

Horse Council BC – Office COVID-19 Safety Plan (updated 2020-11-20)

This document has been developed to support returning to business and reducing the risk of transmission of COVID-19 among workers and patrons. As the COVID-19 pandemic is an evolving situation, this document and the information within are subject to change and will be updated as appropriate. As we begin using these guidelines staff may see shortcomings or gaps. Please provide any feedback or suggested edits to the Executive Director.

Workers are expected to remain up to date with the development related to COVID-19 as per the Government of British Columbia <http://www.bccdc.ca/health-info/diseases-conditions/covid-19>. Employers and employees must also ensure they are abiding by any orders, notices, or guidance as issued by BC Government health orders and legislation <https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/current-health-topics/covid-19-novel-coronavirus>, which are relevant to the workplace.

Everyone in the workplace must follow these protocols to keep workers and the public safe. These protocols are not exhaustive and it is expected that all workers understand the risk(s) and practice measures to ensure returning to work is safe for everyone.

Accessing the Risk:

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.

The areas of the Horse Council BC office operations where there may be a risk through close physical proximity: In-person meetings, shared spaces such as the lunchroom, bookstore/reception area, entry areas through contaminated surfaces:

- shared equipment: mail machine, folder, photocopier, cutter, binding machine, big stapler, POS terminal, and other miscellaneous shared equipment
- kitchen surfaces: counter, microwave, coffee maker, water cooler, utensils, fridge, garbage, and recycling can
- Bookstore/reception area: mail, packages, membership forms, cash, POS terminal, books and merchandise
- washroom surfaces: stall door, taps, counter, toilet, paper, and soap dispensers
- Classroom: tabletops, remotes, projector, etc.
- Other frequent touchpoints: door handles, light switches, counters, merchandise

The closer together workers are and the longer they are close to each other, the greater the risk.

The areas people gather are the kitchen, classroom, bookstore/reception area, hallway, mailroom, and the back door while staff are leaving or arriving: Job tasks and processes where workers are close to one another or members of the public.

- Serving members at the reception desk
- Receiving and deliveries such as mail and office supplies
- Serving Members in the bookstore/reception area

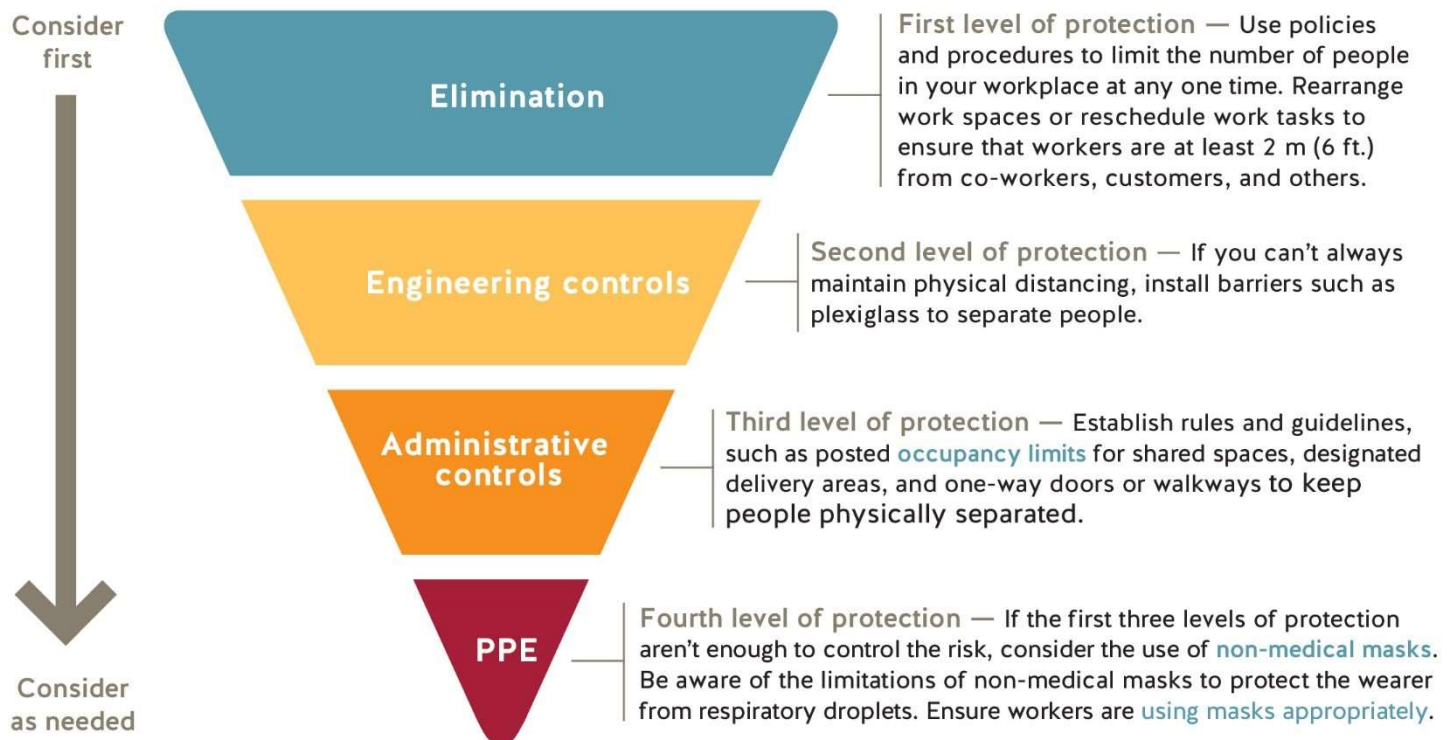
- Classroom for meetings
- Staff meetings
- While staff are arriving or leaving work at the same time
- Lunchroom when multiple people are getting their lunch/coffee etc.
- Mailroom when multiple staff are using different equipment at the same time
- We have identified the tools, machinery, and equipment that workers share while working.

Understanding the risk

- The virus that causes COVID-19 spreads in several ways, including through droplets when a person coughs or sneezes, and from touching a contaminated surface before touching the face.
- The risk of person-to-person transmission is increased the closer you come to other people, the amount of time you spend near them, and the number of people you come near. Physical distancing measures help mitigate this risk.
- The risk of surface transmission is increased when many people contact the same surface, and when those contacts happen in short intervals of time. Effective cleaning and hygiene practices will help mitigate this risk.

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 controls from additional levels if the first level isn't practicable or does not completely control the risk. You might likely need to incorporate controls from various levels to address the risk at your workplace.



First level protection (elimination):

Measures in place

The HCBC office maximum capacity will be limited to the number below in accordance with the Phase as determined by the Provincial Health Office. Timelines for workers in Phases - Dates as announced by the Government of British Columbia:

PHASE	WORKERS IN THE OFFICE	VISITORS TO THE OFFICE
1	Maximum 3, with the door locked	Not open to the public Limited deliveries only on arranged days No in person meetings or events Staff working remotely as much as possible
2	Maximum 4, with the door locked	Not open to the public Limited deliveries only on arranged days No in person meetings or events Staff working remotely as much as possible
3.b) For duration of new PHO orders (Nov 19, 2020)	Essential staff, with the door unlocked if possible, and visitors limited as much as possible	Open to the public, prearranging pickup will be encouraged Deliveries accepted Minimize person meetings as much as possible Staff working remotely as much as possible Mask required for all visitors, staff in shared spaces
3	Full staff, with door unlocked	Open to the public Deliveries accepted Limited in person meetings and events, with social distancing, and sanitization (meet via online or by phone whenever possible) Staff scheduled allowing some working remotely, while ensuring enough workers to remain open safely
4	Full staff may work in the office	Resume regular operations including in person meeting and events

HCBC Occupancy Limits (Phase 3):

General guidelines: Horse Council BC office occupancy will be limited to a maximum of 13 persons on site at the same time. All efforts will be taken to limit the number of people in the HCBC office. Staff will be working in back in the office, while some flexibility will remain for remote working. Although in person meetings will be allowed if necessary and with physical distancing, most meetings should continue to be held online or over the phone whenever possible.

- Reception/Bookstore area – Occupancy of maximum of four people. Patrons should be limited three people in addition to one staff person.
- Classroom - Occupancy of maximum four people
- Mailroom - Occupancy of maximum one person
- Kitchen - Occupancy of maximum one person
- Washrooms - Occupancy of maximum one person
- Entrance ways - Maximum one person entering or leaving unless from the same household.

HCBC Occupancy Limits (Phase 3.b):

General guidelines: Horse Council BC office occupancy will be limited to a maximum of 8 persons on site at the same time. All efforts will be taken to limit the number of people in the HCBC office. Staff will be working at home as much as possible, while some keeping enough staff in the office to keep up with membership processing. Although in person meetings will be discouraged small in person meetings are allowed if necessary and with physical distancing, most meetings should continue to be held online or over the phone whenever possible.

- Reception/Bookstore area – Occupancy of maximum of three people. Patrons should be limited two people in addition to one staff person.
- Classroom - Occupancy of maximum four people
- Mailroom - Occupancy of maximum one person
- Kitchen - Occupancy of maximum one person
- Washrooms - Occupancy of maximum one person
- Entrance ways - Maximum one person entering or leaving unless from the same household.
- Mask MUST be worn by all visitors and all staff in shared spaces

Other measures to promote physical distancing (Phase 3):

Building access

Workers will enter and exit from the back door of the office in the morning, during and at the end of the day. The last person to leave at the end of the day will need to set the alarm. The back door will be kept locked as much as possible. The physical distancing requirement of at least 2 meters must be maintained during entry and exit to avoid coming into proximity with one another. At any time during the day, when workers are leaving and returning staff should use the back door to avoid passing by patrons.

- Hand sanitizer will be available to workers and patrons as they enter and exit the office; workers are required to use hand sanitizer upon entry and exit each time.
- Signage will be posted mandating that workers or visitors exhibiting COVID-like symptoms are not allowed to enter the office under any circumstances.
- Staff arriving and departing from work: staff should ensure that they are not entering or leaving at the same time as others. When arriving staff should move quickly to their personal work area, limit time in shared spaces like hallways, kitchen or mail room.

Workplace operations

- Where applicable throughout the BC Government's Phased in approach, workers may continue remote work until such a time that full office operations commence. Employees with serious health conditions may request to continue to work fulltime remotely.
- The employer may consider alternating and/or adding additional shifts to reduce the risk of exposure and maintain the physical distancing requirement. Each situation will be reviewed with the worker and employer.
- The reception and bookstore area should be marked to ensure that ensure the reception staff's physical distancing area is clearly marked.
- Meetings or gatherings in the boardroom require physical distances of 2 meters. Meetings may continue to take place virtually.
- Visitors or patrons' access will be limited to front bookstore area and the classroom. No visitors or patrons will be allowed in personal work areas, hallways, kitchen or mailroom with the exception of essential service providers.
- A contact list of all visitors to the office will be kept in case of outbreak
- Weekly staff meetings will continue to be held virtually
- No one-on-one or larger meetings shall take place in any individual office space.
- Kitchen, mail room and washrooms will be limited to one person maximum. In shared spaces staff will wipe down all touched surfaces with disinfecting spray between each person's use.

Second level protection (engineering): Barriers and partitions

Measures in place

Reception/Bookstore Area

- A plexiglass shield will be added to separate reception staff from patrons. The floor will be marked to remind patron to keep their distance from staff and other patrons.
- The floor leading into the reception area workplace will be marked to remind staff keep their physically distance from the reception staff
- POS terminal should be wiped down between every user
- Plexiglass shield, counter, door handles and other touch points should be wiped down throughout the day
- A table has been added to block the reception work area access, and encourage patrons to stand back from the service counter

Other office areas

- Door on personal offices may be closed and windows open for added measure
- Classroom capacity limits will be adhered to and windows can be opened weather permitting

Third level protection (administrative): Rules and guidelines

Measures in place

Workplace operations

A COVID safety meeting for staff will be held to review the COVID Safety Plan and the Return to the Office procedure. All workers shall keep their physical distance from each other and from patrons at all times and not enter other people's personal work areas like offices or reception work space. All staff should stay in their personal work area as much as possible. When workers need to move around the office they MUST wear a mask, and should make efforts not to congregate in common areas and take care to move quickly back to their personal work space. If there is another worker in the kitchen, hallways, washroom or bookstore/reception area wait until the area is clear. Staff to staff discussions should happen online, phone or by email as much as possible and a physical distance of 2 meters should be kept from others.

Reception/Bookstore Area

- All visitors MUST wear a mask when in the HCBC office
- Signage will be posted at the entrance to on capacity limits, and COVID procedures for patrons
- Prearranging pickup for book orders will be encouraged
- All efforts should be made for other staff not to enter the reception staff work area or touch reception area supplies and equipment. If they do then equipment should be wiped or sprayed with sanitizing product.
- Hand sanitizer will be available for patrons at the entrance

Kitchen & Mailroom

- Both the kitchen and mailroom are limited to one person at a time
- In the kitchen - no dishes should be left on the counter or in the sink, but placed in the dish washer or washed and removed to personal workspace. The dishwasher should be run regularly on sanitize setting.

Prevention and illness

Prevention is critical. Any worker who is sick with cold-like symptoms such as cough, fever, runny nose, sore throat or shortness of breath is NOT permitted in the workplace. In this instance, workers must complete the online

[COVID-19 self-assessment](#) and get tested for COVID-19 if indicated and notify the management immediately by phone or email. Healthy worker must complete a Daily Health Assessment in Microsoft Teams upon arriving at the office.

Not allowed in the work place:

- 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.
- Patrons with any of the above symptoms are not permitted in the workplace; notice will be posted outside the office entrance.
- Sick workers who may start to feel ill while at work should report to management via phone or email, even with mild symptoms.
 - The Sick workers will be asked to sanitize their hands, wear a provided mask, and isolate. 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.

Horse Council BC staff are provided paid sick leave in accordance with the Human Resource Policy. HCBC will allow up to 14 days of job-protected leave if they are required to self-isolate even if their sick leave and banked time are exhausted. Where the employee does not have enough sick time to use, employees may be eligible for other government assistance or WCB, [read more](#).

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

Information on [selecting and using masks](#) and [instructions on how to use a mask](#). There are limitations of masks to protect the wearer from respiratory droplets. Masks should only be considered when other control measures cannot be implemented.

Measures in place

- All staff are required to review and follow instructions on how to use a mask: [instructions on how to use a mask](#)
- Mail and deliveries will be accepted daily. Staff will wash their hands and/or wear gloves and then dispose of gloves safely when handling the mail.
- Credit and debit is preferred, but cash will be accepted. Staff will wash their hands and/or wear gloves and then dispose of gloves safely when handling cash.
- Worker may wear gloves and mask at any time during the day. PPE may be brought from home or a small supply will be available for staff use.
- Masks must be worn by staff when dealing with visitors or in shared spaces in the office.

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

Information on [cleaning and disinfecting surfaces](#).

Measures in place

Handwashing or hand sanitizer use

- Staff and patrons should wash their hands upon arriving and leaving the Horse Council BC office. Two washrooms are available for hand washing and hand sanitizer bottle will be at each entrance and available for each work area.
- Hand sanitizer will be provided at the entrances, personal work spaces and shared work spaces. Staff and visitors are encouraged to use the hand sanitizer or sink for hand washing frequently throughout the day.
- Hand washing posters and other COVID-19 related safety information is posted throughout the office.

Cleaning protocols

- Each time a staff person uses the kitchen or mailroom, bathroom or other shared spaces all touch surfaces should be wiped down with disinfectant.
- All shared equipment should be wiped using paper towel with disinfecting spray after each user.
- Pens or other supplies patrons use will be set aside after use and wiped down before reuse
- The extra kitchen items have been removed to simplify cleaning minimize shared touch points. All other shared surfaces like the coffeepot, kettle, microwave, water cooler touch points should be wiped after use by each person.

Communication and monitoring of the HCBC Office COVID-19 Safety Plan

The HCBC office COVID-19 Safety Plan will be emailed to staff, posted on the HCBC website and posted in the office. The situation may change and the plan should be monitored and adjusted as needed by all staff and management. Take any questions, concerns or suggestion to the Executive Director.