

# humanworks' COVID-19 Safety Plan

**NOTE:** This Safety Plan applies to humanworks' head office in Burnaby, BC. The overall plan includes the organization's phased COVID-19 response, actions taken to date, general COVID-19 related requirements of all employees, and applicable policies.

We are committed to providing a safe, healthy, and supportive environment to make sure every member of our team has the knowledge, skills, abilities and safe work environment to make a positive difference in the work they do.

Like all employers in B.C., humanworks is required to develop a COVID-19 Safety Plan that outlines the policies, guidelines, and procedures we have put in place to reduce the risk of COVID-19 transmission. We have been developing and adapting our COVID-19 response since January 2020. In developing our response and associated safety plan, our goals are to:

- Prevent the virus from entering our facilities, whether brought in by visitors or employees
- Protect employees and the public when they interact with each other
- Adhere to all public health orders and regulatory requirements
- Support the mental and physical well-being of our employees
- Support managers to lead and manage remote workers

humanworks has remained operating since the World Health Organization declared the pandemic on March 11, 2020.

Following guidance from public health experts and our senior leadership team, we have developed this COVID-19 Safety Plan. It's focused on our employees, to ensure we have a safe workplace and that our interactions with our stakeholders' are conducted in a safe manner. The purpose of this plan is to outline the policies, guidelines, and procedures we have put in place to reduce the risk of COVID-19 transmission. We will continue to reassess and adjust as needed and we will always make the health and well-being of our employees and stakeholders a priority.

## 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.

- We have identified areas where people gather, such as break rooms and meeting rooms.
- We have identified job tasks and processes where workers are close to one another or members of the public. This includes the workplace and other locations that workers go.
- We have identified the machines 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

- We have reviewed industry-specific protocols on worksafebc.com to determine whether any are relevant to our industry and implemented these to the extent that they are applicable to the risks at our workplace.
- We have informed our workers.
- We have reviewed orders, guidance, and notices issued by the provincial health officer.

We used the following hierarchy of controls when determining appropriate prevention measures:

**First level protection (elimination)** - Limit the number of people in our workplace where possible by implementing work-from-home arrangements, establishing occupancy limits, rescheduling work tasks, or other means.

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

**Third level protection (administrative controls)** - Establish rules and guidelines, such as posted occupancy limits for shared spaces, cleaning practices.

**Fourth level protection (PPE)** - If the first three levels of protection aren't enough to control the risk, consider the use of masks.

## 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 event', 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.
- 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, 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

#### humanworks head office

The majority of the humanworks head office staff are operating off site (work at home). Protocols have been established for anyone using the office space.

The occupancy limit for the entire humanworks head office, including staff, contractors, and visitors is 2 people.

The office is not open to the public. Mail is being forwarded to a home address. Deliveries are being directed to a home address. Hand sanitizer is available at the front reception area.

## Second level protection (engineering): Barriers and partitions

- We have not installed barriers as there is no need for them. Workers can keep physically distant from co-workers, or others.

## 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 announcements and signage.

### Measures in place

#### humanworks head office

The majority of staff will continue to work from home. However, all staff working periodically in the office will communicate with each other when they will be there and limit the number of people working at any one time (typically one person).

Staff are instructed to adhere to all posted signage. Signage has been placed on walls and includes:

- Occupancy limits
- Instructions for handwashing at sink
- Reminders about maintaining physical distance

#### Additional resources

- Internal newsletter with stories on how to stay healthy, safe, and mentally well.
- Reminders to not come to work while sick. If staff have symptoms of COVID-19, they are expected to utilize the online self-assessment tool, contact their health care provider, or call 811.
- If someone experiences symptoms at work, they will maintain 2 m (6 ft) distance from others, notify their manager immediately, go home immediately, and contact their health care provider or call 811.

## Fourth level protection: Using masks

- We understand the limitations of masks to protect the wearer from respiratory droplets. We understand that masks should only be considered when other control measures cannot be implemented.

### Measures in place

#### humanworks head office

Staff are directed to remain physically distant (2 metres) from one another while on the premises; therefore mask use is not required within the office.

## Implement effective cleaning and hygiene practices

- We have reviewed the information on cleaning and disinfecting surfaces.
- Our workplace has enough handwashing facilities on site for all our workers. Handwashing location is 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.
- We have implemented cleaning protocols for all common areas and surfaces - equipment, shared tables, desks, light switches, and door handles.
- Workers who are cleaning have adequate training and materials.

### Measures in place

#### humanworks head office

All staff working in the Burnaby head office have access to handwashing facilities, hand sanitizer, and sanitizing wipes.

## Step 3: Develop policies

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 is prohibited from the workplace. 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 is prohibited from the workplace.
- Anyone who has arrived from outside of Canada must self-isolate for 14 days and monitor for symptoms.
- Visitors are prohibited or limited in the workplace.

## Step 4: Develop communication plans

- 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.

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

- We have a plan in place to monitor risks. We make changes to our policies and procedures as necessary.
- Workers know who to go to with health and safety concerns.

### Notes for Step 5

Staff are encouraged to bring forward any issues or concerns, so that the control measures and safety plan can be modified as necessary.

## humanworks' Phase One - January to June 2020

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We assessed risks at our workplace, implemented protocols to reduce risks, developed policies to manage the workplace, and developed communications plans for our employees. In this phase, we had three areas of emphasis:

Control our environments	Communicate with employees	Clean and disinfect
<ul style="list-style-type: none"> <li>Workplace risk mitigation</li> <li>Working from home</li> <li>Building access was closed to visitors</li> <li>Physical distancing</li> <li>Employees education</li> </ul>	<ul style="list-style-type: none"> <li>Frequent communication from senior leaders through video and email</li> </ul>	<ul style="list-style-type: none"> <li>Regular and environment cleaning</li> <li>Additional cleaning</li> </ul>

## humanworks' Phase Two - July and August 2020

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We continue to monitor our workplace and update our plans as necessary. While we are not expecting to change our stance on employees returning to use the office over the summer (the employees who provide necessary administrative services will continue to use the office), we are planning for some to return to the building later on in the summer if necessary. The framework for this phase is:

Workplace & employee readiness	Workforce support	Monitoring & intervention
<ul style="list-style-type: none"> <li>Business needs</li> <li>Buildings</li> <li>Behaviours</li> </ul>	<ul style="list-style-type: none"> <li>Strategies to support and ensure the health and safety of employees returning to the office and service delivery</li> <li>Strategies to support remote workers</li> <li>Strategies to support leaders in the new virtual/remote working world</li> </ul>	<ul style="list-style-type: none"> <li>Preparing and planning for mitigation of future outbreaks and potential impacts</li> </ul>

## humanworks' Phase Three - September 2020 and beyond

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We continue to monitor our workplace and update our plans as necessary. We are not expecting to change our stance on the way the office is used by employees until further notice.

### How we responded

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#### January/February - 2020

- Monitored world events and public health to prepare workplace response
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#### March - 2020

- Educated employees
    - what is coronavirus?
    - Protecting myself
    - Don't spread illness - stay home if sick
  - Developed a COVID-19 Response Plan
  - Remote working - majority of employees worked exclusively offsite in their home offices
  - Three employees rotated their time in the office to conduct essential administrative duties
  - Implemented screening and monitoring protocols for employees working at the office
  - Implemented additional cleaning protocols
  - Installed hand sanitizers and hygienic supplies
  - Cancelled all staff gatherings
  - Cancelled non-essential travel
  - Closed offices to visitors and moved services to exclusively online and phone; no in person meetings conducted
  - Communicated to employees regarding school closures and work schedules
  - Ensured workspace physical distancing for onsite employees
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#### April to December - 2020

- Updated protocols and processes for courier and mail deliveries
- Deep cleaned all workstations at the head office
- Kept employees up-to-date via email, phone and videoconferences



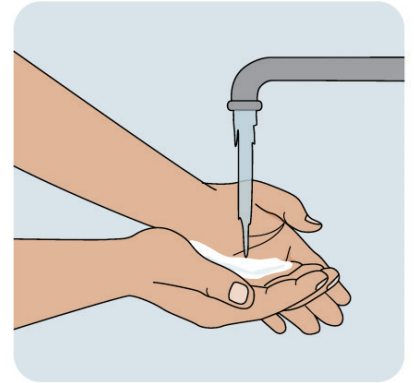
## What is required of humanworks employees?

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When our employees return to the workplace, we will see a shift in how we work in our office to ensure the health and safety of all. We will be asking employees to make a commitment to:

### Personal hygiene

- Employees must wash their hands often, and always after coughing, sneezing, or blowing their noses. Directions are to wash with soap and water for at least 20 seconds, or, if soap and water are not available, to use an alcohol-based hand sanitizer.
- Employees are directed to avoid touching their eyes, nose, and mouth with unwashed hands.
- Everyone should cough or sneeze into a tissue and throw it away immediately after. If a tissue is not available, cough or sneeze into a flexed elbow.



### Workplace etiquette (for those working in the office)

- Physical distancing: All employees need to maintain physical distancing while at their workstations and throughout our office. They need to ensure adequate space is provided for exiting common areas such as walking routes, meeting rooms, washrooms, elevators, stairwells.
- Direction cues: Where there are no markings, employees are expected to follow the 6-foot physical distancing rule.
- Employees are asked to take breaks and eat lunch at their desks or outside. We recommend that people bring their own utensils and avoid sharing foods with colleagues.

### Cleaning and disinfecting

- Enhanced cleaning: enhanced cleaning occurs every week and throughout the workplace for high-touch services. In addition, employees are supplied with cleaning and disinfectant supplies for self-cleaning during the day.
- Clean your desk: At the end of the day, employees ensure their desk is clear of all clutter and papers.



### Limiting travel

- All employees are to refrain from non-essential travel. If travel is deemed necessary approval must go through senior management.

## Health and wellness

- It is important that everyone focuses on their own health and well-being especially in times such as these.
- Employees are reminded to not come to work while sick. If they have symptoms of COVID-19, they are expected to utilize the online self-assessment tool, contact their health care provider, or call 811.
- If someone experiences symptoms at work, they should maintain 2 m (6 ft.) distance from others, notify their manager immediately, go home immediately, and contact their health care provider or call 811.
- Employees who require an accommodation can contact their manager to confidentially discuss their needs.



## Communications

- Employees are expected to stay informed by keeping up to date with the resources posted on our internal eNews communications and contact their manager if they have questions.

January 13, 2021