

Parks and Recreation



Canada Games Pool and Fitness Centre Safety Plan

Covid-19 Safe Operations
Last updated September 2020

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INTRODUCTION

Category: Canada Games Pool safety plan

Updated: September 2020

Procedure/Policy

Purpose

This plan addresses the public health and workplace health safety requirements of the Government of Canada (Public Health Agency of Canada), the Province of British Columbia (Ministry of Health and Office of the Provincial Health Officer), Fraser Health Authority, and WorkSafeBC.

This document provides a practical guidelines and information to ensure that all staff and public are informed of the protocols, procedures, and policies that have been put in place to provide a safe environment during the COVID-19 Pandemic.

Scope

Canada Games Pool & Fitness Centre Re-Opening Safety plan applies to all indoor facility operations, services and programs. This plan includes operations and activities that were maintained as 'essential' services as well as those operations and activities that were curtailed to contain the spread of coronavirus (Covid-19).

This Plan is a living document that will evolve based on our commitment to the psychological and physical health and safety of our employees and the public during the remaining phases of the Province of British Columbia's COVID-19 pandemic Restart Plan, and based on direction and advice from the province (Provincial Health Officer), Fraser Health Authority, and WorkSafeBC.

Re-Opening Safety Plan Structure

The Canada Games Pool & Fitness Centre Re-Opening Safety Plan and the City of New Westminster COVID-19 Re-Opening Safety Plan includes communication plans for staff, patrons, staff training, protocols to be implemented, instructions on what PPE is required, confirmation of cleaning supplies on site and a work plan.

Definitions

The following is a brief description of select terms mentioned within this plan.

Patron	A person who has a reserved time slot or is registered in a program at our facility.
Visitor	Any person who is not a patron.
Office area	An area of a city building where city employees may enter and work, including specific work stations throughout the day. These areas are characterized by desks, tables, and chairs, and includes meeting room areas.
Phase 1, 2, 3, or 4	The BC initiatives to contain the spread of coronavirus (COVID-19) within the province as described in the 'BC Restart Plan'.
Physical distancing	Maintaining two meters (six feet) between from one another
Patron	Any person participating in a Canada Games Pool service or space
Fitness Advisors	An individual who is employed by the City of New Westminister that is trained to plan, support, and supervise fitness activities
Lifeguard	An individual who is employed by the City of New Westminister that is trained to plan, support, teach and supervise aquatic related activities
Cashier/Clerk	An individual who is employed by the City of New Westminister who provides patron and visitor support with general inquires and registration either in person or over the phone.
PSW	An individual who is employed by the City of New Westminister that is trained in cleaning procedure and general building maintenance.
Assistant Program Coordinator	An individual who is employed by the City of New Westminister that is trained to plan, support, supervise aquatic related activities and supervise lifeguards and swimming instructors
Program Coordinator	An individual who is employed by the City of New Westminister that supervises the lifeguards and assistant program coordinators and is trained to program and develop aquatic activities
Managers	An individual who is employed by the City of New Westminister that oversees all aquatic operations

Roles and Responsibilities

The City's senior management team, new normal staff committee, emergency operations centre, safety plan sub-committee, engineering controls sub-committee, employee engagement and education sub-committee, department management teams, and department health and safety committees have active roles in the development and implementation of this plan.

The following groups have certain roles and responsibilities under this plan and are described below.

Managers, Program Coordinators (PC), and Assistant Program Coordinators (APC) will support the following:

- Ensure their staff are following physical distancing requirements, or implementing alternate controls, such as the installation of barriers, where feasible, or the wearing of non-medical masks when physical distancing of 2m is not possible.
- Regular inspections of the workplace. Ensure that staff are trained, everyone in the building is physical distancing (when possible), protective equipment is in place and staff have access to Personal Protective Equipment (PPE) such as disposable gloves, masks, disinfectant wipes/spray, and face shields.
- Maintain ongoing individual contact with their staff working onsite and remotely to provide continued updates, information, support and guidance. *Information and coaching support is available through your Human Resources Department.*
- Review and coordinate roles and responsibilities with all contractors, suppliers, and employees. Ensure that all contractors, suppliers and employees are following relevant COVID-19 related policies, protocols and procedures.

Employees (Aquatic staff, clerks, cashiers, fitness staff, PSWs etc.)

- Complete a daily health screen
- Ensure they maintain the required physical distancing (2 metres apart from other workers). Exceptions are during rescues or first aids in which staff are required to wear the appropriate PPE
- Continue to follow all other safe work procedures. If it is unsafe to work, talk to a supervisor or manager to address concerns
- Stay home if they are sick or might be sick
- If employees are not able to maintain the required physical distancing during a work activity (such as a first aid) for prolonged periods of time (e.g. 15 minutes or more) they are to wear a non-medical mask for the duration of the work activity.
- Wash their hands for a minimum of 20 seconds at the start of their shift, before eating or drinking, after touching shared items, after using the washroom, after using a tissue, after handling cash or credit/debit cards, after touching common items, after each delivery (if contact was made) and at the end of their shift. It is recommended to remove jewelry while washing
- Additional information can be viewed below under Staff Health and Hygiene (p. 23)

Public (patrons, visitors, and contractors)

To ensure the health and safety of our employees and the public Parks and Recreation expects that patrons, visitors, and contractors will observe the following actions:

- If you are sick, you must stay home
- If you have underlying medical conditions, it is recommended that you not visit Canada Games Pool or other city facilities
- Anyone displaying symptoms of COVID-19, which primarily displays as a persistent cough, will not be permitted on the premises
- If you have travelled outside Canada, you are not permitted on our premises until you have self- isolated for a minimum of 14 days
- If you are displaying symptoms of COVID-19 or you live in a household where someone is showing symptoms of COVID-19, you must stay home
- Physical distancing from others outside your household is required at all times (minimum of two metres) including when entering and exiting city facilities
- When in Canada Games Pool adults (defined as patrons 15 years +) of different household groups must follow physical distancing guidelines of staying a minimum of 2m away from other adults.
- Drop-in visits are prohibited. All patrons of Canada Games Pool must be pre-registered for their designated swim time
- **Failure to observe physical distancing risks the closure of the facility, and as such, members of the public may be asked to leave the premises**
- Wash hands in washrooms on the premises or use hand sanitizer upon entering and exiting the city facility

RISK ASSESSMENT

Category: COVID-19 Procedures

Updated: August 2020

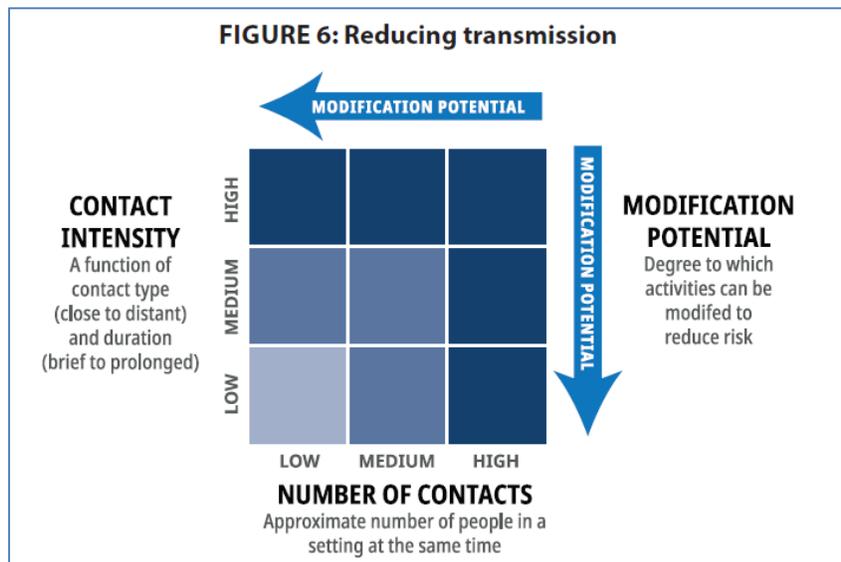
Procedure/Policy

Coronavirus (COVID-19) Transmission

“The risk of transmission at busy workplaces and other institutions is a direct function of two variables:

- The number of contacts (the number of people present at the same time) and
- The contact intensity (the type of contact – i.e., close or distant, and the length of contact – i.e., brief or prolonged).

These are factors we can rate as low, medium and high risks.”¹



SOURCE: Province of British Columbia “BC’s Restart Plan”, 2020

Risk Assessment

The starting point in safety plan development is to identify areas where there may be transmission 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.² This includes:

- Areas where people gather, such as common or general public areas including customer counters, break rooms, office and meeting rooms, changerooms, and operations area.

¹ Province of British Columbia – ‘BC’s Restart Plan’

² WorkSafeBC COVID-19 Safety Plan

- Job tasks and activities where workers are close to one another or members of the general public. This can occur in: entrances and exits, the lobby, during first aid situations, rescues, and throughout other parts of an aquatic facility that have been identified as pinch points.
- ‘Frequently touched surfaces’, those that numerous people touch often, such as doorknobs, light switches, ledges, debit & credit card terminal, chairs, washroom faucet handles, doors, bathroom stall walls, shower buttons, pool rails, lifeguard chairs, tools, machinery, and first aid and rescue equipment that employees commonly share while working;

Once a risk assessment is completed, control measures can be selected, designed and implemented based on the hierarchy of controls for both person-to-person transmission and surface transmission.

Parks and Recreation Operational Risks

As city operations, activities, and programs continue to reopen or restart the risk of transmission includes situations within indoor spaces or in open outdoor spaces that include various interactions involving:

- a) Employee to employee
- b) Public to public, and/or
- c) Public to employee

A copy of the citywide coronavirus (COVID-19) risk assessment is available. This risk assessment identifies (view Appendix A):

- Employee to employee interactions
- Public to public interactions
- Public to worker interactions
- Surface transmission risks

Facility/department Specific Hazard Identification and Risk Assessment

In addition to the various interactions that can commonly occur throughout the city involving city employees and/or the general public there are very specific transmission risks at most facilities. These specific risks are to be identified by completing facility or department specific risk assessments.

GENERAL OPERATIONAL GUIDELINES

Category: COVID-19 Procedures

Updated: August 2020

Procedure/Policy

Hierarchy of Controls

The 'hierarchy of controls' is the basic health and safety tenet for selecting control measure to address a hazard. Key COVID-19 transmission control measures following the hierarchy include:

1. Physical distancing measures – measures to reduce the density of people.
2. Engineering controls – physical barriers (like plexiglass at checkouts), or increased ventilation.
3. Administrative controls – clear rules and guidelines.
4. Personal protective equipment – e.g. use of non-medical masks.

This plan section identifies the key control measures required at every city workplace and/or public facility.

Key Control Measures

Self-assessment and When to Stay Home

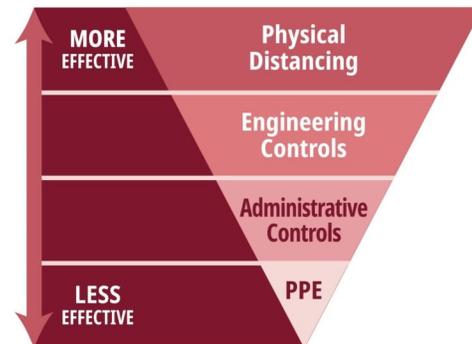
Access into or use of any city workplace or facility will require that employees and the general public be aware of their health and not come to work (employees) or enter a city workplace or facility (general public) when they are ill or have symptoms of a cold or flu. Those who are ill or symptomatic must stay home; those presenting with symptoms will be sent home.

The online tool for self-assessment is available through the BC Centre's for Disease Control (CDC) at www.bccdc.ca or <https://bc.thrive.health/covid19/en>.

A screening procedure and form has been prepared and is required to be followed by city employees ('Staff COVID-19 Self Screening Form') (View Appendix B).

Physical Distancing

All Parks and Recreation employees, workplaces and public facilities will require physical distancing requirements (i.e., 2 metre spacing). This can include workstations,



SOURCE: Province of British Columbia, Ministry of Health

"COVID-19: Going Forward", May 4, 2020

common and non-public corridors, washrooms, city vehicles, elevators and stairwells, and meeting rooms.

The following advice was included in the 'City Staff Survey QA (May 2020)':

- When at work, staff are required to practice physical distancing (e.g. two metres) at all times to the greatest degree possible.
- In situations where physical distancing requirements cannot be maintained, staff are provided with masks. Staff who wish to wear a mask (non-medical) while at work can request for one through their supervisor or manager.
- For certain tasks, there may be additional precautions that may require staff to wear other personal protective equipment (PPE) that can include gloves, gowns, and eye protection.

Cleaning, Disinfection and Personal Hygiene

Parks and Recreation has and will continue to carry out more rigorous cleaning and disinfection of 'frequently touched surfaces' at city facilities. At the beginning of Phase 1 the city developed and implemented 'Cleaning and Disinfection of Frequently Touched Surfaces Guidelines'. These will remain in-place throughout the COVID-19 pandemic.

In addition to cleaning and disinfection of 'frequently touched surfaces', and tools and equipment, city employees and the public will be required to wash hands more frequently and thoroughly. Where this may not be immediately practical, hand sanitizer will be made available for use.

The following advice was included in the 'City Staff Survey QA (May 2020)':

- Disinfectant wipes are available for use by staff to clean and disinfect their workstations.
- For shared workstations, staff should clean and disinfect their frequently touched work surfaces including desks, keyboards, mouse, and other surfaces (e.g. telephone, chair armrests, light switches, door knobs, lifeguard chairs etc.) prior to and after each of their shifts.
- Frequently touched surfaces (e.g. steering wheel, console, handles, seatbelts) of shared City vehicles are to be wiped down and sanitized prior to and after use.
- Wash hands frequently, and/or use hand sanitizer made available to staff throughout City buildings and facilities.
- All high touch surfaces (e.g. door knobs, door handles, work surfaces, vehicle surfaces, tools and equipment, washroom facilities, etc.) are cleaned and disinfected by Departments and their assigned staff on a frequent basis.

Additional Controls

Elimination

The key effort taken to-date has been to eliminate or reduce the potential for person-to-person contact.

Parks and Recreation Facilities

- Most facilities have been closed in order to contain the spread of COVID-19; these are being re-opened on a practical schedule as the province continues along Phase 3.
- Working remotely (e.g., working from home) is a priority for employees, where it is operationally feasible.
- As city facilities start to re-open, occupancy limits for the various premises will be examined and where needed, limits for gathering sizes for facilities will be identified or along mandated limits (i.e., 50 people for one-time or episodic events). This may be by establishing prior registration to limit facility use gathering sizes.
- Occupancy limits have been calculated and are posted in each space within the City facilities.
- Meeting rooms, change rooms, washrooms, use may have special limits or practices.
- No-touch transfer of items from city employees to the public, a sign will be posted that we prefer cashless payments, but will still accept cash.

Engineering Controls (barriers)

Where frequent employee-to-public or employee-to-employee interactions occur, and where physical distancing may not be able to be maintained, barriers may be designed and installed. Barriers will be installed only where they do not affect health and safety of city employees or the public (e.g., within vehicles, blocking emergency routes or access).

The New Normal Staff Committee has an Engineering Controls sub-committee dedicated to design and installation of all engineering controls, for example barriers and/or relocating work stations.

Administrative Controls

Every department will require signage and labelling to provide direction to Parks and Recreation employees and the public. This includes signage for limiting person-to-person or surface transmission (e.g., entryways, queue locations and travel routes, common equipment frequently used by multiple persons such as photocopiers).

The Engineering Controls sub-committee is dedicated to design and installation of all signage (e.g., posters and floor markings).

Signage has been posted throughout the facility including: occupancy limits, effective hygiene practices and how to put on and remove PPE

Personal Protective Equipment (PPE)

At present the use of PPE under this safety plan is limited to city employees. As the city continues to re-open, risk assessments may identify situations where the public may be provided with necessary PPE (i.e., masks).

Gloves, Eye Protection, Gowns/Aprons/Coveralls

Where Parks and Recreation employees are required to commonly and frequently handle items where pre and post hand washing (or use of hand sanitizer) is not practical, gloves will be worn. The types of items handled could include tools, equipment, money, debit/credit stations, first aid equipment, and computers.

Gloves and gowns are to be worn during first aid. Staff are to follow the guidelines of safely donning and removing PPE to limit contamination. Further details on when to wear PPE and how to remove can be viewed in the [Guidelines for Reopening BC & Yukon Pools and Waterfronts by the Lifesaving Society](#)

Masks

All staff are required to wear a mask when physical distancing of 2m cannot be maintained such as during a first aid or work activity that limits the physical distancing space for a duration of 15 minutes or greater.

Further details on when to wear PPE and what PPE to wear can be found in the [Guidelines for Reopening BC & Yukon Pools and Waterfronts by the Lifesaving Society](#)

EMPLOYEE POLICIES

Category: COVID-19 Procedures

Updated: August 2020

Procedure/Policy

The city has developed and implemented many policies and practices during BC's Phase 1 efforts. These will continue to be followed in Phase 2 & 3. A specific policy may be revised according to Phase 2, 3, or 4 implementation requirements.

COVID-19 Incident Reporting and Investigation

If an employee is concerned they may have come into direct contact with an individual with COVID-19, they should monitor their own health and follow self-assessment and stay at home practices discussed above.

Upon notification by public authority to a confirmed case of COVID-19 involving an employee, patron or visitor, the city will participate and follow the directions and guidance of public health representatives. This will include assisting with any necessary contact tracing and other city investigation policies.

It may be necessary to advise other employees there has been a case of COVID-19 confirmed in the workplace. However, any disclosure should avoid identifying information and be limited to the extent it is necessary to take precautions to protect health and safety. Similarly, patron information must remain confidential if a case is confirmed.

Violence

Due to the pandemic members of the public are likely experiencing more stress than usual and as result may be quicker to react in an inappropriate or even possibly violent manner such as abusive language, arguing or even physical aggression. Such actions are not tolerated and staff are to respond accordingly and to follow the procedures in the Canada Games Pool Policy and Procedure manual. Staff are expected to review the Workplace violence document.

Patron and Visitor (including Contractor) Policies

During all phases of the BC COVID-19 response, the city may revise and/or implement patron and visitor policies appropriate to the situation or activity. *Refer to "Employee and Public Communications" section below.*

Patrons and visitors are required to self-screen. A city employee will not screen patrons or visitors upon entering the facility, however a self-screening poster will be located at the entrance of the facility. A staff concierge will be stationed outside the facility to remind patrons about screening before they enter.

Employees have the training, support and strategies for dealing with patrons and visitors who may be unwilling or are unable to understand the approach to managing facility volumes. This may include reviewing the city's 'Protection of Workers from Violence Policy' and procedures, and training and reporting requirements for minimizing the risk of violence to employees.

Contractors and other visiting workers that will spend more than 15 minutes in a facility and will be in close proximity to city employees must complete and return the COVID-19 Self-Screening Form (Visitors and Contractors), to the Project Manager prior to working at the facility. All contractors and suppliers will need to contact an aquatic supervisor/manager prior to arrival. The onsite supervisor will handle all deliveries.

Employee and Public Communications

During all phases of the BC COVID-19 response the City of New Westminster will provide ongoing communication to its employees and the public on its efforts to contain the spread of coronavirus (COVID-19).

Employees Employees will be kept informed of ongoing efforts and practices through ongoing communications from the various committees with coronavirus (COVID-19) responsibilities, senior management or their supervisor. In addition to direct communications (e.g., email, staff meetings, supervisors), the city will maintain a site detailing COVID-19 efforts and resources for city employees. Employees can access COVID-19 information at <https://sharepoint.newwestcity.ca/staff>, or the HUB.

Public The public will be informed of the city's effort through regular communications such as is provided on the city website (www.newwestcity.ca) COVID-19 reference and resource webpages and/or presented on department specific webpages.

Each facility will, also post signage and labels appropriate to the practices and requirements for activities at city facilities.

Where necessary, city employees may also be required to discuss COVID-19 entry and meeting protocols prior to their visitor meeting or work times at city facilities (e.g., scheduled meeting).

MONITORING AND UPDATING PLAN(S)

Category: COVID-19 Procedures

Updated: August 2020

Procedure/Policy

Site or Facility Monitoring

Regulate the number of people entering the facility in order to maintain adequate social distancing or to comply with the [PHO Order 'mass gathering events'](#) to not exceed 50 people. This will be achieved by requiring all patrons to preregister before attending Canada Games Pool.

Employee Feedback

As the city moves through the process of developing and implementing this city-wide COVID-19 safety plan and department/facility supplemental safety plans, any feedback, suggestions, concerns or ideas will be very helpful. It is also important that critical information from the New Normal Staff Committee and Safety plan sub-committee will be shared with departments (e.g. department management team, department health and safety committee, etc.) by the designated representative. Likewise, any feedback, suggestions, concerns or ideas the department representative may receive from their department can then be shared with the Safety Plan sub-committee.

The content and implementation of the department/facility supplemental safety plans will follow the general approach of this primary document.

Employee feedback is encouraged and will be emphasized during training. All feedback, questions and concerns can be provided to their direct supervisor to follow up. As new information is provided by the City and key organizations (e.g. Worksafe BC, BCRPA, Lifesaving Society BC & Yukon) this information will be shared with staff.

Reporting Safety Concerns

The city has implemented and will maintain a COVID-19 compliance hotline and email inbox to respond to compliance related concerns within the City of New Westminster. As noted on the city website:

The public can call 604-636-4343 or email covidcompliance@newwestcity.ca to report a concern about compliance with the latest public health orders.

Please note the provincial public health office is responsible for making the public health orders and the City's COVID-19 response is guided by their information.

Both the email and phone number will be monitored Monday to Friday 8:30 am to 4:30 pm, and Saturdays, Sundays and holidays 10:00 am to 6:00 pm.

Employees are expected to report any specific COVID-19 related concerns to their immediate supervisor and in keeping with city requirements with any health and safety concern.

Pandemic Restart Phase Progress

The implementation of this re-opening safety plan will be guided by the province's ongoing mandates and direction. As noted in the May 2020 [BC Restart Safety Plan](#) various activities will be phased back into operation according to the progress and level of risk anticipated.

The City of New Westminster will maintain its current re-opening plans in response to the province's direction and provincial situation.

Canada Games Pool & Fitness COVID-19 Booking Procedures

Category: COVID-19 Procedures

Updated: August 2020

Procedure/Policy

Canada Games Pool Aquatic Reserved Drop-in Options

- Lane Swimming - Participants will have their own 25 meter lane in the middle section (depth of pool is 4 feet -5 feet) or deep end (depth of pool is 6 feet – 15 feet) for 1 hour and 15 minutes. This time starts when you enter the facility.
- Leisure Swimming - Participants will enjoy time in the shallow end (depth of pool is 3 feet - 3.5 feet) for 1 hour and 15 minutes. This time starts when you enter the facility. The majority of this swim is in the shallow end with very limited numbers being allowed to enjoy the teach pool for short periods of time.

Booking Procedure for Leisure and Lanes

- Payment for Leisure and Lane Swimming is required at time of booking. No unscheduled drop-in sales are permitted.
- Payments can be processed via debit or credit card online or over the phone. Alternatively, if cash is your only payment option, a swim credit can be added to your account for future registrations. In person registration is available but due to capacity limitation lining up outside will be required.
- Reserved drop-ins time slots will be available 3 days in advance for residents and 2 days in advanced for non-residents.
- Waitlists are intended for members of the public who are not registered in a current time slot. *Waitlisted patrons must receive a call or email that a spot has become available before coming to the facility. They must register and pre-pay before arriving at the facility. Waitlisted patrons will not be allowed to enter the facility if they have not been called or emailed ahead of time and booked into a spot.*
- *Upon arrival please line up at a waiting marker. Arrive 10 minutes prior to your reserved swim time or 15 minutes prior to your private lesson(s) time. It is important that you arrive at these times so we are able to check you in and ensure you are able to enter the facility for your time slot on time.*

- Leisure and Lane cancellations must be made with at least 24 hours' notice to receive a refund. Cancellations made with less than 24 hours' notice will not qualify for a refund. No-shows will be tracked and failure to cancel may result in pool privileges being revoked.

Canada Games Pool Booking Procedure for Fitness and Aquafit

- Payment for reserved fitness timeslots and aquafit is required at time of booking.
- Payments can be processed via debit (EFT) or credit card online or over the phone. Alternatively, if cash is your only payment option, a credit can be added to your account for future registrations. Please call in advance of the day you wish to register so we can arrange a time for you to come in a place a credit on your account prior to you registering.
- Reserved fitness timeslots and aquafit classes will be available 3 days in advanced for residents and 2 days in advanced for non-residents.
- Waitlists are intended for members of the public who are not registered in a current time slot. Waitlisted patrons must receive a call or email that a spot has become available before coming to the facility. They must register and pre-pay before arriving at the facility. Waitlisted patrons will not be allowed to enter the facility if they have not been called or emailed ahead of time and booked into a spot.
- Upon arrival please line up at a waiting marker. Arrive 10 minutes prior to your reserved fitness or Aquafit time. It is important that you arrive at these times so we are able to check you in and ensure you are able to enter the facility for your time slot on time.
- Cancellations must be made with at least 24 hours' notice to receive a refund. Cancellations made with less than 24 hours' notice will not qualify for a refund. No-shows will be tracked and failure to cancel may result in pool privileges being revoked.
- No back-to-back bookings
- Schedules are subject change without notice.
- Aquafit classes do not run on Stat holidays or Stat holiday weekends.
- Aquafit bookings are a 75 min booking = 15 min pool check-in/orientation + 45 min class +15 minute cool down.

Please review the Canada Games Pool Safety Guidelines on page 2-3

Canada Games Pool Safety Guidelines

Please take the time to review the following guidelines to help keep swimmers and staff safe this Fall.

- Anyone displaying COVID-19 symptoms will be asked to leave/refused admittance.
- Upon arrival, patrons must line-up along the covered side of the building observing the 2-metre distance markers.
- Please maintain a minimum 2-metre distance from other family groups and staff while in line, on deck and in the water.
- Swimmers must use the hand sanitizer station upon entering the facility.
- Please come dressed in swimming attire prior to entering the facility. Change rooms and showers will be available after your swim but with limited capacity.
- Lockers are not available. All personal belongings must be placed in assigned areas along the deck. Leave valuables at home.
- Water Fountains are open. Automatic touchless water bottle fountains are available on the pool deck. You must have a water bottle with you to use these.
- Please follow facility signage, arrows and staff direction.
- All swimmers must shower prior to coming to the pool. If you cannot shower prior to your visit limited showers are available.
- Swimmers are required to stay in the pool space they have booked.
- Lanes are for length swimming and water running only. The deep end will not be available for diving or deep-water play.
- Pool equipment will not be available. Limited Personal Floatation Devices available for children upon request. Swimmers may bring in their own pool toys. Large inflatable toys not permitted.
- Notify a lifeguard if you require First Aid (additional protective measures will be in place).
- At the end of the swim time, please promptly follow staff direction to exit the facility so that we may clean the space before the next swimmers arrive.

Fitness Centre Safety Guidelines

- Anyone displaying COVID-19 symptoms will be asked to leave/refused admittance.
- Upon arrival, please line-up along the uncovered side of the building observing the 2-metre distance markers.
- Please maintain a minimum 2-metre distance from other people while in line, in the lobby and the fitness centre.
- Use the hand sanitizer station upon entering the facility.
- Please come dressed in workout attire prior to entering the facility. Change rooms and showers will be available at the end of your time slot, but with limited capacity.
- Lockers and cubbies are not available.
- Water Fountains are open. Please follow facility signage, arrows and staff direction.
- Please ensure you wipe down your machine and equipment before and after use.
- Soft equipment such as thigh bands, squat bar pads, medicine balls and some cable attachments are not available at this time.
- Notify a Fitness Advisor if you require First Aid (additional protective measures will be in place).
- At the end of your timeslot, please promptly follow staff direction to exit so that we may clean the space before the next set of people arrive to workout.

Staff Training Plan

Category: COVID-19 Procedures

Procedure

Staff Training

Staff training will be a blended model of both online and in-person training. In-person training will be done in smaller groups in order to facilitate physical distancing. Personal protective equipment will be available to the staff during all in person training and where a distance of 2m cannot be maintained, staff will be required to wear masks (exception being in the water for the Aquatic staff).

Online Training Topics

Online training will include the following:

- Review of the Safety Plan
- Circulation map review
- Admissions updates and policies
- Covid-19 screening for both staff/public
- Administrative spaces
- Changeroom circulation review
- Programming updates (fitness classes & swimming lessons)

In-Person Training Topics

In-person training will include the following:

- Facility tour highlighting the new circulation plan
- Review of admissions procedures
- Cleaning procedures
- First Aid procedures/protocols (Aquatics specific)
- Lifeguard rotation expectations/procedures (Aquatics specific)
- Lifeguard Rescue ready Assessment (Aquatic Specific)
- PPE, First Aid, and In-water simulations
- Review of programming updates & polices

All staff training is built around the Pool Safety Plan in conjunction with the latest updates from Public Health, BCRPA, Lifesaving Society, Red Cross, BCCDC, WorkSafe BC, the provincial and local government, and the City of New Westminster Safety Plan (See Appendix C).

Staff Health and Hygiene

Category: COVID-19 Procedures

Procedure

COVID-19 Health Assessment

Employees are required to recognize the signs and symptoms related to COVID-19, carry out on an ongoing basis the self-assessment practices that the city has implemented prior to work each shift (*refer to Staff COVID-19 Self-Screening Form*) (View Appendix B).

- All staff are required to self-screen before reporting to any City sites for work and can refer to the Staff COVID-19 Self-Screening form.
- Staff are required to stay home if they have COVID-19-like symptoms (fever, chills, cough, shortness of breath, sore throat, painful swallowing, stuffy or runny nose, headache, muscle aches, fatigue and loss of appetite), a family member has Covid-19 like symptoms or are sick.

Staff should:

- Inform a supervisor/manager
 - Isolate yourself at home
 - If you think you may have symptoms, use the [BC Centre for Disease Control's self-assessment tool](#) to help you determine if you need further assessment/testing for COVID-19.
 - Contact 8-1-1 for assessment and direction or contact your family physician
-
- Employees who have travelled internationally are to remain away from the workplace for at least 14 calendar days and as directed by 8-1-1 and/or their family physician.
 - Illness at Work
 - Employee to immediately put on face mask if not already on
 - Employee to inform supervisor
 - Employee to go home, recover for the prescribed self-isolation period
 - The unwell employee is to have their work area and equipment disinfected
 - As soon as they arrive home to conduct self-assessment or phone 8-1-1
 - If employee is severely unwell at work (i.e. difficulty breathing or chest pain) they are to be moved to a designated isolated area within the facility and 9-1-1 is to be called.

Whenever an employee will be away from work for possible COVID-19 self-isolation requirements (or other illness), follow the city illness reporting requirements as per the city's disability management and Incident Management and Investigation policies.

Daily records in the form of the staff schedule are kept of staff who work together in the event there is a need for contact tracing on the part of the Medical Health Officer.

Hygiene

Hand Hygiene³

Employees must wash their hands upon entry to the building and before and after:

- Eating
- Breaks
- Smoking
- Blowing one's nose, coughing, or sneezing
- Using the toilet
- Being in contact with animals or pets
- Using shared/common equipment
- Providing routine care for customers needing assistance or first aid
- Handling of cash/credit/debit cards
- Accepting a delivery (if contact was made)

It is recommended to remove jewelry while washing.

³ (Lifesaving Society BC & Yukon, 2020), pg. 5

Face Masks⁴⁵

- The City of New Westminster will be providing each staff person with 2 reusable face masks. Disposable three layer non-medical masks will also be available to staff. Masks will be available for patrons when needed, in such instances as a first aid.
- Staff are required to wear face masks if physical distancing of 2m cannot be maintained with other staff members or members of the public. Such instances could be first aids scenarios, completing check-ins etc. Transient interactions (i.e. walking by in a hallway or being briefly in the same room) the risk of exposure is categorized as being “low/no known risk”.
- Masks can become contaminated on the outside when touched by hands so employees should avoid touching or adjusting them often.
- Masks that become wet, soiled, or damaged are less effective and must be replaced immediately.
- Masks must be put on and taken off correctly, including not touching the front of the mask and washing hands before/after application and removal. Use the [BC CDC Surgical Mask Poster](#) for more information on how to put on and remove a mask
- Masks are never to be shared with others.
- Masks will not be required to be worn by the public but highly encouraged.

Personal Hygiene

- Avoid physical greetings such as handshakes and hugs.
- Employees must practice good hygiene throughout their shift including proper hand washing and cough/sneeze etiquette.
- Hand sanitization using an alcohol based sanitizer should also be practiced frequently throughout the day, especially after touching people or their belongings (Fraser Health p.8)
- There should be no sharing of cigarettes or vaping equipment.
- There should be no sharing of personal belongings.
- There should be no sharing personal guarding equipment (i.e. whistles, hats, fanny packs etc.)

⁴ (Public Health Agency of Canada, 2020)

⁵ (WorkSafe BC, 2020)

Keeping Shared Spaces & Equipment Clean

Shared Staff Change Rooms

- Staff should arrive dressed in their uniform.
- A maximum of 1 staff in a staff change room. Physical distancing must occur at all times.
- Personal items brought in (e.g. bags, shoes, jackets) must be kept to a minimum and fit.
- If personal items are in the change room, adequate space must be kept between each staff member's items to encourage physical distancing.
- Lockers will not be available for staff. Staff should leave all valuables (such as electronic devices) at home if possible and are required to take all personal items home with them at the end of their shift. Bins will be provided to store minimal belongings during their shift.
- At the end of their shift, staff should change out of their uniform, place it in a bag and take it home to be washed. This includes re-useable masks.
- Staff will be required to bring their PPE for each one of their shifts and are required to take it home with them again at the end of their shift.

Shared Equipment⁴

- Equipment and tools should not be shared between employees (PPE, office supplies, etc.)
- All equipment used in a shared work space is required to be disinfected at the end of each shift (i.e. computers, phones, tools etc.)
- Clean staff room table before and after each use.
- Staff will be required to bring their own utensils as they will not be provided for staff.
- Avoid sharing common objects (e.g. pens).
- Uniforms should be washed at home at the end of each shift.
- Lifeguards will still be required to carry a rescue tube with them while lifeguarding. Each staff will have their own rescue tube for the duration of their shift. At the start and end of their shift, lifeguards are to disinfect their rescue tubes. All rescue tubes will be cleaned at the end of each day.

Recommendations are derived from the City of New Westminster Safety Plan (See Appendix C).

⁴ (Lifesaving Society, 2020), pg.6

Facility Admission & Access

Category: COVID-19 Procedures

Procedure

Facility Admission^{6 6}

The City of New Westminster is implementing the following facility admission protocols:

1. At the entrance, signs are installed to inform patrons that:
 - a. Patrons must not enter if they suspect they have COVID-19 or if they have any of the known COVID-19 symptoms.
 - b. Patrons must maintain physical distance of 2 metres from other patrons and staff
 - c. On arrival, patrons must wash their hands with soap and water or use hand sanitizer.

Reserved Fitness Center, Leisure and Lane patrons are asked to arrive 10 minutes prior to their time slot for check-in and information. These patrons will be let in right when their time slot begins (1 hour and 15 minutes). Lesson patrons are asked to arrive 15 minutes prior to their time slot for check-in and information and will be let in 5 minutes ahead of their lesson (30 minutes).

2. Changeroom access is only available at the end of your time slot. Changerooms will be limited use based on occupancy capacity.
3. Employees located at the front desk are protected by a plexiglass barrier. Employees should wear gloves while handling cash if unable to wash their hands or use hand sanitizer after each transaction.
4. A reservation system will be in place and all patrons entering the facility are required to be a in a registered lesson or reserved time slot for the fitness center or pool in order to gain access to the facility. Members of the public who are on a waitlist or do not have a reserved or registered time slot are not allowed to enter the Facility. Total Facility Occupancy is 156 persons.
5. Canada Games Pool will retain the basic contact information for all attendees in the event there is need for contact tracing on the part of the Medical Health officer.

⁶ (Lifesaving Society BC & Yukon, 2020), pg. 7

⁶ (Fraser Health Authority, 2020)

Facility Access⁷

1. Facility access is provided with separate entry and exit points at the main entrance with barriers/floor markings ensuring physical distancing.
2. Signage, floor markings and barriers are installed to guide patrons in and out of the building.
3. Physical markers are installed outside of the facility which indicate where to line up and two metre physical distancing for patrons waiting in line. This area is covered.
4. Signage and barriers are installed in the change rooms to encourage physical distancing.
5. Lockers and cubbies are unavailable for patrons.
6. Occupancy limits posted for all public and staff spaces.
7. Staff visitors are prohibited.
8. Staff must leave the building immediately after their shift ends.
9. Patrons are required to exit the pool/fitness center immediately at the end of their time slot. They will need to exit through the main lobby doors if they wish to leave without changing. All patrons wanting to change must go directly to a changeroom as space and changing time is limited.

Recommendations on facility access are based on the City of New Westminster safety plan (See Appendix C).

Facility Evacuation

In the event of an evacuation, staff will refer to the policies and procedures in the Canada Games Pool Safety manual. While staff and patrons are encouraged to maintain a physical distance of 2m during the evacuation, it is not mandatory. Only once staff and patrons have safely evacuated from the facility and arrived at the muster location will physical distancing be enforced.

⁷ (Lifesaving Society BC & Yukon, 2020), pg. 8

Occupancy Limits

Location	Seated (1.3m radius – 5.31m ²)	Walk Through (1.65m radius – 8.55m ²)	Active 2m radius – 12.57m ²)
Upper Fitness Area			37 [20]
Lower Fitness Area			22 [8]
Teach Pool			4
Shallow End – Main Pool			19
Mid- Section – Main Pool			37
Deep End – Main Pool			37
Lobby	11	7	
South West PSW Outside Storage (x2)	2		
South West Lifeguard Outside Storage	2		
South West Maintenance Outside Storage	2		
Teach/Swirl Boiler Room		1*	
Teach/Swirl Filter Room		2	
Teach/Swirl Acid Room		1*	
Front Desk Storage Room		1*	
Clerk Supervisor Office	2		
Front Desk	3		
APC Guard Office	2		
APC Teaching Office	2		
Manager's Office	1		
Maintenance Office	1		
Meeting Room	3		
Staff Room	4		
First Aid	1*		
Family Mechanical Room	1		
Male Public Washroom	3	1	
Female Public Washroom	2	1	
Storage and Electrical	2		
Family Changeroom		4	
Male Changeroom		12	
Male Lifeguard Room	1		
Female Changeroom		11	
Female Lifeguard Room	2		
Sauna	4		
PSW Workshop	3		
Electrical Room	6		
Maintenance Workshop	5		
Storage	1*		
Boiler Room	5		
Acid and Mechanical Room	2		
Main Filter Room		5	
Timing Room	1		
Deep Filter Room		2	
Deep End PSW Storage		1	

Deep End Chemical Storage & Swim Meet Room		1	
Guard Storage		1	
Laundry Room		1*	
Upstairs Fan Room		1*	
Paint Room	1*		
Upstairs Workshop 1	2		
Upstairs Workshop 2	2		
Fitness Advisor Office	1*		
Fitness Programmer Office	1*		

Disinfection & Cleaning Procedures

Category: COVID-19 Procedures

Procedure

The disinfection procedures listed are in response to the COVID-19 pandemic. These cleaning measures are in addition to regular facility cleaning procedures which are located on the Canada Games Pool PSW and Lifeguard Cleaning logs.

Personal Protection⁸

The risk of exposure to cleaning staff is inherently low, however cleaning staff should wear disposable gloves and appropriate PPE for all cleaning tasks, including handling trash (the PPE should be appropriate to the cleaning task and should follow MSDS requirements as well). PPE should be put on and removed carefully to avoid contamination of the wearer and surrounding area. Work uniforms should be washed after each shift.

Cleaning Procedures^{9 10}

Surfaces frequently touched by hands are most likely to be contaminated. These include but not limited to doorknobs, handrails, light switches, cabinet handles, faucet handles, tables, countertops, electronics, credit/debit terminals, lifeguard chairs, shower buttons and first aid and rescue equipment. These areas are high priority cleaning areas within the facility. Specific cleaning lists and daily operation checklists will be provided to staff to outline cleaning expectations and cleaning will be documented throughout the day and tasks will be signed off by staff.

The City of New Westminster has created a detailed cleaning log for staff (PSWs, Fitness Advisors, Lifeguards and administrative staff) which includes where, what, and how often cleaning is occurring.

For Lifeguards Refer to Daily Maintenance Sheet, Chemical Top Up, DPD Log and Lifeguard Transition Checklist.

For PSW Cleaning Refer to Nightly Assignments, Men's and Women's Change Room Nightly Responsibilities, Men's and Women's Change Room Check List, Lobby Daily Cleaning Routine, PSW Cleaning Procedures, Filter Log and DPD Log.

⁸ (Lifesaving Society BC & Yukon, 2020), p. 49-51

⁹ (Lifesaving Society BC & Yukon, 2020), p. 49-51

¹⁰ (Fraser Health Authority, 2020)

Cashier/Clerk Area

Staff will clean their work stations before and after their shifts. Office supplies will not be shared. See daily cleaning tasks behind the front desk.

Fitness Centre

Weight Room Equipment will be limited due to physical distancing requirements, one entrance and exit point in weight room identified. The entrance door to the weight room will be kept open to help minimize touch points.

Drinking fountains will be open. Automatic touchless water bottle fountains are available. You must have a water bottle with you to use these. These are located on the pool deck and will only be available once the whole facility is open.

Fitness Centre staff have the ability to go into the office upstairs.

Fitness Centre fitness equipment and accessory touch points to be cleaned regularly and documented daily using cleaning logs. To reduce touch points, many items have been removed from spaces.

Hand sanitizer stations are located at the entrance and exit of Fitness Centre.

PFDs and Rescue Tubes¹¹,

PFDs and Rescue tubes are to be cleaned after each use prior to being used by another individual. Assigned lifeguards will be responsible for this cleaning. PFDs and rescue tubes are to be cleaned by:

Option 1

- Leave the PFDs or Rescue tube in the pool for a few minutes (Lifesaving Society p.12)
- Ensure the PFD is submerged or turned to disinfect both sides (Lifesaving Society p.12)
- Hang to dry overnight

Option 2

- Clean and disinfect the PFD or Rescue tube (Lifesaving Society p. 56) (i.e. use Lysol spray)
- Let spray sit on equipment for at least 10 minutes
- Rinse thoroughly
- Hang to dry overnight

¹¹ (Lifesaving Society BC & Yukon, 2020), pg. 41

Hard Surface Equipment (i.e. Spine board, desks etc.)

All hard surface equipment must be cleaned and disinfected at the end of day or after use (p. 62). Canada Games Pool staff must be responsible for their own areas within the building. This must be done by:

Option 1

1. Spraying with Vert-2-Go Saber Ready to Use onto a Scrim Reinforced Wipe, Lysol Spray, or Lysol Wipes
2. Let product sit
 - a. 1 minute for Vert-2-Go Saber Ready to Use
 - b. 10 minutes for Lysol Spray
 - c. 30 seconds for Lysol Wipe
3. Wipe dry using a new Scrim Reinforced Wipe

Option 2

1. Clean equipment
2. Place rescue equipment in pool water to disinfect (Lifesaving Society p.62)

Hard Surfaces and High Touch Areas

All hard surfaces and high touch areas must be cleaned frequently (BCRPA p. 47). PSW and maintenance team is responsible for cleaning these areas. This can be done by:

1. Spraying with Vert-2-Go Saber Ready to Use onto a Scrim Reinforced Wipe, spray Lysol spray, or Lysol Wipes
2. Let product sit
 - a. 1 minute for Vert-2-Go Saber Ready to Use
 - b. 10 minutes for Lysol Spray
 - c. 30 seconds for Lysol Wipe

Wipe dry using a new Scrim Reinforced Wipe

Chemicals Used for Disinfection/Cleaning.

Product	Application	Who can Use	Where it can be used	PPE (*refers to optional PPE)	Dwell Time	Rinse	Towel Colour
Vert-2-Go Saber Ready-to-use	Mop, Spray bottle	PSWs, Fitness Advisors and Lifeguards	General	Safety glasses, goggles* gloves*	1 minute	Option, but need wipe down	Yellow
Vert-2-Go Saber Concentrated	Mop or Spray bottle (after mixed)	PSW	General	Face shield or goggles or safety glasses gloves	30 seconds	Optional, but need wipe down	N/A
Vert2Go Bio Sanigel	Squirt Bottle	PSW	Toilet Bowls	Safety Glasses*, gloves*	n/a	Flush	Pink
R2L Bactericide	Foam	PSW	Shower Walls, floors, stall walls	Gloves, Goggles, Safety glasses mask*	10 min	Rinse with water	N/A
D-400 (D-4055)	Mop, spray foam	PSWs	Toilets, sinks, porcelain, floor	Face shield, goggles gloves, apron, mask*	10 min	n/a	Pink/Blue
Grizzly	Mop, spray foam	PSWs	General, showers walls	Goggles, face shield, gloves, mask*	n/a	Rinse with water	N/A
Windex/Virtex	Spray Bottle	PSWs and lifeguards	Windows, Mirrors	Wash hands after use	n/a	Wipe down	Green
Purell	Pump	All staff and Public	Hands	n/a	n/a	Not needed	N/A
Total (similar to Liquid Comet)	Squeeze Bottle	PSWs	Scrubbing Porcelain	Gloves, safety glasses	n/a	Rinse with water or flush	Pink/Blue
Lysol Spray Liquid	Spray bottle	All	PFDs, Rescue Tubes	Gloves, safety glasses, wash hands, mask*	10 min	Wipe	
Lysol Wipes	Wipe	All	Hard Surfaces, Fridge, Microwave, First Aid Bed	Gloves, safety glasses, wash hands, mask*	30 seconds	n/a	

Assignment of Disinfection/Cleaning Tasks – Cleaning blocks (Lifeguard Operational Checklist, Lifeguard Transition Cleaning Checklist, Lifeguard Morning Supervisor Checklist, Lifeguard Afternoon Supervisor Checklist, Pool Service Worker Operational Checklist, PSW Nightly Assignments, PSW Changeroom Nightly Assignments and PSW Daily Lobby Cleaning Routine)

Staff	Change Rooms/ Washrooms	Lobby	Pool Deck	Staff Room	Front Desk/Admin	Storage	Fitness Centre
Lifeguards	Door Handles, wheelchair access buttons	Door handles, plexiglass, ledges, wheelchair access buttons	Pool railings, guard chair & bag storage, shower button, soap dispenser, first aid equipment, PFDs, Water fountain, DPD kit, first aid equipment, high touch areas	Staff room, first aid equipment, microwave, fridge, sink		PPE equipment, PFDs, Laundry room	
Fitness Advisors							High touch points
Pool Service Workers	Floors, garbage, toilets, showers, benches, change tables, walls, partition walls, door handles, doors, counters, mirrors, sinks, paper dispensers, grab bars, paper dispensers, soap dispensers	Windows, floor, benches, ledges	High touch points, fencing, garbage	Washroom, shower, lifeguard changerooms	Floors, high touch points,		Garbage
Cashiers/Clerks		Door handles, plexiglass, ledges, wheelchair access buttons, turnstile			cashier area, plexiglass, electronics		

Assignment of Disinfection/Cleaning Tasks – After-hours (Lifeguard Operational Checklist, Lifeguard Morning Supervisor Checklist EDMS, Lifeguard Afternoon Supervisor Checklist, Pool Service Worker Operational Checklist, PSW Nightly Assignments and PSW Changeroom Nightly Assignments)

Staff	Change Rooms/ Washrooms	Lobby	Pool Deck	Staff Room	Front Desk/Admin	Storage	Fitness Centre
Lifeguards	wheelchair access buttons, door handles	wheelchair access buttons, door handles	Equipment, guard chair, first aid items	Lifeguard room, first aid equipment, microwave, fridge, sink		PPEs, PFDs	
Fitness Advisors							
Pool Service Workers	Floors, garbage, toilets, Showers, benches, change tables, walls, partition walls, door handles, doors, counters, mirrors, sinks, paper dispensers, grab bars, paper dispensers, soap dispensers	Windows, floor, high touch points, benches, turnstile	Mechanical room, storage door handles	Washroom, shower	High touch areas, floors		Garbage, equipment
Cashiers/Clerks		Door handles, plexiglass, ledges, wheelchair access buttons			Admin areas, electronics,		

Programming

Category: COVID-19 Procedures

Procedure

General¹²

1. Occupancy numbers are reduced to allow appropriate physical distancing.
2. No drop-ins will be allowed. All patrons must be in a reserved or registered time slot in order to enter the facility/participate in programs.
3. Signage installed at the entrance to inform patrons that:
 - a. Users should not spit, urinate, or blow their nose in the water/changerooms/showers.
 - b. People at higher risk of COVID-19 should not participate in programmed activities.
 - c. Patrons should not share water bottles, towels, goggles, or any other equipment. Fitness equipment must be cleaned before and after use.
4. Water fountains are open. Water bottles should be filled at home if possible. Automatic touchless water bottle fountains are available on the pool deck.
5. Patrons requiring assistance due to physical limitations should receive help from a family member or a person in their bubble.

Pool Equipment¹³

1. There is no current evidence that COVID-19 survives in chlorinated pool water.¹⁴ There are no special disinfection procedures to put in place for equipment that is regularly in contact with chlorinated water.
2. Pool equipment will not be available for the public to borrow. Patrons may bring in their own toys/equipment but should refrain from sharing with other family groups.
3. Large inflatables are prohibited.
4. Only essential equipment (PFD's) are available for public, upon request.

¹² (Lifesaving Society BC & Yukon, 2020), pg. 12

¹³ (Lifesaving Society BC & Yukon, 2020), pg. 12

¹⁴ (Lifesaving Society BC & Yukon, 2020), pg. 51

Facility Programming¹⁵

Programming has been refined and updated to reflect the updated Covid-19 guidelines. There will be program offerings at a reduced capacity to allow for the appropriate physical distancing and to allow for the additional cleaning.

Specialty swims will not be scheduled (i.e. Adult swim, Over 40 etc.) to allow for the maximum number of swimming and fitness options.

Canada Games Pool will retain all basic contact information of attendees in the event that there is need for contact tracing on the part of the Medical Health officer.

Programs have been planned in accordance with provincial health and Red Cross recommendations. In accordance to the recommendations Canada Games Pool, will only be offering private swim lessons, in the Fall 2020. Group Swim lessons will be introduced in January 2021. Instructors during swim lessons will not be in the water. Levels four and under will require parent in-water participation and taught in the shallow end of the facility. Parents will be informed of their required participation upon registration and in the registration guide. After each 30 minute private swimming lesson instructors will have a 30 minute cleaning block to sanitize and clean ahead of the next private lesson starting. Each instructor will have access to the appropriate PPE and cleaning materials to clean the necessary equipment or pool area.

Public Swim Schedule

The pool is offering an alternate swim schedule to limit the number of patrons in the building to 19-23 during a Leisure and Lane swim.

Booking is done either online or over the phone through PerfectMind software.

Lane/Lap Swimming¹⁶

To maintain physical distancing of 2 metres, a maximum of (1) person should be in a lane at one time

Canada Games Pool and Fitness Schedule

Canada games pool and fitness schedule we will be offering limited spots per day for program registration and drop-in reservation to manage capacity in each section of the facility.

Bookings will be done in person, online or over the phone through Perfect Mind software.

¹⁵ (Lifesaving Society BC & Yukon, 2020), pg. 14-15

¹⁶ (Lifesaving Society BC & Yukon, 2020), p. 12

Aquatic and Fitness Amenities

Where possible, Aquatic and Fitness amenities will be made available to the public as long the appropriate cleaning measures and physical distancing can be maintained. Some amenities will not be available and are listed below:

- Lower fitness area (will be available when pool opens)
- Green thunder water slide.
- Deep end access for diving and deep water play: this will be closed due to have lanes available throughout the swims in order to maximize swim time slots to the public.
- Sauna – due to the restricted space of the Sauna.
- On deck Ping pong tables and basketball hoops
- Rope Swing
- Hot tub

Safety Education & Rule Enforcement Guidelines

Category: COVID-19 Procedures

Procedure

Safety Education and Rule Enforcement¹⁷

- When providing information to customers about new rules and COVID-19 guidelines, it is important for staff to remember that not all customers may be initially accepting of the new protocols.
- Staff should be patient and take a customer-focused approach to safety education. We're here to help! It is incumbent upon all staff to not only know what safe practices and rules are to be enforced but also to be able to explain to the public why such rules are in place.
- When possible, all staff (including fitness advisors, PSWs, lifeguards and clerks/cashiers) should maintain physical distancing while providing effective and consistent rule enforcement and accident prevention.
- Lifeguard staff performing safety supervision should not be engaged in any other activity.
- At all times, staff should be modeling the appropriate behaviour to the public such as maintaining physical distancing.

Applying the Guidelines¹⁸

1. Prior to entering the facility, educate the public on new admission standards using signage, including health questions and their responsibilities regarding physical distancing from non-family members for all activities and while using all facility amenities.
2. Educate patrons concerning directional traffic measures around the facility and pinch points where one patron at a time is strongly recommended.
3. Educate patrons on measures put in place to avoid crowd gathering such as waiting lines for changerooms and showers.
4. Educate patrons about not sharing personal equipment such as water bottles, towels, goggles, etc.
5. Staff should maintain physical distancing while providing effective and consistent rule enforcement and accident prevention.
6. Staff should maintain physical distancing when providing information to other team members.

¹⁷ (Lifesaving Society BC & Yukon, 2020), pg. 41

¹⁸ (Lifesaving Society BC & Yukon, 2020), pg. 41

7. Staff should follow and maintain new protocols regarding disinfection of common contact surfaces throughout the day.
8. Fitness advisors will maintain physical distancing by limiting the types of fitness advice and exercise education and by they will not be spotting patron's lifts to maintain social distancing.
9. Clerks and cashiers will ensure the Covid questionnaire is read and completed for each reservation and registered transaction.
10. If a patron challenges you regarding the application of any rules and guidelines, please ensure you enlist the support of your supervisor or facility manger.

Contingency plan for Staffing Shortages

Category: COVID-19 Procedures

Procedure

Aquatics and Fitness Contingency Plan

In the event that there are staff illnesses and or staffing shortages and aux. staff are not able to fill the position the Assistant Program Coordinators (APCs) will cover the shift. APCs are currently not scheduled for guarding or fitness shifts providing them with flexibility in their schedules. Program Coordinators (PCs) are able to backfill for APCs as required and have the flexibility to adjust their shifts as needed. PCs are also able to fill in as a lifeguard where appropriate if an APC is not available.

Cashier/Clerk Contingency Plan

Our Recreation Supervisor Clerk will be able to fill in for Permanent part-time cashiers and auxiliary cashiers in the event that there are illnesses or staffing shortages. Other recreation facility clerks would also be able to log into our Canada Games Pool phone line to assist with phone calls.

PSW Contingency Plan

Our Supervisor, Facility Operations and Maintenance will be able to fill in for auxiliary PSWs in the event that there are illnesses or staffing shortages. Other recreation facility BSWs would also be able to assist in Canada Games Pool cleaning. Lifeguards will also be able to help support with basic cleaning.

Lifeguard Rescue-Ready Assessments

Category: COVID-19 Procedures

Procedure

Rationale¹⁹

After an extended period of absence from work, aquatic staff must be ready to provide effective safety supervision and demonstrate competency in rescue techniques.

A rescue-ready assessment does not replace the need for a National Lifeguard Pool Option recertification or a Standard First Aid/CPR-C/AED recertification.

Rescue-Ready Assessments:

***No person-to-person contact is permitted**

1. Object recovery: starting in the water, swim 15m and surface dive to recover a 20lb object; surface and carry object 5m.
2. Demonstrate anaerobic fitness: starting in the water, swim 50m head-up.
3. Demonstrate effective management of a distressed or drowning victim (using a training manikin) in deep water.
4. Demonstrate effective management of a submerged, non-breathing victim (using a training manikin) and perform 10 cycles of CPR on a CPR manikin.
5. Demonstrate endurance and strength: starting in the water, swim to recover a submerged manikin located 25m away; carry the manikin 25m.
6. Demonstrate effective management of a suspected spinal-injured victim: Enter and approach a face-down victim (using a training manikin), roll victim over, immobilize and carry 15m.

*All assessments signed off by employee and supervisor.

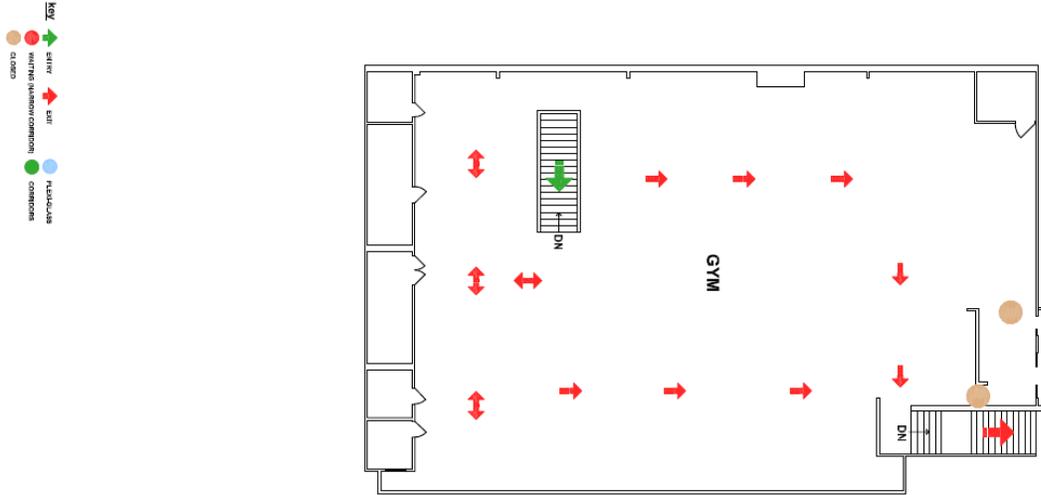
¹⁹ (Lifesaving Society BC & Yukon, 2020), pg. 36-37

Pool/Fitness Safety Circulation and Supervision Zones

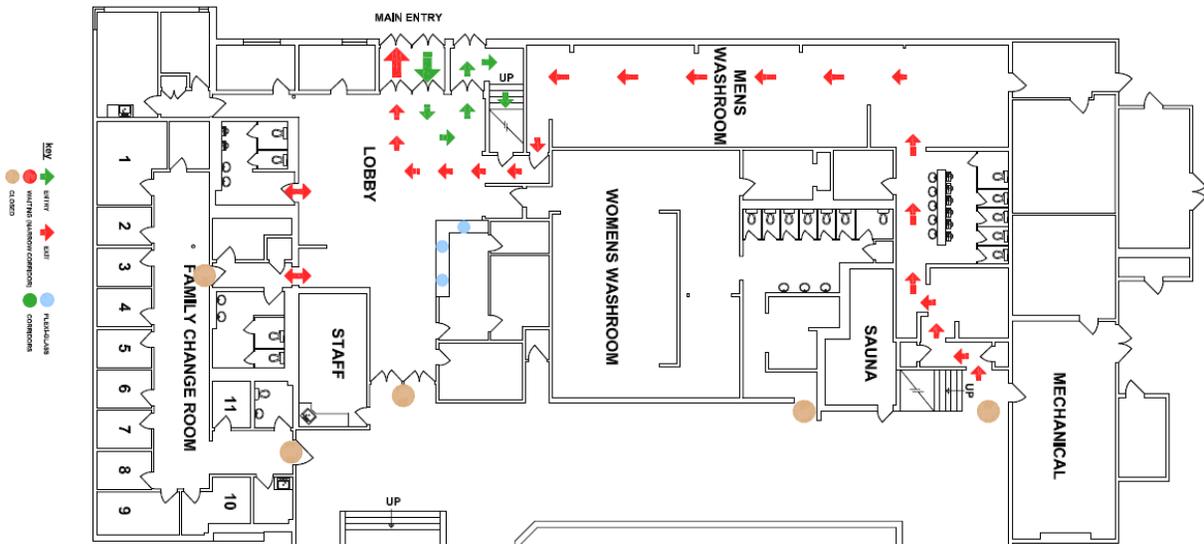
Category: COVID-19 Procedures

Procedure

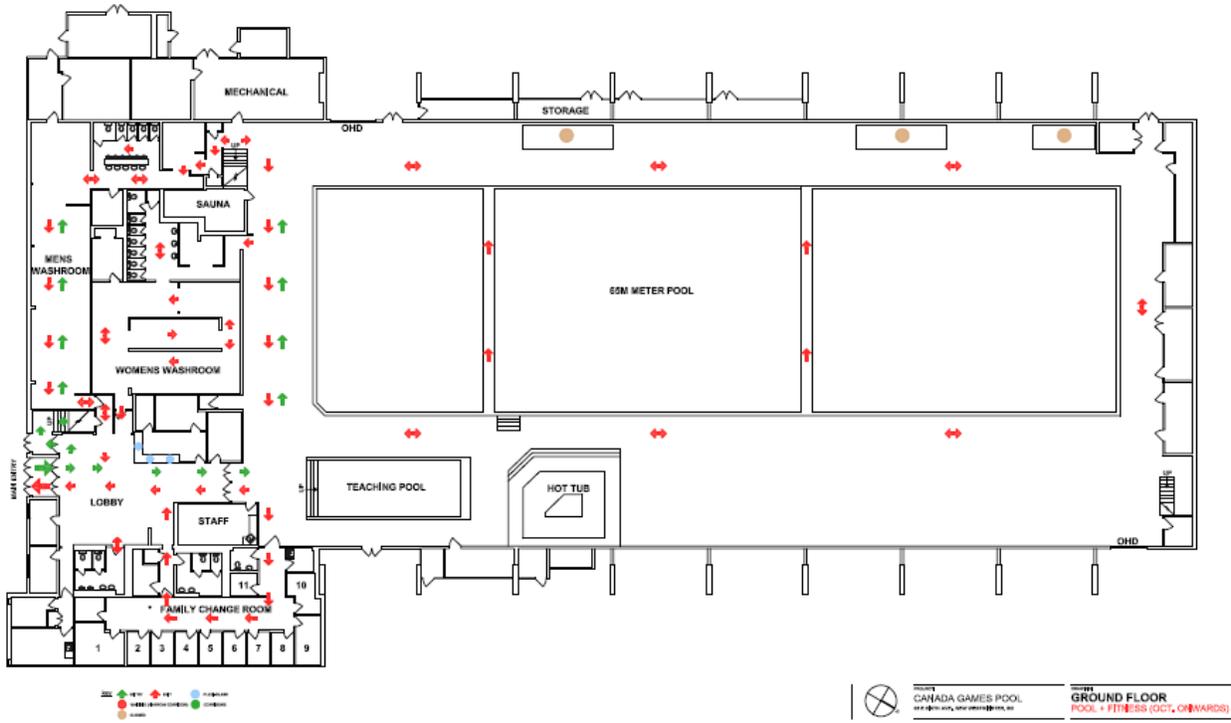
Upper Fitness Centre Circulation Plan:



Lobby, entry and exit Circulation Plan:



Lobby, Change Rooms and Pool Deck Circulation Plan:



Personal Protective Equipment (PPE)

Category: COVID-19 Procedures

Procedure

Fitness Specific PPE

1. Masks (non-surgical or cloth)
2. Gloves

Clerk/Cashier Specific PPE

1. Masks (non-surgical or cloth)
2. Gloves (if would like when handling cash)

Aquatic Specific PPE

1. Staff are allowed to follow Covid LifeSaving Society First Aid procedure in place of OFA 1 Covid standards (for both public and staff)

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Types of PPE used for First Aid

3. **Masks (non-surgical or cloth):** Reduces transmission of aerosol by 50% and protects from contracting aerosol route infection from others by 75-80%. Surgical masks must be dry to be effective.
 - a. **Masks and face coverings are prohibited in the water.**
4. **Eye protection:** Face shields or personal protective goggles prevent virus exposure of the eye mucosa. Protective goggles must fit the user's facial features and be compatible with respiratory protection. Eye protection may be used once disinfected.
 - a. **Corrective eye lenses and safety glasses are not approved PPE and should not be used for first aid purposes.**
5. **Body protection (Gowns):** Long-sleeved water-resistant gowns should be used when performing high-risk first aid treatment. Practice personal hygiene following use.
6. **Bag-Valve-Mask (BVM) with viral filter:** The viral filter or high-efficiency particulate air (HEPA) filter minimizes the risk of the virus spreading during ventilations. Viral filters must remain in their original packaging and remain dry to be effective. *Current BVMs do not have a viral filter attached to them.*
7. **Viral filters to attach to pocket masks**
8. **Most PPE is required to remain dry to be effective.**

²⁰ (Lifesaving Society BC & Yukon, 2020), pg. 43-44

When to use Personal Protective Equipment for First Aid

NO CONTACT	DIRECT CONTACT	
<p>2m physical distancing maintained</p>	<p>LOW RISK (Non-aerosol generating)</p> <p>2m physical distancing not maintained</p>	<p>HIGH RISK (Aerosol generating)</p> <p>Chest compressions, ventilations, oxygen administration, abdominal thrusts, back blows</p> <p>2m physical distancing not maintained</p>
<p>Lifeguard</p> <ul style="list-style-type: none"> • Face Shield or Safety Goggles • Surgical Mask • Gloves <p>Victim</p> <ul style="list-style-type: none"> • Surgical Mask 	<p>Lifeguard</p> <ul style="list-style-type: none"> • Face Shield or Safety Goggles • Surgical Mask • Gloves <p>Victim</p> <ul style="list-style-type: none"> • Surgical Mask 	<p>Lifeguard</p> <ul style="list-style-type: none"> • Isolation gown • Face Shield or Safety Goggles • Surgical Mask • Gloves <p>Victim</p> <ul style="list-style-type: none"> • BVM with viral filter & continuous seal maintained (CPR) • Surgical mask (Compression-only CPR) or other treatment • For CPR, mouth/nose must be covered at all times (sealed BVM or mask)

Keeping PPE Dry and Organized²¹

- Each lifeguard will have first contact PPE on their person including gloves and (2) surgical masks. The gloves and surgical masks must be kept in a re-sealable bag to avoid getting wet.
- Each focal point will have a dry storage container that includes PPE for (3) rescuers, (1) victim, and (1) bystander, along with resuscitation equipment (BVM with viral filter), hand sanitizer and disinfection wipes.
- Lifeguards will also have small bottles of hand sanitizer on their person as well as a pen for personal use.
- Additional PPE will be kept in ready to go kits to quickly restock first aid kits are required and will be prepackaged to ensure that they stay dry and sterile.

²¹ (Lifesaving Society BC & Yukon, 2020), pg. 43

First Aid Procedures

Category: COVID-19 Procedures

Procedure

Any staff member that may potentially administering first aid treatment must be aware of the following protocols and have been trained in Covid-19 safety protocols.

General First Aid Protocols

- Universal approach – assume all victims are COVID-19 positive.²²
- For all rescues, minimize the number of rescuers who have contact with the victim.²³
- For in-water rescues, avoid face-to-face proximity with the victim and other rescuers.²⁴
- At each focal point, provide a dry container including hand sanitizer and PPE for (3) rescuers, (1) victim, and (1) bystander.²⁸
- Post rescue (resuscitation or first aid with bodily fluids): Hand hygiene, shower, change clothes, bag clothes to be washed, disinfect first aid equipment.²⁸

Respiratory Hygiene Measures²⁵

- Educate all victims to cover their mouth and nose with tissue or elbow when coughing or sneezing.
- Medical masks are available for lifeguards and public when performing first aid.
- Victims who require resuscitation should have a mask covering their mouth/nose or a continuous BVM seal for CPR.

Use of Oxygen²⁶

- The use of high-flow oxygen is considered high-risk as it generates aerosols and therefore should only be reserved for:
 - Victims requiring resuscitation (CPR)
 - Children and infant victims (pulse oximetry of less than 94%)
 - Drowning victims

²² (Lifesaving Society BC & Yukon, 2020), pg. 33

²³ (Lifesaving Society BC & Yukon, 2020), pg. 30, 38

²⁴ (Lifesaving Society BC & Yukon, 2020), pg. 38

²⁵ (Lifesaving Society BC & Yukon, 2020), pg. 39

²⁶ (Lifesaving Society BC & Yukon, 2020), pg. 43

First Aid for Children/Minors²⁷

- When possible, ask parents or caregivers to provide first aid to children or minors.
- Provide the parent or caregiver with PPE appropriate for the injury.
- Provide guidance to the parent or caregiver performing first aid.

Scene Assessment²⁸

1. Ensure scene is safe.
2. Assume universal approach – all victims COVID-19 positive.
3. Minimize the number of rescuers in contact with the victim.
4. 2m physical distancing at all times.
5. Don appropriate PPE (self, victim, bystander)
6. Victim history – COVID-19
7. Mechanism of injury
8. Continuous and dynamic scene assessment

Scene Assessment Guidelines

- Maintain physical distancing of 2m whenever possible.
- Collect information about the health status of the victim with regards to COVID-19:
 - It is important to pass this information on to EMS, allowing them to provide optimal treatment to the victim.
 - This information may be obtained from the victim, the victim's caregiver, or bystander.
 - Determining the victim's health status and COVID-19 infection can be accomplished by asking common questions.

Primary Assessment³²

** Conscious victims should self-examine where possible

1. Level of consciousness
2. Call EMS (if life-threatening illness found)
3. Secure airway
4. Check breathing
5. Check circulation
6. Treat for shock and prepare for transport if appropriate

²⁷ (Lifesaving Society BC & Yukon, 2020), pg. 39

²⁸ (Lifesaving Society BC & Yukon, 2020), pg. 42; Appendix B

Primary Assessment Guidelines

- Maintain physical distancing of 2m whenever possible.
- Determine if the victim's condition requires the lifeguard to make direct contact with the victim.
 - Alternate options may include a victim's caregiver or family member administering first aid with lifeguard direction for minor injuries.
 - Don the PPE required for the level of victim contact and first aid treatment. Both the rescuer and victim should don PPE.
- When the victim history indicated positive or suspected COVID-19, inform EMS.
- Proper hand hygiene is important after all first aid treatment.

Secondary Assessment³²

*Conscious victims should self-examine where possible

1. Vital signs*
2. History
3. Head-to-toe exam (verbal exam for conscious victims)

Secondary Assessment Guidelines

- Maintain physical distancing (2m) whenever possible.
- *Only take vital signs that can be observed from a distance (i.e. skin colour, visual breathing check) or those required for victim treatment decisions (i.e. skin temperature on a possible heat stroke victim)

Post-Rescue Procedures³²

1. Take care to remove and dispose of PPE in a safe manner.
2. Disinfect all surfaces that may have come in contact with the victim or rescuer during treatment (chair, pen, clipboard, etc.).
3. Practice hand hygiene and disinfection if required.

Guidelines for in-Water Rescue²⁹

1. Prior to entering the water, the rescuer should remove any face coverings being worn.
2. Approach the victim in a manner to avoid face-to-face proximity.
3. Minimize the number of rescuers who have direct contact with the victim.
4. Where possible, designate a rescuer to take the lead during first aid and resuscitation. This allows in-water rescuers to dry off and don PPE before continuing victim care.
5. After each rescue, all rescuers should practice hand hygiene, shower with soap, change their clothes, and bag their clothes worn during the rescue to be washed.

²⁹ (Lifesaving Society BC & Yukon, 2020), Appendix B

6. Disinfect all rescue equipment used.

Resuscitation (CPR) Guidelines³⁰

1. In-water assessments should not be performed.
2. In-water rescue breathing should not be performed.
3. Pocket masks should not be used. Bag-valve-masks are the preferred ventilation device.
4. PPE must be donned prior to resuscitation efforts.
5. The victim's mouth/nose must be covered (surgical mask, or sealed BVM mask).

Bag-Valve Mask Guidelines

- The device has three main components (bag, one-way valve, and mask).
- The bag is self-inflating. Once the bag is compressed, it re-inflates automatically.
- The one-way valve allows air to move from the bag to the victim, but prevents the victim's exhaled air from entering the bag.
- An oxygen reservoir should be attached and inflated.
- A HEPA viral filter should be attached and must remain dry to be effective.
- Two-rescuer BVM technique is preferred, since one rescuer is free to use two hands to hold the mask, while the other performs ventilations.
- If the one-rescuer BVM technique is used, an OPA must be inserted.
- Rescuers responding alone or with delayed back-up would perform compression-only CPR until the BVM arrives.
- A continuous seal must be applied to protect from airborne pathogens. If a continuous BVM seal is not applied, a mask must be covering the victim's mouth/nose.

CPR/AED Training

- The bag-valve-mask replaces the pocket mask in CPR-C training. Two-rescuers (1 compressor, 1 ventilator) at a minimum are required for CPR with ventilations.
- Aquatics staff will continue using the same training protocols provided in the CPR-C/AED course.
- Compressions and AED would take priority over application of a BVM.
- The bag-valve-mask is a supplementary training item as a response to the COVID-19 pandemic.
- OPA's must be used when using a bag-valve-mask.
- Training in the use of a bag-valve mask does not certify staff in CPR-HCP or BLS responder.
- CPR-C/AED award must remain current.

³⁰ (Lifesaving Society BC & Yukon, 2020), pg. 29-30

Examples of how First Aid Guidelines are applied:³¹

Two Lifeguard Rescue	<ol style="list-style-type: none"> 1. Lifeguard 1: Signals and enters water with rescue aid. 2. Lifeguard 2: Initiates clearing the water, provides backup and assists with victim removal. Where backup is not needed in the water, Lifeguard 2 will don PPE. 3. All rescuers involved with victim care must dry off and don appropriate PPE prior to delivering first aid. 4. Provide surgical mask to victim during care. 5. If available, direct other facility staff to assist in complex rescues or to call EMS. 6. Follow disinfection protocols post-rescue.
Three Lifeguard Rescue	<ol style="list-style-type: none"> 1. Lifeguard 1: Signals and enters water with rescue aid. 2. Lifeguard 2: Initiates clearing the water, provides backup and assists with victim removal. Where backup is not needed in the water, Lifeguard 2 will don PPE. 3. Lifeguard 3: Remain dry. Don PPE and initiate victim care. 4. Lifeguard 1 and 2 must dry off and don appropriate PPE prior to delivering first aid. 5. Provide face mask to victim during care. 6. If available, direct other facility staff to assist in complex rescues or to call EMS. 7. Follow disinfection protocols post-rescue.

General First Aid Protocols for Fitness Advisors

- Universal approach – assume all victims are COVID-19 positive.³²
- For all rescues, minimize the number of rescuers who have contact with the victim.³³
- At each focal point, provide a dry container including hand sanitizer and PPE for (3) rescuers, (1) victim, and (1) bystander.²⁸
- Post rescue (resuscitation or first aid with bodily fluids): Hand hygiene, shower, change clothes, bag clothes to be washed, disinfect first aid equipment.²⁸

³¹ (Lifesaving Society BC & Yukon, 2020), pg. 40

³² (Lifesaving Society BC & Yukon, 2020), pg. 33

³³ (Lifesaving Society BC & Yukon, 2020), pg. 30, 38

Respiratory Hygiene Measures³⁴

- Educate all victims to cover their mouth and nose with tissue or elbow when coughing or sneezing.
- Medical masks are available for lifeguards and public when performing first aid.
- Victims who require resuscitation should have a mask covering their mouth/nose or a continuous BVM seal for CPR.

Scene Assessment Guidelines

- Maintain physical distancing of 2m whenever possible.
- Collect information about the health status of the victim with regards to COVID-19:
 - It is important to pass this information on to EMS, allowing them to provide optimal treatment to the victim.
 - This information may be obtained from the victim, the victim's caregiver, or bystander.
 - Determining the victim's health status and COVID-19 infection can be accomplished by asking common questions.

Primary Assessment³²

** Conscious victims should self-examine where possible

1. Level of consciousness
2. Call EMS (if life-threatening illness found)
3. Secure airway
4. Check breathing
5. Check circulation
6. Treat for shock and prepare for transport if appropriate

Primary Assessment Guidelines

- Maintain physical distancing of 2m whenever possible.
- Determine if the victim's condition requires the lifeguard to make direct contact with the victim.
 - Alternate options may include a victim's caregiver or family member administering first aid with lifeguard direction for minor injuries.
 - Don the PPE required for the level of victim contact and first aid treatment. Both the rescuer and victim should don PPE.
- When the victim history indicated positive or suspected COVID-19, inform EMS.
- Proper hand hygiene is important after all first aid treatment.

³⁴ (Lifesaving Society BC & Yukon, 2020), pg. 39

Secondary Assessment³²

*Conscious victims should self-examine where possible

1. Vital signs*
2. History
3. Head-to-toe exam (verbal exam for conscious victims)

Secondary Assessment Guidelines

- Maintain physical distancing (2m) whenever possible.
- *Only take vital signs that can be observed from a distance (i.e. skin colour, visual breathing check) or those required for victim treatment decisions (i.e. skin temperate on a possible heat stroke victim)

Post-Rescue Procedures³²

1. Take care to remove and dispose of PPE in a safe manner.
2. Disinfect all surfaces that may have come in contact with the victim or rescuer during treatment (chair, pen, clipboard, etc.).
3. Practice hand hygiene and disinfection if required.

Resuscitation (CPR) Guidelines³⁵

1. Pocket masks should not be used.
2. PPE must be donned prior to resuscitation efforts.
3. The victim's mouth/nose must be covered (surgical mask, or cloth).

CPR/AED Training

- Compressions and AED would take priority over application of a BVM.
- CPR-C/AED award must remain current.

³⁵ (Lifesaving Society BC & Yukon, 2020), pg. 29-30

References

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City of Prince George. (2020). *COVID-19 Updates (FAQ)*.

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Appendix A – City Wide COVID-19 Risk Assessment

Document Title:	City of New Westminster City-wide Operations COVID-19 Risk Assessment		
Issue Date:	June 2020	Revised Date:	
Document #:	1622585		

NEW WESTMINSTER CITY-WIDE OPERATIONS COVID-19 RISK ASSESSMENT

The following risk assessment has been carried out to identify common risks to most city employees throughout city operations and working locations, and those involving the public (patrons, visitors and contractors).

The transmission of COVID-19 from person to person may occur in city operations during any of the following interactions:

- Employee to employee interactions
- Public to employee interactions
- Public to public interactions

The interactions may occur person-to-person OR resulting from the contact or handling of frequently touched items present in the workplace. These are presented in the following sections:

- Employee to employee (general advice to employees as well as for managers and supervisors)
- Physical Distancing During Employee Transportation
- Public to employee (many apply for public to public interactions)

In each of these sections there are general guidelines and suggestions to minimize possible COVID-19 transmission:

- Some of the suggested controls are meant for every employee to consider and follow
- Some are suggestions for managers, supervisors and facilities staff. For many of these higher level controls outside of an employee’s level of responsibility these suggested controls would be identified or reviewed and implemented as part of a department or facility specific risk assessment. In any event each department, supervisor, manager, and employee should review these and implement those within their ability and responsibility

The risks of transmission are expected to occur from:

- HIGH** Immediate contact with an infected individual and being in the immediate vicinity when droplets (aerosol) spread when a person coughs or sneezes
- MODERATE** By touch if a person has used their hands to cover their mouth or nose when they cough or sneeze
- LOW** Touching an object or surface with the virus on it, then touching your mouth, nose or eyes before washing your hands

EMPLOYEE TO EMPLOYEE INTERACTIONS

The following are controls to prevent or minimize the potential for COVID-19 transmission for all employees.

Physical Distancing

- When at work, employees are required to practice physical distancing (e.g. two metres) at all times to the greatest degree possible
 - In situations where physical distancing requirements cannot be maintained, employees will be provided with masks. Employees who wish to wear a mask (non-medical) while at work can request for one through their supervisor or manager
 - For certain tasks, there may be additional precautions that may require employees to wear other personal protective equipment (PPE) that can include gloves and eye protection. Each unique task will be evaluated on a case-by-case basis
 - Employees may be encouraged to work remotely (e.g. from home), where operationally feasible
 - Employees need to consider the necessity for face-to-face meetings (need to be assessed on a case-by-case basis). If meetings must occur indoors, limit face to face participation to only those absolutely required to be present. Ensure proper cleaning and disinfecting before and after meeting room use
 - Where meeting objectives can be completed remotely (phone or video conferencing) or by email, this is the preferred option
 - When employees must meet in person, maintain physical space/distance – for example, keep an empty chair in between each person around a boardroom table
 - Where possible, visitors should attend appointments alone and minimize time spent in a waiting area before their appointments
 - In situations where it is not possible to maintain a 2-metre distance between workers in a vehicle, the following adaptations should be made:
 - The same employees should ride in the same vehicle every shift
 - Employees should occupy the same seats in a vehicle for the entire shift
 - Avoid physical contact and sharing materials or equipment
 - Vehicles should be frequently cleaned and disinfected during the shift, as well as between each shift
- Review the section on “Physical Distancing During Employee Transportation” presented later in this document*
- Employees should bring their own dishes and utensils; taking and washing these at home

Cleaning and Disinfection

- Disinfectant wipes are available for use by employees to clean and disinfect their workstations

- For shared workstations, employees should clean and disinfect their frequently touched work surfaces including desks, keyboards, mouse, and other surfaces (e.g. telephone, chair armrests, light switches, door knobs, etc.) prior to and after each of their shifts
- Employees should not share equipment, such as pens, staplers, headsets, and computers. *This does not include taking new materials from original packaging or in storage cabinets or shelving (e.g., pens, paper, folders, envelopes, etc.) where these have not been previously and recently handled*
- Frequently touched surfaces (e.g. steering wheel, console, handles, seatbelts) of shared City vehicles are to be wiped down and sanitized prior to and after use
- Although there is a low risk of infection from handling cash and other documents, wash hands after handling. This should also include cheques, mail, deliveries (including packages and parcels), and others materials (e.g., drawings), that are received or handled during a workshift. If necessary due to handling larger amounts of items for extended periods of time consider wearing gloves; remember to wash your hands after removing gloves. [NOTE: *The World Health Organization, Public Health Agency of Canada, BC CDC, Fraser Health Authority, and others have advised that the transmission of COVID-19 from these types of materials is low and that frequent hand washing is the advisable control*]. Some departments, such as the library, may consider setting books and other loaned materials aside for a specified time interval before processing in keeping with their industry best practices
- Wash hands frequently, and/or use hand sanitizer made available to employees throughout City buildings and facilities

The following are various possible controls to prevent or minimize the potential for COVID-19 transmission that should be reviewed by managers, supervisors and facilities staff.

Facility and Working Locations

- Post signage prohibiting access to the workplace to those who are exhibiting symptoms of COVID-19.
- Ensure employees who have been away, or are new to the workplace, are oriented as necessary so that all COVID-19 related procedures are explained and understood
- Workplaces should stagger start and end times if crowding at entry and exit locations means the physical distancing requirement of at least two metres cannot be maintained
- Consider designating doors for entry and exit to prevent employees and others from coming into proximity with one another
- Determine the maximum number of people in each area or space (e.g., meeting rooms) to maintain physical distancing requirements. Establish and post occupancy limits for office spaces, meeting rooms, lunchrooms, vehicles and other common areas. Ensure physical distancing can be maintained. It is recommended that five

square metres of unencumbered space be available for each person (employees and public)

- Manage the flow of people by implementing one-way walkways or marking off designated walking areas

Working Locations and Practices

- Limit the number of employees on shift to the number required to ensure for safety and appropriate physical distancing
- Limit or stagger employees entering change areas or rooms with assigned lockers
- If breaching the physical distancing requirement is unavoidable, plan the work task and provide instructions to employees to ensure that time spent in close proximity performed is minimized and safe. Employees in these circumstances should wear non-medical masks for work activities of any length
- Restrict travel between offices or work locations to critical business functions
- Minimize the use of shared vehicles. Refer to the **Physical Distancing During Employee Transportation** recommendations later in this document

Cleaning and Disinfection

- Ensure hand sanitizer is available to employees as they enter the building and counter staff who deal with the public have hand sanitizer available for just their use
- Ensure cleaning products are readily available, monitored daily and restocked daily as required
- Ensure frequently touched surfaces such as counters and work surfaces, door knobs, door handles, vehicle surfaces, tools and equipment, handles, control switches are cleaned on a frequent basis
- Consider the use of thin micro-shields on computer keyboard, computer mouse, point of sale machines and any other equipment that must be shared. Each worker to be issued their own shields and be responsible for proper use and cleaning
- Establish hygiene practices that address the needs of the workplace that includes the requirement to wash or sanitize hands after coming into contact with public items

Lunch and Break Areas

- Ensure that whatever changes you make to the usage of communal areas is clearly communicated to employees
- Limit the number of employees allowed in common areas at any one time. Consider staggered break times to reduce large gatherings
- Restrict eating to a clearly identified and dedicated area with handwashing stations, cleaning and disinfectant supplies, and adequate space to maintain the physical distancing requirement
- Consider distancing the tables in lunchrooms, limiting the number of chairs, placing "x's" on tables where people should not sit, or installing dividers at the tables made from plexiglass, acrylic, polycarbonate or similar materials

- Where the necessary physical distancing is not able to be provided by the existing break facility encourage employees to take breaks with co-workers outside
- Refrain from providing and consuming communal foods
- Allow communal doors to remain open throughout the workday to reduce contact with door handles. (Do not leave fire doors open), where leaving these doors open does not increase or create a security concern (e.g., unwanted intruders or workplace violence)

Equipment

- Where practicable, minimize the number of people using previously shared office equipment or other items (photocopiers, coffee machines, microwave ovens, etc.). Shared equipment must be cleaned and disinfected frequently

Restrooms/Showers/Locker/Change Rooms

- Doors to multi-stall restrooms should be able to be opened and closed without touching handles, if at all possible
- Place a trash can by the door if the door cannot be opened without touching the handle (Consider any fire door / fire regulations before propping doors open)
- For single restrooms, provide signage and materials (paper towels and trash cans) for individuals to use without touching the handles, and consider providing a key so disinfection measures can be better controlled
- Place signs indicating that toilet lids (if present) should be closed before flushing
- Place signs asking patrons and employees to wash hands before and after using the restroom
- The risk of air dryers is relatively low. Users should be encouraged to turn them on by bumping the button with their forearms. Cleaning crews must be reminded that the air dryers are considered 'frequently touched points', like door handles, and must be wiped down every time washrooms are cleaned
- Only allow shower and locker room use if there are partitions, or place signage to maintain proper physical distancing. If partitions or proper distancing are not possible, these facilities must remain closed
- Implement necessary efforts to keep bathrooms/showers/locker/change rooms clean and properly disinfected

PHYSICAL DISTANCING DURING EMPLOYEE TRANSPORTATION

If employees are travelling by road vehicle, the following control measures must be considered:

- Limit the number of employees being transported at any one given time and employ measures to ensure distance between employees is maintained

- This could include adjusting the number of employees transported, adding physical barriers between employees, blocking seats and using larger or multiple vehicles. Distancing is also important when loading and unloading
- Whenever possible, employees should travel alone in their vehicles in order to practice physical distancing
- Have hand-washing facilities or sanitizing stations available to employees as they enter and exit the vehicle
- If it is not possible to ensure two metres of distance between employees in a vehicle, the employer must consider other control measures, such as physical barriers where practicable and personal protective equipment (PPE) where appropriate
- Ensure that frequently contacted surfaces within the vehicle are routinely cleaned. These include seatbelts, headrests, door handles, gear shift levers, steering wheels and hand holds

Engineering Operations (Fleet Services) and other departments may consider installing a physical barrier, similar to a “sneeze guard,” in vehicles transporting employees. While this may be feasible in some vehicles depending on their size, type, and configuration, departments must be aware that modifying vehicles in any way may introduce additional hazards to the vehicle and occupants. Any barriers must be installed in such a way that they:

- Are appropriately affixed to the vehicle, and
- Do not introduce hazards, such as restricting the driver’s field of vision, means of escape in the event of an accident, increase injuries as a result of an accident or access to controls

Any changes to the passenger compartment and vehicle used for transportation of employees must still be consistent with requirements set out in the Occupational Health and Safety Regulation. Any barrier installed must be made of a material that can be cleaned and disinfected and must be regularly cleaned as part of the overall cleaning practices for the vehicle used to transport employees.

PUBLIC TO EMPLOYEE INTERACTIONS (OR EVEN PUBLIC TO PUBLIC)

The following are various possible controls to prevent or minimize the potential for COVID-19 between the public and city employees (or public to public) that should be reviewed by facilities staff and supervisors.

- Provide signage and information regarding rules and process throughout city facilities, including parks, sport courts, and general outdoor areas. Consider posting signage in other majority languages or provide pictograms
- Where possible, visits to the workplace should be prearranged (e.g., prior registration), staggered, and safety protocols must be communicated before entry into the workplace (e.g., email and/or signage posted to entrance). If possible, keep a record of visitors to the workplace should contact tracing be necessary

- When booking appointments, visitors must be reminded to reschedule if they experience symptoms typical of COVID-19 or are placed on self-isolation
- Encourage city residents to make payments online, or by mail
- Post signage at the workplace to inform every one of the measures in place
- Waiting areas should be arranged to maintain physical distancing requirement. Install barriers between employees and visitors made from plexiglass, acrylic, polycarbonate or similar materials. See WorkSafeBC Publication “Designing effective barriers”
- Place markings on the floor directing visitors where to stand when approaching front counters
- Remove non-essential communal items, such as candy, magazines, and pamphlets (including pamphlets/brochures at counters). If required, place these in areas that the public can see and request and be handed a copy
- Other than organized food services (e.g., cafeteria), beverages (coffee, tea, water) should not be offered at this time
- Provide a safe place for the public (patrons, visitors, and contractors) to dispose of used sanitizing wipes and other personal protective equipment (e.g., masks and gloves)
- Ensure that delivery zones are clearly identified and limited to receivers and deliverers only
- Arrange for suppliers and/or delivery persons to drop off goods at building entrance to avoid searching for departments within the premises
- Request contactless delivery to maintain physical distancing requirement (e.g., delivery person leaves packages in a pre-arranged location). This option may be limited if signing or proof of receipt is required, or theft of items is possible before being retrieved by staff
- Users should clean their hands frequently when touching surfaces in public spaces (e.g., before and after using playground equipment)
- There is currently no evidence to suggest that the mouthpieces of water fountains are sources for COVID-19 transmission. As a matter of preference signage and messaging should encourage patrons to bring their own water. Ensure fountains are appropriately flushed after a facility shut down
- Ensure any employees that are expected to manage groups of patrons and other visitors are trained in protocols including COVID specific requirements and violence prevention
- Ensure employees have the training, support and strategies for dealing with patrons and other visitors who may be unwilling or are unable to understand the approach to managing visitor volumes

- Provide signage and determine how crowd limits and spacing will be controlled, and who will be responsible (e.g., Provincial Health Officer Order single event occupancy maximum of 50 persons or other occupancy limits based on facility size determined by the facility)
- Space out or limit the number of picnic tables, and put signage for the maximum people per table
- When working amongst members of the public, set up barriers or tape to delineate the worksite and to discourage the public from entering the area

Appendix B – Staff COVID-19 Self Screening Form

Procedures Title:	COVID-19 Self-Screening Practice (City Employees)		
Issue Date:	May 2020	Revised Date:	June 2020
Document #:	1607798		

The City has implemented these staff self-screening procedures, to be completed by all employees prior coming to work at a city location for their workshift.

Employees are to regularly complete the self-assessment prior to each work shift in case of changes in health or personal circumstances.

This process is to help prevent the spread of the COVID-19, as part of our precautions.

SELF-SCREENING QUESTIONS *(based on the current BC CDC Self-assessment protocol)*

1. Are you experiencing ANY cold, flu, or COVID-19-like symptoms, even mild ones?

Symptoms include:

- fever
- chills
- cough
- shortness of breath, difficulty breathing or chest pain
- sore throat and painful swallowing
- stuffy or runny nose
- loss of sense of smell
- headache
- muscle aches
- fatigue or loss of appetite

2. Have you travelled to any countries outside Canada (including the United States) within the last 14 days?
3. Did you **provide care** or have **close contact** with a person with confirmed coronavirus (COVID-19)? This means you would have been contacted by your health authority's public health team.

If the answer to any of the questions is **YES**, you are to stay at home and isolate yourself. Inform your manager or supervisor. There may be a unique medical condition exhibiting similar to COVID-19 symptoms (e.g., persistent cough) that needs to be discussed with your supervisor or Human Resources. This may occur after a self-isolation period in order to return to work.

Contact 8-1-1 for assessment and direction and also check with your health care provider, if required. You can also use the BC Ministry of Health's self-assessment tool (<https://covid19.thrive.health>) to determine whether you need further assessment or testing for COVID-19.

Follow the direction provided by the public health authority and your health care provider.

If the answer to question #2 is **YES**, it is required under the [Quarantine Act](#) that you are to self-isolate and monitor for symptoms for 14 days upon your arrival and complete/register [a self-isolation plan](#), according to the BC Centre for Disease Control (BCCDC) website.

You are to inform your manager or supervisor by phone or email to let them know of your situation, and that you are now self-isolated at home per requirements of the Quarantine Act. Discuss with your supervisor or manager to determine if working from home is a possibility for the duration of self-isolation.

The BC online self-assessment tool can be accessed via web-based application or by installing the BC COVID-19 SUPPORT app for android or iPhone (<https://www.thrive.health/bc-covid19-app>).

Appendix C



COVID-19 RE-OPENING SAFETY PLAN

(also referred to as the City of New Westminster Workplace COVID-19 Safety Plan)



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VERSION / REVISIONS

Version	Date	Notable Changes
Ver. 1	June 8, 2020	Initial draft to New Normal Staff Committee and Safety Plan sub-committee
Ver. 2	June 10, 2020	Draft issued to Senior Management Team
Ver. 3	June 17, 2020	Draft for Council Report

INTRODUCTION

Purpose

Since mid-March 2020 numerous City of New Westminster operations, services and programs have been on 'pause' as a result of the COVID-19 pandemic health orders, recommendations and implementation of the City's Pandemic Response Plan. British Columbia has now entered the re-opening phases of the province's pandemic [Restart Plan](#), allowing the restarting of several of the operations, facilities, services and programs that were curtailed to help "flatten the curve".

As the province begins to restart after recommendations to stay home, it is required that employers resuming operations will do so following a "safety plan" developed to ensure the health and safety of city employees and the general public.

This plan addresses the public health and workplace health and safety requirements of the Government of Canada (Public Health Agency of Canada), the Province of British Columbia (Ministry of Health and Office of the Provincial Health Officer), Fraser Health Authority, and WorkSafeBC.

Policy

The City of New Westminster will develop, maintain, and update a COVID-19 Re-Opening Safety Plan through the remaining phases of the province's BC Restart Plan.

Scope

The City's COVID-19 Re-Opening Safety Plan applies to all City operations, facilities, services and programs. This plan includes operations and activities that were maintained as "essential" services as well as those operations and activities that were curtailed to contain the spread of COVID-19.

This Plan is a living document that will evolve based on our commitment to the psychological and physical health and safety of our employees and the public during the remaining phases of the Province of British Columbia's COVID-19 pandemic Restart Plan, and based on direction and advice from the province (Provincial Health Officer), Fraser Health Authority, and WorkSafeBC.

Re-Opening Safety Plan Structure

The City of New Westminster COVID-19 Re-Opening Safety Plan comprises of the following documents:

- A "corporate" safety plan that discusses and details the overall approach that the City of New Westminster is taking to develop and implement the safety plan. It includes approaches, policies and requirements for employee and public health and safety, as well as WorkSafeBC's 6-Step safety plan process
- Department/facility supplemental safety plans will be prepared for the various city departments and facilities. These documents will describe the unique protocols being implemented to reduce the risks of transmission specific for activities at those departments or facilities

DEFINITIONS

The following is a brief description of select terms mentioned within this safety plan and related documents.

Public	<i>People who are not city employees. City residents and other patrons, including visitors and non-city workers having occasion to enter into a city facility</i>
Patron	<i>Members of the public who may have occasion to use or enter a city operation or facility (e.g., parks, playgrounds, library, City Hall)</i>
Visitor	<i>There are two categories of visitors mentioned in the plan: a) Customers/clients that may have occasion to meet with a city employee or department, having specific business with the city, and that will enter into or upon a city facility b) A contractor or consultant who will enter into or upon a city facility to meet with a city employee or department, or to carry out an activity or provide a service to the city</i>
Office area	<i>An area of a city building where city employees may enter and work, including specific work stations. These areas are characterized by desks, tables, and chairs, and include meeting room areas</i>
Phase 1, 2, 3, or 4	<i>The BC initiatives to contain the spread of COVID-19 within the province as described in the 'BC Restart Plan'</i>
Physical distancing	<i>Keeping two meters (six feet) away from other people who are not part of your immediate household</i>

ROLES AND RESPONSIBILITIES

The City's senior management team, New Normal Staff Committee, Emergency Operations Centre, safety plan sub-committee, engineering controls sub-committee, employee engagement and education sub-committee, external communications sub-committee, department management teams, and department health and safety committees have active roles in the development and implementation of this plan.

The following groups have certain roles and responsibilities under this plan as described below:

Managers, Supervisors and Project Managers

- Ensure their staff are following physical distancing requirements, and where this is not possible implementing alternate controls with the installation of barriers, when feasible, or the wearing of non-medical masks
- Maintain ongoing, individual contact with their staff working onsite and remotely to provide continued updates, information, support and guidance. *Information and coaching support is available through your Human Resources Department*
- Review and coordinate roles and responsibilities with all contractors, suppliers, and employees. Ensure that all contractors, suppliers and employees are following relevant COVID-19 related protocols and procedures

Employees

- Ensure they maintain the required physical distancing (2 metres apart from other workers). If employees are not able to maintain the required physical distancing during a work activity the employees may wear masks (non-medical) for that work activity
- Continue to follow all other safe work procedures. If it is unsafe to work, talk to a supervisor or manager to address concerns
- Stay home if they are sick or might be sick
- Wash their hands for a minimum of 20 seconds at the start of their shift, before eating or drinking, after touching shared items, after using the washroom, after using a tissue, after handling cash or credit/debit cards, after touching common items, after each delivery (if contact was made) and at the end of their shift
- Avoid touching their face

Public (patrons, visitors, and contractors)

To ensure the health and safety of our employees and the public the city expects that patrons, visitors, and contractors will observe the following actions:

- If your request can be handled over the phone, please call the appropriate department for assistance rather than attending in person
- If you are sick, you must stay home

- If you have underlying medical conditions, it is recommended that you not visit city facilities
- Anyone displaying symptoms of COVID-19, most common of which are fever, dry cough or tiredness, may not be permitted on the premises
- If you have travelled outside Canada, you are not permitted on our premises until you have self- isolated for a minimum of 14 days
- If you are displaying symptoms of COVID-19 or you live in a household where someone is showing symptoms of COVID-19, you must stay home
- Physical distancing is required at all times (remaining a minimum of two metres apart from those outside your household) to the greatest degree possible
- **Failure to observe physical distancing risks the closure of the facility, and as such, you may be asked to leave the premises**
- Wash hands in washrooms on the premises or use hand sanitizer upon entering and exiting the city facility

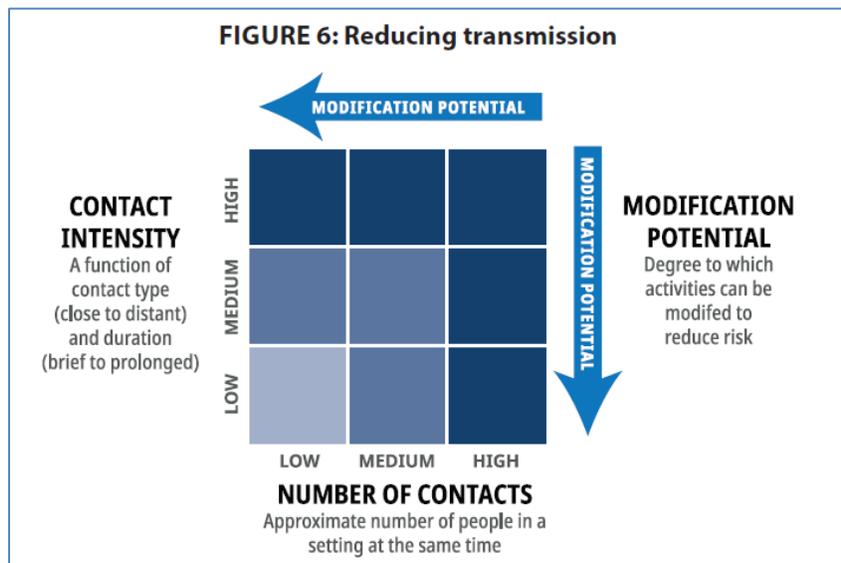
RISK ASSESSMENT

COVID-19 Transmission

“The risk of transmission at busy workplaces and other institutions is a direct function of two variables:

- the number of contacts (the number of people present at the same time) and
- the contact intensity (the type of contact – i.e., close or distant, and the length of contact – i.e., brief or prolonged)

These are factors we can rate as low, medium and high risks.”³⁶



SOURCE: Province of British Columbia “BC’s Restart Plan”, 2020

³⁶ Province of British Columbia – ‘BC’s Restart Plan’

Risk Assessment

The starting point in safety plan development is to identify physical areas where there may be transmission 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.³⁷ This includes:

- Areas where people gather, such as common or general public areas including customer counters, break rooms, office and meeting rooms, and operations areas (e.g., community centres, gymnasiums, pools, non-general public areas, garages, works yards, etc.)
- Job tasks and activities where workers are close to one another or members of the general public. This can occur in various city facility locations, in work vehicles, or at other 'outside' locations.
- Frequently-touched surfaces, i.e. those that numerous people touch often, such as doorknobs, elevator buttons, and light switches
- Tools, machinery, and equipment that employees commonly share while working

Once a risk assessment of an area is completed, control measures can be selected, designed and implemented based on the hierarchy of controls for both person-to-person transmission and surface transmission.

City-wide Operational Risks

As city operations, activities, services and programs re-open or restart, the risk of transmission includes situations within indoor spaces or in open outdoor spaces that include various interactions involving:

- d) Employee to employee
- e) Public to employee, and/or
- f) Public to public

A copy of the city-wide COVID-19 risk assessment is presented in Appendix A (EDMS 1622585). This risk assessment identifies:

- Employee to employee interactions
- Public to employee interactions
- Public to public interactions
- Surface transmission risks

Facility/Department Specific Hazard Identification and Risk Assessment

In addition to the various interactions that can commonly occur throughout the city involving city employees and/or the general public there are very specific transmission risks at most facilities. These specific risks are to be identified by completing facility or department-specific risk assessments.

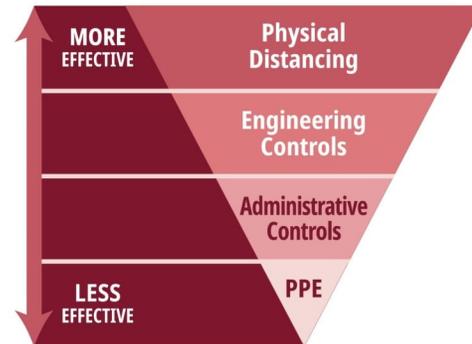
³⁷ WorkSafeBC COVID-19 Safety Plan

GENERAL OPERATIONAL GUIDELINES

Hierarchy of Controls

The 'hierarchy of controls' is the basic health and safety tenet for selecting control measures to address a hazard. Key COVID-19 transmission control measures following the hierarchy include:

5. Physical distancing measures – measures to reduce the density of people
6. Engineering controls – physical barriers (like plexiglass at checkouts), or increased ventilation
7. Administrative controls – clear rules and guidelines
8. Personal protective equipment – e.g. use of non-medical masks



SOURCE: Province of British Columbia, Ministry of Health
"COVID-19: Going Forward", May 4, 2020

This plan section identifies the key control measures required at every city workplace and/or public facility.

Key Control Measures

Self-Assessment and When to Stay Home

Access into or use of any city workplace or facility will require that employees and the general public be aware of their health and not come to work (employees) or enter a city workplace or facility (general public) when they are ill or have symptoms of a cold or flu. Those who are ill or symptomatic must stay home; those presenting with symptoms will be sent home.

The online tool for self-assessment is available through the BC Centre's for Disease Control (CDC) at www.bccdc.ca or <https://bc.thrive.health/covid19/en>.

A screening procedure and form has been prepared and is required to be followed by city employees ('Staff COVID-19 Self Screening' Form, EDMS 1607798).

Physical Distancing

All city employees, workplaces and public facilities will require physical distancing requirements (i.e., 2 metres of space between people). This can include workstations, common and non-public corridors, washrooms, city vehicles, elevators and stairwells, and meeting rooms.

Having employees work remotely whenever possible reduces the number of employees in the workplace, eliminating person-to-person contact.

Cleaning, Disinfection and Personal Hygiene

The city has and will continue to carry out more rigorous cleaning and disinfection of frequently-touched surfaces at city facilities. At the beginning of Phase 1 the city developed and implemented

Cleaning and Disinfection of Frequently Touched Surfaces Guidelines. These will remain in place throughout the COVID-19 pandemic.

In addition to increased cleaning and disinfection of frequently-touched surfaces, and tools and equipment, city employees and the public will be required to wash their hands more frequently and thoroughly. Where this may not be immediately practical, hand sanitizer will be made available for use.

Additional Controls

Elimination

The key effort taken to date has been to eliminate or reduce the potential for person-to-person contact.

City Facilities

- Most city facilities have been closed in order to contain the spread of COVID-19; these are being re-opened on a practical schedule as the province continues along Phase 2
- Working remotely (e.g., working from home) is a priority for employees, where it is operationally feasible
- As city facilities start to re-open, occupancy limits for the various premises will be examined and where needed, limits for gathering sizes for facilities will be identified along mandated limits (i.e., 50 people for one-time or episodic events). This may be achieved by establishing prior registration to limit facility use gathering sizes
- Meeting rooms, change rooms, washrooms, elevators and even stairwell use may have special limits or practices
- No-touch transfer of items from city employees to the public will be practiced as possible (e.g., library take-out)
- Depending on the city facility or activity the public may be required to make prior arrangements to meet with city employees (permit appointments, registration) or to use all or part of a city facility normally having minimal or no restrictions (e.g., pool, library). As currently noted on the city website, *“Essential City Hall services are being made on an appointment basis. Please call City Hall at 604-521-3711 and you will be directed to the appropriate department.”*

City Employees

- City employees that are able to work from home will do so where arrangements can be made and it is operationally feasible
- Work alterations have and will continue to be implemented
 - Meetings and gatherings carried out virtually whenever possible
 - Employee/visitor meetings by appointment
 - City vehicle occupancies will be limited to maximize distancing

Engineering Controls (barriers)

Where frequent employee-to-public or employee-to-employee interactions occur, and where physical distancing may not be able to be maintained, barriers may be designed and installed. Barriers will be installed only where they do not affect health and safety of city employees or the public (e.g., not blocking emergency routes or access).

The New Normal Staff Committee has an Engineering Controls sub-committee dedicated to design and installation of all engineering controls, for example barriers and/or relocating work stations.

Please contact Acting Manager, Civic Buildings and Properties and/or New Normal Staff Committee, Engineering Control sub-committee.

Administrative Controls

Every city facility will require signage and labelling to provide direction to city employees and the public. This includes signage for limiting person-to-person or surface transmission (e.g., entryways, queue locations and travel routes, common equipment frequently used by multiple persons such as photocopiers).

The Engineering Controls sub-committee is dedicated to design and installation of all signage (e.g., posters and floor markings). Please contact Acting Manager, Civic Buildings and Properties and/or New Normal Staff Committee, Engineering Controls sub-committee. The External Communications sub-committee works with the Engineering controls sub-committee on graphic design and content of signage.

Personal Protective Equipment (PPE)

As the city continues to re-open, risk assessments may identify situations where city employees and the public may be required to wear masks and other personal protective equipment (PPE).

Gloves and Eye Protection

Where city employees are required to commonly and frequently handle items where pre and post hand washing (or use of hand sanitizer) is not practical, gloves will be worn. The types of items handled could include tools, equipment, money, or library circulation materials.

Masks

The city has developed a COVID-19 mask and face covering policy and use guidelines. This policy and related guidelines are meant to supplement this COVID-19 Safety Plan. These documents provide instructions and guidance on the wearing of masks and face coverings for city employees and the public involving operations, services, and programs at city facilities.

City employees are required to review this mask policy and related guidelines to familiarize themselves with mask wearing requirements in certain situations and proper use and care of the masks and face coverings. See COVID-19 Mask and Face Covering policy, document number 1643555 and COVID-19 Mask and Face Covering Use Guidelines, document number 1644667.

PPE Disposal

The increased use of disposable PPE has the potential for increased scattering of these items if waste receptacles are not available. Ensure that waste receptacles are installed at facilities (and other locations including parks and other city sites) where increased use of PPE may occur. No special disposal protocols are required in a non-healthcare environment, and regular waste handling protocols apply.

EMPLOYEE POLICIES

The city has developed and implemented many policies and practices during BC's Phase 1 efforts. These will continue to be followed in Phase 2 and Phase 3. A specific policy may be revised according to Phase 2, 3, or 4 implementation requirements.

Self-Assessment and When to Stay Home

Employees are required to recognize the signs and symptoms related to COVID-19, and carry out on an ongoing basis the self-assessment practices that the city has implemented prior to work each shift (*refer to Staff COVID-19 Self-Screening Form, EDMS 1607798*).

- All staff are required to self-screen using the Staff COVID-19 Self-Screening form each day before reporting to any City site for work
- Apply a low threshold when feeling unwell to stay home
- You should stay home if you have any COVID-19-like symptoms (fever, chills, cough, shortness of breath, sore throat, painful swallowing, stuffy or runny nose, headache, muscle aches, fatigue, loss of appetite) or are sick. You should:
 - Inform your supervisor/manager
 - Isolate yourself at home
 - Use the [BC Ministry of Health's self-assessment tool](#) to determine whether you need further assessment or testing for COVID-19
 - Contact 8-1-1 for assessment and direction
 - Check with your healthcare provider, if required
- If you think you may have symptoms, use the BC Centre for Disease Control's self-assessment tool to help you determine if you need further assessment/testing for COVID-19
- If someone in your household is experiencing symptoms, please inform your supervisor/manager and stay home. You should also call 8-1-1 and follow their instructions
- Employees living in the same household as a confirmed or clinical COVID-19 case should follow the directions provided by public health
- Employees who have travelled internationally are to remain away from the workplace for at least 14 calendar days and as directed by 8-1-1 and/or their healthcare provider

When considering travelling internationally, including to the United States, always check for the latest information, updates and advisories on the BC CDC and Government of Canada websites. If staff have or are planning on travelling internationally they must inform their supervisor or manager in order to organize work shift scheduling upon their return to Canada.

Whenever an employee will be away from work for possible COVID-19 self-isolation or illness, for their leave and compensation, discuss with your supervisor, manager or Human Resources (some information regarding this issue is provided in the Staff Survey QA document, located on the city's intranet).

The BC online self-assessment tool can be accessed via web-based application or by installing the BC COVID-19 SUPPORT app for android or iPhone (<https://www.thrive.health/bc-covid19-app>).

COVID-19 Incident Reporting, Investigation and Contact Tracing

If an employee is concerned they may have come into direct contact with an individual with COVID-19, they should contact 811 to report their concern and possible exposure to COVID-19. The public health authority will advise them of next steps that may include requiring them to come in to be tested and self isolate. In the event that a case of COVID-19 has been confirmed in our workplace or community, the public health authority will conduct their investigation and contact tracing. Contact tracing helps identify the cases early and reduces the chances of spreading the virus further. When employees are contacted by the public health authority of the exposure, they should follow the public health authority's process that generally includes the following:

- Monitor themselves carefully for symptoms
- Limit contact with others over the incubation period by staying at home and staying away from others
- Contact 811 immediately if any symptoms develop to arrange for testing

Upon notification by public health authority to a confirmed case of COVID-19 involving an employee, patron or visitor, the city will participate and follow the directions and guidance of public health representatives. This will include assisting with any necessary contact tracing and other city investigation policies.

It may be necessary to advise other employees there has been a case of COVID-19 confirmed in the workplace. However, any disclosure should avoid identifying information and be limited to the extent it is necessary to take precautions to protect health and safety. Similarly, patron information must remain confidential if a case is confirmed.

Another approach is the public health authority may attempt to advise people for potential community exposure by issuing an alert for the location and date range.

Employee Wellbeing

The 'City Staff Survey QA (May 2020)' (see EDMS document number 1608298) referred to a number of resources to assist staff wellbeing through the pandemic, including:

- [Employee & Family Assistance Program \(EFAP Support\)](#) – Available to all City staff, providing individualized or family support and counselling appointments. All counselling appointments are being conducted virtually and by phone (vs in person at this time). Our EFAP provider (BCI Consulting) has been very flexible with respect to responding to our individualized and organizational needs.
 - **Call 604-683-3255 to request assistance, and the nearest counsellor will contact you within 24 hours to schedule an appointment**
 - This service is confidential and provided at no cost
- **Coaching for Supervisors and Managers** – The City's EFAP providers are also available to provide coaching support to supervisors and managers to assist an employee who may be struggling. If you are a supervisor or manager and feel this would be helpful for you, please call HR to arrange for a coaching session.
- [HUB Wellness Services](#) – Health and Wellness information has been expanded on the HUB under the Services menu, "Wellness Services". Here you will find a wide range of articles, links to health-related webinars, website links, self-assessment tools, videos and more.
- [Wellness Works Wednesdays](#) – Weekly health, wellness, and fitness information and links are being provided to all staff every Wednesday via email and the HUB. We recognize not all staff are able to routinely access their City email, particularly if not scheduled to work. If you are interested in accessing this information, please check your City webmail every Wednesday to access our "Wellness Works Wednesday" updates.
- **Fitness Equipment Lending Program** – this program has been established to support staff to continue their exercise regimens. Staff can borrow sanitized dumbbells, a fitness mat and exercise tubing for two weeks at a time, out of Canada Games Pool.
- **HR Outreach** – Ongoing and individualized outreach is being provided by Human Resources to all staff (both management and bargaining unit) as needed. The Department's HR Business Partners, Health and Safety Manager, and Workplace Wellness & Disability Specialist are working hard to provide support, resources, information, and guidance to staff in need. The City's Wellness & Disability Specialist is maintaining contact with and providing continued support to employees who are on sick leave and also those at work struggling to manage health impacts.

Supervisors and managers are encouraged to maintain ongoing individual contact with their staff working onsite and remotely to provide continued updates, information, support and guidance.

Information and coaching support is available through your Human Resources Department.

If you are in need of support, there is help available. Please call:

- BCI Consulting (also known as Brown Crawshaw) for EFAP support: **604-683-3255**
- BC mental health support line: **310-6789**
- The Workplace Wellness & Disability Specialist: **604-515-3769** for work-related questions, general support, and community resource information.

Working Remotely

Beginning in Phase 1 the city implemented working remotely whenever possible for those city employees that were not able or not required to go to their regular working location. The city developed the following documents describing the requirements of and guidance for working remotely:

- COVID-19 Remote Work (temporary policy), EDMS 1591473
- Guidelines for EMPLOYEES Working Remotely: During the COVID-19 Pandemic Response, EDMS 1592714
- Guidelines for SUPERVISORS of Employees Working Remotely: During the COVID-19 Pandemic Response, EDMS 159789

Visit the HUB for access to the following work-from-home guidelines mentioned above. All COVID-19 related documents for staff are also available on a Sharepoint site for those staff not able to access the HUB: <https://sharepoint.newwestcity.ca/staff>

Employees who work from home need to consider a number of health and safety issues. Additional documents to guide employees in working remotely have been prepared. These documents can be found on the city document management system (EDMS) by searching the document numbers, as follows:

- General hazards (EDMS 1622580)
- Working alone (EDMS 1622379)
- Ergonomics (EDMS number 1621698)
- Workplace violence (general policy - EDMS 74099)
- Emergency situations contacts (EDMS 1622405)
- Reporting injuries (see general hazards and general policy – EDMS 73622)

Working Alone

The number of employees who normally work at a city workplace may be reduced because of COVID-19 measures to the point that working alone situations could arise. Supervisors and employees need to recognize this possibility and develop and implement necessary controls in keeping with the city's Working Alone policy.

Right to Refuse Unsafe Work

The Occupational Health and Safety Regulation details the requirements for situations relating to a worker's 'right to refuse unsafe work' (OHSR Section 3.12). Any employee unsure of the specific

requirements for a work activity or situation, or any undue hazard, are required to report and discuss this with their immediate supervisor (*refer to city policy 'Refusal of Unsafe Work' for more details – process and form*). Each refusal of unsafe work will be dealt with on a case-by-case basis.

Patron, Visitor and Contractor Policies

During all phases of the BC COVID-19 response, the city may revise and/or implement patron and visitor policies appropriate to the situation or activity. *Refer to "Employee and Public Communications" section below.*

An example of a COVID-19 visitor policy (not part of regular operation) that is ongoing is the requirement for visitor screening prior to attending appointments or meetings at city hall (*refer to "COVID-19 Self-Screening Practice (Visitors and Contractors), June 2020, EDMS 1600639*). This was implemented in BC's Restart Plan Phase 1 and will be enhanced as the city re-opens our various operations.

Ensure employees have the training, support and strategies for interacting with patrons and visitors who may be unwilling or are unable to understand the approach to health screenings and managing facility volumes. This may include reviewing the city's 'Protection of Workers from Violence Policy' and procedures, and training and reporting requirements for minimizing the risk of violence to employees.

Contractors and other visiting workers that will spend more than 15 minutes in a facility and will be in close proximity to city employees must complete and return the COVID-19 Self-Screening Form (Visitors and Contractors, EDMS 1600639), to the Project Manager prior to working at the facility.

Employee and Public Communications

During all phases of the BC COVID-19 response, the City of New Westminster will provide ongoing communication to its employees and the public on its efforts to contain the spread of COVID-19.

Employees City staff will be kept informed of ongoing efforts and practices through ongoing communications from the various committees with COVID-19 responsibilities, senior management and/or their supervisor. In addition to direct communications (e.g., email, staff meetings, supervisors), the city will maintain a site detailing COVID-19 efforts and resources for city employees. Employees can access COVID-19 information at <https://sharepoint.newwestcity.ca/staff>, or the HUB.

Public The public will be informed of the city's efforts through regular communications such as is provided on the city website (www.newwestcity.ca) COVID-19 reference and resource webpages and/or presented on department specific webpages.

Each facility will, in most instances, also post signage and labels appropriate to the practices and requirements for activities at city facilities.

Where necessary, city employees may also be required to discuss COVID-19 entry and meeting protocols with members of the public prior to their appointment or meeting.

The New Normal Staff Committee has a sub-committee, External Communications, that will be responsible for content of the city website, social media, Citypage, staff Sharepoint site, and issuing media releases. This sub-committee will work closely with both the Staff Education and Engagement and Engineering Controls groups to support internal communications and signage deliverables.

Employee Education and Training

In addition to ongoing direct communications city employees will be provided with education and training specific to:

- Safety Plans – This will include the ‘corporate safety plan’, for all city employees, or
- Returning to workplace health and safety education and training – Facility or department-specific education and training sessions held to review the specific controls for ongoing activities along with the re-opening of a facility

Education and training sessions will be held in accordance with the re-opening schedule plans that are being made.

The New Normal Staff Committee has a sub-committee, Employee Engagement and Education, that will be developing various education and training materials and coordinating delivery of sessions as the city continues its COVID-19 response.

Patron and Visitor Sign-ins/Contact and Attendance Lists

Depending on the facility and its various activities, there may be additional requirements for patron and visitor sign-ins. These efforts may be taken to regulate person-to-person interactions and also to assist with contact tracing should a person be identified to have acquired COVID-19 been in attendance at the facility.

The practice of sign-ins, or contact and attendance lists may be implemented where it is practical for the facility (i.e., this may not be practical for many public facilities).

First Aid Requirements

As the city’s response to the COVID-19 pandemic is implemented, the various facilities and departments will review and ensure that their first aid requirements are met. This is important as city employee numbers and those having specific first aid roles may or may not be present on site due to changed regular working routines.

City supervisors and their first aid attendants should review the city’s ‘COVID-19 First Aid Practices - Guideline’, EDMS 1622408 (based on the WorkSafeBC OFAA bulletin).

Emergency Response and Evacuation Re-assessment

Emergency evacuation routes, egress patterns and muster stations may change to accommodate physical distancing. Supervisors and floor wardens should refer to the city document 'COVID-19 Fire Safety and Emergency Evacuation Plans - Guideline', EDMS 1622405 regarding considerations to update any existing fire safety and emergency evacuation plans during the pandemic.

DEPARTMENT AND FACILITY SPECIFIC RISKS AND CONTROLS

Department/Facility Supplemental Safety Plans

Departments are responsible for initiating the risk assessment of their facilities and work sites. Working with the Safety Plan, Engineering Controls and External Communications sub-committees, departments will conduct a risk assessment of their facilities to identify risks associated with their unique facility and activities. The Engineering Controls sub-committee is responsible for assisting with installation of required physical barriers, signage, floor markings, identification of occupancy limits and site layouts that identify traffic flow for each facility/workspace. The Safety Plan sub-committee will assist with written safe work procedures, guidelines, protocols and other written documents, as needed. Results of these components form the department/facility supplemental safety plans.

At this time the completion of the COVID-19 Building/Facility Walkthrough Risk Assessments are being scheduled according to the planned reopening schedule, and adjustments to the schedule may be made according to Council and Senior Management Team direction on re-opening of facilities.

WorkSafeBC and Other Industry Plans

The plans will be reviewed and updated as new relevant information becomes available.

PLAN POSTING AND RECORDS

Safety Plan Posting

Where practical, the specific efforts described in this corporate safety plan and any supplemental safety plan will be posted at the city buildings/facilities. The requirement of the Provincial Health Officer Order, 'Workplace COVID-19 Safety Plans, May 14, 2020' includes:

- 1. post a copy of your COVID-19 Safety Plan on your website, if you have one, and at your workplace so that it is readily available for review by workers, other persons who may attend at the workplace to provide services and members of the public;*
- 2. provide a copy of your COVID-19 Safety Plan to a health officer or a WorkSafeBC officer, on request.*

In addition, section G3.3 of the WorkSafeBC Occupational Health and Safety (OHS) Guideline requires the safety plan to be posted as per the above Provincial Health Office Order.

A copy of the city COVID-19 Re-Opening Safety Plan will be available on:

- The Hub, at <http://intranet.city.new-westminster.bc.ca>
- COVID-19 Sharepoint site, at <https://sharepoint.newwestcity.ca/staff>
- City of New Westminister COVID-19 external website, at <https://www.newwestcity.ca/services/public-safety/covid-19/response-and-reopening-plan>

The City COVID-19 Safety Plan can also be found by searching **EDMS** for Document #1619835.

Records

As this safety plan is implemented it is anticipated that a few specific records will be kept. The following are examples of documents that are required to be kept:

- Worker education and training regarding:
 - This and supplemental safety plans
 - Specific department COVID-19 related work procedures
- Any mandated sign-in, registration or similar records
Using the Provincial Health Officer (PHO) Order for restaurants as a guide, these types of attendance records need only to be retained for a 30-day period.

MONITORING AND UPDATING PLAN(S)

Site or Facility Monitoring

Each facility will monitor the city safety plan efforts in different ways. Once facilities re-open there may be a need to:

1. Regulate the number of people entering the facility in order to maintain required physical distancing or to comply with the PHO Order for events to not exceed 50 people.
2. Monitor the use of a facility, especially outdoor facilities, through continuous or periodic observations (e.g., parks and playground).

Employee Feedback

As the city moves through the process of developing and implementing this city-wide COVID-19 safety plan and department/facility supplemental safety plans, any feedback, suggestions, concerns or ideas will be very helpful. It is also important that critical information from the New Normal Staff Committee and Safety Plan sub-committee will be shared with departments (e.g. department management team, department health and safety committee, etc.) by the designated representative. Likewise, any feedback, suggestions, concerns or ideas the department representative may receive from their department will then be shared with the Safety Plan sub-committee.

The content and implementation of the department/facility supplemental safety plans will follow the general approach of this primary document.

Reporting Safety Concerns

Employees are expected to report any specific COVID-19 related concerns to their immediate supervisor and in keeping with city requirements with any health and safety concern.

Members of the public can contact the city's COVID-19 compliance hotline and email inbox to report any compliance-related concerns within the City of New Westminster. As noted on the city website:

The public can call 604-636-4343 or email covidcompliance@newwestcity.ca to report a concern about compliance with the latest public health orders.

Please note the provincial public health office is responsible for making the public health orders and the City's COVID-19 response is guided by their information.

Both the email and phone number will be monitored Monday to Friday 8:30 am to 4:30 pm, and Saturdays, Sundays and holidays 10:00 am to 6:00 pm.

Pandemic Restart Phase Progress

The implementation of this re-opening safety plan will be guided by the province's ongoing mandates and direction. As noted in the May 2020 BC Restart Plan, various activities will be phased back into operation according to the pandemic's progress and level of risk anticipated.

This corporate safety plan and the department/facility supplemental safety plans will be reviewed and updated as the city's COVID-19 pandemic response continues, and based on the province's direction.

PLAN RELATED PROCEDURES AND POLICIES

This corporate plan and any developed department/facility supplemental safety plans may require the development and implementation of specific safe work procedures and forms (COVID-19 related and other/first aid protocols). The education and training requirements for their implementation need to be considered and provided.

Many of the key COVID-19 control measures (e.g., physical distancing, hand washing) will be identified by signs and posters installed either at facility entrances or in activity areas. These may not be specifically mentioned in a safety plan as they are maintained as basic COVID-19 requirements.

REFERENCE DOCUMENT LIST

The following is a listing of city documents related to COVID-19 and other relevant city Health and Safety or Human Resources policies and procedures that may need to be referenced by employees. Any supplemental facility or department safety plans will be added to this list as they are developed.

Where a facility or department safe work procedure or other COVID-19 document is prepared, they are to be retained in EDMS and the city’s Manager of Health and Safety is required to be notified so that they can be included as reference.

Document	EDMS document number
COVID-19 General	
COVID-19 Staff Survey QA ('FAQs')	1608296
COVID-19 CNW All Staff Meeting Follow-up:	
- City Q&A	1625968
- Fraser Health Q&A	1625971
Appendix A – City of New Westminster City-wide Operations COVID-19 Risk Assessment	1622585
COVID-19 Remote Work (temporary policy)	1591473
Guidelines for EMPLOYEES Working Remotely: During the COVID-19 Pandemic Response	1592714
Guidelines for SUPERVISORS of Employees Working Remotely: During the COVID-19 Pandemic Response	1592789
COVID-19 Cleaning Protocols - Cleaning and disinfection of frequently touched surfaces guidelines	1612629
COVID-19 Self-Screening Practice (City Employees) June 2020	1607798
COVID-19 Self-Screening Form (Visitors and Contractors) June 2020	1600639
Working from Home Hazards & Safety Guidelines – General Hazards	1622580
Working from Home Hazards & Safety Guidelines – Ergonomics	1621698
Working from Home Hazards & Safety Guidelines – Working Alone	1622379
COVID-19 First Aid Practices - Guidelines	1622408
COVID-19 Fire Safety and Emergency Evacuation Plans – Guidelines	1622405
COVID-19 Supplemental Safety Plans (facility or department specific)	
Anvil’s COVID-19 Reopening/ECP/Guidelines May 2020	1616205
Related General Health and Safety Policies	
Working Alone Policy	74182
Protection of Workers from Violence Policy	74099
Refusal of unsafe work Policy and Process	1327562
Refusal of unsafe work form	1513190
Disability Management Policy	1270717
Incident Management and Investigation	73622

Links and Resources

BC Provincial Office of the Public Health Officer (PHO Orders)

<https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/current-health-topics/COVID-19-novel-coronavirus>

BC Centre for Disease Control (BC CDC) www.bccdc.ca or <http://COVID-19.bccdc.ca/>

- Recreation Facilities <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/community-settings/recreation-facilities>
- Food Banks & Food Distribution <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/community-settings/food-banks-food-distribution>

Fraser Health Authority

<https://www.fraserhealth.ca/health-topics-a-to-z/coronavirus#.XtQojlVKjiw>

WorkSafeBC <https://www.worksafebc.com/en>

- OFAA Protocols During the COVID-19 Pandemic (April 2020) <https://www.worksafebc.com/en/resources/health-safety/information-sheets/ofaa-protocols-covid-19-pandemic?lang=en>
- COVID-19 Safety Plan template document <https://www.worksafebc.com/en/resources/health-safety/checklist/covid-19-safety-plan?lang=en>

Public Health Agency of Canada <https://www.canada.ca/en/public-health.html> or

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-COVID-19.html>