



COVID-19 Safety Plan – June 2020

At Care Connection Health Services Ltd (CCHS), we have developed a COVID-19 Safety Plan, outlining the control measures, policies, procedures, protocols, communication plans, training, and monitoring processes necessary to reduce the risk of transmission of SARS-CoV-2 at our workplace. One of a family of coronaviruses, *SARS-CoV-2* is the biological hazard that causes the illness COVID-19 (BCCDC).

Our plan follows the six-step process as outlined by WorkSafeBC. By Order of the Provincial Health Officer dated May 14, 2020, employers are required to post a copy of their COVID-19 Safety Plan on their website and at the workplace. The COVID-19 Safety Plan is posted on our website at www.careconnection.net and a copy has been provided to all employees as well as Archway Community Services and Chilliwack Community Services.

A copy of our COVID-19 Safety Plan and other associated documentation must be provided if requested by a WorkSafeBC officer.

STEP 1: Assess the risks at the 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.

- ! To assess the risk of transmission of SARS-Cov-2, we have consulted:
 - Information about Covid-19 as offered by the Public Health Authorities
 - Our frontline workers and supervisors
 - Our Worker Health & Safety Representative
- ! We have identified areas where people gather that may present a risk of transmission of the SARS-CoV-2 virus.
- ! We have identified job tasks and processes where workers are close to one another or members of the public.
- ! We have identified the tools, machinery, and equipment that workers may share while working.
- ! We have identified surfaces that people touch often, such as doorknobs, elevator buttons, and light switches.
- ! We have conducted a documented risk assessment focused on SARS-CoV-2 for our workplace with accompanying protocols and procedures.



Step 2: Implement protocols to reduce the risks

To determine what control measures are required, we conducted a risk assessment focused on SARS-Cov-2 and have consulted the following:

- ! Our frontline workers and supervisors
- ! Our Worker Health and Safety Representative
- ! Orders, guidance, and notices issued by the provincial health officer relevant to our business.
- ! Protocols and Guidance from WorkSafeBC
- ! The Hierarchy of Controls (Elimination, Engineering controls, Administrative controls, and PPE)

Reduce 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 our identified risks from our risk assessment. We have wherever possible used the protocol that offers the highest level of protection as well as using controls from additional levels if the first level is not practicable or does not completely control the risk.

Hierarchy of Controls

Elimination – First level of protection – Use policies and procedures to limit the number of people in your workplace at any one time. Rearrange workspaces or reschedule work tasks to ensure that workers are at least 2 m (6 feet) from co-workers, customers, and others.

Engineering controls – Second level of protection – If you cannot always maintain physical distancing, install barriers such as plexiglass to separate people.

Administrative controls – Third level of protection – Establish rules and guidelines, such as posted occupancy limits for shared spaces, designated delivery areas, and one-way doors or walkways to keep people physically separated.

PPE – Fourth level of protection – If the first three levels of protection are not enough to control the risk, consider the use of non-medical masks. Be aware of the limitations of non-medical masks to protect the wearer from respiratory droplets. Ensure workers are using masks appropriately.



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

Measures in Place (Elimination)

- ! Staff will maintain physical distancing of 2 metres from others at all time
- ! Only one staff member working at a time in client's home
- ! No visitors in client's home when staff are providing services.
- ! Staff will adhere to posted signage in elevators and maintain 2 metre physical distancing at all times.
- ! Clients will self isolate in another room when staff are providing services if possible. If this is not possible staff will maintain 2 metre physical distancing; client and staff will both wear non-medical masks.
- ! CCHS office staff will no longer do in home assessments. Arrangements will be made to collect information over the phone and electronically.
- ! CCHS office staff will perform wellness checks on clients the day before their shift to ensure they are not exhibiting any symptoms of Covid-19.
- ! CCHS housekeeping staff will perform self wellness checks before starting each work shift.

Second level protection (Engineering): Barriers and partitions

Measures in Place (Physical Barriers)

- ! Clients will self-isolate in another room when staff are providing services if possible.

Third level of 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 handouts.

Measures in Place (Rules & Guidelines)

- ! Education and training offered through SafeCare BC
- ! Open door policy for staff to relay concerns and questions
- ! Daily updates to staff via email/phone
- ! Wellness check on clients and staff before each shift
- ! Handouts/video & website links to ensure staff are up to date with Covid-19 protocols
- ! Policy and Procedures



Fourth level of 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 mask.

Measures in place (using masks)

- ! CCHS staff will wear non-medical masks while working in client's homes
- ! Clients will wear non-medical masks while CCHS staff are providing services unless clients are self isolating in a closed separate room
- ! CCHS staff have been given handouts, video's, and over the phone education re the correct use of masks
- ! See CCHS's PPE Policy and Procedure

Reduce the risk of surface transmission through effective cleaning and hygiene practices.

- ! We have reviewed the information on cleaning and disinfecting surfaces.
- ! 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)
- ! We have implemented cleaning protocols for client's high touch and common areas.
- ! CCHS requires clients to have their own cleaning supplies and equipment so staff do not have to transport them in their vehicles and to prevent cross contamination between clients.

Cleaning protocols

- ! See CCHS Covid-19 Client Housekeeping Plan



Step 3: Develop policies

We have developed the necessary policies to manage our workplace including policies 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.

- ! CCHS will follow their Covid-19 Return to work/resume services decision tree to determine when staff can return to work or services can be resumed for clients when clients or staff have symptoms of Covid-19 (See CCHS COVID-19 Return to Work/Resume Services Decision Tree)
- ! Visitors are prohibited or limited in the workplace (See CCHS Visitor Policy)
- ! 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 (See CCHS Training/Orientation Policy & CCHS Violence Prevention Policy).

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

- ! Sick workers should leave the clients home and call the office immediately. The worker will be asked to go straight home and consult the BC COVID-19 Self-Assessment Tool or call 811 for further guidance related to testing and self-isolation. CCHS office staff will call the client to inform them the staff is ill and had to leave.
- ! If the worker is severely ill (e.g. difficulty breathing, chest pain), call 911.
- ! CCHS will make arrangements with the client to clean and disinfect any surfaces that the ill worker has come into contact with.

Step 4: Develop communication plans and training

CCHS will ensure that all workers know how to keep themselves safe while at work.

- ! 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 provided all workers with handouts via email on effective hygiene practices and handwashing (handwashing signage is available on [worksafebc.com](https://www.worksafebc.com))
- ! Supervisors have been trained on monitoring workers and the workplace to ensure policies and procedures are being followed.



Step 5: Monitor your workplace and update your plans, as necessary.

- ! 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 our worker health and safety representative.

Step 6: Assess and address risks from resuming operations

- ! We have a training/orientation 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 cleaning protocols or products.

List of Associated Policies & Handouts

CCHS Violence Prevention Policy # 400.05

CCHS COVID-19 Working Alone Policy # 400.06

CCHS COVID-19 Policy # 400.25

CCHS COVID-19 Staff Self-Wellness Check Policy # 400.26

CCHS COVID-19 Client Wellness Check Policy # 400.27

CCHS COVID-19 Visitor Policy # 400.28

CCHS COVID-19 Physical Distancing Policy # 400.29

CCHS COVID-19 Personal Protective Equipment (PPE) Policy # 400.30

CCHS COVID-19 Handwashing & Personal Hygiene Policy # 400.31

CCHS COVID-19 Orientation/Training Policy # 400.32

CCHS COVID-19 Communication Policy # 400.33

CCHS COVID-19 Housekeeping Plan

CCHS COVID-19 Return to Work/Resume Services Decision Tree