

COVID-19 Safety Plan

Employers resuming operations following work interruptions related to COVID-19 must develop a COVID-19 Safety Plan. To develop your plan, follow the six-step process described at [COVID-19 and returning to safe operation](#).

This planning tool will guide you through the six-step process. Each step has checklists with items you need to address before resuming operations. You may use this document, or another document that meets your needs, to document your COVID-19 Safety Plan.

WorkSafeBC will not be reviewing or approving the plans of individual employers, but during a WorkSafeBC inspection we will ask employers about the steps they have taken to protect their workers.

Step 1: Assess the risks at your workplace

The virus that causes COVID-19 spreads in several ways. It can spread in droplets when a person coughs or sneezes. It can also spread if you touch a contaminated surface and then touch your face.

The risk of person-to-person transmission increases the closer you come to other people, the more time you spend near them, and the more people you come near.

The risk of surface transmission increases when many people contact the same surface and when those contacts happen over short periods of time.

Involve workers when assessing your workplace

Identify areas where there may be risks, either through close physical proximity or through contaminated surfaces. The closer together workers are and the longer they are close to each other, the greater the risk.

- We have involved frontline workers, supervisors, and the joint health and safety committee (or worker health and safety representative, if applicable).
- We have identified areas where people gather, such as break rooms, production lines, and meeting rooms.
- We have identified job tasks and processes where workers are close to one another or members of the public. This can occur in your workplace, in worker vehicles, or at other work locations (if your workers travel offsite as part of their jobs).
- We have identified the tools, machinery, and equipment that workers share while working.
- We have identified surfaces that people touch often, such as doorknobs, elevator buttons, and light switches.

Step 2: Implement protocols to reduce the risks

Select and implement protocols to minimize the risks of transmission. Look to the following for information, input, and guidance:

- Review [industry-specific protocols](#) on worksafebc.com to determine whether any are relevant to your industry. Guidance for additional sectors will be posted as they become available. If protocols are developed specific to your sector, implement these to the extent that they are applicable to the risks at your workplace. You may need to identify and implement additional protocols if the posted protocols don't address all the risks to your workers.
- Frontline workers, supervisors, and the joint health and safety committee (or worker representative).
- [Orders, guidance, and notices](#) issued by the provincial health officer and relevant to your industry.
- Your health and safety association or other professional and industry associations.

Reduce the risk of person-to-person transmission

To reduce the risk of the virus spreading through droplets in the air, implement protocols to protect against your identified risks. Different protocols offer different levels of protection. Wherever possible, use the protocol that offers the highest level of protection. Consider second, third, or fourth levels if the first level isn't practicable. You might need to use more than one level of protection to deal with a risk — for example, physical distancing and masks.

First level protection (elimination): Use policies and procedures to limit the number of people in your workplace at any one time. Implement protocols to keep workers at least 2 metres (6 feet) from co-workers, customers, and others.

Second level protection (engineering controls): If you can't always maintain physical distancing, install barriers such as plexiglass to separate people.

Third level protection (administrative controls): Establish rules and guidelines, such as cleaning protocols, telling workers to not share tools, or implementing one-way doors or walkways.

Fourth level protection (PPE): If the first three levels of protection aren't enough to control the risks, have workers and customers use personal protective equipment (PPE) such as masks. PPE should not be used as the only control measure. It should only be used in combination with other measures.

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

- ☑ We have established and posted an occupancy limit for our premises. Public Health has advised that the prohibition on gatherings of greater than 50 people refers to “one-time or episodic events” (weddings, public gatherings), and is therefore not intended to apply to workplaces. However, limiting the number of people in a workplace is an important way to ensure physical distancing is maintained. [Public Health has developed [guidance for the retail food and grocery store sector](#) that requires at least 5 square metres of unencumbered floor space per person (workers and customers). This allows for variation depending on the size of the facility, and may be a sensible approach for determining maximum capacity for employers from other sectors that do not have specific guidance on capacity from Public Health.]
- ☑ In order to reduce the number of people at the worksite, we have considered work-from-home arrangements, virtual meetings, rescheduling work tasks, and limiting the number of customers and visitors in the workplace.
- ☑ We have **established and posted occupancy limits** for common areas such as break rooms, meeting rooms, change rooms, washrooms, and elevators.
- ☑ We have implemented measures to keep workers and others at least 2 metres apart, wherever possible. Options include revising work schedules and reorganizing work tasks.

Measures in place

Occupancy limit for Island Home and Garden is 148 persons (743 sqm/ 5 sqm) including customers and staff. Based on historical sales data, we have likely never had that many customers in the store at one time therefore we will not need to control entry into the store. If for any reason our occupancy load reaches this number, we will take measures to control access to the store.

Physical distancing is aided by the grid set up of shelving in the store. To eliminate the need to pass a customer or other staff member, step aside to let a customer pass or choose a different aisle to walk down. Using the back aisles or walking outside behind the store when moving between locations will also reduce the need to pass by other people.

The work schedule has been staggered into 3 shifts when possible - opening, mid day and closing - to spread out the entry and exit of staff members.

Work from home arrangements are not possible. Store hours have been increased back to 8 am to 6 pm to spread customers out during the day.

The following local occupancy limits will apply:

Staff Area - 1 Person, Washrooms - 1 Person, Receiving - 3 Person, Office - 7 Person, Paint desk - 1 Person, Cashier "stalls" - 1 Person and Containers - 2 Person.

Further details in IHG Covid Policy.

Second level protection (engineering): Barriers and partitions

- ☑ We have installed barriers where workers can't keep physically distant from co-workers, customers, or others.
- ☑ We have included barrier cleaning in our cleaning protocols.
- ☑ We have installed the barriers so they don't introduce other risks to workers (e.g., barriers installed inside a vehicle don't affect the safe operation of the vehicle).

Measures in place

Access into and out of the store via the main customer entry has been separated into distinct entry aisle and exit aisle. There are signs directing customers to the left to enter the store and customer exiting the store stay to their left.

Temporary barriers of product and displays are there to keep people from moving between the aisles. In areas where customers line up for the cash, 2m spacing has been marked on the floor. As well in the cashier area tape marks the spot where cashiers are to stand to remain 2m away from a customer who stands at the counter. The cashier is to move back to this mark when the customer places their items on the counter. Then the cashier is to ask the customer to move back to the spot on the floor that ensures the customer remains 2m from the cashier while at the till.

After reviewing the cash area, shelving and plexiglass barriers were erected to create "stalls" to keep cashiers in a defined area and provide a barrier where the 2m separation was not possible.

All touch and barrier surfaces are to be regularly sanitized in accordance with the IHG Disinfecting Procedure.

Third level protection (administrative): Rules and guidelines

- We have identified rules and guidelines for how workers should conduct themselves.
- We have clearly communicated these rules and guidelines to workers through a combination of training and signage.

Measures in place

This Safety Plan and the IHG COVID Policy lists the rules and guidelines that employees need to follow to reduce the risk of airborne transmission of COVID-19. The IHG Disinfecting Procedure covers the sanitizing procedures for the store.

COVID-19 Safety Plan

Fourth level protection: Using masks (optional measure in addition to other control measures)

- We have reviewed the information on [selecting and using masks](#) and [instructions on how to use a mask](#).
- We understand the limitations of masks and other PPE. We understand that PPE should only be used in combination with other control measures.
- We have trained workers to use PPE properly, following manufacturers' instructions for use and disposal.

Measures in place

Within the store 2m distancing or barriers are possible throughout the store to keep staff and employees safe. While employees are able to wear masks if they feel the need to, the wearing of masks in our around the store at this point is not part of the IHG COVID-19 Safety Plan.

There is one area where we could not facility 2m distancing or the use of barriers and that is in the white delivery van. Occassionally a 2nd person is required to go on delivery resulting both front seats being used. For these deliveries both occupants on the truck must wear a mask. WorkSafe BC "How to use a Mask" signs have been posted to the IHG safety board and in the white delivery van.

When using the gray store van for deliveries the 2nd passenger can sit in the rear passenger side seat to keep 2m separation from the driver.

COVID-19 Safety Plan

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

- We have reviewed the information on **cleaning and disinfecting** surfaces.
- Our workplace has enough handwashing facilities on site for all our workers. Handwashing locations are visible and easily accessed.
- We have policies that specify when workers must wash their hands and we have communicated good hygiene practices to workers. Frequent handwashing and good hygiene practices are essential to reduce the spread of the virus. [**Handwashing** and **Cover coughs and sneezes** posters are available at worksafebc.com.]
- We have implemented cleaning protocols for all common areas and surfaces — e.g., washrooms, tools, equipment, vehicle interiors, shared tables, desks, light switches, and door handles. This includes the frequency that these items must be cleaned (number of times per day) as well as the timing (before and after shift, after lunch, after use).
- Workers who are cleaning have adequate training and materials.
- We have removed unnecessary tools and equipment to simplify the cleaning process – e.g., coffee makers and shared utensils and plates

Cleaning protocols

Provide information about your cleaning plan. Specify who is responsible for cleaning, the cleaning schedule, and what the cleaning protocols will include (e.g., which surfaces, tools, equipment, and machines). If this information is in another document, identify that document here.

IHG has 2 washrooms for employees to wash their hands. Signs with proper washing techniques are located in the washrooms. The IHG COVID-19 Policy and IHG Disinfecting Procedure both outline the requirements for employees to regularly wash their hands and the process for disinfecting the store. All staff were required to complete WHIMS training and if they have not are to contact Management immediately.

Step 3: Develop policies

Develop the necessary policies to manage your workplace, including policies around who can be at the workplace, how to address illness that arises at the workplace, and how workers can be kept safe in adjusted working conditions.

Our workplace policies ensure that workers and others showing symptoms of COVID-19 are prohibited from the workplace.

- Anyone who has had symptoms of COVID-19 in the last 10 days. Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache.
- Anyone directed by Public Health to self-isolate.
- Anyone who has arrived from outside of Canada or who has had contact with a confirmed COVID-19 case must **self-isolate for 14 days and monitor** for symptoms.
- Visitors are prohibited or limited in the workplace.
- First aid attendants have been provided **OFAA protocols** for use during the COVID-19 pandemic.
- We have a **working alone policy** in place (if needed).
- We have a **work from home policy** in place (if needed).
- Ensure workers have the training and strategies required to address the risk of violence that may arise as customers and members of the public adapt to restrictions or modifications to the workplace. Ensure an appropriate **violence prevention program** is in place.

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

- Sick workers should report to first aid, even with mild symptoms.
- Sick workers should be asked to wash or sanitize their hands, provided with a mask, and isolated. Ask the worker to go straight home. [Consult the **BC COVID-19 Self-Assessment Tool**, or call 811 for further guidance related to testing and self-isolation.]
- If the worker is severely ill (e.g., difficulty breathing, chest pain), call 911.
- Clean and disinfect any surfaces that the ill worker has come into contact with.

Step 4: Develop communication plans and training

You must ensure that everyone entering the workplace, including workers from other employers, knows how to keep themselves safe while at your workplace.

- We have a training plan to ensure everyone is trained in workplace policies and procedures.
- All workers have received the policies for staying home when sick.
- We have posted signage at the workplace, including occupancy limits and effective hygiene practices. [A customizable **occupancy limit poster** and **handwashing signage** are available on worksafebc.com.]
- We have posted signage at the main entrance indicating who is restricted from entering the premises, including **visitors** and **workers** with symptoms.
- Supervisors have been trained on monitoring workers and the workplace to ensure policies and procedures are being followed.

COVID-19 Safety Plan

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

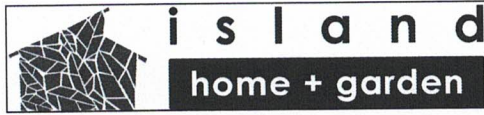
Things may change as your business operates. If you identify a new area of concern, or if it seems like something isn't working, take steps to update your policies and procedures. Involve workers in this process.

- We have a plan in place to monitor risks. We make changes to our policies and procedures as necessary.
- Workers know who to go to with health and safety concerns.
- When resolving safety issues, we will involve joint health and safety committees or worker health and safety representatives (or, in smaller workplaces, other workers).

Step 6: Assess and address risks from resuming operations

If your workplace has not been operating for a period of time during the COVID-19 pandemic, you may need to manage risks arising from restarting your business.

- We have a training plan for new staff.
- We have a training plan for staff taking on new roles or responsibilities.
- We have a training plan around changes to our business, such as new equipment, processes, or products.
- We have reviewed the start-up requirements for vehicles, equipment, and machinery that have been out of use.
- We have identified a safe process for clearing systems and lines of product that have been out of use.



490 North Rd, Box 254
Gabriola BC, Canada
V0R 1X0 (250) 247-8800
info@islandhomeandgarden.ca

3 June 2020

IHG COVID-19 POLICY

This Island Home and Garden (IHG) Policy has been drafted to address Health and Safety issues regarding COVID-19.

PART I - Introduction

The following information has been provided by Healthlinkbc.ca (<https://www.healthlinkbc.ca/health-feature/coronavirus-disease-covid-19>)

Coronavirus disease (COVID-19) is an illness caused by a coronavirus. Respiratory infections caused by COVID-19 first appeared in Wuhan City, China in December 2019. The outbreak was declared a public health emergency of international concern by the WHO on January 30, 2020 and declared a pandemic on March 11, 2020. A pandemic is when an infectious disease spreads across the globe. This is different than an epidemic which is usually contained within a region or country.

Although COVID-19 originated from Wuhan, China, it has now spread worldwide including to British Columbia. Cases in British Columbia are being closely managed.

Coronavirus is spread from an infected person through

- Respiratory droplets spread when a person coughs or sneezes
- Close personal contact such as touching or shaking hands
- Touching an object or surface with the virus on it, then touching your mouth, nose or eyes before washing your hands

It is important to keep about a 2-metre distance away from a person who is sick, to reduce breathing in droplets when they cough or sneeze.

Common symptoms for COVID-19 include

- Fever
- Cough
- Difficulty breathing
- Sore throat
- Sneezing

The incubation period is the time from when a person is first exposed until symptoms appear. Symptoms may take up to 14 days to appear after exposure to COVID-19. This is the longest known infectious period for this disease.

If you are unsure about your symptoms or have questions or concerns, contact HealthLinkBC (**8-1-1**) at any time.

PART II IHG Preventative Measures

Effective immediately the following Preventive Measure we be taken by all Employees:

1. **Hand Washing:** All Employees are required to wash their hands after using the washroom. Employees are also required to wash their hands at the start of their shift and every 2 hours after the last time they washed their hands. Public Health Agency of Canada signs have been placed in both bathrooms and provides the following steps for proper hand washing:
 - a. Wet hands with warm water;
 - b. Apply soap;
 - c. Wash hands for at least 20 seconds (including your palms, back of each hand, between fingers, thumbs and under nails);
 - d. Rinse well;
 - e. Dry hands well with paper towel; and
 - f. Turn off tap using paper towel.
2. **Personal Safety:** To avoid the risk of contacting COVID-19 Employees should take the following precautions. Avoid touching their eyes, nose and mouth with unwashed hands. Avoid close contact with people. Clean and disinfect frequently touched objects and surfaces.
3. **Disinfecting:** IHG will start a regular Disinfecting routine for common areas used by both Employees and customers. All Employees doing the Disinfecting must have completed and passed their WHIMS training. If you do not have this training, please advise management. All disinfecting and mixing of the solution must be done with protective gloves and goggles and following proper WHIMS procedures.
 - a. Disinfecting solution: Disinfecting solution will be prepared in accordance with the signs posted in both bathrooms. The solution will be made in a 1L spray bottle, which will be marked according to the proper WHIMS requirements. On 13 March 2020 one spray bottle was made up for store use and can be reused as it runs out of solution. If a second spray bottle is needed, only new bottles should be used. The ratio is 1 teaspoon of bleach per 1 liter of water. As the spray bottle is 1 liter, 1 teaspoon of bleach is

needed. The measuring spoons are in the black cabinet in the paint bathroom. Never mix bleach with ammonia or any other acid, such as vinegar.

- b. Disinfecting Front Cash: After opening and every 2 hours after, Front Desk Staff are required to sanitize the front cash area and front doors. Focus should be placed on areas routinely touched, such as the door handles, credit card terminals, computer keyboards and counter tops.
- c. Disinfecting Rest of Store: Twice a day, ones around noon and once before closing, one Floor Staff member is to walk around the store and sanitize the back part of the store. Focus should be on frequently touch areas such as door handles, the paint desk, receiving doors and bathroom counters and faucets.

- 4. **Bathroom Cleaning:** As a reminder, both staff bathrooms are to be cleaned daily. The “paint” bathroom is to be cleaned by the Staff member scheduled in the paint section, and the “receiving bathroom” is to be cleaned by the opening floor Staff member. Proper WHIMS processes are to be followed during this process.

PART III Employee Policies

The following guidelines will be enacted to protect the Health and Safety of all Employees.

Employees with COVID-19 Symptoms

If an Employee has COVID-19 symptoms, they are to remove themselves from the workplace immediately and seek medical treatment or call 811 for guidance on treatment. If workers become sick at work they are to wash their hands, get a mask and self-isolate at home. Anyone showing symptoms of COVID-19 in the last 10 days will be prohibited from the workplace. If an employee displays any COVID-19 symptoms they will be asked to self isolate and seek medical treatment. If a worker is severely ill (eg difficulty breathing, chest pain) call 911. Staff are to clean and disinfect any surfaces that the ill worker has come into contact with.

Infected Employees

If you a diagnosed with COVID-19 you are to report your diagnosis to Management immediately and not report to work until you have been cleared to do so by the proper medical authorities.

Self-Isolating

Self-Isolating means avoiding situations where you could infect other people. For this Policy it also means the Employee is not to report for work or visit the store for personal reasons. Free delivery will be offered to Employees on Self-Isolation. All Employees directed by Public Health to self-isolate must do so and follow all recommendations they are given regarding their return to the workplace.

Contact with Someone with COVID-19

If an Employee has had contact with someone diagnosed with COVID-19 they are to report that contact to Management immediately and Self-Isolate for 14-days. Co-workers who may have come into close contact with that employee should also begin Self-Isolating for 14-days.

COVID-19 Diagnosis

If an employee is not diagnosed with COVID-19 but feels the need to self-isolate, they may do so immediately. They are to contact Management (Nick or Robyn) as soon as possible so plans can be made to cover their shifts. No employees will be punished or terminated because they chose to voluntarily self-isolate. Sick pay will not be paid by IHG for self-isolation; however employees may be entitled to Employment Insurance benefits. Details of any benefits will be released by the Government of Canada and/or British Columbia.

Travel outside of Canada

Employees who travel outside of Canada will be asked to self-isolate for 14 days after returning to Canada. This measure will change to reflect the guidelines published by the BC Health Officer. No sick leave benefits will be paid for this time; however employees may be entitled to Employment Insurance benefits. Details of any benefits will be released by the Government of Canada and/or British Columbia.

OFAA Protocols during the COVID-19 pandemic

OFAA Protocols have been posted to the staff room and receiving room bulletin boards.

PART IV Public Access to the Workplace

Public Access to the Workplace

Signage has been placed in the store to ask customers not to enter the store if for the same reasons discussed in Part III for Employees. IHG is providing free home deliver for customers self-isolating to reduce customer traffic through the

store. Barriers and signage have been put up at the entrance of the store to direct customers entering the store to the left and maintain 2m distancing. Customers exiting the store are kept to their left and there are marks on the floor showing the allowed 2m spacing. Other signs are in place to remind customer to wash their hands and maintain 2m spacing.

Staff may be required to remind customers of our COVID-19 policies and procedures. If customers refuse to follow these policies and procedures they should be asked to leave the store. If they do not then contact management immediately and if management is not available then call 911 to report the incident to the police.

Visitors to the Workplace

Visitors wishing to visit IHG must receive permission from Management before coming to the workplace. Due to COVID-19 these visitors will be restricted to those on essential business related activities.

PART V Training

All employees will be provided one on one time with management to discuss our COVID-19 processes and procedures. Periodically management will send out the store's current COVID policies for employees to review and comment on. New employees will be sent the IHG COVID policies and procedures for review and acceptance as part of their initial hiring. If any employee has not received this training or would like further COVID-19 training, they can contact Management to receive more training.

If roles and responsibilities change for employees then COVID-19 risks will be evaluated, new policies and procedures developed and training offered. The same will apply to new equipment or changes to the business.

PART VI Policy Development

If Employees have any concerns or recommendations regarding this policy they can forward them to Management, Nick specifically. Risks will be continually monitored and changes to our policies and procedures will be made when necessary. Employees will be involved in resolving any safety issues.



490 North Rd, Box 254
Gabriola BC, Canada
V0R 1X0 (250) 247-8800
info@islandhomeandgarden.ca

14 March 2020

IHG Disinfection Procedure

IHG will start a regular Disinfecting Routine for common areas used by both Employees and customers. All Employees doing the Disinfecting must have completed and passed WHIMS training. All disinfecting and mixing of the solution must be done with protective equipment and following proper WHIMS procedures.

Disinfecting Solution: Disinfecting solution will be prepared in accordance with the signs posted in both bathrooms. The solution will be made in a 1L spray bottle, which will be marked according to the proper WHIMS requirements. On 13 March 2020 one spray bottle was made up for store use and can be reused. If a second spray bottle is needed, only new bottles should be used. ***The ratio is 1 teaspoon of bleach per 1 liter of water. As the spray bottle is 1 liter, 1 teaspoon of bleach is needed. The measuring spoons are in the black cabinet in the paint bathroom.*** Never mix bleach with ammonia or any other acid, such as vinegar.

Disinfecting Front Cash: ***After opening and every 2 hours after,*** Front Desk Staff are required to sanitize the front cash area and front doors. Focus should be placed on areas routinely touched, such as the door handles, credit card terminals, computer keyboards and counter tops.

Disinfecting Rest of Store: ***Twice a day, ones around noon and once before closing, one Floor Staff member is to walk around the store and sanitize the back part of the store.*** Focus should be on frequently touch areas such as door handles, the paint desk, receiving doors and bathroom counters and faucets.

Bathroom Cleaning: As a reminder, ***both staff bathrooms are to be cleaned daily.*** The "paint" bathroom is to be cleaned by the Staff member scheduled in the paint section, and the "receiving bathroom" is to be cleaned by the opening floor Staff member. Proper WHIMS processes are to be followed during this process.