



**Vancouver Native Housing Society (VNHS)**

**COVID-19 Safety Plan**

**June 5, 2020**

**Updated December 15, 2020**

**Table of Contents**



Posting Page

Page 2

Vancouver Native Housing Society COVID-19 Safety Plan  
Pages 3 - 10

I First Level Protection (Elimination Protocols)

II Second Level Protection (Engineering Controls)

III Third Level Protection (Administrative Controls)

IV Fourth Level Protection (Personal Protective Equipment (PPE))

Appendix A

Pages 11- 17

VNHS Safety Plan Process and Development - As of December, 2020

**1726 East Hastings Street, Vancouver BC, V5L 1S9**

Phone: 604.320.3312

Fax: 604.320.3317

Email: [info@vnhs.ca](mailto:info@vnhs.ca)

Maintenance: 604.320.3316

Website: [vnhs.ca](http://vnhs.ca)

## **COVID-19 Safety Plan – Head Office (for Posting)**

All visitors must adhere to the following protocols:

- Occupancy in the head office is limited to 4 visitors
- You will be asked to wait outside the office if the occupancy limit has been reached. You will be allowed to enter when occupancy limit allows
- Masks are mandatory within the public areas of this workplace
- At all times maintain physical distancing of 2 meters (6 ft) from other visitors and staff
- Visitors are encouraged not to touch surfaces while they are in the office
- VNHS prohibits entry by anyone who exhibits COVID-19 symptoms or has had COVID-19 symptoms in the last 10 days or has arrived from outside Canada within the last 14 days, or anyone under the direction of the Provincial Health Officer to self-isolate
- You are requested to use the floor indicators to determine where to stand while waiting in the reception area
- Please use hand sanitizer upon entry to the office

**The full COVID-19 WorkSafe BC Safety Plan for VNHS is posted on the bulletin board in the reception area of the office for review at any time.**

**1726 East Hastings Street, Vancouver BC, V5L 1S9**

Phone: 604.320.3312

Fax: 604.320.3317

Email: [info@vnhs.ca](mailto:info@vnhs.ca)

Maintenance: 604.320.3316

Website: [vnhs.ca](http://vnhs.ca)

## **COVID-19 Safety Plan – Family Buildings (for Posting)**

All tenants and visitors must adhere to the following protocols:

- Occupancy in the foyer is limited to 4 visitors/tenants
- Masks are mandatory for public areas of the building.
- At all times maintain physical distancing of 2 meters (6ft) from other visitors and tenants
- This building prohibits entry by anyone who exhibits COVID-19 symptoms or has had COVID-19 symptoms in the last 10 days or has arrived from outside Canada within the last 14 days, or anyone under the direction of the Provincial Health Officer to self-isolate.
- Please use hand sanitizer upon entry to the building

**The full COVID-19 WorkSafe BC Safety Plan for VNHS is posted on the bulletin board in the reception area of the office for review at any time.**

**1726 East Hastings Street, Vancouver BC, V5L 1S9**

Phone: 604.320.3312

Fax: 604.320.3317

Email: [info@vnhs.ca](mailto:info@vnhs.ca)

Maintenance: 604.320.3316

Website: [vnhs.ca](http://vnhs.ca)

## **COVID-19 Safety Plan – Supportive Housing Buildings (for Posting)**

All visitors and tenants must adhere to the following protocols:

- Occupancy in the foyer is limited to 4 visitors/tenants
- Masks are mandatory for public areas of the building.
- At all times maintain physical distancing of 2 meters (6ft) from other visitors and tenants
- This building prohibits entry by anyone who exhibits COVID-19 symptoms or has had COVID-19 symptoms in the last 10 days or has arrived from outside Canada within the last 14 days, or anyone under the direction of the Provincial Health Officer to self-isolate.
- Please use hand sanitizer upon entry to the building

**The full COVID-19 WorkSafe BC Safety Plan for VNHS is posted on the bulletin board in the reception area of the office for review at any time.**

**1726 East Hastings Street, Vancouver BC, V5L 1S9**

Phone: 604.320.3312

Fax: 604.320.3317

Email: [info@vnhs.ca](mailto:info@vnhs.ca)

Maintenance: 604.320.3316

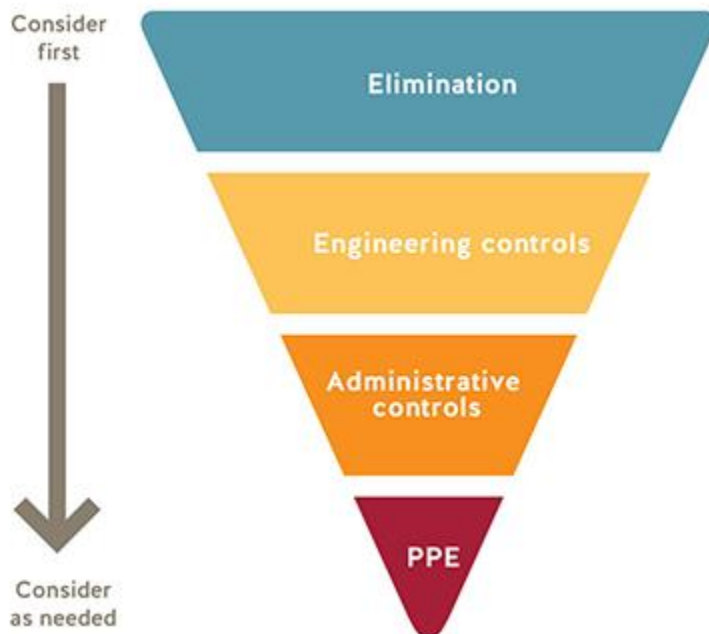
Website: [vnhs.ca](http://vnhs.ca)

## VNHS COVID-19 Safety Plan

The CEO, VNHS staff and the COVID-19 Committee have formulated this Safety Plan in accordance with [WorkSafe BC Health and Safety](#) directions and information and under the [March 14, 2020 ORDER OF THE PROVINCIAL HEALTH OFFICER](#) (Pursuant to Sections, 30, 31, 32 and 39 (3) Public Health Act, S.B.C. 2008) for Workplace COVID-19 Safety Plans. Additionally the protocols for offices were reviewed for applicability and use by the VNHS, those being the protocols identified in [WorkSafe BC's](#) Returning Safety Operations – Offices.

The process used to develop this Safety Plan is based on the 6 steps identified by [WorkSafe BC Return to Safe Operation Phase 2](#). This process is fully outlined in Appendix A of this document.

Different protocols offer different protection. VNHS protocols follow the WorkSafe BC recommended levels of protection.



**1726 East Hastings Street, Vancouver BC, V5L 1S9**

Phone: 604.320.3312

Fax: 604.320.3317

Email: [info@vnhs.ca](mailto:info@vnhs.ca)

Maintenance: 604.320.3316

Website: [vnhs.ca](http://vnhs.ca)

The following protocols, procedures and guidelines are in place as of June 8, 2020, at VNHS Head Office and Residential Properties to protect the safety of staff, visitors and anyone working in or entering VNHS properties and to reduce the risk of COVID-19 transmission. These protocols were also reviewed and recommended by the Joint Health and Safety Committee at VNHS. The protocols were additionally reviewed for completeness and currency in December 2020.

### **First Level Protection (Elimination Protocols)**

These protocols focus on safe distancing. VNHS protocols for this Safety Plan include the following:

#### **Head Office:**

- Where possible, consider giving the option for staff to work remotely in cases where their physical presence is not required. Establish staggered shifts for staff who share office space.
- Avoid meetings or gatherings where physical distance cannot be maintained, and use Microsoft Teams or other electronic means for meetings.
- Staff are encouraged to use only their own office equipment (pens, staplers, headsets, computers).
- Prepare office space to ensure physical distancing of 6 feet/2 metres. Consider using floor indicators.
- Space lunch-room tables and chairs appropriately (6 feet / 2 meters apart). Limit the number of staff that can use the kitchen and meeting rooms to 3-4 (Consider staggering lunch times to prevent overcrowding) – **See Lunch Time Schedule**
- Minimize time in and use of shared vehicles, for transportation between offices.
- Continue to encourage tenants to use electronic payment methods to reduce traffic to the office. (eg. PAD's and Electronic Payments)

#### **Visitors:**

- Where possible visitors to the VNHS offices should be pre-arranged, staggered and safety protocols communicated ahead of the visit.

**1726 East Hastings Street, Vancouver BC, V5L 1S9**

Phone: 604.320.3312

Fax: 604.320.3317

Email: [info@vnhs.ca](mailto:info@vnhs.ca)

Maintenance: 604.320.3316

Website: [vnhs.ca](http://vnhs.ca)

- Keep a daily record of visitors at the VNHS offices
- Post a sign for visitors and staff to self-screen before entering the building. This would include questions about exposure to COVID-19, exposure to others with COVID-19 and recent travel (etc.). Visitors are reminded to re-schedule if they experience any symptoms typical of COVID-19 or are in self isolation.
- Beverages, other than bottled water, are not offered to visitors.
- Space seating in reception area to maintain physical distancing
- Implement and enforce a maximum 4 visitor policy in the reception area.
- Visitors will continue to ring the bell for access to the office and must wait outside until they are invited in to maintain appropriate occupancy standards

#### **Residential Buildings:**

- Implement additional guidelines for RBM's, front-line staff and field workers about PPE, entering occupied units, etc.
- Post signs requesting, and where indicated by Public Health Order, that mask are mandatory in public areas of the building.
- Extend the no-visitor policy to the end of December
- Post a sign for people to self-screen before entering the building. This would include questions about exposure to COVID-19, exposure to others with COVID-19 and recent travel (etc.) – See Notices

#### **Second Level Protection (Engineering Controls)**

The following barriers and other controls are part of the VNHS Safety Plan.

##### **Head Office:**

- Where applicable in staff and public office areas, keep windows open to increase air circulation throughout the office.
- Install hand sanitization stations at the front and back entrances of the office for staff and visitors.
- Install a plexiglass barrier at the reception desk to reduce contact between reception and visitors.
- Consider plexiglass barriers between any desk workstations that are in one office area or one shared area and not 6 feet / 2 meters separated.

**1726 East Hastings Street, Vancouver BC, V5L 1S9**

Phone: 604.320.3312

Fax: 604.320.3317

Email: [info@vnhs.ca](mailto:info@vnhs.ca)

Maintenance: 604.320.3316

Website: [vnhs.ca](http://vnhs.ca)

- Mark floors to indicate where people can stand while they are in the reception area.

#### **Cleaning, Washing and Sanitizing:**

- The use of the VNHS Head Office washroom is not available for visitors. However, washroom should be cleaned and sanitized on a regular basis.
- Touch point cleaning of shared use electronic and office equipment (photocopiers, printers, staplers) with sanitizing is done after every use. Touch point cleaning of door handles, countertops, barriers, light switches, and other areas of touching are also sanitized twice each day, once at opening and once after lunchtime. **(Please refer to Head Office Enhanced Cleaning Schedule)**
- VNHS staff are encouraged to bring their own utensils and dishes for eating at the office.
- VNHS staff are to wash their hands or use sanitizer as much as possible and particularly after using shared office equipment like printers, hole punches, staplers, etc. Hand washing and/or sanitization should also happen after handling items such as mail and packages
- Daily refill by staff of the door entrance sanitizing station is to be completed
- Staff are encouraged to wipe down their workstations at the beginning and end of their shift
- Implement and maintain enhanced cleaning protocols with a focus on sanitizing high touch-point areas at least 2x daily. – See Head Office Enhanced Cleaning Schedule
- Wipe down the debit machine after each use with an appropriate cleaner

#### **Residential Buildings:**

- Install hand sanitization stations at the main entrance of all buildings
- Keep amenity spaces closed or limit occupancy according to health authority guidelines on social gatherings

#### **Enhanced Residential Building Cleaning Protocols**

- Sanitize high-touch point areas three times per day
  - Between floors

**1726 East Hastings Street, Vancouver BC, V5L 1S9**

Phone: 604.320.3312

Fax: 604.320.3317

Email: [info@vnhs.ca](mailto:info@vnhs.ca)

Maintenance: 604.320.3316

Website: [vnhs.ca](http://vnhs.ca)



- Handrails
  - Stairwell doorknobs and levers
  - Elevator buttons
- Building entrance
  - Door handles and levers
  - Enter phone
  - Mailroom
  - Elevator buttons
- Parkade
  - Door handles and levers
  - Fire exit doors
- Laundry Room (closed for one hour each day for cleaning/sanitization)
  - Handles
  - Surfaces of laundry machines
  - Machine buttons and functions
  - Tables
- Lower Priority Areas
  - Storage
  - Mechanical Room
  - Elevator

### **Third Level Protection (Administrative Controls)**

#### **Head Office**

Notices:

1. Notices are posted at the front and back entrances of the head office that prohibits entry by anyone who exhibits COVID-19 symptoms or has had COVID-19 symptoms in the last 10 days or has arrived from outside Canada within the last 14 days, or anyone under the direction of the Provincial Health Officer to self-isolate
2. Hand washing signs are posted at staff washrooms

**1726 East Hastings Street, Vancouver BC, V5L 1S9**

Phone: 604.320.3312

Fax: 604.320.3317

Email: [info@vnhs.ca](mailto:info@vnhs.ca)

Maintenance: 604.320.3316

Website: [vnhs.ca](http://vnhs.ca)

3. Posters on “How to Wear Masks” and as required by Public Health Order, that “Masks are Mandatory in Public Areas” are posted, at the entrances, in the kitchen and on reception bulletin board.
4. Post signage to encourage regular hand washing and hygiene techniques

**Residential Buildings:**

1. Poster on “How to Wear Masks” and that “Masks are Mandatory In Public Areas” are posted, at the entrances and on building bulletin boards.

Deliveries (both Head Office and Residential Buildings)

1. Arrange for all deliveries or suppliers dropping off goods, to use the main entrance or a delivery dock entrance (as notified to drivers), and pre-arrange delivery times.
2. Where possible use contactless receipt signing or acceptance of delivery.

**Fourth Level Protection (Personal Protective Equipment (PPE))**

**Head Office:**

- Provide masks for staff to wear and encourage them, or as ordered by Public Health, require them to wear them in the office and particularly in public areas and when in person-facing situations.
- Staff are trained in the proper use of non-medical masks.
- Staff MUST wear masks if at any time they become ill or develop COVID-19 symptoms while at work and are preparing to leave work
- Wear gloves when performing any cleaning duties

**Residential Buildings:**

- Provide masks and face shields for staff to wear and encourage them, or as ordered by Public Health, require them to wear the masks, particularly in public

**1726 East Hastings Street, Vancouver BC, V5L 1S9**

Phone: 604.320.3312

Fax: 604.320.3317

Email: [info@vnhs.ca](mailto:info@vnhs.ca)

Maintenance: 604.320.3316

Website: [vnhs.ca](http://vnhs.ca)

areas and when in person-facing situations. Masks and face shields must be worn by VNHS staff when working in tenant suites or in person-facing situations.

- Staff are trained in the proper use of masks and face shields
- Staff **MUST** wear masks if at any time they become ill or develop COVID-19 symptoms while at work and are preparing to leave work
- Where gloves when performing cleaning duties and repairs and maintenance work throughout the building

**1726 East Hastings Street, Vancouver BC, V5L 1S9**

Phone: 604.320.3312

Fax: 604.320.3317

Email: [info@vnhs.ca](mailto:info@vnhs.ca)

Maintenance: 604.320.3316

Website: [vnhs.ca](http://vnhs.ca)

## **APPENDIX A**

### **VNHS COVID-19 Safety Plan Process and Development**

#### **As Developed May 2020 and Reviewed December 2020**

##### Guide Step 1 – Assessing the Risk at the Workplace

- Joint Health and Safety Committee reviewed the WorkSafeBC COVID-19 Safety Plan Checklist to assess current actions taken to date and will continue to be used as required.
- The [Orders, Notices & Guidance from the Provincial Health Officer](#) were reviewed for applicability. The [Workplace Safety Plans - May 14, 2020](#) order was applicable. Updated Provincial Health Officer orders have been included as required.
- Reception area and office space were assessed to ensure physical distancing is possible and to establish maximum occupancy levels.
- Sanitizing station requirements were identified
- Administrative and other controls were identified, discussed and reviewed on June 3<sup>rd</sup> with the Joint Health and Safety Committee
- We have involved front-line workers and supervisors in the risk assessment process
- We have identified where people gather, such as break rooms, amenity spaces and meeting rooms
- We have identified job tasks and processes where workers are close to one another or members of the public
- We have identified 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

##### Guide Step 2 – Implementing Measures to Reduce Risk

- We have reviewed industry specific protocols on [worksafebc.com](https://www.worksafebc.com) to determine which measures are relevant to our industry

**1726 East Hastings Street, Vancouver BC, V5L 1S9**

Phone: 604.320.3312

Fax: 604.320.3317

Email: [info@vnhs.ca](mailto:info@vnhs.ca)

Maintenance: 604.320.3316

Website: [vnhs.ca](https://www.vnhs.ca)

- We have sought input from workers, supervisors and the joint health and safety committee
- We have followed orders, guidance and notices issued by the provincial health officer relevant to our industry
- We have considered all measures related to elimination, engineering controls, administrative controls and PPE to reduce the risk of person-to-person transmission of COVID-19

### Guide Step 3 – Develop Policies

- Staff and Customer safety policies were reviewed and confirmed:
  - o Occupancy Policy (see above)
  - o Entry Policy (see above)
  - o Staff Symptoms and Illness Policy
    - All staff and visitors are prohibited entry to the office if displaying any symptoms of COVID-19 or having had COVID-19 in the previous 10 days.
    - All staff and visitors must immediately wash or sanitize their hands, wear a mask, and depart from the office to go straight home if coming down with any symptoms of COVID-19 or starting to feel ill, and are required to stay home, in accordance with Provincial Health Officer direction. Surfaces that the ill person may have contacted are to be cleaned and disinfected.
    - If any staff or visitor experiences shortness of breath, call 911.
    - All staff or visitors that have symptoms of COVID-19 are requested to be tested by available testing centres, await the test result before returning to the office and if tested positive, refrain from entering the office until clear of the COVID-19 virus, in accordance with Public Health Officer directions.

**1726 East Hastings Street, Vancouver BC, V5L 1S9**

Phone: 604.320.3312

Fax: 604.320.3317

Email: [info@vnhs.ca](mailto:info@vnhs.ca)

Maintenance: 604.320.3316

Website: [vnhs.ca](http://vnhs.ca)

#### Guide Step 4 – Communication Plans and Training

- The full documentation of the Safety Plan is placed prominently at the Reception area, the entrances of Residential Buildings and on the VNHS website
- The summary of the Safety Plan is posted on the window of the front entrance
- The full Safety Plan is approved by the COVID-19 Crisis Response Committee of VNHS
- Staff are oriented to the full Safety Plan, prior to Head Office re-opening to visitors
- Tenants are notified by email of the Safety Plan (on opening day), of the notice of the plan at each entrance and are reminded to adhere to the Safety Plan.
- Correct handwashing directions are posted.

#### Guide Step 5 – Monitor Workplace and Update Plans as Needed

- Any staff or visitor may raise safety concerns with a member of the Senior Management Team, at any time. Concerns will be brought forward to the COVID-19 Committee for review
- Any urgent and new safety issues, protocol needs, or policy requirements will be monitored by the COVID-19 Committee and immediately put into effect to ensure ongoing protection of safety
- A weekly review of the issues, improvements, updates from WorkSafe BC, or changes required will be done and documented in the VNHS COVID-19 Safety Plan
- Monthly, the COVID-19 Committee will review the COVID-19 Safety Plan and make any necessary changes and updates to the plan

#### Guide Step 6 – Assess and Address Risks from Resuming Operations

- At the approval of the COVID-19 Safety Plan, the COVID-19 Committee reviewed and considered any risks arising from the re-opening head office to visitors and staff.

**1726 East Hastings Street, Vancouver BC, V5L 1S9**

Phone: 604.320.3312

Fax: 604.320.3317

Email: [info@vnhs.ca](mailto:info@vnhs.ca)

Maintenance: 604.320.3316

Website: [vnhs.ca](http://vnhs.ca)