



# **YMCA of Northern BC**

## **Covid-19 Safety Plan**

For All Sites and Regions



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## Overview

The *YMCA of Northern BC Covid-19 Work Safety Plan for all Sites and Regions* does not replace site specific Work Safety Plans. Site specific Work Safety Plans should be added as an appendix to this document. It is similar to our Child Protection Policy- where each site must have a copy of the policy, but adds their own Facility Access Plan. Information in this document is compiled from WorkSafe BC, the BC CDC, the Ministry of Health and from YMCA of Northern BC resources. The last section of this document contains more references and resources.

### **Purpose**

The YMCA of Northern BC is committed to providing a safe, health workplace for all team members. The *YMCA of Northern BC Covid-19 Work Safety Plan for all Sites and Regions* describes general control measures, implemented at an Association level, to eliminate and reduce risk during the Covid-19 pandemic. Site specific Work Safety plans may contain additional work site and program specific control measures. Certain programs and sites may also have to adhere to additional guidelines, for example Licensed Child Care programs are responsible for ensuring they licensing regulations and WorkSafe BC protocols.

### **Process**

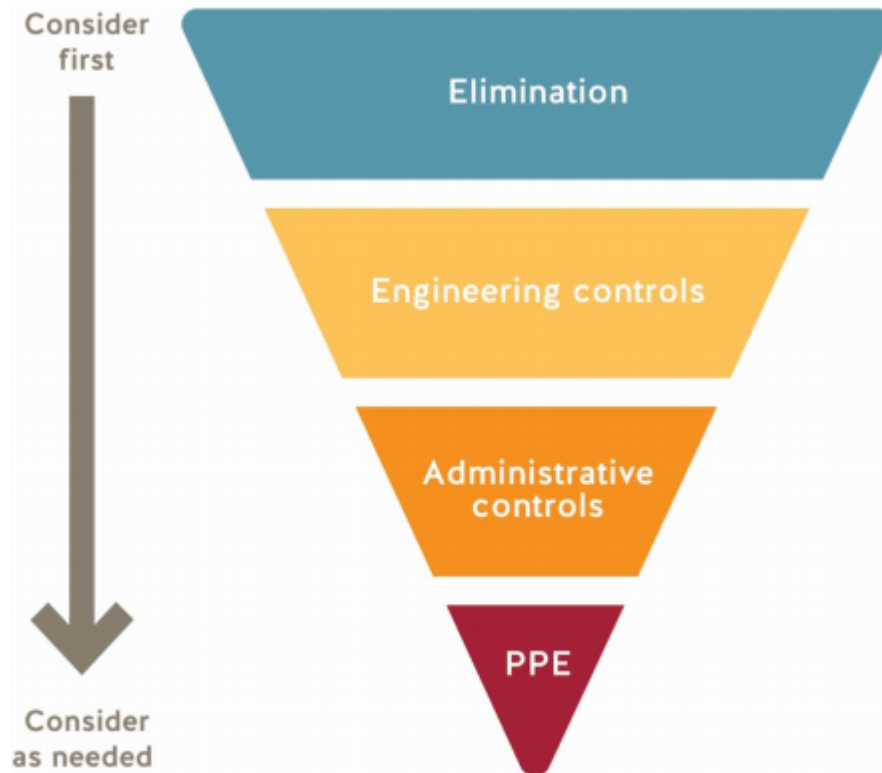
Members of the Occupational Health and Safety Committee reviewed WorkSafe BC Covid-19 Safety Plan development materials in the development of this document. Many site-specific work safety plans were reviewed as well. This plan was shared with all department Directors for feedback.

### **Review/Amendment**

Members of the Occupational Health and Safety Committee and/or Directors will review and update this plan following significant operational changes or new direction from Public Health Officials. This plan may also be updated more frequently to reflect changing conditions.

### **WorkSafe BC- Developing a Covid-19 Work Safety Plan**

Different protocols offer different levels of protection. Wherever possible, use the protocol that offers the highest level of protection. Consider controls from additional levels if the first level isn't practicable or does not sufficiently control the risk. Each worksite will to incorporate controls from various levels to address the risks specific to their site.



**First level protection (elimination)** — Limit the number of people in your workplace where possible by implementing work-from-home arrangements, establishing occupancy limits, rescheduling work tasks, or other means. Rearrange work spaces to ensure that workers are at least 2 m (6 ft.) from co-workers, customers, and members of the public.

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

**Third level protection (administrative controls)** — Establish rules and guidelines, such as posted occupancy limits for shared spaces, designated delivery areas, cleaning practices, and one-way doors and walkways to keep people physically separated.

**Fourth level protection (PPE)** — If the first three levels of protection aren't enough to control the risk, consider the use of masks. Ensure masks are selected and cared for appropriately and that workers are using masks correctly.

## Work Sites and Regions

### Prince George

#### *Child Care*

- YMCA Massey Care and Learning Centre  
2020 Massey Dr, Prince George  
250-562-9341 x 2126
- YMCA Highland Family Development Centre

Updated March 14th, 2022



155 McDermid Dr, Prince George  
250-562-9309

- YMCA Lac des Bois Care and Learning Centre  
4131 Rainbow Dr, Prince George  
236-423-2422
- YMCA 5<sup>th</sup> Ave After School Care  
497 Ospika Blvd, Prince George  
250-565-8531
- YMCA Immaculate Conception School Aged Child Care  
3285 Cathedral Ave, Prince George  
250- 961-9741
- YMCA Springwood School Aged Care  
4600 Zral Rd, Prince George  
250-617-0708
- YMCA Westwood School Aged Childcare  
2633 Vanier Dr, Prince George  
250-562-9341 x 2133
- YMCA Ron Brent School Aged Childcare  
1401 17<sup>th</sup> Ave, Prince George  
250- 640-5286
- YMCA Malaspina School Age Care  
7900 Malaspina Ave, Prince George  
(250) 640-2988
- YMCA Park House Care and Learning Centre  
1075-6th Ave, Prince George  
250-596-8760
- Child Care Resource and Referral Centre  
2020 Massey Dr, Prince George  
250-563-2483

#### *Community Health*

- Foundry Prince George  
1148 7<sup>th</sup> Ave, Prince George  
236-423-1571
- Foundry Quebec St. Extension  
100-490 Quebec St, Prince George  
no central number; site lead 250-640-4574
- Youth Around Prince  
1160 7<sup>th</sup> Ave, Prince George  
250-645-4010
- YMCA Beyond the Bell at Glenview Elementary School  
7310 Cluff Rd, Prince George,  
250-613-9049
- Simon Fraser Lodge  
2410 Laurier Cres, Prince George



250-563-3413 x 311

*Health, Fitness and Aquatics*

- Prince George Family Y  
2020 Massey Dr, Prince George  
250-562-9341

*Association Services*

- All Association Services operate out of the Prince George Family Y and YMCA Highland Family Development Centre

*Camps*

- Camp programs are not currently operational

**Nechako (Vanderhoof and Fort St. James)**

*Child Care*

- YMCA Vanderhoof Care and Learning Centre (Integrus Community Centre)  
186 Columbia St W, Vanderhoof  
250-567-4524
- YMCA Fort St. James Care and Learning Centre
  - 349 Stuart Dr W, Fort St James
  - 250-996-0320

*Health, Fitness and Aquatics*

- Vanderhoof Aquatic Centre  
390 Columbia St E, Vanderhoof  
250-567-3957
- Integrus Community Centre  
186 Columbia St W, Vanderhoof  
250-567-4524

**Peace (Chetwynd, Fort St. John, Dawson Creek)**

*Child Care*

- YMCA Chetwynd After School Care  
5000 46 St, Chetwynd  
250-401-1208
- YMCA Chetwynd Care and Learning Centre  
5132 50<sup>th</sup> St SW, Chetwynd  
250-778-2400
- YMCA Little Lights Care and Learning Centre  
4916 52<sup>nd</sup> Ave SW, Chetwynd  
250 778-2400
- YMCA Margaret 'Ma' Murray Care and Learning Centre  
11504 105<sup>th</sup> Ave, Fort St. John  
236-365-6627 ext 1003
- YMCA Anne Roberts Young Care and Learning Centre  
8408 112<sup>th</sup> Ave, Fort St. John  
236-365-2793 ext 2



- YMCA Ecole' Frank Ross School Aged Child Care  
1000 92<sup>nd</sup> Ave, Dawson Creek  
250-219-9881
- YMCA Crescent Park School Age Child Care  
9300 17 St., Dawson Creek  
250-219-8913

## **First Level Protection- Elimination**

### **Occupancy Limits**

Occupancy limits are currently 50% of usual (pre-COVID) occupancy for most facilities. Occupancy limits may be much higher than is required for the recommended physical distancing. Occupancy limits are required to be posted in all facilities – check with your site specific work safety plan. Posting limits may be useful to support physical distancing. Aquatics facilities are limited to 50% capacity. For health and fitness facilities, capacity is based on 7m<sup>2</sup> of floor space per person for both individual and group fitness and exercise classes. In addition to floor space, all group fitness and exercise classes have a capacity limit of 25 people. Pre-booking for drop-in individual fitness is expected where operationally possible.

### **Physical Distancing**

Staff must practice physical distancing (2m apart) from other staff at all times, whenever possible.

### **Furniture, Work Stations, Shared Items**

Excess furniture and non-essential items need to be removed and stored to support physical distancing and cleaning/ disinfecting protocols. As possible, staff should use a dedicated computer/ phone to reduce shared use, and consider reducing the number of work stations in one area. Shared items (cutlery, plates, tea towels, cloths) should be reduced, eliminated or replaced with single-use, disposable options. Cleaning/ disinfecting supplies should be readily available to staff for shared areas.

### **Schedules**

Schedules reflect the minimum number of team members needed for safe and effective service delivery.

### **Virtual Meetings**

Teams should meet virtually whenever possible. If virtual meetings are not possible, teams must ensure they are physical distancing and adhere to any occupancy limits.

### **Work Travel and Transportation**

Employees must discuss all work travel with their supervisor and carefully consider current public health concerns versus operational requirements for travel. Local travel should continue to be limited and intentional. As possible, groceries etc. will be ordered online and picked up curbside or delivered.





### **Work from Home**

Team members who are able to work from home should do so, in order to reduce the number of staff on-site. As possible based on roles and operational needs, staff may work from home on a rotating or part-time basis in consultation with their supervisor. Team members working from home or remotely must have a documented *Work from Home/Remote Work Agreement* in place.

### **Visitors**

Non-essential visitors should be carefully considered in the context of current public health restrictions and recommendations. In some facilities, such as complex care, non-essential visitors are not permitted under current restrictions.

## **Second Level Protection- Engineering**

### **Barriers**

Plexi-glass (or other) barriers are in place in areas where staff interact directly and closely with customers and clients, such as reception sites. Additional barriers may be included in site specific Work Safety plans.

## **Third Level Protection- Administrative**

### **Covid-19 Human Resources Policy**

All staff must review the COVID 19 Human Resources Policy and understand transmission modes, ways to reduce transmission, and agree to best practices to support safety. This is documented with a sign off sheet.

### **COVID Negative Approach**

As of October 24<sup>th</sup>, 2021, all YMCA of Northern BC employees are required to either provide evidence of their BC Vaccination Passport or agree to mandatory bi-weekly rapid testing.

### **Vaccination**

The YMCA strongly recommends all employees be fully vaccinated and to receive booster vaccinations as recommended. Staff can receive up to 3 hours off during their work day to obtain vaccinations. Vaccination may be required for some sectors like health care and complex care. The YMCA collects information on vaccination status from all employees. Typically, this means verifying the employee's vaccination status using the Vaccine Card Verifier app and maintaining this status in a confidential manner. Some sectors may require personal vaccination records be kept on file, rather than just noting status after verification.

### **Rapid Testing**

Employees who are not yet fully vaccinated are required to rapid test bi-weekly. Tests are provided by the employer for the employee to self-administer. Employees who work full or part time are required to test Monday and Thursday before coming to the workplace. Casual employees are required to test ahead up to 12 hours ahead of entering the workplace. All employees who receive a positive test result must contact their supervisor immediately.



## **Employee Conduct**

All staff uphold the Principles and Protocols outlined in the *Coronavirus (Covid-19) Pandemic Return to Work Protocols* document and COVID 19 Human Resources Policy.

## **Employee Screening**

### *Staff Health Checks*

All Staff are to assess their personal health for signs of Covid-19 before entering a worksite or working in the community. Staff working from home (unless they visit a worksite) and staff at Simon Fraser Lodge do not have to complete the health check (SFL already has an active screening process). Staff must complete the health check up within the two-hour window before their shift starts. Staff may fill out the form from home.

Staff must confirm they have completed the worker health check by filling out the online NBCY Staff Health Check form. The online form is available by scanning the QR code found on the NBCY Worker Health Check poster and on the website at <https://nbc.ymca.ca/covid19/staff-health-check/>.

Symptoms of Covid-19 include, new or worsening: fever or chills, coughing, tiredness or extreme fatigue, sore throat, difficulty breathing, body aches, nausea or vomiting, diarrhea, loss of appetite, headache, loss of sense of taste and/or smell. New variants of COVID 19, such as Omicron, may present with additional symptoms such as sneezing, congestion, and runny nose.

Staff who have been directed by Public Health to self-isolate are not allowed to come to work.

Staff who have traveled outside of Canada in the past 14 days must follow current public health direction.

## **Participant Screening**

Staff are responsible for implementing the participant/client screening protocols specific to their program.

Participants are required to provide vaccination passports in all health, fitness, and aquatics facilities. Passports may be required in other areas like complex care or group activities (depending on current public health direction).

## **Sanitizing and Hand Washing**

Staff must wash and/or sanitize hands upon entry to building, before breaks, before/after eating, after using the washroom and as indicated throughout the day. Team members direct program participants, clients, and customers to wash/sanitize their hands upon entry to YMCA sites.



### **Sick Employees**

Staff must stay home if sick. If a staff develops symptoms at work, they should leave the worksite as soon as possible. If it is not possible to leave the worksite due to severe symptoms, sick workers must continue to wear a mask, wash their hands, and then isolate in the designated isolation area until arrangements can be made for them to leave the worksite. Sick workers should contact 811 with regards to testing and further self isolation and follow direction from public health. If a worker is severely ill (i.e.: having trouble breathing) the Occupational First Aid Attendant (if available) or designate will call 911 immediately.

### **Contact Tracing**

Staff must ensure they are following their program's contact tracing plan for both staff and program participants/clients/customers.

Staff who are notified of a potential Covid-19 exposure or positive case in a YMCA of Northern BC program must immediately report it to their supervisor and [covid@nbc.ymca.ca](mailto:covid@nbc.ymca.ca). Maintaining confidentiality is critical.

### **Staff Communication**

Staff communication happens in many ways. Site supervisors are responsible for ensuring their site's OHS bulletin board is maintained and up to date, and contains general and COVID 19 specific health and safety information. Sites without an OHS bulletin board must have all the same information available to staff. The YMCA Marketing and Communications team sends periodic emails to YMCA staff re: COVID 19 updates that includes safe work guidelines. There is a YMCA staff only Facebook page which provides centralized access to communications about COVID 19.

### **Signage**

Site supervisors are responsible for ensuring required signage is posted and updated as per direction from Public Health Officials and YMCA Leadership.

### **Occupation First Aid**

Occupational First Aid Attendants should be familiar with WorkSafe BC's *OFAA protocols during the Covid-19 pandemic* resource. Site supervisors must ensure that document is posted on your OHS board (if your site does not have an OHS board, they still need a copy of this resource in the designated OHS area or binder).

## **Fourth Level- Using Masks**

### **Staff Mask Use**

Masks are recommended but not required in workplaces for shared work areas and areas accessible to the public. This includes elevators, kitchens, customer counters, break rooms, hallways, and meeting rooms.

Staff who work in child care or in health care facilities must wear masks as sector specific



guidelines require.

Triple layer masks will be available for staff, but staff may choose to wear their own cloth mask. Whenever possible, eating and drinking should be limited to designated areas and occur at least 2 metres apart from others.

Clinical and non-clinical staff in designated health care facilities (SFL, Foundry) are required to wear surgical masks, as per provincial directives. Other designated programs, such as child care or transportation may choose to require surgical mask use. N-95 type masks are not recommended for general use. However, N-95 masks may be available for specific instances such as provision of health care to a symptomatic individual, staying with a symptomatic child until the caregiver can pick up.

### **Participant Mask Use**

#### *Child Care*

Children 5 years and older are required to wear a mask to the best of their ability.

#### *Community Health*

All participants are recommended but not required to wear a mask. Participants and visitors in designated health care facilities (SFL, Foundry) are required to wear surgical masks, as per provincial directives. Enforcement of mask use will be balanced with employee safety given higher potential for conflict given participant capacity. Due to the nature of these services and depending on the situation, staff will not necessarily refuse service if participants refuse to wear a mask at this time.

#### *Health, Fitness & Aquatics*

Members are recommended but not required to wear a mask.

#### *General Exemptions*

Children under 5 years old do not need to wear masks. Individuals who have difficulty breathing do not need to wear masks. Individuals who are unable to put on and take off their own mask are not required to wear a mask.

### **Staff Safety and Violence Prevention**

Staff safety is our first priority. Staff are strongly encouraged to seek support from supervisors while enforcing mask wear and Covid-19 screening protocols. Do not put your safety at risk. Staff should positively reinforce mask wearing by thanking participants for wearing their mask

### **Cleaning/Disinfecting**

#### **Cleaning Logs**

All sites should have a log to record cleaning/disinfecting. Some rooms and spaces may have specific cleaning logs which need to be completed after use (i.e.: meeting room, or microwave in staff breakroom). Supervisors are responsible for monitoring cleaning logs.



### **Cleaning Procedures**

All sites have a plan for general, daily facility cleaning.

Twice daily (if shift is longer than 4 hours) enhanced cleaning/ disinfecting is completed and documented by the staff accessing the space and includes high touch surfaces in the building (doorknobs, light switches, faucet handles, public phone, shared equipment, etc.).

### **Cleaning Products**

Products used are approved by Health Canada as effective agents against Covid-19. Lysol or Clorox wipes, Unitab, Vanguard, and 1:9 bleach solution in use. See Appendix F (Safe Use Procedures) – bleach solution must be made up daily if being used – the first staff to use the solution is responsible to create the solution. Used disposable supplies are discarded in the garbage immediately after use.

### **Questions/Concerns with your Work Safety Plan?**

Questions and concerns should be directed to your Supervisor, Coordinator or Director. Additionally, all sites have access to an occupational health and safety committee member contact list, whom they may contact with questions or concerns.

### **References and Resources**

- Developing a Work Safety Plan: <https://www.worksafebc.com/en/resources/health-safety/checklist/covid-19-safety-plan?lang=en>
- BC Child Care and Day Camp Protocols: <https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-response-covid-19/child-care-response-covid-19-provider/child-care-response-covid-19-health-safety>
- WorkSafe BC Gym and Fitness Centre Protocols: <https://www.worksafebc.com/en/covid-19/industry-specific-information/gyms-and-fitness-centres>
- WorkSafe BC Office Protocols: <https://www.worksafebc.com/en/covid-19/industry-specific-information/offices>
- WorkSafe BC OFAA Protocols: <https://www.worksafebc.com/en/resources/health-safety/information-sheets/ofaa-protocols-covid-19-pandemic>
- All Staff Covid-19 Training, Supervisor Training, Covid-19 HR Protocols and Sign Off: Available on NBCY Sharepoint (Association Services -> Covid-19 Pandemic -> Training)



## **Appendix A – Working from Home Guidelines**

### **Work from Home/ Remote Work:**

A work arrangement whereby an eligible employee fulfills their work at a location which is not operated by the YMCA. This can be an employee's home or location which is not operated by the YMCA.

The purpose of working from home is to provide eligible employees with flexibility in location to support functionality of department operations, to provide a conducive environment for tasks being completed during the COVID-19 pandemic, and to promote physical distancing, self-isolation and reduction of employees at the worksite, where possible.

This policy does not alter or replace the terms of an existing employment contract. Employees must comply with all association, policies, practices and instructions that would apply if the employee were working at the regular worksite.

Before entering into an agreement, the employee and their manager, will evaluate the suitability of a Work from Home/ Remote Work Agreement. This will include a review of the job responsibilities, discussing and determining if the job is appropriate for a remote work/ work from home arrangement, equipment needs, workspace design considerations and scheduling.

Please note that employees that our customer facing, that require a set schedule to ratio or service-related requirements do not qualify for this agreement.

Employees must have their supervisor approve their schedule and communicate days in office and or working remotely. This is required in order to ensure consistency of schedule and availability of staff. Working from home/ work schedules will be determined by mutual needs. Employees who work from home more than 50% of the time may be able to claim this on their tax return. for more information: <https://www.canada.ca/en/revenue-agency/services/tax/individuals/topics/about-your-tax-return/tax-return/completing-a-tax-return/deductions-credits-expenses/line-229-other-employment-expenses/commission-employees/work-space-home-expenses.html> Employees are expected to work their required number of hours of work as per their employment contract and or for salaried employees, execute their responsibilities according to their employment contract and job description.

Working from home during the pandemic has presented multiple challenges and a blending of roles. We don't ask unrealistically that you are free from distraction at all times; yet, we do ask that you are able to fulfill all of your responsibilities of your position.

### **Requirements and Safety:**

The employee is responsible for ensuring that the home office meets the department's normal workplace occupational health and safety requirements as well as supports ergonomic requirements and employees working from home are covered for injuries arising out of and in the course of performing their job duties in their homes.

The employee understands that they must properly secure and ensure the privacy of all employer records and materials while working from alternate worksites. Products, documents and records developed while working from alternative worksites are the property of the YMCA of Northern BC and shall be created and maintained on YMCA's systems or network. The employee takes all appropriate measures to ensure that no one other than themselves can access the equipment and or confidential information, including, but not limited to, ensuring that password protection is used and that the wireless network is secured.



## Work From Home/Remote Work Agreement

This Work From Home/Remote Work Agreement will commence on date \_\_\_\_\_ and will be reviewed monthly or as deemed necessary. Arrangements may be modified, extended or stopped at any time.

Employee Information	
Name	
Role	
Department	
Current Hours of Work	
Today's Date	

Daily check-ins with your supervisor are to be scheduled as mutually agreed upon via phone, e-mail or text.

Work From Home/Remote Work Location	
Address and City	
Phone number	
Cell number	

Employee and Supervisor/Manager have agreed to the following check in times and forms: *(eg: listing performance goals/measures, objectives, phone meeting schedule, etc.)*

- 
- 
- 

Employee  
Signature: \_\_\_\_\_

Manager Signature: \_\_\_\_\_

Date of Approval: \_\_\_\_\_

### Appendix B – Working Alone and In Isolation Policy



YMCA OF NORTHERN BC  
Occupational Health and Safety Policies and Procedures  
**WORKING ALONE AND IN ISOLATION**

**Purpose:** This policy outlines procedures for the YMCA of Northern BC to meet its responsibility to protect the safety and well-being of employees who work alone or in isolation from others.

**Definition:** To work alone or in isolation is to “**work in circumstances where assistance would not be readily available to the worker (a) in case of emergency and/ or (b) in case the worker is injured and in ill health**” (from WorkSafe BC’s Occupational Health and Safety Regulation, section 4.20.2-4.23).

**Policy:** Where YMCA of Northern BC employees work alone or in isolation, written procedures for various types of work situations will be provided to help mitigate risks and outline employer and employee responsibilities and communication measures. The employer and employee will discuss risks associated with the employee’s work role(s) as part of orientation and training and will establish and regularly review written procedures to mitigate risks. Employees must follow written procedures.

Employees will have access to at least one communication method, and should maintain periodic contact and/ or be able to summon help if required. Employees should exercise caution, make decisions that will mitigate risks and protect their safety, and be aware of their right to refuse unsafe work.

**Procedures:**

For each type of working alone or in isolation situation (i.e.: opening or closing a facility, participant outreach), the YMCA of Northern BC will assess risk and create a written risk mitigation plan. The employee and their supervisor will review and revise the plan together; the director will have the opportunity to review the plan and provide additional feedback. Once established, all parties will sign off on the plan. Employees and their supervisor will review plans as indicated and at least annually, updating plans as appropriate. Applicable risk mitigation protocols will be part of orientation and training of all staff members new to their role.

Risk mitigation plans will describe how employees working alone or in isolation will maintain communication with a designated contact person or program. Depending on the level of risk associated with the type of work circumstances (as determined by the risk assessment) employees will, at minimum, check in at the beginning and end of their shift when working alone. All employees working away from their primary workplace should be accessible by phone. Designated contacts will track whether or not employees have checked in as agreed. Note that for the Massey health and fitness facility, the alarm company is the designated check-in at the start of shift (if the employee does not disarm the alarm as scheduled, the alarm company will flag it and seek contact).

Employees are responsible for assessing risks prior to any working alone or in isolation





circumstance. Any employee working alone or in isolation at the start or end of the day should exercise caution and scan their surroundings for suspicious circumstances (i.e.: intimidating persons, suspicious packages, or signs of break and enter). If risk is determined, the employee should call a supervisor or designate for back up, or wait for a colleague to join them.

Child care centre employees working alone at the start of the day should work inside with the children, keeping doors locked until a colleague arrives. If working alone at the end of the day, the employee should keep doors locked and leave with the last parent, if appropriate, or keep doors locked and be aware of surroundings when leaving.

Other staff working alone at the start of the day should work inside, keeping doors locked until a colleague arrives or scheduled open hours. Staff should always maintain communication accessibility and should not put themselves in positions of risk if working alone in a facility where community members are present (i.e.: calling for help when dealing with violent or aggressive members). If working alone at the end of the day, the employee should keep doors locked and leave with the last member, if appropriate, or keep doors locked and be aware of surroundings when leaving.

Employees providing one on one, clinical, or outreach services should assess the level of risk prior to each session, with particular attention paid to first time or unusual encounters. If uncomfortable with the level of risk, the employee should arrange to mitigate risk (i.e.: another staff member checking in, meeting in public location). If unable to mitigate risk, the employee may refuse service at that time, informing their supervisor or designate immediately. Where some risk exists but the decision is made to proceed with providing service, the employee should take steps to mitigate risk, including advising a designated contact that they will be alone with a participant and arranging for the contact to walk by or check in. Other steps to mitigate risk may be using a community space, positioning the employee near the exit, keeping blinds open, using an alarm fob or whistle, etc. The employee should check in with the designated contact again after the session.

Employees working alone with a participant or participants away from their primary workplace will inform their designated contact of their activities, including appointment time, cell number, participant name(s) and relevant information, meeting location, and expected return time. They should also carry a first aid kit. Employees meeting participants outside of YMCA facilities are responsible to use a safe (typically public) location. Employees should never meet participants in their homes unless in specific roles where this is a bona fide work requirement and a risk assessment reviewed with their supervisor determines there is no/ minimal risk to the employee.

Employees should use caution when entering YMCA of Northern BC premises first in response to a call from the alarm monitoring company. If the employee believes risk exists (i.e.: evidence of a break-in), they should wait for security, police, or the fire department to accompany them.

When an employee working alone or in isolation at a YMCA of Northern BC facility does not check in



as scheduled:

- The designated contact will attempt to contact them using the established communication method(s). If unsuccessful, the designated contact will attempt again in 5 minutes
- If still unable to verify their safety, the designated contact will call the supervisor or designate
- The supervisor or designate will make additional attempts to reach them, including by calling the staff's personal number or emergency contact(s). If still unable to reach them, and depending on the circumstances, the supervisor or designate may conduct an on-site check or call emergency services
- The designated contact and supervisor/ designate will document check-ins and attempts to check-in

When an employee working alone or in isolation in the community does not check in as scheduled:

- 15 minutes past the expected check-in or return time, the designated contact will attempt to contact the employee using the established contact method(s) and last place visited if known
- If unsuccessful, the designated contact should try to make contact every 5 minutes up to 15 minutes of the expected return or check-in
- If still unsuccessful, the designated contact will call the supervisor or designate
- The supervisor will make additional attempts to reach them, including by calling the staff's personal number or emergency contact(s). If still unsuccessful, and depending on the circumstances, they may call emergency services
- The designated contact and supervisor/designate will document check-ins and attempts to check-in

**Additional factors that increase the level of concern (i.e.: known employee health issues, critical incident in the area) can escalate the processes described above at the discretion of the designated contact or supervisor/ designate.**

Accidents and/or injuries, including "near misses" must be reported (using a critical incident form and, if applicable, a WorkSafe BC form) to a supervisor or designate as soon as possible and within 24 hours.

**Related Policies and Tools:**

Sample Working Alone or in Isolation Procedures Template (within YMCA of Northern BC Facility)  
Sample Working Alone or in Isolation Procedures Template (outside of YMCA of Northern BC Facility)  
Workplace Violence Prevention Policy  
Critical Incident Policy and Critical Incident Reporting Form  
Sample Risk Assessment Checklist

*Occupational Health and Safety – Working Alone and in Isolation Policy  
Created February 15, 2018*

**Appendix C – Occupational Health and Safety Guidelines for Workers During COVID 19 Pandemic**

Updated March 14th, 2022



## **OCCUPATIONAL HEALTH AND SAFETY (OHS) GUIDELINES FOR WORKERS DURING COVID 19 PANDEMIC**

**The YMCA of Northern BC has developed work safety plans in place for all operational sites.** These plans were developed in collaboration with our OHS committees and worker representatives. **Please familiarize yourself with these important plans; they are posted on OHS bulletin boards and on our website.**

**As part of our work safety plans, we created a mandatory training presentation for ALL workers on safe work during the COVID 19 pandemic. This presentation, as well as an additional presentation to support supervisors, is available on SharePoint or through your supervisor and requires a sign-off form once complete.** Related guidelines for safe work are provided below:

### **PRACTICE PHYSICAL DISTANCING (KEEPING 2 METRES OR MORE APART FROM OTHERS) WHENEVER POSSIBLE.**

- Some jobs, such as caring for young children or seniors with complex needs, do not allow for ideal physical distancing. In these situations, maintain physical distance as much and as often as possible. For example, you may need to be close to a young child, but you can still maintain distance from the caregiver who is dropping off the child.
- Remember to maintain physical distance from everyone, to the extent that you can. Practice physical distance from staff as well as participants. Anyone can be infected with COVID 19.
- If your workspace does not allow for recommended physical distancing, explore alternatives such as a separate office or meeting room.
- Staff who can work from home or away from the office (while still meeting operational needs) should do so. Keep the number of people in the building at one time to levels that accommodate physical distancing.

### **LIMIT THE NUMBER OF SITES YOU VISIT.**

- Limit your exposure to COVID 19 and the transfer of COVID 19 from site to site by eliminating or reducing travel and visits to multiple sites whenever possible.
- Consider if the visit is essential or if you can use alternative methods to achieve the result you need (phone, email, no contact delivery arrangements).
- Make lists to be as efficient as possible and avoid multiple trips.
- For non-local travel, consult with your supervisor and consider public health direction

### **PRACTICE GOOD PERSONAL HYGIENE.**

- Wash your hands as soon as possible upon arriving to work and wash hands frequently throughout your shift.
- Wash hands thoroughly – use soap and hot water for at least 20 seconds, taking care to scrub all areas of your hands. Dry hands after washing, taking care not to use clean hands to turn off tap, touch door handles etc.
- Use paper towels to dry hands rather than dish towels that are shared with others.
- Handwashing is the best method to disinfect hands. Hand sanitizer is useful when handwashing is not an option.
- Avoid touching your face.



- Avoid direct contact with others.
- As possible, change clothes between work and home.
- Cough/ sneeze into your upper sleeve or tissue instead of your hand.
- Discard any used tissues into a bin immediately and wash your hands thoroughly (preferred) or use hand sanitizer.

#### **BE AWARE OF WORKING ALONE OR IN ISOLATION.**

- Many people will work alone or in isolation as a result of COVID 19, even when they did not do so before. Ensure you have a working alone plan in place with your supervisor. This plan must include stipulations regular check-ins and identify what happens if a check-in does not take place as scheduled.
- If working from home for the first time, refer to working from home checklist.
- As always, be aware of your surroundings and of people in your vicinity. The pandemic impacts everyone and may make your parking lot/ commute etc. riskier than usual.

#### **DO NOT COME TO WORK IF YOU ARE SICK.**

- Do not come to work if you are sick (COVID 19 symptoms or other illness). Let your supervisor know as soon as possible that you will be absent. You will not typically be asked to provide a doctor's note. Discuss options for sick leave, if eligible, with your supervisor.
- If you had close contact with a person infected with or a person suspected to be infected with COVID 19, you should self-isolate. Call 8-1-1 for direction and advice from a health care provider.
- Testing for COVID 19 is not currently recommended except for certain populations and roles or if there is severe illness. Seek current public health guidance.

#### **ENSURE WORKPLACES ARE CLEAN AND HYGIENIC.**

- Reduce clutter.
- Disinfect high touch spots (light switches, doorknobs, etc.) and shared surfaces regularly using disinfecting wipes, 1:10 bleach solution (one-part bleach to nine parts water), or other product indicated for your work site.
- Cleaning should be documented to ensure it is being done regularly.
- Ensure bleach solution is refreshed daily as its effectiveness reduces over time.
- Whenever possible, do not share keyboards, office equipment, etc.

#### **USE PERSONAL PROTECTIVE EQUIPMENT WHEN INDICATED.**

- Continue to wear personal protective equipment as indicated in your day to day duties.
- Masks are required by staff and participants in all public areas. 3 layer masks are encouraged and provided but staff may also wear their own cloth mask. The mask should fit the face well with the nose and mouth must be fully covered. In some instances, medical masks may be required/ provided.
- Health care workers, lifeguards, and other workers in other specialized roles providing face to face care should comply with regulatory body recommendations on personal protective equipment.



### **AS POSSIBLE, ENFORCE RECOMMENDATIONS WITH PARTICIPANTS.**

- As possible, serve participants by phone or virtually to reduce physical contact.
- Participants who are capable of physical distancing (exceptions for young children, people with dementia, etc. who lack capacity) should do so whenever possible to reduce risk.
- Participants are required to wash or sanitize their hands upon entering a facility.
- Refuse face to face service to participants who display or identify COVID 19 symptoms and direct them to self-isolate and seek advice from a health care provider.
- Refuse service to any participant that knowingly puts others at risk and ask them to leave immediately.
- Reduce the number of participants allowed in your site to levels that allow for appropriate physical distancing.
- Enforcing safety rules are followed by participants is important but staff should not put themselves at risk to do so. See violence prevention plan.

### **ATTEND TO SELF-CARE.**

- The COVID 19 pandemic continues to change and is stressful for everyone. Remember to be kind and calm in your interactions with others – everyone is impacted in different ways.
- Try your best to eat well, get adequate sleep, exercise, and relax/ rejuvenate.
- Stay connected to your team using alternative methods when possible (email, phone, Teams, etc.).

### **RIGHT TO REFUSE WORK**

- Workers have the right to refuse work if they believe it presents an undue hazard. In those circumstances, employers need to consider the refusal on a case-by-case basis, depending on the situation. For more information, see Occupational Health and Safety Guideline G3.12. This does not mean all work during the pandemic is unsafe.
- The YMCA of Northern BC continues to actively monitor and follow all public health recommendations regarding COVID 19. Please communicate any concerns that impact safety to your supervisor (for example a co-worker is consistently not following direction to maintain physical distance and the supervisor needs to address this).



## Appendix D – Violence Prevention Plan

### VIOLENCE PREVENTION PLAN – COVID 19 SUPPLEMENT

COVID 19 may increase the risk of violence or abuse in the workplace. Participants, members of the general public, and staff may experience frustration, anger, fear, and other heightened emotions due to public health measures or other policies. In some instances, these emotions may result in violent, abusive, or otherwise unacceptable behaviour.

#### Prevention strategies:

- Offer options to in person activity when feasible (virtual or phone services)
- Clearly and consistently communicate COVID 19 safety measures through multiple channels – signage, website/ social media, staff practice. For example, if masks are required, ensure this expectation is posted and consistently encouraged. When possible, post signage at entry points as well as inside the building. Ensure signage is up to date, visible, and consistent with current practice
- Establish or maintain physical barriers to support screening. This may include plexi-glass barriers, locking doors, limiting numbers of people allowed in at one time. Ensure that staff are not blocked from access to a safe space/ phone to call for help if needed
- Ensure staff understand current safety practices and apply them as consistently as possible. It is important that the same expectations are always in place regardless of who is working
- Continuing to be as welcoming as possible – greeting people, acknowledging that some safety measures can be hard, being human and not robotic when screening
- Treat everyone with respect and stay calm even if there are varying opinions about COVID 19 or related safety measures
- If we require masks or handwashing/ sanitizing, provide supplies or facilities needed for someone to comply
- Recognize that following safety practices may be particularly challenging for some participants who are mentally ill, have cognitive impairments, or are under the influence. Provide extra reminders and support for vulnerable populations to comply with safety practices. Be patient and keep expectations reasonable to their capacity and level of understanding
- Ensure staff watch and listen out for one another to support safety for everyone. Staff designated to monitor/ encourage safety measures should have easy access to other staff for support

#### If a situation occurs:

- Designated staff are expected to monitor and strongly encourage compliance with current safety measures (like mask use or physical distancing). **However, staff are never expected to put their own safety at risk to enforce safety measures. Staff will not be penalized for not enforcing safety practices when there is potential for violence or abuse.** If staff safety is at risk, they should:
  - Try to remain calm
  - Do not argue with the person or enter into a discussion about personal beliefs. Stick to the safety message and that the Y is following public health regulations
  - If safe to do so, use de-escalation techniques reasonable for the situation. This could include staying calm, giving space, listening, agreeing to disagree, sticking to key



messages, setting clear boundaries, offering choices, etc. If a person is violent or abusive, the priority is staff safety

- If safe to do so, ask/ tell the person to leave. Depending on the situation, staff may choose to advise the person they are calling the police or do this privately if it will further escalate the situation
- Remove themselves to a safer/ safer location if possible. This may be a first step if risk for violence is high. If not possible, use panic button if available or call for help
- Do not try to physically stop someone from using the washroom or phone, throwing items on the ground, etc. Property damage is less important than safety
- Call police
- Seek support from other staff to manage the situation or take on calling police
- If a concern, prevent re-entry by locking the door behind them if the person leaves
- Seek support/ debrief the incident with supervisor

**Other considerations:**

People who consistently harass staff and/ or refuse to comply with safety measures or who present a safety risk will not be allowed to access services or may be restricted to alternative methods of service delivery



## **Appendix E – Using Non-Medical Masks**

While maintaining physical distance of 2 metres or more from others is preferable, non-medical masks can play an important role at times when physical distancing is not possible.

### **How to put on a non-medical mask or face covering:**

1. Ensure your face covering is clean and dry.
2. Wash your hands with warm water and soap for at least 20 seconds before touching the mask. If none is available, use hand sanitizer containing at least 60% alcohol.
3. Ensure your hair is away from your face.
4. Place the face covering over your nose and mouth and secure to your head or ears with its ties or elastics. Adjust if needed to ensure nose and mouth are fully covered.
5. The mask should fit snugly to the cheeks and there should not be any gaps.
6. Wash your hands or use alcohol-based hand sanitizer after adjusting your mask.

While wearing a non-medical mask or face covering, it is important to avoid touching your face. If you do touch your mask or face, you should immediately wash your hands with warm water and soap for at least 20 seconds or use a hand sanitizer containing at least 60% alcohol.

### **How to remove a non-medical mask or face covering:**

7. Wash your hands with warm water and soap for at least 20 seconds. If none is available, use hand sanitizer containing at least 60% alcohol.
8. Remove the face covering by un-tying it or removing the loops from your ears. Avoid touching the front of the mask when removing it.
9. Store the face covering in a paper bag, envelope, or something that does not retain moisture if you will be wearing it again.
10. After removing the face covering, wash your hands or use hand sanitizer.

### **Cleaning and disposing of non-medical masks and face coverings:**

Cloth masks or face coverings should be changed and cleaned if they become damp or soiled. You can wash your cloth mask by:

- putting it directly into the washing machine, using a hot cycle, and then dry thoroughly
- washing it thoroughly by hand if a washing machine is not available, using soap and warm/hot water
- allow it to dry completely before wearing it again

Non-medical masks that cannot be washed should be disposed of properly in a lined garbage bin, and replaced as soon as they get damp, soiled or crumpled. Do not leave discarded masks in shopping carts or on the ground where other people may come into contact with them.

It is important to remember the following when using non-medical masks and face coverings:

- masks with an exhalation valve do not protect others
- never share your non-medical mask or face covering with someone else
- do not handle a non-medical mask or face covering belonging to someone else
- do not allow other people to handle or touch your non-medical mask or face covering

Information taken from: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/how-put-remove-clean-non-medical-masks-face-coverings.html>





## Appendix F – Safe Use Procedures for Using Bleach/ Preparing 1:10 Bleach Solution

### Overview:

When mixed as a 1:10 bleach solution (1-part bleach to 9-parts water), it is a highly effective disinfectant for health care facilities, child care centres, and other sites. Bleach solution loses effectiveness over time and must be discarded after 24 hours. Bleach solution must be prepared daily.

### What is household/chlorine bleach?

Bleach is a chemical that is sold for household use. It is a mixture of water and the chemical sodium hypochlorite. For uses in the home and many workplaces, it is usually sold with concentrations of sodium hypochlorite present at a range from about 3 to 9 percent.

### Why should I be careful when working with bleach?

Bleach is corrosive, which means it can irritate or burn your skin or eyes. It can also corrode metals. When mixed with certain other chemicals or cleaners, it can produce toxic gases which can damage your lungs or be deadly. Always use caution and care when working with this product. Consider substituting bleach for a less hazardous product if possible.

### Why is bleach useful?

Bleach can disinfect which means it is effective at killing most bacteria, fungus, and viruses. It is also used to whiten fabric and other items.

### Instructions for safe use:

1. Familiarize yourself with the manufacturer's instructions on the label and the material data safety sheet. Always follow the manufacturer's instructions for safe use this or any cleaning product. Instructions will be on the label and/or on the Safety Data Sheet (SDS).
2. Familiarize yourself with any first aid supplies or equipment at your site (for example: eye wash station, sink, spill kit, shower, etc.)
3. Ensure you use appropriate non-metal containers to measure bleach and contain bleach solution. Typical containers include a spray bottle or bucket, funnel, and a measuring device.
4. Never mix bleach with other products, particularly other cleaners that contain ammonia.
5. Always label containers clearly. Do not use a container if it is not labelled or if you cannot read the label.
6. Use soap and water to clean dirty surfaces prior to using bleach. Bleach is a disinfectant and should only be used when needed to kill bacteria, fungus, or viruses.
7. Work in a well-ventilated area. Use fans and keep doors and windows open if possible.
8. Wear goggles or a face shield to protect your eyes and face from splashes.
9. Wear gloves such as household rubber or neoprene gloves. Note that not all gloves will protect you under every situation so read the directions or the material data safety sheet carefully for the manufacturer's recommendation.
10. Wear clothing that will cover your skin in the case of a spill, including a long-sleeved shirt, pants, socks, and closed-toed shoes. Protective chemical aprons or suits will provide more protection.
11. **To make a 1:10 solution to disinfect facilities that may have been tainted by contagions, you will need 1-part bleach for every 9-parts water.** Determine what the appropriate measurements



of bleach and water are for the amount of solution you need to prepare.

12. Pour the appropriate amount of room temperature or cool water (never hot water) into your container (i.e.: spray bottle or bucket).
13. Always pour bleach into water, never the other way around (to reduce potential splashing).
14. Measure bleach carefully using a non-metal measuring device. Do not exceed the recommended amount for the 1:10 solution. Pour bleach carefully into the container using a funnel. Pour slowly to avoid splashing.
15. Keep bleach stored in a cool, dry place away from direct sunlight and heat. Close the lid tightly after use. Rinse funnel with cool water to remove any bleach residue before storing.
16. Keep away from metals as bleach can corrode them (“eat” away the metal).
17. Refrain from eating, drinking, or smoking while using bleach, and thoroughly wash your hands with soap and water after use.
18. Discard any used bleach solution after 24 hours. Bleach solution must be prepared daily. Bleach solution may be discarded by pouring it down the sink slowly, to avoid splashing.

#### **What do I do if I splash bleach in my eyes or on my skin?**

- **Eyes:** Hold the eye open and rinse slowly and gently with water for 15 to 20 minutes, or for the time the manufacturer recommends. Remove contact lenses, if present, and continue rinsing the eye. Call a poison control center, emergency services, or a doctor.
- **Skin:** Remove the contaminated clothing. Rinse the skin immediately with plenty of water for 15 to 20 minutes, or for the time the manufacturer recommends.
- **Inhaled/breathed in:** Move the person to fresh air. If breathing is affected, call a poison control center, emergency services, or doctor.
- **Swallowed:** Call a poison control center, emergency services, or doctor. Do not try to get the person to vomit unless told to do so specifically by a medical professional. Do not give anything by mouth to an unconscious person.

When providing first aid or when helping another person, be careful not to come into contact with the bleach yourself. Use protective clothing when necessary.

Individuals with a compromised respiratory system (e.g., those who suffer from asthma, allergies, or chronic obstructive pulmonary disease (COPD)) may react to even small amounts in the air. Serious discomfort or distress may need medical assistance.