reorganizing work tasks.

### Measures in place

NIFCS provides an essential service to the 7 member communities that are affiliated with NIFCS. The following are control measures that NIFCS is doing to maintain physical distancing in our workplace:

- The majority of NIFCS Employees have moved to a rotation for in-office and remote work within our Agency. Employees will work for one week in office and will work remotely from their homes for the next week. There are few Employees who have voiced that they are unable to work from home and would prefer to work from the office. This has been taken into consideration for the Employees who will be in the rotation.
- As we are a Delegated Aboriginal Agency with C6 - Child Protection Delegation, there are some tasks that must be completed in person. Where possible, NIFCS Employees can attend some meetings virtually. When this is not possible, NIFCS has provided each of the Employees with PPE and has cautioned Employees to allow safe distances when meeting with clients.
- NIFCS has limited access for clients to the admin waiting area to 1 client (for the purpose of completing the COVID screening checklist, hand sanitization and receiving a mask (if the client does not have one on when they enter the building))
- NIFCS has limited access for clients to the boardroom in each of the main offices. Boardrooms have been equipped with hand sanitizer to be used prior to any meetings in that space. There is enough space in the boardrooms to allow safe distancing between the clients and the Employees.
- There is one bathroom available for clients.
- There is hand sanitizer and disinfectant spray in each company vehicle (along with documentation in each of the vehicles with guidelines on how to sanitize each vehicle as well as how to travel with more than one person in the vehicle).
- NIFCS has occupancy limits in our common areas which include the kitchens, boardrooms, hallways, and other meeting spaces. Hallways and kitchens are limited to one Employee at a time. Boardrooms vary in size and as such, we have arranged the rooms to allow physical distancing.



# COVID-19 Safety Plan for: NIFCS

## Second level protection (engineering): Barriers and partitions

- We have installed **barriers** where workers can't keep physically distant from co-workers, customers, or others.
- We have included barrier cleaning in our cleaning protocols.
- We have installed the barriers so they don't introduce other risks to workers (e.g., barriers installed inside a vehicle don't affect the safe operation of the vehicle).

### Measures in place

- NIFCS has barriers in place to areas that are accessible to clients (admin waiting room and boardrooms) to help with physical distancing where physical distancing is not possible (tables, glass, and rearranged furniture)

# COVID-19 Safety Plan for: NIFCS

## Third level protection (administrative): Rules and guidelines

- We have identified rules and guidelines for how workers should conduct themselves.
- We have clearly communicated these rules and guidelines to workers through a combination of training and signage.

### Measures in place

The following rules and guidelines have been shared with NIFCS Employees:

- NIFCS Employees are required to complete the COVID-19 Screening Questionnaire as soon as they begin their shift. If NIFCS Employees have any symptoms they are to connect with their Supervisors immediately to discuss their options. NIFCS Employees who are sick or who have symptoms are to stay at home and use Sick Leave for the duration of their symptoms.
- NIFCS Employees are to maintain a safe distance of 2 meters from each other and from others who enter our buildings (social distancing guides have been posted within the offices)
- NIFCS Employees are asked to wash their hands / use hand sanitizer upon arrival in the office (effective hand washing guides are posted)
- Hand sanitizer and disinfectant have been provided to each of the NIFCS employees
- Employees are to only be in office during their allotted schedule (if employees need to enter the office when it isn't their allotted time, they need to contact their supervisor to discuss a plan for when they can enter the office)
- Employees are to use Skype for Business as well as their assigned work cell phones/laptops to communicate with other employees (this includes communication for coworkers who are both in office and those who are working remotely)
- Employees are not to enter a workspace that is not assigned to them, with the exception for offices where a 2-meter distance is capable, and masks must be worn during those instances
- There is to be no more than 1 person in the hallway, file rooms, kitchen area at any given time
- Boardroom access is based on the ability to be physically distant from one another. The Prince Rupert Boardroom has been divided to leave space for Employees and a space for clients. The Terrace Boardroom is a shared space with another office, as such, this boardroom should be arranged prior to each meeting.
- There are areas set up for Employees to meet with clients, if necessary. Employees should be screening each client prior to scheduling an in-person meeting. During that phone call, clients should be informed that NIFCS requires masks to be used in our buildings and if they do not have one, one will be provided to them. Once the client reaches the office, they are to report to the Admin area to complete a COVID Screening questionnaire, sanitize their hands, and receive a mask (if they do not have one already). Each space has been equipped with hand sanitizing stations and disinfectant. In many situations' clients can be provided public transportation to get to and from the office for visits. In some situations, taxis and busses should not be used (for example: Children and Youth in Care cannot travel alone in a taxi). In situations where NIFCS employees need to provide transportation in a company vehicle, it is important that we follow the Fleet Guidelines.
- Where possible use Taxis or City Busses to provide transportation for clients, if this is not available,
- Use the largest vehicle at the office's disposal (minivan, SUV) and have the client as far as possible from the Employees.
- Employees must ensure that vehicles are disinfected both prior to and after each use
- Travel to your destination with windows rolled down as appropriate and as dictated by weather. Keep the fan on high and select Defrost. DO NOT use the air re-cycle setting.
- Provide a mask to the client (if they do not have one already), request they use them and to discard them into a waste container.
- Do not make any unnecessary stops while transporting clients.

# COVID-19 Safety Plan for: NIFCS

## Fourth level protection: Using masks (optional measure in addition to other control measures)

- We have reviewed the information on [selecting and using masks](#) and [instructions on how to use a mask](#).
- We understand the limitations of masks to protect the wearer from respiratory droplets. We understand that masks should only be considered when other control measures cannot be implemented.
- We have trained workers in the proper use of masks.

### Measures in place

- At least 5 handmade masks have already been made available to each of the NIFCS employees
- NIFCS has purchased 3-layer masks that will be distributed to each staff member, once they become available
- Disposable masks and gloves are available when required
- In accordance with the Provincial Health Order - Province Wide Restrictions last updated 2020Nov24, masks are to be used in all areas of the NIFCS buildings (except when you are alone in your office)
- If a NIFCS Employee is unable to use a mask, they should connect with their supervisor to discuss this as alternate arrangements can be made.
- During the pre-screening phone call between Employees and clients, clients should be informed that NIFCS requires masks to be used in our buildings and if they do not have one, one will be provided to them.

# COVID-19 Safety Plan for: NIFCS

## Implement effective cleaning and hygiene practices

- ☑ We have reviewed the information on [cleaning and disinfecting](#) surfaces.
- ☑ Our workplace has enough handwashing facilities on site for all our workers. Handwashing locations are visible and easily accessed.
- ☑ We have policies that specify when workers must wash their hands and we have communicated good hygiene practices to workers. Frequent handwashing and good hygiene practices are essential to reduce the spread of the virus. [[Handwashing](#) and [Cover coughs and sneezes](#) posters are available at [worksafebc.com](https://worksafebc.com).]
- ☑ We have implemented cleaning protocols for all common areas and surfaces — e.g., washrooms, tools, equipment, vehicle interiors, shared tables, desks, light switches, and door handles. This includes the frequency that these items must be cleaned (number of times per day) as well as the timing (before and after shift, after lunch, after use).
- ☑ Workers who are cleaning have adequate training and materials.
- ☑ We have removed unnecessary tools and equipment to simplify the cleaning process — e.g., coffee makers and shared utensils and plates

### Cleaning protocols

- Boardrooms have been equipped with disinfectant. Once meetings in this area have been completed, there is disinfectant that each NIFCS Employee is to use to spray down the chairs and table areas where anyone was sitting.
- The one client bathroom area is to be cleaned by NIFCS Employees after each use
- There is disinfectant spray in each company vehicle (along with documentation in each of the vehicles with guidelines on how to sanitize each vehicle).
- The kitchen is equipped with disinfectant. Employees must wipe down all surfaces they have touched before leaving the kitchen
- When NIFCS Employees use the bathroom facilities, the expectation is that (where possible) toilet seat lids are down when flushing the toilet, and that the bathroom amenities are sanitized after each use
- If Employees choose to have their breaks in the boardroom, they will need to sanitize the area after your break.
- Employees are responsible for cleaning up behind themselves, this is not a task for Admin or any other Employee
- Prior to using the company vehicles, Employees must ensure there is a tag indicating it has been sanitized. If not, disinfect car seats, high-touch areas, steering wheel, radio panel and knobs, transmission selector, wiper controls, signal controls, etc.
- After using the vehicle, disinfect car seats, high-touch areas, steering wheel, radio panel, knobs, transmission selector, wiper controls, signal controls, etc. Once sanitized, ensure that you have tagged the car as sanitized.
- NIFCS has extended janitorial services to include a midday sanitization to high touch areas (doorknobs, desks, toilets, sinks, light switches, etc.)
- NIFCS Employees are to use the disinfectant to sanitize any shared equipment that is used (photocopier, hole punch, stapler, filing cabinets, etc)
- NIFCS Employees are to wash their hands and / or use hand sanitizer prior to perusing physical files.



# COVID-19 Safety Plan for: NIFCS

## Step 3: Develop policies

Develop the necessary policies to manage your workplace, 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.

- Anyone who has had **symptoms of COVID-19** in the last 10 days must self-isolate at home.
- Anyone who has been identified by Public Health as a close contact of someone with COVID-19.
- Anyone directed by Public Health to self-isolate.
- Anyone who has arrived from outside of Canada must **self-isolate for 14 days and monitor** for symptoms.
- Visitors are prohibited or limited in the workplace.
- First aid attendants have been provided **OFAA protocols** for use during the COVID-19 pandemic.
- We have a **working alone policy** in place (if needed).
- We have a **work from home policy** in place (if needed).
- Ensure workers have the training and strategies required to address the risk of violence that may arise as customers and members of the public adapt to restrictions or modifications to the workplace. Ensure an appropriate **violence prevention program** is in place.

Our policy addresses workers who may start to feel ill at work. It includes the following:

- 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**, 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.

## Step 4: Develop communication plans and training

You must ensure that everyone entering the workplace, including workers from other employers, knows how to keep themselves safe while at your workplace.

- We have a training plan to ensure everyone is trained in workplace policies and procedures.
- All workers have received the policies for staying home when sick.
- We have posted signage at the workplace, including occupancy limits and effective hygiene practices. [A customizable **occupancy limit poster** and **handwashing signage** are available on worksafebc.com.]
- We have posted signage at the main entrance indicating who is restricted from entering the premises, including **visitors** and **workers** with symptoms.
- Supervisors have been trained on monitoring workers and the workplace to ensure policies and procedures are being followed.



# COVID-19 Safety Plan for: NIFCS

## Step 5: Monitor your workplace and update your plans as necessary

Things may change as your business operates. If you identify a new area of concern, or if it seems like something isn't working, take steps to update your policies and procedures. Involve workers in this process. [Reviewing and updating your COVID-19 safety plan: A guide for employers](#) will help you review your safety plan to ensure it's effective and functioning properly.

- We have a plan in place to monitor risks. We make changes to our policies and procedures as necessary.
- Workers know who to go to with health and safety concerns.
- When resolving safety issues, we will involve joint health and safety committees or worker health and safety representatives (or, in smaller workplaces, other workers).

## Step 6: Assess and address risks from resuming operations

If your workplace has not been operating for a period of time during the COVID-19 pandemic, you may need to manage risks arising from restarting your business.

- We have a training plan for new staff.
- We have a training plan for staff taking on new roles or responsibilities.
- We have a training plan around changes to our business, such as new equipment, processes, or products.
- We have reviewed the start-up requirements for vehicles, equipment, and machinery that have been out of use.
- We have identified a safe process for clearing systems and lines of product that have been out of use.

### Be advised that personal information must not be included in the COVID-19 Safety Plan

Personal information is any recorded information that uniquely identifies a person, such as name, address, telephone number, age, sex, race, religion, sexual orientation, disability, fingerprints, or blood type. It includes information about a person's health care, educational, financial, criminal, or employment history. Visit <https://www.oipc.bc.ca/about/legislation/> for more information.