

# COVID-19 Safety Plan for: Orchard Recovery Center - Bowen Island

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. Each step has checklists with items you need to address before resuming operations. 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. 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.

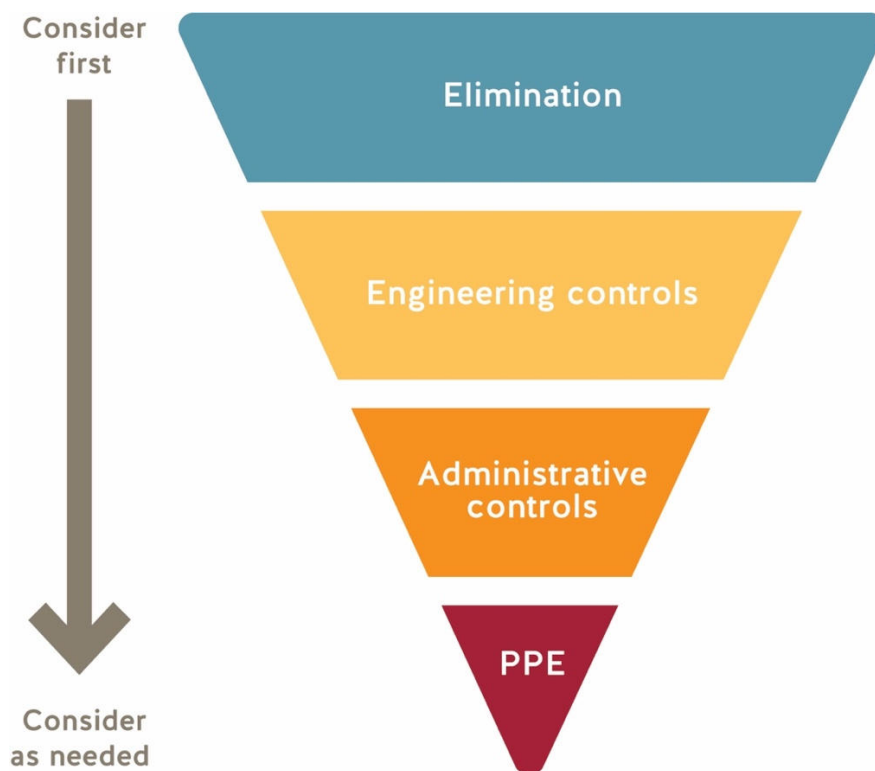
## Step 2: Implement protocols to reduce the risks

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.

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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**.

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**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

### Social Distancing:

Phase One: June 15 to June 30 2020 - reducing the number of clients:15 for first two weeks - private rooms

Phase Two: Increasing July 2020 - 18 clients

Phase Three: August 01 to March 21 2021 - 22 clients with monthly review and monitoring

Phase Four: March 22 2021 ongoing - 25 clients with monthly review and monitoring

Working offsite: marketing, rotating work from home Executive Director, rotating virtual and onsite Doctors, Psychiatrist

### Virtual meetings:

Clinical Meeting part in person / part virtual for team

Family Programming, Alumni Day, Alumni Meeting, 12 step meetings, Family Visiting all virtual through Zoom.

### Changes to programming to reduce occupancy

Splitting into gender specific groups and alternating with gym time

Reduces occupancy levels in the Gym, Lecture hall and Group Rooms

In house staff are taking on the programming of outside contractors to keep our bubble tight

### Signage:

Occupancy posters placed at entrance to all buildings

Reduced occupancy in all buildings

Deliveries dropped at front covered doorway, all delivery services have been phoned and information is posted at gate.

Visitors Prohibited

### Food Service:

Meals served from behind plexiglass, masks will be worn when serving food, snacks prepackaged when possible

Limited number of people at coffee stations, Masks mandatory, hand sanitizer visible and available, extra surface cleaning

Handwashing at meals, and masks to be worn in food service line ups

Physical distancing floor signs and signs in visible areas

### Vehicles:

Limiting number of occupants in a vehicle

Middle seat not in use and masks required by staff and clients, and windows open when not raining.

Vehicles sanitized before and after use

Service Calls for equipment maintenance - masks and social distancing will be required.

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## 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

We have installed 1/4" plexiglass barriers in 4 locations

#1 Across our entire office pod in our administration building.

Includes: Nurses station, support staff desk and front end administration

This is the highest volume locations for staff and multiple client interactions during the day.

# 2 Kitchen food service area in Administration Building.

# 3 Kitchen serving and prep area at main residence building.

# 4 Med room window has a portable plexiglass shield

Extra: One portable shield for use where needed

Face shields are available whenever needed

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## 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

All staff advised they must stay home if they have cold or flu like symptoms

All staff must take their temperature and acknowledge they don't have any COVID-19 symptoms when entering the buildings

All staff must wash hands when entering the buildings

All staff must wash hands after use of vehicle

All staff must wear masks when social distancing is a challenge

All Staff must wear masks when driving clients in vehicles

All Staff will be required to complete COVID-19 training certificates, handwashing, infection control basics, on our online Learning System

All Staff are required to wipe down high touch areas in their personal work environment

Doors propped open to office administration when possible

Kick plates are installed in several high traffic push doors

One way traffic patterns through administration

One way traffic residence kitchen

Staff prohibited from using client washrooms

Staff suggested to bring own coffee cup and be responsible for cleaning

Staff suggested to bring own cutlery - personal choice

Hand Sanitizer in all offices and Administration Pod is available

Hand Sanitizer in all group rooms

Hand Sanitizer and Wipes in Gym, all high traffic areas including by Swimming Pool, vehicles, and client computer and telephone stations.

Visible Signage is posted: Hand Washing, Coughing and Sneezing into Elbow, Social Distancing, Stay Home if you Are Sick

Social Distancing Signs posted

How to wear a Mask, who to call if a client is showing symptoms - Self Isolation Policy

Signs for the 3 W's posted - Wear A Mask, Wash Your Hands, Watch your Distance

Health and Safety Newsletters have been sent out to all staff keeping everyone updated and asking for feedback

Health and Safety Meeting held on site Thursday June 11th for Bowen Island Staff

Vitural Meeting Friday June 12th for off Island staff

Orchard Health and Safety Committee and to review all new measures during first week to ensure effectiveness

Open communication and feedback has been encouraged by all staff

A new COVID-19 tab has been set up on our online system for updates, past communications, new COVID protocols, and up to date information by WSBC, BCCDC, PHO, and WHO.

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## 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

Nurses will be provided, masks, gowns, gloves and face shields for close contact  
Kitchen staff will wear masks and or face shields when serving food

Driving clients in Vehicles

Serving Food

Coffee Station - everyone is asked to wear a mask

Making medication available if social distancing is not possible, taking blood pressure, COVID testing and close contact whenever social distancing is challenging

How to wear a Mask part of the online COVID-19 training - Mandatory

How to wear a Mask is located on our online system under COVID tab

It is posted in our COVID 19 tab that masks are secondary to social distancing.

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## 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.]
- 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

Provide information about your cleaning plan. Specify who is responsible for cleaning, the cleaning schedule, and what the cleaning protocols will include (e.g., which surfaces, tools, equipment, and machines).

Night Cleaners: Extra sanitizing of all high touch areas in Kitchen, dining hall and washrooms

Houskeeping: Daily cleaning and disinfecting all high traffic, high touch surfaces in Admin building, group rooms, healing room, and main residence

Nurses: Medication and Doctors office - all equipment

Counsellors: Their own office door knobs, chair handles, computer board, mouse and top of desk

Counsellors: Group room chair handles and door knobs

Office staff: Administration Pod high touch areas, client computer, door knobs, photo copier machine, phones, pens and anything in their personal area touched by others.

Intake Coordinator: Ipads used by clients, client computer, Intake office door knobs and key pad

Gym: Staff and clients responsible to wipe down machine before use and after each use (Signs Posted) Handsantizers, wipes, cleaning stations provided throughout facility. Extra cleaning stations were added.

Gym cleaning: professional cleaners weekly

Pool area: Hand Sanitizer and Sanitizing Spray with wipes in area for client use. Residence Supervisor cleans outdoor high touch area each morning. Clients not at this site during day except Sundays.

Kitchen: Extra attention to high touch equipment such as door handles, fridges, freezers, ovens, microwave, mixer, Water Cooler, juice machine, coffee machines, table tops in addition to regular cleaning

Staff cutlery set aside folded in napkin separate from client cutterly.

Night Staff, Sanitizing all high touch areas, phones, table tops, door knobs, coffee maker, pool rails

Day Kitchen Supervisor at Residence: Additional disinfecting of high traffic areas, coffee machine, door knobs, counters and end of shift cleaning after clients have left building.

All staff have been made aware of team effort for extra cleaning and sanitizing requirements in addition to regular day and night housekeeping staff. Clip boards with sign off on cleaning twice daily with assigned staff posted.

Vehicle cleaning protocol

Each morning sanitized - Minimum twice daily

Disinfect steering wheel, door handles, radio, seat belts, all high touch surfaces after each use

Hand sanitizer, sanitizing wipes, gloves, masks, garbage containers and tissues will be kept in each vehicle



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## 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. Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache.
- 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](https://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.



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## 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.

- 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.