

MPFCS is committed to providing a healthy and safe environment for reopening the workplace that eliminates the risk of COVID-19 infection. This document provides interim guidance protocols for the prevention and control of COVID-19 among staff, volunteers and participants as of June 21, 2020. It is based on the latest available best practices and scientific evidence and is in keeping with BC's COVID-19 Go Forward Management Strategy and WorkSafeBC's [COVID-19 and returning to safe operation](#) guidelines.

This document may be updated from time to time as information and guidance change or are updated.

Each site will adopt and make available the plan to staff, volunteers and participants. Management and staff are responsible for implementing and complying with these protocols. Managers will ensure staff follow these protocols, as well as, any site-specific guidelines. Planning for staff providing in-person services to participants will be done in accordance with all guidelines.

Step 1: Assess the risks at the workplace

Assessment

- √ Risk-prone areas where individuals gather including shared offices, meeting rooms, lunch tables, playrooms, playgrounds and shared washrooms were identified;
- √ High-touch surfaces such as doorknobs, elevator buttons and light switches and shared workplace equipment, kitchen equipment and tools were identified;
- √ Job tasks and activities where staff are close to one another (circles time, accompaniments, home visits, office visits) or members of the public not in our work bubble were identified (community partners);
- √ Frontline staff, managers, were involved in identifying areas where there may be risks, either through close physical proximity or through contaminated surfaces.

Step 2: Implement protocols to reduce the risks

In protocols to protect against identified risks, information and guidance were sought from the following:

- √ WorkSafeBC industry-specific protocols;
- √ Orders, guidance and notices issued by B.C. health officer that's relevant to our industry;
- √ MPFCS's managers and frontline workers and,
- √ MPFCS's Policies and Procedures Emergency Manual

Reducing the risk of person-to-person transmission

To reduce the risk of the virus spreading through droplets in the air, we have implemented protocols to protect against identified risks. Different protocols offer different levels of protection. Wherever possible, we have used the protocol that offers the highest level of protection. We considered controls from additional levels if the first level wasn't practicable or does not control the risk and in corporate controls from various levels to address the risk at our workplace.

FIRST-LEVEL PROTECTION (elimination): Limiting the number of people at the workplace and ensuring physical distance whenever possible.

Measures in place

- √ Physical layout of the workplace was reconfigured to keep staff and others 2 metres/6 feet apart.
- √ Only a minimum number of staff are allowed to return to the workplace by implementing staggered or rotating schedules, reorganizing work tasks and allowing for work-from-home, where feasible.
- √ Visits to the workplace by visitors and vendors are limited to essential visits only. Visits are pre-arranged, staggered, and safety protocols communicated before entry into the workplace. A record of visitors and vendors to the workplace is retained for contact tracing.
- √ Visitors are advised to attend appointments alone and reduce time spent in waiting area before their appointments (e.g. request to wait in the vehicles, text message or call when ready).
- √ No meeting or event of more than 50 people will be organized or attended by staff.
- √ Use of meeting rooms for non-essential activities and events is discouraged.
- √ Non-essential travel to other work locations is not allowed.
- √ Staff is encouraged to hold virtual meetings over in-person meetings.
- √ Where reasonably practical, interior doors are to remain open to avoid regular touching and contact.
- √ Deliveries are directed to the main entrance or pre-arranged area.

Restricting entry to public

- √ Participants will only be seen by appointment.
- √ All front line staff will ask the client verbally to confirm that:
 - They have not been diagnosed with COVID 19 nor had any symptoms in the last ten (10) days that could be COVID 19 (fever, chills, cough, shortness of breath etc);
 - Have not been directed by Public Health to [self-isolate](#);
 - Have not arrived from outside Canada in the past fourteen (14) days, and,
 - Have not been in contact with a confirmed COVID 19 case in the past fourteen (14) days.

If the answer to any of the above questions is positive, the person will not be allowed entry.

SECOND-LEVEL PROTECTION (engineering): Barriers and partitions

Measures in place

- √ Plexiglass barriers are installed in areas where physical distancing cannot be maintained such as receptions, meetings rooms at ISS of BC.

THIRD-LEVEL PROTECTION (administrative): Rules and guidelines

Measures in place

- √ All staff returning to work in their office receive information on reopening protocols and guidelines through a combination of training and signage.
- √ Signage is being utilized from various external partners; simplified signage is being produced in-house. Signs will be posted in applicable areas to remind staff/guests of protocols in place.
- √ Signage is posted at the main entrance, restricting access to the workplace to those who are exhibiting symptoms of COVID-19. (e.g. anyone who experiences fever, cough, shortness of breath, sore throat, headache, loss of taste and smell or anyone directed by Public Health to self-isolate will not be allowed in the building).
- √ Anyone who has been in contact with a confirmed COVID-19 case, or has travelled outside of Canada, must isolate for 14 days and monitor for symptoms.
- √ Staff must assess themselves daily for symptoms of common cold, influenza or COVID-19 prior to entering the workplace.
- √ Posters on physical distancing, occupancy limits and hygiene practices are displayed at the workplace.
- √ No communal food or drinks are allowed.
- √ Sharing of tools and equipment (e.g. keyboards, pens, telephones) between and among staff is discouraged. If sharing is required (e.g. photocopiers), staff is provided with cleaning solution to clean and disinfect after each use.
- √ All communal items (e.g. utensils, plates, coffee makers) are removed.

FOURTH-LEVEL PROTECTION: Using masks (optional measure in addition to other control measures)

Measures in place

- √ Staff are provided with washable, reusable masks (MPFCS will reimburse employees for the cost of purchasing the reusable mask of their choice).
- √ Masks must be used where physical distancing is a challenge or, to provide a physical barrier that may help to prevent the transmission of the virus. The use of mask is primarily to protect others, as opposed to protecting the individual wearing the mask. Frontline workers (e.g. receptionists, service assistants, registrars, etc.) and maintenance team will

Return to Work Safety Plan - June 29, 2020

wear a mask and/or face shield if they are unable to maintain proper physical distance from others.

- √ PPEs will only be used in combination with other control measures.
- √ Staff should avoid touching the mask or eye protection unnecessarily, and if they have to, they must perform hand hygiene immediately.
- √ Reusable PPE (face shields, cloth masks) must be thoroughly cleaned and sanitized.
- √ Single-use PPE (gloves, masks) must be properly disposed of in trash bins with covers or lids.

Instructions on the [correct use and handling of masks](#) are disseminated through training and signage.

- √ Managers will monitor and maintain the distribution and replacement of PPE supplies as needed.

Reducing risk of surface transmission through effective cleaning and hygiene practices

Measures in place

Facilitating frequent handwashing and good hygiene practices are a priority during the reopening of any MPFCS site. Information on how and when to wash hands and other hygienic practices is communicated through training and signage:

- √ Wash hands with hot water and soap for 20 seconds. If soap and water are not available, use hand sanitizer with a minimum concentration of 60% alcohol.
- √ Handwashing is essential:
 - when arriving at work
 - before and after eating or drinking
 - after using the washroom facilities
 - before and after handling any tools or equipment
 - before putting on and removing the mask
 - before putting on and removing the gloves
- √ Maintain good respiratory etiquette:
 - coughing into a sleeve
 - sneezing into a tissue
 - avoid touching the face
- √ Using gloves alone is not a substitute for handwashing.
- √ Hand sanitizer is provided at the entrance and multiple locations in the workplace.
- √ Safe place for visitors to dispose of used sanitizing wipes and other PPEs is provided.
- √ Handshakes and other contact methods of greetings are strongly discouraged.

Return to Work Safety Plan - June 29, 2020

Cleaning protocols in compliance with health guidelines and physical adjustments to simplify the cleaning process are in place:

- √ Increasing frequency of cleaning and disinfection in high-traffic areas and high-touch surfaces (e.g. doorknobs, handrails, elevator buttons, light switches).
- √ Staff team conducts daytime [cleaning and disinfecting](#) of high-contact items, shared tools and frequently touched areas such as washroom door handle, toilet flush.
- √ Staff will clean and disinfect surfaces, while wearing gloves, after meeting with participants or volunteers.
- √ If a person becomes ill or tests positive for COVID-19, the affected and common areas will be thoroughly cleaned and disinfected by a qualified service provider.

Cleaning Protocols for Drop-in Space:

For younger children, maintaining physical distance is less practical and Provincial Health Office Guidelines focus on minimizing physical contact instead. With this in mind, we will keep the play environment as natural as possible and find creative ways to interact with each other. Provincial standards will inform cleaning/disinfecting of drop-in space.

- √ Toys that enter the mouth or come in contact with bodily fluids will be removed immediately, then cleaned and sanitized before they are put back into the room for use.
- √ Plush toys, dress up clothes will be removed; children will not be allowed to bring toys from home into the space.
- √ Wherever possible, children will not be permitted to share items in the drop-in space.
- √ Each station will have adequate supplies for children to access their own set of materials.
- √ Once we open for Drop in staff will frequently do a thorough, more detailed cleaning/disinfecting
- √ Adequate supply of cleaning and disinfection products and materials will be maintained.
- √ Adequate ventilation will be maintained in the drop-in space.
- √ Outdoor space will be used for programming during approved times only.
- √ Staff will do a scan of the environment prior to use and only use limited Drop in toys and equipment.

Measures in place

- √ All staff returning to work will be updated on any changes made to the safety plan as it evolves, and will notify their Manager by email or verbally follow-up by an email, any questions or concern regarding the safety plan.

Return to Work Safety Plan - June 29, 2020

- √ All returning staff have access to service procedures that address issues such as:
 - ensuring compliance with posted maximum capacity for the playrooms at any one time,
 - screening questions to be asked of participants or others to meet threshold level to enter the office.
- √ Staff, volunteers, participants and others are not allowed to enter the workplace if they:
 - Have symptoms of COVID-19 – i.e. fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache – in the last 10 days;
 - Are directed by Public Health to self-isolate; or
 - Have arrived from outside of Canada or who have had contact with a confirmed COVID- 19 case who must self-isolate for 14 days and monitor for symptoms.
- √ Staff at work who subsequently feel symptomatic from the onset of an illness including but not limited to: fever, sore throat, beginning to cough, should:
 - immediately notify their Manager by email or phone.
 - use disinfectant wipes to clean their desk, chair, keyboard and mouse, as well as, any other high- touch area before exiting the building.
 - contact a friend, family member or emergency contact to pick them up if they do not feel able to get themselves home. When waiting to be picked-up, staff should wait outside the building.
 - If they become ill and are in clear medical distress such that they need to be transported by ambulance to hospital, either call 911 themselves or have a staff member do so on their behalf.
- √ Staff working from home will follow the [MPFCS Guidelines for Remote Work during COVID-19](#).

Step 4: Communication Plans and Training

Management will ensure that everyone entering the workplace, including workers from other employers, knows how to keep themselves safe while at our workplace.

Measures in place

Training

- √ All staff have access to the MPFCS Return-to-Work Safety Plan posted on the MPFCS website.
- √ Staff at specific sites have access to any addendums to the safety plan that are applicable to that site.

Communication Plan

This communication plan ensures that everyone entering the workplace, is provided with information to keep themselves safe while at our workplace.

Measures include:

- √ Coordinating and providing communication support in disseminating timely announcements, updates, and policies and procedures, related to reopening to staff, as well as, the public, through online (website, social media, email, texts) and traditional communication platforms (printed copies, bulletin boards). Information includes:
 - Activity schedules
 - Reopening safety plan
 - Reopening contact person – Gini Bonner, Executive Director MPFCS at gini.mpfcs@gmail.com
- √ Providing communication support for training initiatives related to reopening.
- √ Posting signage at site entrance restricting entry by anyone with identified risk conditions.
- √ Displaying posters in visible common areas promoting the following messages:
 - Physical distancing
 - Infection control tips
- √ Displaying posters in target areas inside the workplace on key hygiene practices;
- √ Posting occupancy limit for frequently-accessed common areas (YTD).
- √ Maintaining and providing timely communication support as conditions, regulations, government rulings change

Step 5: Monitor workplace and update plans as necessary

Things may change as operations resume. As new areas of concern are identified, steps to update the practices and procedures are taken.

Measures in place

- √ A plan to monitor risks that involves regular check-ins with program Managers supervisors is in place.
- √ Staff will direct any safety concerns to their immediate supervisor or Manager.

Step 6: Assessing and addressing risks from reopening

Risks for reopening after prolonged period of remote work operations are identified and addressed.

Measures in place

- √ All required organizational and administrative adjustments are made before reopening.
- √ Staff returning to work receive an orientation by the Leadership team to ensure they



Return to Work Safety Plan - June 29, 2020

understand the workplace changes that have been made and the procedures to be followed.

- √ Where applicable, staff receive training on any new roles or responsibilities assigned, and any new equipment or processes being used.



Return to Work Safety Plan - June 29, 2020



Return to Work Safety Plan - June 29, 2020



Return to Work Safety Plan - June 29, 2020