



COVID-19

RE-OPENING SAFETY PLAN

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

Contents

INTRODUCTION	1
Purpose	1
Policy	1
Scope	1
Re-Opening Safety Plan Structure	1
DEFINITIONS	2
ROLES AND RESPONSIBILITIES	2
RISK ASSESSMENT	4
COVID-19 Transmission	4
Risk Assessment	4
City-wide Operational Risks	5
Facility/department Specific Hazard Identification and Risk Assessment	5
GENERAL OPERATIONAL GUIDELINES	5
Hierarchy of Controls	5
Key Control Measures	5
Self-Assessment and When to Stay Home	5
Physical Distancing	6
Cleaning, Disinfection and Personal Hygiene	6
Additional Controls	6
Elimination	6
Engineering Controls (barriers)	7
Administrative Controls	7
Personal Protective Equipment (PPE)	7
EMPLOYEE POLICIES	8
Self-Assessment and When to Stay Home	8
COVID-19 Incident Reporting and Investigation	9
Employee Wellbeing	9
Working Remotely	10
Working Alone	11
Right to Refuse Unsafe Work	11
Patron and Visitor (including Contractor) Policies	11
Employee and Public Communications	11
Employee Education and Training	12
Patron and Visitor Sign-ins/Contact and Attendance Lists	12
First Aid Requirements	12
Emergency Response and Evacuation Re-assessment	12

DEPARTMENT AND FACILITY SPECIFIC RISKS AND CONTROLS 13

 Department/Facility Supplemental Safety Plans 13

 WorkSafeBC and Other Industry Plans 13

PLAN POSTING AND RECORDS 13

 Safety Plan Posting 13

 Records 13

MONITORING AND UPDATING PLAN(S) 14

 Site or Facility Monitoring 14

 Employee Feedback 14

 Reporting Safety Concerns 14

 Pandemic Restart Phase Progress 14

PLAN RELATED PROCEDURES AND POLICIES 15

REFERENCE DOCUMENT LIST 16

Links and Resources 17

APPENDICES 17

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

Policy Title:	COVID-19 Re-Opening Safety Plan
Issue Date:	June 2020
Revised Date:	
Document #:	1619835

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:</i> <i>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</i> <i>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

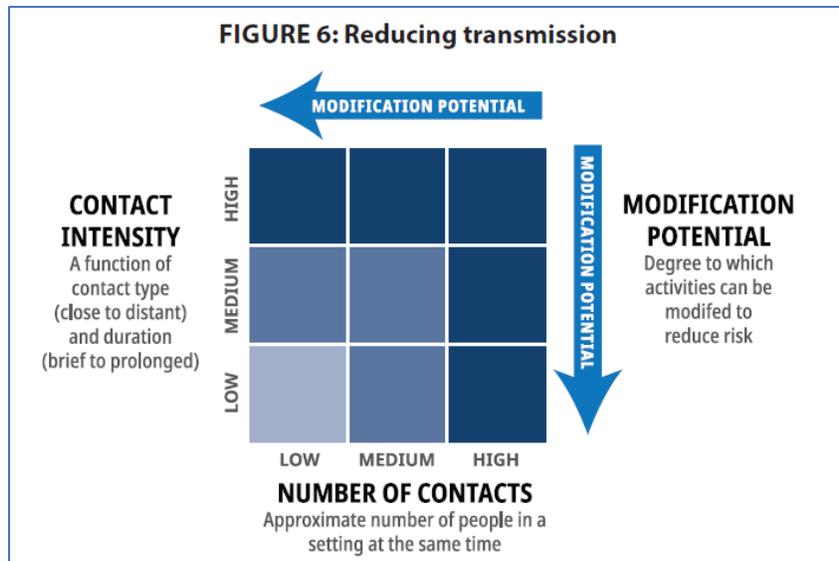
RISK ASSESSMENT

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.”¹



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

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.² 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.

¹ Province of British Columbia – “BC’s Restart Plan”

² WorkSafeBC COVID-19 Safety Plan

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:

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

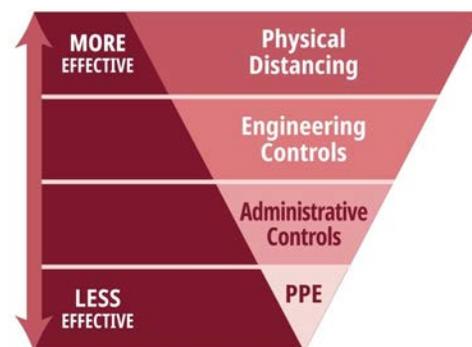
In addition to the various interactions that can commonly occur throughout the city involving city employees and/or the general public there are very specific transmission risks at most facilities. These specific risks are to be identified by completing facility or department-specific risk assessments.

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:

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



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)

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 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

At this time the use of non-medical masks for many situations has been made optional for city employees. However, there are situations where maintaining physical distancing is not possible for a work task and employees may be required to wear non-medical masks during that activity.

Employees who wish to wear a non-medical mask while at work can request one through their department supervisor or manager. Employees are also permitted to wear their own reusable mask as they wish.

The public may wish to wear a mask or other face coverings while using or visiting a city facility. Contractors who are required to wear masks for all or a portion of their work activity where physical distancing requirements cannot be maintained are to provide their own masks.

Guidance on wearing facemasks during COVID-19 pandemic can be found at the [BC Centre for Disease Control website](#), [Public Health Service Agency of Canada](#), [Fraser Health Authority](#) and [WorkSafeBC](#).

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 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 the 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.

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

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>

APPENDICES

- **Appendix A – City of New Westminster City-wide Operations COVID-19 Risk Assessment**