Executive Briefing Note (COVID-19): UBC Food Services – Reopening Request Summary

<table>
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<tr>
<th>Executive Action/Decision Requested</th>
<th>1. For Decision re: Approval of Intermediate COVID-19 Safety Plan for UBC Food Services</th>
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<tbody>
<tr>
<td>Endorsement</td>
<td>EOC Directors: Rae Ann Aldridge and Pam Ratner COVID-19 Safety Planning Steering Committee</td>
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<tr>
<td>Authorship</td>
<td>UBC Food Services, Student Housing &amp; Community Services</td>
</tr>
<tr>
<td>Date</td>
<td>8/5/2020</td>
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<tr>
<td>Decision required no later than</td>
<td>8/12/2020</td>
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Reopening Facts

☒ Under current Provincial Restart BC Phase ☒ Safety Plan complete
☒ Revenue-generating entity ☐ Feedback from students/parents received
☐ Teaching/Learning outcome ☐ External Approval received:

______________
(e.g. external regulatory entity, such as VCH)

☒ Community Engagement & Service ☐

Reopening Rationale and Scope

Rationale

UBC Food Services (Food Services, FS) department supports and enhances the UBC experience for faculty, staff and students. Under the VP Students - Student Housing & Community Services portfolio, Food Services has remained operational since the start of the pandemic, albeit in a reduced capacity.

To support research, teaching, building operations and support services, Food Services sees an opportunity to reopen additional locations to service the UBC campus community. The Food Services COVID-19 Intermediate Safety Plan provides the overarching framework, guidance and expectations for the department. Individual food service units will have their own site specific COVID-19 Child Safety Plans in place, which enable them to operate effectively and safely. Our goal is to ensure that all employees and guests can work and/or interact together at our locations in a safe, kind and respectful manner.
Operational Model

There are four distinct divisions within the department:

- **Retail Operations** focused in three distinct “Hub” areas on campus. UBC Life, David Lam and the Ponderosa Commons area.
  - Currently four units are open (Mercante, Harvest Market, Tim Hortons and Starbucks)
  - Five additional units are scheduling reopening for August 31 in the UBC Life & Trek Hub
  - No plan to reopen the other 16 retail units at this time in academic or service buildings.

- **Restaurants**:
  - The Point is currently open for “Take out” only. Dine in to be offered by August 31
  - Sage Restaurant is currently closed for dine in lunch service

- **Residence Dining**:
  - 1 of 3 residence dining rooms will be open in September for first year students (between 500-800 expected to return to campus. Accurate numbers can be supplied by mid-August)
  - Open Kitchen at Orchard Commons including Hero Café & Market. A comprehensive safety plan is being written with consultation from Vancouver Coastal Health

- **Catering**:
  - Scholars Catering currently operating from Totem Residence
  - The Pantry: drop delivery service on campus
  - Events/Functions on campus: (under 50)
  - Sage Catering currently operating from the University Center for small events (under 50)

Considerations

- During functions and events, the pre-service meetings will be used for supervisors to communicate event specific COVID-19 considerations & safety reminders
- Front of house retail staff interact with visitors to UBC. Areas with large quantity of student interactions have safety measures detailed in their own unit specific safety plans.
- Corporate safety plans for retail units such as Starbucks and Tim Hortons, will be provided to UBC staff and supplemented with UBC specific safety requirements.
- Food Services are working with VCH input to develop/implement plans. Safety plans at the department and unit level are modified, if and as needed, to ensure ongoing compliance and best practices through regular reviews and site inspections.
UBC Food Services
COVID-19 Intermediate Safety Plan

<table>
<thead>
<tr>
<th>Department / Faculty:</th>
<th>UBC Food Services (FS) – a division of Student Housing and Community Services (SHCS)</th>
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</thead>
<tbody>
<tr>
<td>Composed of:</td>
<td>Retail Operations / Residence Dining / Restaurants and Scholars Catering</td>
</tr>
<tr>
<td>Address:</td>
<td>2205 Lower Mall, MD Bldg 6&lt;br&gt;Vancouver, BC V6T 1Z4 (Admin Office)&lt;br&gt;<em>FS units are located in multiple locations across Point Grey campus, see Appendix A</em></td>
</tr>
<tr>
<td>Copy Posted at all open locations and on UBC-FS website:</td>
<td><strong>Aug 27, 2020</strong></td>
</tr>
<tr>
<td>Status:</td>
<td><em>Never Closed: limited operations since March 18, 2020</em>&lt;br&gt;<em>Additional units approved for re-opening: May-July</em>&lt;br&gt;<em>Further unit re-openings planned for late Aug. – Sept.</em>&lt;br&gt;<em>See Appendix A for list of open units and those with proposed Sept reopening dates</em></td>
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<td><strong>Aug 17, 2020</strong> (UBC Exec. approval of Intermediate Plan)</td>
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Overview of Operational Divisions:

UBC Food Services is the largest food services provider on the main UBC campus at Point Grey with 4 distinct operational streams within the portfolio:

- **Retail Operations:** Over 30 retail units located in academic, support service or admin. buildings
- **Residence Dining:** (3 locations)
  - Feast @ Totem
  - Gather @ Vanier
  - Open Kitchen @ Orchard Commons
- **Restaurants:** (2)
  - The Point in Mar. Drive Residence
  - Sage in Thea Koerner University Center: dine-in / full catering services
- **Scholars Catering:**
  - The Pantry: drop delivery service
  - Full Catered Events across campus at multiple locations

Introduction to Your Operation

1. Guidance Scope and Rationale for Opening

   UBC Food Services (Food Services, FS) department makes up a crucial part of the UBC Student Housing & Community Services that support and enhance UBC. Under the VP Students portfolio, this Intermediate COVID-19 Safety Plan supports the ongoing operation of Food Services, as they have remained operational since the start of the pandemic, albeit in a reduced capacity.

   As UBC continues slowly reopening the campus to support research, teaching, building operations and support services, Food Services sees opportunities to safely reopen additional locations to service the UBC campus community. This Food Services COVID-19 Intermediate Safety Plan provides the overarching framework, guidance and expectations for the department. Individual food service units will have their own site specific COVID-19 Child Safety Plans in place, which enable them to operate effectively and safely. Our goal is to ensure that all employees and guests can work and/or interact together at our locations in a safe, kind and respectful manner. We will to do our part to mitigate the potential spread of COVID-19 in any of our food services units by following “best practices” and latest regulatory guidance at all times.

   A status update of services currently open with modified practices is available in Appendix A, and Approved Child COVID-19 Plans for operational units Under this Intermediate Plan can be found in Appendix C.
## Section #1 – Regulatory Context

### 2. Federal Guidance


### 3. Provincial and Sector-Specific Guidance

- VCH Guidelines for Food Service Establishments May 9, 2020
- BCCDC for Retail Food and Grocery Stores
- BC’s Restart Plan
- BC’s Response to COVID-19: Phase 3
- Public Health Orders with applications for food services sector:
  - PHO: RESTAURANTS, COFFEE SHOPS, CAFES, CAFETERIAS AND LICENSED PREMISES, INCLUDING PUBS, BARS, LOUNGES, NIGHTCLUBS AND TASTING ROOMS
  - PHO: GATHERINGS AND EVENTS
  - PHO: WORKPLACE SAFETY PLANS
- COVID-19 Go-Forward Guidelines for B.C.’s Post-Secondary Sector

### 4. Worksafe BC Guidance

- Worksafe COVID-19 Safety Plan
- Worksafe: Designing Effective Barriers
- Worksafe: Entry Check for Workers
- Worksafe: Entry Check for Visitors

### 5. UBC Guidance

- [UBC Employee COVID-19 PPE Guidance](https://srs.ubc.ca/covid-19)
- Safety and Risk Services: [https://srs.ubc.ca/covid-19](https://srs.ubc.ca/covid-19)
- Ordering Critical Personal Protective Equipment
- [Building Operations COVID-19 website](https://srs.ubc.ca/covid-19) - Service Level Information

### 6. Professional/Industry Associations

Restaurant Association of BC Guideline for reopening:
[https://static1.squarespace.com/static/5d37827eea1ab800017d102d/t/5eb5ab9477f6ea23d6bfba90/1588964256218/EDL_BCRFA_blueprint_for_reopening_NPR.pdf](https://static1.squarespace.com/static/5d37827eea1ab800017d102d/t/5eb5ab9477f6ea23d6bfba90/1588964256218/EDL_BCRFA_blueprint_for_reopening_NPR.pdf)
Section #2 - Risk Assessment

As an employer, UBC has been working diligently to follow the guidance of federal and provincial authorities in implementing risk mitigation measures to keep the risk of exposure as low as reasonably achievable. This is most evident in the essential service areas that have remained open on campus to support the institution through these unprecedented times. These areas have been very active with respect to identifying and mitigating risks, and further re-evaluating the controls in place using the following risk assessment process.

Prior to opening or increasing staff levels:

Where your organization belongs to a sector that is permitted to open, but specific guidance as to activities under that sector are lacking, you can use the following risk assessment approach to determine activity level risk by identifying both your organization’s or activity’s contact intensity and contact number, as defined below:

1. What is the contact intensity in your setting pre-mitigation – the type of contact (close/distant) and duration of contact (brief/prolonged)?
2. What is the number of contacts in your setting – the number of people present in the setting at the same time? As a result of the mass gatherings order, over 50 will fall into the high risk.

One or more steps under the following controls can be taken to further reduce the risk, including:

- Physical distancing measures – measures to reduce the density of people
- Engineering controls – physical barriers (like Plexiglas or stanchions to delineate space) or increased ventilation
- Administrative controls – clear rules and guidelines
- Personal protective equipment – like the use of respiratory protection
Risk Identification in Food Services:

The following risks have been considered in accordance with UBC’s COVID-19 Determining Safety Plan Risk assessment tool, link provided:


Risk #1 – Higher proportion of individuals from outside of the UBC community visit the campus/unit; if employees or staff are exposed to more than 10 random people in a day; or if the unit is public facing

Risk #2 – Prolonged close interaction with others not in the usual cohort of colleagues; if contact lasts for more than 15 minutes and transient in nature

Risk #3 – The workplace or activity is indoors and windows cannot be opened

Risk #4 – Employees/students/visitors have frequent contact with high-touch surfaces (service counters, card payment machines)

Risk #5 – The activity involves people who are at higher risk of severe illness (i.e., older adults or those with chronic health conditions)

Risk #6 – The activity involves people who are not able or likely to follow hygiene practices such as washing hands frequently, respiratory etiquette, and identifying when they feel and/or staying home

Applicable risk factors:  With operational levels and delivery models in use to date, most risks have been mitigated/eliminated inside the current child plans in place at each location. These risks are subject to change based on Covid-19 developments and breadth of campus operations, and will be incorporated into plan updates as part of our regular monitoring requirements.

Retail Operations – Applicable Risks: 1, 4 (Currently not an issue with traffic volume on campus. Child plans have mitigated any potential risks in the units that are open or will open in Sept)

Residence Dining for 1st year students – Applicable Risks: 1, 2, 4, 5 (some employees), 6 (some students)

• Plan for Open Kitchen Dining room is in development for Sept 5th reopening date. This will probably be a high risk child plan as we are feeding 500-800 students living in Residence. Divisional leadership developing appropriate plan with input/direction from VCH.

Restaurants: Applicable Risks: mitigated at this time

• The Point: currently no identified risks with controlled number, lots of space to facilitate physical distancing and slow volume of business under current “take out” model / adjustments will be made, as needed, for dine in plan (under development)

• Sage – events only/max capacity 50 or less (Plan is very thorough and has already been approved)– no issues for the several events that have already taken place in July. Plan is being reviewed by management regularly with input/feedback from employees and guests).

Scholars Catering – Applicable Risks: mitigated at this time

• Events around campus: (no issue so far re sizes of events being facilitated, risks are controlled)

• Pantry Drop Delivery Service – no issue with number of delivery requests to date on campus. 1 driver per vehicle. Will modify plans, as/if needed, when business volume increases.
### 7. Contact Density (proposed COVID-19 Operations)

Describe the type of contact (close/distant) and duration of the contact (brief/prolonged) under COVID operations - where do people congregate; what job tasks require close proximity; what surfaces are touched often; what tools, machinery, and equipment do people come into contact with during work

- Because of expected lower than normal service demands in the fall term most of our open retail/restaurant and catered events will be able to keep close employee contacts to a minimum.
- The duration of most employee close contact scenarios should strive to be less than 15 minutes be less than 15 minutes in most cases.
- Note: non-medical masks and/or the use of some type of face shield is already the standard for many of our Franchise locations. It will also be the standard for the Residence Dining Room at Open Kitchen in Sept. Currently not mandatory in most in-house units, subject to change.
- Details re contact density are outlined in each units Child Safety Plan based on operational staffing requirements, the size of the space and how it flows.
- SHCS Protocols for Working in Close proximity – currently draft format See Appendix B-11

### 8. Contact Number (proposed COVID-19 Operations)

Describe the number of contacts in your proposed COVID-19 operational setting (# of people present in setting at same time)

All Child Plans for specific units/locations will have:

- Occupancy Limits posted for all retail units and restaurants on their primary entrance for guests as they enter as well as posted occupancy limits for employees in the specific areas of the workspace.
- Open Kitchen Dining Room, when it reopens in Sept, will be for resident students only. Confirmed #’s for service area/ dining room seating and employees in specific back of house areas will be detailed in their child plan.
- Staffing at catered events will appropriate for the service provided and number of guests in attendance (no more than 50 as per Public Health Orders for Mass Gatherings– July 27th) Currently no face covering is required (being monitored by appropriate Manager and GM)
- Some units will be tracking visitors and guests attending functions and/or those providing services and goods via loading dock entrances. Specifics will be in each unit plan, as applicable.

### 9. Employee Input/Involvement

Detail how you have met the MANDATORY requirement to involve frontline workers, Joint Occupational Health and Safety Committees, and Supervisors in identifying risks and protocols as part of this plan

- Supervisors/managers will review plan components with team members at in-house staff meetings, one-on-one chats at smaller units and at Back to School training sessions, late Aug.
- Child Plans are reviewed with all team members on site and feedback is encouraged, to ensure the plan accurately reflects what is happening operationally and if is it done safely.
- New Plans are reviewed at the Food Services Local Safety Team meetings (FS-LST) on the 2nd Wed each month.
- SHHS-JOHC will review the Intermediate plan within 30 days of submission and FS reps on that committee will provide input on the draft submitted for approval, where possible.
- FS Intermediate Plan and all Child Plans will be revised as/if needed, going forward, taking into consideration any regulatory changes and feedback-input from supervisors/employees.
<table>
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<th>10. Worker Health</th>
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<tr>
<td>Detail how all Supervisors have been notified on appropriate Workplace Health measures and support available and how they will communicate these to employees</td>
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All of our Supervisors have been reminded of Workplace Health Measures and advised of Mental Health and Wellbeing Supports available at UBC to all students, staff and faculty. Information can be found at: [https://wellbeing.ubc.ca/wellbeing-campaigns-and-initiatives/thrive](https://wellbeing.ubc.ca/wellbeing-campaigns-and-initiatives/thrive)

Supervisors/Mangers are expected to ensure their team members know about these provisions and make the link above available. They can also refer them to Thrive at UBC via any browser. Supervisors can share information:

- In one-on-one or in informal team mtgs. (while maintaining physical distance).
- By listening to concerns raised by team members and clarifying expectations and best practices
- By providing updates to the team in a timely manner / being as transparent as possible
- On the importance of self-monitoring using the BC Self-Assessment tool. See Section 17

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<th>11. Plan Publication</th>
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<tr>
<td>Describe how you will publish your plan ONLINE and post in HARD COPY at your workplace for employees and for others that may need to attend site</td>
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- Approved “final” Intermediate and Child Plans will be posted on the Food Services Website
- A hard copy of the applicable Child Plan for each specific unit plus a copy of this Intermediate Plan will be posted at all units in a “red” binder.
- Binders will either be located in the yellow wall mounted safety binder cage or in the Supervisors office. If it’s in the office a “location” poster will be put on the Safety Bulletin Board letting everyone know where the hard copy of the plan is located.
- This Safety Plan binder is also accessible to the regulator(s) and/or public as well, upon request.
Section #3 – Hazard Elimination or Physical Distancing

Coronavirus is transmitted through contaminated droplets that are spread by coughing or sneezing, or by contact with contaminated hands, surfaces or objects. UBC’s goal is to minimize COVID-19 transmission by following the safety hierarchy of controls in eliminating this risk, as below.

The following general practices shall be applied for all UBC buildings and workspaces:

- Where possible, workers are instructed to work from home.
- Anybody who has travelled internationally, been in contact with a clinically confirmed case of COVID-19 or is experiencing “flu like” symptoms must stay at home.
- All staff are aware that they must maintain a physical distance of at least 2 meters from each other at all times
- Do not touch your eyes/nose/mouth with unwashed hands
- When you sneeze or cough, cover your mouth and nose with a disposable tissue or the crease of your elbow, and then wash your hands
- All staff are aware of proper handwashing and sanitizing procedures for their workspace
- Supervisors and managers must ensure large events/gatherings (> 50 people in a single space) are avoided
- Management must ensure that workers have access to dedicated on-site supervision.
- All staff wearing non-medical masks are aware of the risks and limitations of the face covering they have chosen to wear or have been provided to protect against the transmission of COVID-19. See SRS website for further information.
12. Work from Home/Remote Work
Detail how/which workers can/will continue to work from home (WFH); this is required where it is feasible

• In UBC Food Services the majority of admin support staff continue to work remotely. There is a basic SHCS Admin office plan in place for main floor. (2205 Lower Mall/Marine Drive Residence, Bldg 6 (1st and 3rd floor)
• Occupancy: 1st floor: 8-10 max / 3rd floor: never more than 2-4 employees/day. No issues to date re physical distancing with current number of employees. Office plans will be modified as/if needed later in the fall.
• Currently CUPE 116 monthly employees are working regular shifts on site at open units and supplemented with hourly employees as and when needed.

13. Work Schedule Changes/Creation of Work Pods or Crews or Cohorts
For those required/wanting to resume work at UBC, detail how you are able to rescheduling of workers (e.g. shifted start/end times) in order to limit contact intensity; describe how you may group employees semi-permanently to limit exposure, where necessary

• For larger units reopening in Sept there will be a focus on staggered shifts and having same groups of employees work together creating “cohorts”. See unit specific plans for details that will be in place for that site.
• Hours of operations for individual units may be staggered at larger hubs, as appropriate.
• Break times for employees on site will be staggered as well.

14. Spatial Analysis: Occupancy limits, floor space, and traffic flows
Describe or use UBC building key plans (or do both, where appropriate) to identify and list the rooms and maximum occupancy for each workspace/area, explaining your methodology for determining occupancy

Each Child Plan will outline the plan for occupancy in their spaces and provide pictures of their set up and/or floor plans, hand drawings which will include:
• direction flows, where appropriate, such as one-way flows or separate worker entry/exit
• physical distancing spacing locations to reflect 2 metre spacing around stationary workspaces and common areas
• occupancy signage or limits specified for offices/smaller working spaces/lunch areas and washroom/change rooms

15. Accommodations to maintain 2 metre distance
Please detail what accommodations/changes you have made to ensure employees can successfully follow the rule of distancing at least 2 metres from another employee while working

Specifics of what is needed at each unit will be outlined in their Child Plan and communicated to all. Things that will be considered:
• Reduce the number of tasks that require workers to be within 2 metres of each other. With our space constrictions on the service lines at many of our locations, physical distancing can be difficult to maintain at times between employees. The duration of the contact is important here as most of their close interactions would be far less than 15 minute for each one, but there may be several/many short interactions during the day. As mentioned in Section 7, 15
and 27 most Franchises we operate have mandated the use of non-medical masks or face shields for workers to use during their shift.

- Another good practices being promoted are: to pass by each other on the line with your back towards each other or each worker turning their head away as they pass to minimize any transfer of droplets.
- Provide specific locations for staff meals/breaks with physical distancing markers/occupancy limits documented/marked as needed. Sanitizer and/or disinfectant is usually available for use by employee to clean the table after use. Workers must wash their hands properly before going back to work.
- Occupancy limits are posted for change rooms and bathrooms. Using other rooms elsewhere for change rooms will be a necessity in some units.
- Importance of communication and follow up with all team members re the standards and expectations at the back of house. Listen to employee feedback and make adjustments if plan specifics aren’t working as well as anticipated.

16. Transportation
Detail how you are able to (or not) apply UBC's COVID-19 vehicle usage guidelines to the proposed operational model - if you cannot apply these guidelines, please describe alternative control measures

- Food Services (FS) currently has 2 x 1 ton cube trucks, 1 refer truck, 1 x Ford 150 pickup truck and 4 transit vehicles (one dedicated to retail only)
- Scholars Driver group has specific operational/cleaning and disinfecting protocols in place for their trucks and transit vehicles. This requires completion of a daily checklist (will modify as needed if/when Scholars drop delivery service levels increase- Appendix B-4)
- To date in FS we are able to adhere to the one person per vehicle standard as per UBC guidelines in Appendix B-5. If two drivers or employees, not in the same “pod”, must travel in the same vehicle then both drivers will use a non-medical mask for the duration of the trip and if/when they can’t maintain physical distancing during delivery process on site or at Totem hub.
- Unit plans will detail if they require the use of vehicles by employees. For the transit vehicle or Ford 150 truck, currently in use by retail group, they will ensure that sanitizer wipes are in the vehicles at all times and that high touch points are wiped down after each use.

17. Worker Screening
Describe how you will screen workers: 1) exhibiting symptoms of the common cold, influenza or gastrointestinal; 2) to ensure self-isolation if returning to Canada from international travel; and 3) to ensure self-isolation if clinical or confirmed COVID-19 case in household or as medically advised

- Before coming to work, all employees must check their health status. Staff experiencing any symptoms of COVID-19 (cough, sneezing, shortness of breath, loss of sense of smell/taste, sore throat, tiredness, fever) must not come to work.
- Staff should refer to the BC Health Self-Assessment Tool to determine if they require testing and/or medical care. BC Self-Assessment tool
- Individuals displaying symptoms of COVID-19 (described above) must remain at home and call 811, isolated until they have been confirmed COVID-free by testing or have been symptom free for at least 14 days.
- Staff who have been in contact with a person confirmed or presumed to have COVID-19 must also self-isolate as per provincial health guidelines.
- Anyone returning from outside of Canada must follow the directions of the quarantine act, which specifies 14 days of self-isolation, regardless of whether or not they are experiencing COVID-19 symptoms.
- Every entrance door should include signage for both workers and visitors/guests that prohibits entry if any of the above criteria apply. Use WorkSafe signage below:
  
  Worksafe: Entry Check for Workers
  Worksafe: Entry Check for Visitors

- The Occupational Prevention and health Office at UBC (OPH) is an available resource to all staff, faculty and students during this time: oph.info@ubc.ca or 604-827-4713.
- If workers are calling from home supervisor/manager would direct them to contact their family physician and follow their direction.
- Suspected positive incidents or exposure concerns are to be reported to the Manager. Further incident reporting information can be found on the SRS webpage.
- If there was a confirmed positive incident, Food Services would defer to the government response protocols from PHO and direction from UBC: SRS and WHS and support from our HR team.

18. Prohibited Worker Tracking

Describe how you will track and communicate with workers who meet categories above for worker screenings

- All employees are required to report if they have any illness, even minor ones
- An employee is not allowed to work if they have any illness. Employees will be advised to seek medical advice and possible COVID testing if their symptoms
- The Manager will facilitate tracking of necessary information for the duration of employee’s absence in conjunction with SRS/Payroll and WHS under direction of SHCS-HR, (as defined by Worksafe).
### 19. Cleaning and Hygiene

Detail your cleaning and hygiene plan, including identification for hand-washing stations and the cleaning regimen required to be completed by your departmental staff (i.e. non-Building Operations) for common areas/surfaces

- FS and SHCS-Facilities group have developed robust disinfecting and sanitizing protocols using Health Canada approved cleaning products which are effective in mitigating the spread of COVID-19 on a wide range of hard surfaces.
- Standardized procedures were developed for both groups and are in use at all FS units for in house cleaning/disinfecting as well as in afterhours cleaning by our Facilities team within SHCS buildings. See Appendix B 1-3
- UBC Custodial standards apply for afterhours cleaning of any of our FS units in core buildings: [Building Operations COVID-19 website](#) (our employees don’t cross over with this group)
- Our SHCS procurement group has been able to ensure operational units have a steady supply and sources for needed PPE and COVID-19 supplies: hand sanitizers/disinfectants/wipes/disposable gloves/goggles and non-medical masks etc.

### 20. Equipment Removal/Sanitation

Detail your appropriate removal of unnecessary tools/equipment/access to areas and/or adequate sanitation for items that must be shared that may elevate risk of transmission, such as coffee makers, kettles, shared dishes and utensils

- When “Take Out” model is applicable, self-serve equipment, condiments or utensils have been removed from the customer side (all items served to guest by employee)
- Additional disinfecting/sanitizing occurs at regular intervals during the day and are in use at all units. This in conjunction with good hand hygiene helps to mitigate any potential risks when equipment is used by different workers during the course of the day. I.e. coffee brewers/cash registers/door handles etc.
- Details will be listed in unit’s specific plan, as needed

### 21. Partitions or Plexiglas installation:

These types of barriers help minimize the risk of close contact throughout front of house including service interactions between employees and guests.

- Plexiglas barriers are in use at the Point of Sale (POS) cash register in all locations in Retail, The Point and Residence Dining, when they reopen in September.
- Where needed a Plexiglas barrier will also be installed on the service counter for the protection of employees in their interactions with guests during the ordering process. This will only be required when there wasn’t a built in partition between the two as part of the design.
- Open Kitchen will also have table top barriers between groups of no more than 6 guests for their “dine in” options. Details will be provided in specific Child Plans.
## Section #5 – Administrative Controls

### 22. Communication Strategy for Employees

Describe how you have or will communicate the risk of exposure to COVID-19 in the workplace to your employee, the conduct expectations for the employee’s physical return to work around personal hygiene (including use of non-medical masks), the familiarization to contents of this plan, including how employees may raise concerns and how you will address these, and how you will document all of this information exchange.

It is important that all FS employees follow our COVID-19 campus safety rules:

- Planning and training is just the start of the process. Although there will be fewer people on our campus, it is vital that we continue to follow public health and WorkSafeBC guidance. UBC has developed some campus rules to ensure the health and safety of our community: [https://srs.ubc.ca/covid-19/safety-planning/covid-19-safety-training-rules/](https://srs.ubc.ca/covid-19/safety-planning/covid-19-safety-training-rules/) (copy in red binder)
- See Appendix B
- Assess yourself daily for COVID-19 symptoms and stay home if you are ill (follow guidance in Section 17)
- If you have been exposed to someone or have symptoms of COVID-19, complete the BC self-assessment tool and follow the instructions provided
- Stay physically distant as much as possible (together but apart)
- Importance of excellent hand hygiene at all times
- Communication about Safety Plan, dress code and cleaning/personal hygiene best practices have been communicated to all employees and posted.
- Managers will keep a checklist of employees who have reviewed the plan, COVID-19 protocols and workplace rules in an in-house file. Provide updates to SHCS-SRS Safety as requested.
- Proper use of non-medical masks covering their limitations has been covered in Section 7, 15 and 27.

### 23. Training Strategy for Employees

Detail how you will mandate, track and confirm that all employees successfully complete the [Preventing COVID-19 Infection in the Workplace](https://example.com) online training; further detail how you will confirm employee orientation to your specific safety plan

- UBC’s mandatory COVID-19 course will be completed by all employees currently working on site in a timely manner. Canvas/HRMS stats re completion rates for this course will be requested through Payroll/HR by Division heads and/or SHCS-SRS Safety group on a monthly basis to monitor completion rates and identify gaps. The SHHS-JOHSC will get monthly updates as well starting on their July 28th mtg.
- Returning employees will do the mandatory course prior to their first shift back, where possible, if still on pay continuity, or on their first day back at designated computer work station or laptop.
- Managers/supervisors will review the Safety Plan binder contents with all team members to ensure they understand procedures and protocols; then record the date they did the review with them on a tracking log: submit to SHSC-SRS Safety lead on a monthly basis.
Training Strategy for Employees (cont.)

- The Child COVID-19 Safety Plan for their units will be posted on-site in a red binder, with a copy of this Intermediate Plan at the back. All employees know where it is kept at the unit.
- Applicable Franchise training standards including videos will be completed by each employee at those units as well. These standards are documented in the Appendix of appropriate child plan for easy reference.
- Safety Plans will be posted on line on the FS website.

24. Signage

Detail the type of signage you will utilize and how it will be placed (e.g. floor decals denoting one-way walkways and doors)

See Child Plans for individual units for the signage they have put in place. Can be any combination of the following as appropriate for their needs:

- SHCS signage and floor decals developed in house by Marketing/Communications group
- Signage templates on Safety & Risk Services COVID-19 website
- WorkSafe BC signage templates on Worksafe’s COVID-19 – Resources website
- Floor tape for various applications and in different colours available from SHCS Safety Group

25. Emergency Procedures

Recognizing limitations on staffing that may affect execution of emergency procedures, detail your strategy to amend your emergency response plan procedures during COVID-19. Also describe your approach to handling potential COVID-19 incidents

Evacuation procedures: no change. Some COVID-19 do’s and don’ts added in as “best practices”:

- Fire safety plans are posted in all work spaces and included in unit Child Plans. Or if they are following the Buildings Fire Safety Plan that will be the one included in their unit Safety plan.
- Evacuation procedures will remain the same as currently posted in individual units, using the same designated safe meeting place.

Note: Physical distancing is not required during an emergency evacuation. The primary goal in an emergency situation will always be to evacuate the building/space in a timely manner and meet at the designated safe meeting place outside.

- When all occupants have exited the building and meet at the safe meeting place the floor warden/unit lead will provide instruction to all to maintain a 2-metre physical distance from each other.
- Refrain from touching your face after evacuating the building as you may have touched doors, handrails etc.
- Once permitted to re-enter the building, employees will maintain physical distance and wash their hands before returning to the work area.

COVID-19 Incident Response: If staff believe they have been exposed to COVID-19 due to work activities, they need to notify their manager/supervisor immediately.

- Supervisors should contact Safety and Risk Services at 604-822-2029 or email ready.ubc@ubc.ca and a safety expert will provide guidance on any immediate follow-up measures.
- If a worker reports that they have been exposed to COVID-19 in the workplace, please contact Workplace Health Services by emailing the WSBC Claims Associate. They will ask a series of questions to help determine if UBC needs to report a claim to WorkSafeBC.
Describe how you will monitor your workplace and update your plans as needed; detail how employees can raise safety concerns (e.g. via the JOHSC or Supervisor) - plan must remain valid and updated for next 12-18 months

- Local Safety Team and JOHCS members and alternates are a great resource for bringing up safety concerns to after speaking with your manager /supervisor. have representatives from the staffing side to raise any concerns
- SHCS Safety Group has regular contact and meetings with managers and supervisors regarding new developments and requirements
- Staff are encouraged to discuss directly any concerns with their supervisor to be brought forward to management or at monthly FS-LST/SHHS-JOHCS meetings
- Plans will be monitored by operational leadership in FS on a monthly basis with support from SHCS/SRS Safety Group for the next 12-18 months.
- If regulations/guidelines change, any applicable modifications will be incorporated into the FS Intermediate and/or Unit Child Plans. Updated protocols will be reviewed with all team members on site in a timely manner.
- In the event of a COVID-19 outbreak we would immediately follow UBC/VCH/Public Health Office direction to mitigate the hazard.

27. Addressing Risks from Previous Closure
Describe how you will address the following since the closure: staff changes/turnover; worker roles change; any new necessary training (e.g. new protocols); and training on new equipment

- Employees will receive a site specific orientation when they return to the workplace so they understand COVID-19 protocols and are trained on new practices and expectations including knowing where to find their units documented safety plan.
- Employees will receive training re the new cleaning/disinfecting protocols in place at all units.
- Employees will be shown best practices and limitations around the use of non-medical masks as part of their site specific orientation.
  Note: as non-medical masks or ½ face shields are mandatory in many of our Franchise operations and will be part of operational standards at our Open Kitchen Residence Dining Room when it reopens in Sept. or if they get introduced as an option for employees when physical distancing can’t be maintained under current PHO/BC-CDC recommendations using WorkSafe Posters. See Appendix B-6 Info. on the use of non-medical masks can be found here
- Reinforcing the critical importance of excellent hand hygiene at all times and physical distancing practices where possible, ongoing reviews and reinforcement with all employees.
Section #6 – Personal Protective Equipment (PPE)

28. Personal Protective Equipment
Describe what appropriate PPE you will utilize and how you will/continue to procure the PPE

- SHSC Purchasing and/or the SHCS Warehouse source and provide any PPE and COVID-19 supplies, as needed, to all FS units.
- No issues at this time re procurement of PPE and Health Canada approved sanitizing/disinfecting supplies for safe use under COVID-19.
- See UBC Employee COVID-19 PPE Guidance

Section #7 – Acknowledgement

29. Acknowledgement
Plan must demonstrate approval by Administrative Head of Unit, confirming:
1) how this Safety Plan will be shared with all employees and where they can find it;
2) that employees will acknowledge review of this package with their supervisor;
3) that they will comply with and understand the protocols outlined in their Unit Child Safety Plans with an understanding of this overarching plan.

I acknowledge that this Safety Plan will be been shared with all FS employees in person at all open units and will be made available as a shared document on Our Food Services Website. Managers will keep a checklist of Employees who have reviewed the plans and COVID-19 protocols in an in-house file. No names of employees are documented in this safety plan as per directives below in WSBC COVID-19 Safety Plan Template – May 21, 2020

<table>
<thead>
<tr>
<th>Date</th>
<th>Aug 4, 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Colin Moore</td>
</tr>
<tr>
<td>Title</td>
<td>Director of Food Services</td>
</tr>
<tr>
<td>Signature:</td>
<td>WCMoore</td>
</tr>
<tr>
<td></td>
<td>August 25, 2020</td>
</tr>
</tbody>
</table>
APPENDIX

APPENDIX A: Operational Status Update (current and future Child Plans)

For Internal Use Only

Current Status Update as of August 2020

In order to provide clarity regarding the scope of UBC Food Services operations on the Point Grey campus, as well as detail on operational & reopening plans, individual unit summaries can be found below. Safety Plans for open establishments can be found in Appendix C: UBC Food Services – Child Workspace Safety Plan

Retail Operations

<table>
<thead>
<tr>
<th>Name:</th>
<th>1. Mercante</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location:</td>
<td>Ponderosa Commons, 6488 University Boulevard</td>
</tr>
<tr>
<td>Opening Hours:</td>
<td>12-10pm Daily (until Sept 4th) / reopened May 4th 7 am – 12 midnight (Mon-Fri) starting Sept 8th 10 am – 10 pm (Sat-Sun)</td>
</tr>
<tr>
<td>Considerations:</td>
<td>Physical distancing markers/stanchions in place / take out only / Max capacity in space is 5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name:</th>
<th>2. Tim Hortons - Forestry</th>
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</thead>
<tbody>
<tr>
<td>Location:</td>
<td>Forest Science Centre, 2424 Main Mall</td>
</tr>
<tr>
<td>Opening Hours:</td>
<td>7am-5pm Daily (until Sept 4th) / reopened May 4th 7am – 5 pm (Mon-Fri) starting Sept 8th</td>
</tr>
<tr>
<td>Considerations:</td>
<td>Max capacity: 4 in line up inside. Note: They will be opening the inside seating area on Sept 8 as the building reopens: max capacity will be 8 (4 tables x 2 max per table) Separate exit door to eliminate cross over between guests in the service line. Addendum will be added to their current child plan with signage and directional flow changes – do not anticipate any issues</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name:</th>
<th>3. Starbucks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location:</td>
<td>UBC Bookstore, 6200 University Boulevard</td>
</tr>
<tr>
<td>Opening Hours:</td>
<td>7:30am-3:30pm Mon-Fri (until Sept 4th) / reopened May 19th 7 am - 5 pm (starting Sept 8th)</td>
</tr>
<tr>
<td>Considerations:</td>
<td>Max capacity in store is 4 guests (take out model only – no indoor seating) No issues</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name:</th>
<th>4. Harvest Market</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location:</td>
<td>Ponderosa Commons, 6445 University Blvd.</td>
</tr>
<tr>
<td>Opening Hours:</td>
<td>8am-7pm Mon-Fri / 9 am – 5 pm (Sat-Sun) (until Sept 4th) 7 am – 10pm (daily) (starting Sept 8th)</td>
</tr>
<tr>
<td>Considerations:</td>
<td>Never closed, Maximum capacity in store: 5. Patio seating: 3 tables of 2 with 2 m physical distancing between tables as of July 27th</td>
</tr>
</tbody>
</table>
**Retail Operations**

<table>
<thead>
<tr>
<th>Name</th>
<th>Location</th>
<th>Opening Hours</th>
<th>Considerations</th>
</tr>
</thead>
<tbody>
<tr>
<td>5. Bento Sushi</td>
<td>Trek Hub, David Lam Building, 2015 Main Mall</td>
<td>11 am – 4pm (Mon-Fri) - reopening Aug 30, 2020</td>
<td>Child Plan is currently in development: Floor plan already mapped out. There will be limited seating: max 8 &amp; will be promoting take out. Max capacity in line up for service will be 4-5. Don’t see any issues in this shared space with Tim Hortons (see below) with controlled capacity and flow in the space.</td>
</tr>
<tr>
<td>6. Tim Hortons – Trek Hub</td>
<td>Trek Hub, David Lam Building, 2015 Main Mall</td>
<td>7 am-4 pm (Mon-Fri) - reopening Aug 30, 2020</td>
<td>Line up and capacity same as Bento above. Do not foresee any issues with shared space with Bento Sushi (see above) as line-ups come in and will exit from their own set of doors with controlled capacity and flow in the space.</td>
</tr>
<tr>
<td>7. Triple O</td>
<td>Trek Hub, David Lam Building, 2015 Main Mall</td>
<td>10 am – 10 pm (daily – 7 day a week) - reopening Aug 30, 2020</td>
<td>Max capacity in store service lineup: 6 guests, Child Plan is currently in development. There will be limited seating (max 20-24 for seating area with physical distancing). Expecting a lot of take-out business. Unit will have floor monitor as well to support best practices.</td>
</tr>
<tr>
<td>8. Pacific Poke</td>
<td>UBC Life Building, 6138 Student Union Blvd</td>
<td>10 am – 6 pm (Mon-Fri) Proposed reopening date: Aug 30, 2020.</td>
<td>Maximum capacity in store line up: 5 (seating area on this side will be closed off as per Building Plan). Life building plan in development for an Aug 30-Sept 8th reopening. See FS sample plan in Appendix C. There will be physical distancing seating around the corner adjacent to our SUBWAY location which guests would have access to.</td>
</tr>
<tr>
<td>9. SUBWAY</td>
<td>UBC Life Building, 6138 Student Union Blvd</td>
<td>10 am – 6 pm (Mon-Fri) Proposed opening date: Aug 30, 2020. (new unit)</td>
<td>Maximum capacity in store line up: 10-12 / seating area on this side will be as per direction from Bldg. Manager. (Their bldg. plan in development for an Aug 30-Sept 8th reopening date) Max capacity: 50 or less in the seating area. Child Plan for our space in development. Floor plan already mapped out. Seating space is being set up with appropriate signage, physical distancing markers and traffic flow markers. Note: This space will have a FS monitor/guide to help ensure best practices by guests.</td>
</tr>
</tbody>
</table>
## Residence Dining

<table>
<thead>
<tr>
<th>Name:</th>
<th>1. Feast</th>
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</thead>
<tbody>
<tr>
<td><strong>Location:</strong></td>
<td>Totem Park Residence, 2525 West Mall</td>
</tr>
<tr>
<td><strong>Opening Hours:</strong></td>
<td>7 am – 7pm Mon-Fri back of house food production only for retail units and Scholars events and drop deliveries on campus. Dining Room CLOSED UNTIL FURTHER NOTICE – no plan to open this location during the 2020-21 academic school year. Tentative summer reopening in 2021 if conference business are allowed.</td>
</tr>
<tr>
<td><strong>Considerations:</strong></td>
<td>Safety Plan in place for back of house production approved in June – continual monitoring of # of employees working: so far under 16</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name:</th>
<th>2. Gather</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Location:</strong></td>
<td>Place Vanier Residence, 1935 Lower Mall, Vancouver</td>
</tr>
<tr>
<td><strong>Opening Hours:</strong></td>
<td>CLOSED UNTIL FURTHER NOTICE – no plan to open this location during the 2020-21 academic school year. Tentative Sept 2021 reopening</td>
</tr>
<tr>
<td><strong>Considerations:</strong></td>
<td>N/A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name:</th>
<th>3. Open Kitchen</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Location:</strong></td>
<td>Orchard Commons Residence, 6363 Agronomy Road</td>
</tr>
</tbody>
</table>
| **Opening Hours:** | Closed May 8  
Reopening Sept 5, 2020  
Hrs of Operation: 8:00 am – 8:00 pm daily |
| **Considerations:** | Open Kitchen will resume dining room service to 500-600 students returning to campus. Exact numbers to be confirmed in mid-August. The Open Kitchen Child Plan is in development with Vancouver Coastal Health’s (VCH) input and guidance. Will go up to COVID-19 Steering Committee for review |
## Restaurants

<table>
<thead>
<tr>
<th>Name</th>
<th>1. The Point</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>Marine Drive Residence, Bldg 4, 2205 Lower Mall</td>
</tr>
</tbody>
</table>
| Opening Hours | 11am – 7pm Mon-Sat (until Sept 4th)  
              | Fall hours – TBD                                |
| Considerations | Operating Take Out only service since May 3rd: Only one guest inside at a time. No issues re: physically distancing for guests waiting outside to either order or pick up. Child plan in development to add a reduced dine-in option for the fall in addition to existing take out model within PHO orders / 50 patrons max. This Addendum, with updated procedures, signage and directional markers will be added to current take out child plan, posted on site and communicated to all team members. |

Operations open for events only:

<table>
<thead>
<tr>
<th>Name</th>
<th>2. Sage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>Thea Koerner University Center, 6331 Crescent Road</td>
</tr>
</tbody>
</table>
| Opening Hours | Restaurant is Closed for lunch service, including Ideas Lounge – no plans to reopen either at this time.  
              | Events bookings & catering available by request /max 50 |
| Considerations | Sage Event safety plan has been implemented and approved as of June 29th. No issues with any events facilitated to date: they started July 2nd |

## Scholars Catering

<table>
<thead>
<tr>
<th>Name</th>
<th>1. Scholar’s Catering</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>Totem Park Commons block, Second Floor, 2525 West Mall</td>
</tr>
<tr>
<td>Opening Hours</td>
<td>Currently Mon-Fri out of Totem for events or drop deliveries across UBC Point Grey Campus. Adjustments made if there is a Saturday function.</td>
</tr>
<tr>
<td>Considerations</td>
<td>Scholars Safety Plan approved in July. Events follow max 50 limits as per PHO orders – latest version July 27th / no issues to date, ongoing monitoring my GM and leadership team for this group</td>
</tr>
</tbody>
</table>
APPENDIX B: Supporting Documentation* for All Food Services COVID-19 Safety Binders

1. a) Manager-Supervisor Quick Guide for Disinfecting SWP Protocols (in-house)  
   b) Example Checklist  
2. SHCS Service Worker protocols for after hours in house cleaning/disinfecting  
3. SRS-OHS-SWP-001-General-Surface-Cleaning_final  
5. UBC vehicle operation under COVID-19:  
   https://riskmanagement.sites.olt.ubc.ca/files/2020/04/Guidance-for-Shared-Vehicles-FINAL.pdf  
6. a) WorkSafeBC Posters on Limitations of non-medical masks and  
   b) WorkSafeBC Poster on how to use them safely  
10. VCH COVID-19 Guideline for Food Service Establishments – May 9, 2020  
11. SHCS – Protocols for Working in Close Proximity  
12. Safety and Risk Services (SRS) at UBC / reference material can be found via this link:  
   https://srs.ubc.ca/covid19/health-safety-covid-19/  
13. WorkSafeBC Restaurants, cafes, pubs & nightclubs: Protocols for returning to operations  

*Note: all 14 files from Appendix B list above are included after Appendix C list on next page
APPENDIX C: UBC Food Services – Child Workplace Safety Plans

Food Services COVID-19 Child Safety Plans

As of Aug 2020, newly completed and/or revised “Child” Safety plans in Food Services (FS) will be approved by Associate VP for Student Housing and Community Services (SHCS). Currently a hard copy of the unit specific Plans listed below, are located at each site in red COVID binders for easy access and review. All FS Safety Plans are reviewed monthly and updated as needed.

a. COVID-19 Workplace Safety Plan – Food Services: Harvest in Ponderosa Commons
b. COVID-19 Workplace Safety Plan – Food Services: Mercante Café in Ponderosa Residence
c. COVID-19 Workplace Safety Plan – Food Services: Starbucks, The Bookstore
d. COVID-19 Workplace Safety Plan – Food Services: Tim Hortons, Forest Sciences Building
e. COVID-19 Workplace Safety Plan – Food Services: Dog House Cart, Mobile unit (now closed)
f. COVID-19 Workplace Safety Plan – Food Services: The Point Restaurant, Marine Drive Residence
g. COVID-19 Workplace Safety Plan – Food Services: Sage Restaurant, University Center
h. COVID-19 Workplace Safety Plan – Food Services: Totem Dining Room (for back of house production only)
i. COVID-19 Workplace Safety Plan – Food Services: Scholars Catering (out of Totem)
j. COVID-19 Workplace Safety Plan – Food Services: Open Kitchen in Orchard Commons
k. COVID-19 Workplace Safety Plan – Food Services: Trek Hub in David Lam
l. COVID-19 Workplace Safety Plan – Food Services: UBC Life Hub
FS Manager/Supervisor Quick Guide to Sanitizing + Disinfecting

Protocols during COVID-19: Revision Date May 15, 2020

In order to meet our required compliance protocols for sanitizing/dischfecting as mandated by:

- BC-CDC March 30, 2020 update - elevated disinfecting standards and
- Health Canada (HC) March 27, 2020 - approved list of disinfectants that kill COVID-19

we have added disinfecting protocols at our Food Services locations to maintain compliance and best practices during this pandemic. Our food safe Quat 146 is a sanitizer, not a disinfectant.

Our disinfecting process has been revised as of May 1st onward now that we have been able to get our first choice "Ecolab’s Peroxide Disinfecting product” on site. This process is in addition to your elevated cleaning/sanitizing standards that use Quat 146 and Oasis 137.

New Product info:

- **Name:** Peroxide Multi Surface Disinfectant and Cleaner (from Ecolab)
- **Shelf life once dispensed:** 7 days (confirmed by Supplier)
- The Peroxide Multi Surface product is **pale yellow** in colour when dispensed and has an Ecolab provided workplace label to attach to the spray bottle.
- Recommended PPE: disposable gloves
  
  *(Note: not required for this product in diluted form – see 3rd page info)*

Where to get product from and how it will be distributed:

- Get refills from Mercante/The Point/ Tim Hortons (Forest Science location) or Totem / use cooler water if possible when dispensing into spray bottles
- **Ensure date dispensed is written on bottom or side of the spray bottle – this product has a 7 day shelf life before it loses it’s efficacy in killing germs and viruses on hard surfaces and high touch points!**
- Managers and/or Supervisors will designate a team member to do the added protocols for each shift and provide training and tools needed for them to do the task correctly and safely. (review attached SWP)
- **Spray bottles are returned to Supervisor/Manager once task is completed or put in designated area at smaller units.**
Manager / Supervisor Responsibilities for Process Rollouts:

- Responsible for ensuring the worker(s) have been trained on the task, *before* they do it. Provide demo as needed re steps in the process and safe use of product
- Responsible for ensuring dispensed product in spray bottle has appropriate date label on it and is within the allowed 7 day shelf life period at all times! Check spray bottle daily when you come on shift.
- Note: This product is only applied to a clean cloth from the spray bottle. Make sure cloth is wet then wipe down the high touch point/non food-prep hard surface. PRODUCT LEFT ON to air dry for 5 minutes.
- Keep laminated copy of Disinfecting SWP with the site specific checklist of high touch points and or hard surfaces attached for assigned worker/supervisor’s reference
- Note: If you are discarding unused product at the end of 7 days, please reduce the amount dispensed during refill to minimize waste. (2 spray bottles provided/unit)
- Monitor workers and product usage. Report *any anomalies* to your manager and SHCS Safety immediately so we can make changes to process, *if* needed.
- Supplemental information from supplier on safe product is on next page
- Please put Safety Data Sheet (SDS) for new product in your on site binder (included)
- Added benefit. You can use product as a glass cleaner too instead of regular blue one.
- *Do NOT use this product on the new plexiglass barriers in place at most units* during this time! *(it will yellow it)*. Instead use mild dish/hand soap diluted in water daily to clean the surface.

REMEMBER.... *know the process yourself before you show it!*
Note: Supplier info re products specs below / no PPE required when used at approved dilution rates (recommending continued use of disposables gloves)

Peroxide Multi Surface Disinfectant and Cleaner – 5 MINUTE KILL TIME
(let product air dry on surface, doesn’t need to be rinsed)

PEROXIDE MULTI SURFACE CLEANER AND DISINFECTANT

Formulated to clean and disinfect:
• Non-critical articles.
• Glasses and mirrors.
• Different fixed surfaces: floors, door handles, handrails, tables, benches, windows, etc.
• Body fluids such as blood, vomit, urine, etc.

Additional Information from SDS (full SDS document sent out to all units)

Section 8: Exposure Controls/Personal Protection

Product AT USE DILUTION

Engineering measures: Effective exhaust ventilation system. Maintain air concentrations below occupational exposure standards.

Personal protective equipment requirements:

Eye protection: No special protective equipment required.

Hand protection: No special protective equipment required.

Skin protection: No special protective equipment required.

Respiratory protection: No personal respiratory protective equipment normally required

Conditions for safe storage: Keep away from strong bases and/or any chlorine based products
## HIGH TOUCH POINT CLEANING TEMPLATE  
(Modify as needed)

<table>
<thead>
<tr>
<th>ITEM</th>
<th>AFTER EACH USE</th>
<th>EVERY SHIFT</th>
<th>DAILY</th>
<th>WEEKLY</th>
<th>BY WHO</th>
<th>NOTES:</th>
</tr>
</thead>
<tbody>
<tr>
<td>BACK OF HOUSE</td>
<td></td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>DOOR HANDLES &amp; PUSH PLATES</td>
<td></td>
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</tr>
<tr>
<td>FRIDGE &amp; FREEZER DOOR HANDLES</td>
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<tr>
<td>HAND SINK/DISH SOAP PUSH PLATE</td>
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<tr>
<td>PAPERTOWEL TOUCH PLATES</td>
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<tr>
<td>COUNTER TOPS</td>
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For PM

Building Services Manager/Supervisor Quick Guide to Sanitizing + Disinfecting Protocols during COVID-19: **NEW** as of April 20th, 2020

In order to meet our required compliance protocols for sanitizing/disinfecting as mandated by:
- BC-CDC March 30, 2020 update - elevated disinfecting standards and
- Health Canada (HC) March 27, 2020 - approved list of disinfectants that kill COVID-19

Product info:
- Name: **Ecolab Peroxide Multi Surface Cleaner**
- Shelf life once dispensed: **7 days**
- Recommended PPE: disposable gloves

**REMEMBER….**

Be familiar with the SDS for the product.

Be able to provide an answer to these 4 questions:

1. What are the hazards or the product they will be using?
2. How do they protect themselves?
3. What should they do in case of an emergency or spill?
4. Where can they find more information on this product/process?
Process: Disinfecting High Touch Points

For high touch points:

1. Ensure you have the spray bottle with the Ecolab Peroxide Multi Surface Cleaner and Disinfectant.
2. Wash your hands and put on clean pair of vinyl/nitrile gloves.
3. Get a clean microfiber cloth or cloths to do assigned area
4. Spray disinfectant on clean cloth so that the surface is wet
5. Wipe the surface of the high touch points / hard surface so that it looks wet
6. **Do NOT wipe off: product must be on surface for 5 minutes / let air day!**
7. Do in small blocks ensuring cloth is wet before each application.
8. Repeat until done with the assigned area.
9. Return spray bottle to storage and refill as required
10. Rinse out used cloth with clean water in a sink and put in a separate bag for laundry
11. Remove gloves and **wash your hands**

What you need:

![Image of spray bottle and cleaning supplies]

Notes:

- **Do NOT spray product on high touch points or hard surfaces directly**
  - Spray product onto clean cloth and wipe surface as outlined above / let air dry
- Use **yellow** cloth for high touch surfaces in **washrooms** after cleaning.
- Use **green** cloth for all other high touch point areas
- Disinfect Washrooms and Kitchens right after cleaning
- Orange gloves can be used if signed out for individual use and washed after use
General Cleaning & Disinfection of Surfaces

1. **SCOPE**
   This safe work procedure is to be followed for general cleaning and disinfection of surfaces to ensure cleanliness and disinfection and minimize the risk of worker exposure to cleaning chemicals and/or infectious agents. For example, when wiping tables in publicly used spaces.

2. **PURPOSE**
   The University of British Columbia (UBC) is committed to providing a safe and healthy workplace for all our staff. A combination of measures are used to achieve this objective, including the most effective control technologies available. Our work procedures will protect not only our workers, but also other workers who enter our workplace. All employees must follow the procedures described in this plan to ensure the cleanliness of UBC as well as prevent or reduce exposure to infectious diseases.

3. **BACKGROUND**
   This safe work procedure is specific to the general cleaning and disinfection of surfaces such as counters, sinks, tables, chairs, door handles, light switches etc.

4. **RESPONSIBILITY**
   **Employer**
   It is the responsibility of the employer to:
• Provide workers with adequate supervision to ensure that work practices eliminate or minimize the risk of unforeseen contact.

• Provide workers with the equipment, tools and PPE needed to deal with an unexpected contact and ensure appropriate use.

• Select, implement, and document the appropriate site-specific control measures (e.g. in the order of elimination, substitutions, engineering, administrative, and personal protective equipment (PPE)).

• Ensure that supervisors and workers are educated and trained to an acceptable level of competency.

• Conduct a periodic review of the Safe Work Procedure for effectiveness. This includes a review of the available control technologies to ensure that these are selected and used when practical.

• Maintain records of training and inspections.

• Ensure that a copy of the Safe Work Procedure is available to workers.

Supervisors

It is the responsibility of the supervisor(s) to:

• Ensure that workers are adequately instructed on the controls for the hazards at their respective locations.

• Ensure that workers use appropriate PPE (e.g. gloves, eye protection).

• Monitor the workplace to ensure that safeguards are used and safe work practices are followed.

• In case of a potential or suspected exposure, ensure that employees are aware of procedures for reporting incidents of exposure to the employer and a physician.

Workers

It is the responsibility of the worker to:

• Know the hazards of their workplace and their respective areas.

• Attend education and training sessions provided by the employer.

• Use controls and follow established safe work procedures as directed by the employer or supervisor.
• Use the available tools and PPE that have been provided for use when cleaning and disinfecting surfaces.
• Understand and have access to the Safety Data Sheets of all chemicals used.
• Report any unsafe conditions or acts to the supervisor.
• Know how to report exposure incidents.
• Know that they should not clean up potentially contaminated materials (i.e. blood, bodily fluids), unless they have the proper cleaning materials and PPE, and have been trained to do so safely.

5. REFERENCES
Workers Compensation Act
• Section 115: General Duties of Employers
• Section 116: General Duties of Workers
• Section 117: General Duties of Supervisors

WorkSafeBC Publications:
• Controlling Exposure: Protecting Workers from Infectious Disease

6. TRAINING REQUIRED
New Employee Orientation
• Includes UBC Facilities Health, Safety & Wellness Orientation; Preventing and addressing workplace bullying and harassment; Workplace violence prevention training; Run-Hide-Fight.

Custodial Building Service Worker Training
Site-specific safety & emergency procedures

7. MATERIALS/EQUIPMENT
Depending on the nature of the work required, at a minimum, the following materials/equipment is necessary:
• Cleaning equipment
  o Micro fiber cloths and perfect clean flat mops
- WHMIS labeled spray bottles
- Cleaning solutions – see Appendix A
- Plastic disposable bags
- Personal protective equipment (PPE) includes:
  - Safety goggles
  - Nitrile gloves
  - Rubber gloves – when cleaning bathrooms and as required by Safety Data Sheet

8. HAZARDS & CONTROLS

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<th>HAZARDS</th>
<th>CONTROL METHODS</th>
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| Thermal burn from hot water taps       | Open both hot and cold-water faucets at the same time to obtain a lukewarm water temperature.  
                                        | Wear nitrile gloves and safety goggles.                                               |
| Chemical splash (i.e. chemical dispenser, wringing cloths; wiping surfaces) | Wear nitrile gloves and safety goggles. Wear rubber gloves as required by product Safety Data Sheet. |
| Lung irritation from disinfectant      | Ensure the area is ventilated (i.e. general ventilation system; doors/windows open). |  
                                        | Appropriate respiratory protection as required by product Safety Data Sheet.           |
| Skin irritation                        | Wear nitrile gloves.                                                             |  
                                        | Long sleeves will protect arms.                                                      |
| Eye irritation                         | Wear safety goggles.                                                             |  
| Biohazardous materials                 | Wear nitrile gloves and safety goggles. Wear rubber gloves when cleaning washrooms. |
Avoid touching eyes, nose and mouth.

Completion of Custodial Building Service Worker Training.

Completion of Safe Handling of Sharps Training.

If possible, open windows and doors to improve ventilation.

Ensure general hygiene (e.g. cover any broken skin that may be exposed to infection; and after PPE is removed, wash hands and any exposed skin with soap and water for at least 20 seconds).

**Force: lift, lower, or carry (i.e. cleaning bucket)**

Eliminate the need to manually lift, lower or carry objects by using engineering controls such as custodial carts. If that is not practical, consider the following to minimize the risk:

- Minimize the distance of the load from the worker.
- Minimize the vertical distance over which the load is lifted or lowered (e.g. elevated sink, leave bucket on cart or place on surface to be cleaned).

**Force: push or pull**

Use carts that are well designed and appropriate to the task:

- Handle can be grasped between waist and shoulder height (e.g. vertical handles can accommodate workers of different heights).
- Worker has good visibility when pushing the cart.

Use carts in an unrestricted area:

- Worker is able to push and is not forced to pull the cart.
- Worker can assume a comfortable position to initiate and maintain movement of the load.
- Worker is not forced to assume awkward postures because of restricted work space or poor visibility.

Use carts in areas with proper flooring or surface:

- The floor is clean (e.g. no debris or clutter on the floor).
- The floor does not slope and is not slippery.
- There is no thick, plush or shag carpet.
- The surface is level (e.g. minimize surface height changes)
Reduce the load (e.g. make two trips).
Reduce the total time spent pushing or pulling, or break the total time into smaller blocks of time doing that task.

**Force: grip**
To minimize the need to manually grip or handle object consider the following:
- Use a conscious effort to maintain a straight wrist.
- Avoid strong or hard grasping of cleaning cloths when wringing.

**Repetition**
Eliminate highly repetitious tasks by:
- Taking rest breaks and micro pauses.
- Use good work techniques.
- Use task rotation.

**Work posture**
Enable the worker to work in a comfortable posture. Every posture requires periodic changes and movement if it becomes static. If elimination of awkward postures is not possible through engineering controls, consider the following to minimize risk:

Minimize awkward postures of the trunk:
- Minimize forward bending by reducing the reach distance through the use of adjustable or long handled tools (e.g. long handled Johnny Mops for toilet cleaning; Perfect Clean handles for wiping table tops).
- Minimize side bending by reducing the reach distance through the use of adjustable or long handled tools or positioning objects to the front of the worker.
- Minimize twisting by reducing reach distance through the use of adjustable or long handled tools or move the object to the front of the worker.

Minimize awkward postures of the shoulder:
- Minimize reaching forward by reducing the reach distance through the use of adjustable or long handled tools, moving objects to the front of the body, or lowering the work height.
• Minimize reaching sideways by reducing the reach distance through the use of adjustable or long handled tools, moving objects to the front of the body, or lowering the work height.
• Minimize reaching behind by moving objects to the front of the body.
• Minimize reach across the body through the use of adjustable or long handled tools, and transferring objects from one hand to the other.

Minimize awkward postures of the wrist through use of required tools with appropriate handles.

Minimize squatting and kneeling by using long handled tools (e.g. Perfect Clean, Long handled Johnny Mop, Paper picker, long handles lobby pan).

Minimize static postures by moving about periodically.

Local contact stress
Eliminate or minimize exposure to local contact stress:
• Use personal protective equipment (i.e. use knee pads while kneeling).
• Avoid resting or leaning against sharp edges.

Environment
Keep the body warm at a comfortable temperature.

Ensure lighting is proper for the task being performed and glare is avoided so that the worker does not assume awkward postures to compensate for glare, brightness, or inadequate lighting.
Work organization

Ensure that repetitive or demanding tasks incorporate opportunities for rest or recovery (e.g. allow brief pauses to relax muscles; change work tasks change postures or techniques).

Incorporate task variability so that the worker does not have to perform similar repetitious tasks throughout the full shift.

Provide the worker with the opportunity to vary work tasks by rotating tasks or increasing the scope of the job.

Ensure that work demands and work pace are appropriate.

9. PRE-PROCEDURE SET-UP

Prior to beginning the cleaning of an area, ensure all materials, equipment and PPE listed in this safe work procedure is made available and used accordingly.

10. PROCEDURE

The following process has been established as the safe work method for cleaning and disinfecting of surfaces:

1. Before donning PPE, wash hands with soap and water for at least 20 seconds, then dry hands and cover any broken skin that may be exposed to infection, and dry thoroughly.
2. Don PPE in the following order:
   • Put on safety eye goggles or face shield.
   • Put on disposable nitrile gloves.
3. Prepare the disinfectant solution in a well-ventilated area. If possible, place the bucket on to the cleaning trolley and fill while on the trolley.
4. Plan work route and adjust furniture and equipment as needed.
5. Dust mop/ dry vacuum/ sweep floor areas under desks, chairs and tables. Bring in dustpan and pick up debris.
6. Disinfect and wipe all frequently touched areas and visibly soiled surfaces (e.g. all accessible surfaces such as light switches, door knobs, push plates, hand rails, elevator buttons and drawer handles, walls, and windows, telephones).
   • Kitchens or lunch rooms
Disinfect and wipe down microwave buttons, refrigerator handles, drawer handles, stove and oven buttons, chair handles and arm rests, tops, coffee pot handle, sink faucet handles.

- Washrooms
  - Includes frequently touched areas such as push plates, soap dispenser latch, faucet handles, flush handles and pipe work, sanitary bins, toilet seat and lid, toilet tissue holders, assist rails and the inside latch on the bathroom doors.
  - Reference General Washroom Cleaning & Disinfection Procedure.

7. Disinfect and wipe all main (e.g. table tops, counters, walls). Use a perfect clean tool when possible. All washroom surfaces and toilet bowls (outside, around, and inside the toilet bowl) should be carefully cleaned. Reference the General Washroom Cleaning & Disinfection Procedure.

8. Use the chosen cleaning solution to remove any grease or stubborn marks.

9. To damp mop/ perfect clean, place warning sign in area and clean with disinfectant. When area is completely dry, remove warning signs, store correctly and return furniture to original position.

10. Wipe down tools with disinfectant and dry before returning to the storage area.

11. Place all used flat mop pads and micro fibre cloths in the appropriate bag and return to Custodial Key Office for laundering at the end of shift.

12. Decontaminate and remove PPE and clothing in accordance with the Decontamination Section of this Safe Work Procedure.

**11. DECONTAMINATION PROCEDURE**

After any activity involving the handling of chemicals and/or contaminated materials, and before leaving the immediate work area, apply the following procedures:

1. Do not remove respiratory protective equipment, if required, until other decontamination steps are complete.
2. Move away from the clean-up or contaminated work area to a location where there are no other workers — preferably outdoors — leaving eye protection in place.

3. Wet wipe exposed eyewear with a disinfectant solution. If a reusable respirator was required, wet wipe reusable respirator surfaces with disinfectant as well.

4. Rinse the outside of gloves in the disinfectant solution. Remove the gloves over a waste bin and place them in a plastic bag for disposal into general waste (or if the gloves are reusable, disinfect them before storing them).

5. Remove safety eyewear. Clean and disinfect before storing.

6. Wash exposed skin surfaces thoroughly with soap and water for at least 20 seconds and dry.

12. EMERGENCY PROCEDURES

Workers who are exposed to chemicals are to flush the area with water immediately for 15 minutes and contact first aid immediately.

Workers who are exposed to material potentially contaminated with a biohazardous material (i.e. needle stick) should be monitored for potential symptoms and seek First Aid. If necessary, those workers may need to be referred to a physician for follow-up.

13. OTHER IMPORTANT INFORMATION

A record must be kept of all worker education and training sessions pertaining to this safe work procedure.

14. REVIEW AND RETENTION

This Safe Work Procedure is reviewed annually or whenever deemed necessary by the responsible departmental representative in Safety & Risk Services, Building Operations Custodial and the Custodial Joint Occupational Health & Safety Committee.
APPENDIX A

LIST OF CLEANING SOLUTIONS

Each Department to list cleaning solutions here
FS Driver: Vehicle Sanitation—Best Practices Protocols as of May 1, 2020:

1. These “5” supplies must be in the vehicle at all times: (1) emergency hand sanitizer, (2) labelled and dated spray bottle of PEROXIDE MULTI SURFACE DISINFECTANT AND CLEANER (for disinfecting hard surfaces/touchpoints in trucks), (3) vinyl/nitrile gloves, (4) paper towels and (5) paper bag for used gloves and paper towels (dispose daily) / Replenish supplies as needed.

Notes re application process and refill of disinfectant:
- Refill spray bottles at Open Kitchen chemical room (3) – mark date product was dispensed onto bottom of spray bottle – *product has a 7 day shelf life*
- Wet cloth or paper towel with product, do NOT spray onto surfaces. Do not wipe off afterwards but allow product to air dry on surface once applied.
- Do spot check sanitizing throughout shift, as needed in addition to these set times

2. Sanitize all hard surfaces in designated truck cab before end of shift using sanitizer provided. Outside door handles / inside door – all areas below / steering wheel and all dashboard surfaces including radio and heat control, lights etc. *Allow the product to air dry: needs 60 sec contact*

3. Sanitize the following in the storage area of the truck:
   a. The remote control mechanism, inside plus outside tailgate touch when door closed
   b. The metal buckles and hooks on all restraining straps (minimum 3 per truck)
   c. Touch points on the black storage wagon on the truck plus on traffic cones

Note: Additional cleaning procedures 2 x per week on Tues and Fri:
- Clean black wagon in back of truck from top to bottom plus remote unit on side wall with diluted Orange Force in white bucket, use clean cloth and scrubbies, if needed.
- Clean entire cab of truck, door handles, inside door panels, steering wheel and all touch points on the dashboard plus supply holder same as in bullet #1

Use sanitizing checklist on the back as a reference / Sign and date vehicle done and by whom on master checklist in drivers coffee-prep room / Store completed logs in blue tracking folder by phone.
Overview

This document is intended to provide guidance for UBC departments where UBC vehicles are shared among users. It is recommended that these guidelines be implemented and followed to prevent and control the spread of infectious agents such as COVID-19.

Throughout the current COVID-19 global outbreak UBC has taken direction on infection prevention from the Provincial Health Officer, the BC Centre for Disease Control (BCCDC) and Vancouver Coastal Health (VCH), and continues to do so. This guidance can be expected to evolve as these agencies continually monitor accumulating scientific evidence to determine how we can best prevent the spread of COVID-19.

Visit ubc.ca/covid19 for more information about UBC’s response to COVID-19, including frequently asked questions.

Vehicle Usage

- Employees are encouraged to walk whenever possible.
- If possible, assign the same vehicle to the same person on consecutive days.
- If feasible, remove vehicle from rotation for 72 hours between users.

Vehicle Occupancy

- When a vehicle must be used, there should only be ONE person in the vehicle at a time unless the vehicle is large enough (e.g. a van) to maintain physical distancing requirements (a minimum of 2 metres) between all passengers throughout the trip.

Personal Hygiene

- Wash hands with soap and warm water for 30 seconds before and after vehicle use.
- Avoid touching the face before, during, and after vehicle use.
- Cough or sneeze into your arm.

Equipment and Supplies

- Disinfecting wipes (with WHMIS or workplace labels) should be provided for users of shared UBC Vehicles.
- Provide waste container or bag for disposal of used gloves and disinfecting wipes for each user.

Vehicle Cleaning

- Users of shared UBC vehicles are responsible for wiping down high touch surfaces, both upon entry and exit, to ensure everyone's safety.
- High touch spots include the exterior and interior door handles, steering wheel, gear shifter, turn signals, and any other surfaces touched while driving.
Safe Entry and Exit Protocol for Shared UBC vehicles

**Entering vehicle**
- Retrieve keys and wipe down with disinfecting wipes.
- Wash hands with soap and warm water for 30 seconds.
- Wipe down exterior door handle with disinfecting wipes followed by the interior door handle.
- Using disinfecting wipes, wipe down steering wheel, gear shifter, turn signals, seatbelt buckles and control panel, including radio, heat/air, lights etc.
- Deposit used disinfecting wipes in bag provided.

**Exiting vehicle**
- Using disinfecting wipes, wipe down steering wheel, gear shifter, turn signals, seatbelt buckles and control panel, including radio, heat/air, lights etc.
- Wipe down interior door handle with disinfecting wipes followed by the exterior door handle.
- Deposit used disinfecting wipes and gloves (if required) in bag provided and place in a garbage can.
- Wipe down using disinfecting wipes & return keys.
- Wash hands with soap and warm water for 30 seconds.

**Advice on Use of Shared Vehicles at UBC**

If you have any questions or require advice about Use of Shared Vehicles at UBC, please contact Safety & Risk Services by emailing ready.ubc@ubc.ca.
WorkSafeBC Posters on Limitations of non-medical masks and how to use them safely

Protected PDFs. To view or print click on the title below:

WorkSafe BC Posters on Limitations of non-medical masks

WorkSafe BC Posters how to use them safely
ORDER OF THE PROVINCIAL HEALTH OFFICER
(Pursuant to Sections 30, 31, 32, and 39 (3) Public Health Act, S.B.C. 2008)

Food Service Establishments, Liquor Services and Events

The Public Health Act is at:
http://www.bclaws.ca/civix/content/complete/statreg/08028/?xsl=./templates/browse.xsl
(excerpts enclosed)

TO: OWNERS AND OPERATORS OF PREMISES, INCLUDING LICENSED PREMISES, IN WHICH FOOD SERVICES OR DRINK SERVICES ARE PROVIDED

WHEREAS:

A. On March 17, 2020 I provided notice under section 52 (2) of the Public Health Act that the transmission of the infectious agent SARS-CoV-2, which has caused cases and outbreaks of a serious communicable disease known as COVID-19 among the population of the Province of British Columbia, constitutes a regional event as defined in section 51 of the Public Health Act;

B. A person infected with SARS-CoV-2 can infect other people with whom the infected person is in contact;

C. The gathering of people in close contact with one another can promote the transmission of SARS-CoV-2 and increase the number of people who develop COVID-19;

D. For certainty, this Order is not directed at hospitals, licensed care facilities, assisted living residences, independent living facilities, correctional facilities, industrial camps, cafeterias for boarders or residents attending educational institutions, or other places where food or liquor is served primarily to persons who are residents or the like rather than to the general public;

E. You belong to the class of persons to whom this notice is addressed;

F. I have reason to believe and do believe that

   a. the risk of an outbreak of COVID-19 among the public constitutes a health hazard under the Public Health Act;

   b. because the risk of outbreaks arising from people gathering to eat or drink or attend an event extends beyond the authority of one or more medical health officers and coordinated action is needed to protect the public from contracting COVID-19, it is in the public interest for me to exercise the powers in sections 30, 31, 32 and 39(3) of the Public Health Act TO ORDER as follows:

Ministry of Health
Office of the Provincial Health Officer
4th Floor, 1515 Blanshard Street
PO Box 9648 STN PROV GOVT
Victoria BC V8W 3P4
Fax: (250) 952-1570
http://www.health.gov.bc.ca/pho/
THIS ORDER REPEALS AND REPLACES MY ORDER MADE ON JUNE 19, 2020

Definitions in this Order:

“event” refers to anything which gathers people together whether on a one-time, regular or irregular basis, including a ceremony or celebration of any type, reception, musical, theatrical or dance entertainment or performance, live band performance, disc jockey performance, strip dancing, comedic act, art show, magic show, puppet show, fashion show, book signing, reading, recitation, display, movie, film, meeting, lecture, talk, educational session, auction, fund raising benefit, contest, quiz, game, rally, festival, presentation, demonstration, or sporting or other physical display, but does not include music provided by live performers or a disc jockey for the sole purpose of providing background music while patrons are eating or drinking;

“physical barrier” means a barrier which is designed, installed and maintained in accordance with WorksafeBC guidelines;

“premises” includes both inside and outside areas in which food services or drink services are provided to patrons.

OWNERS AND OPERATORS OF PREMISES, INCLUDING LICENSED PREMISES, IN WHICH FOOD SERVICES OR DRINK SERVICES ARE PROVIDED

You may provide food services or drink services, including table, booth and counter service, subject to the conditions which follow.

1. Patrons must be able to maintain a distance of two metres from other patrons unless they are separated by physical barriers.

2. If patrons remain on the premises after being served, there must be sufficient seating for them, whether at tables, booths or counters, and patrons must be seated.

3. In licensed premises, patrons must be assigned to a table, booth or counter and shown to their seats. Patrons must remain seated except to use a self-serve station, use washroom facilities or leave the premises. In addition, patrons in premises with a manufacturing licence may leave their seats to go to a bar for the purpose of being served a drink. Once being served with a drink, patrons must return immediately to their assigned seats.

4. There must be a sufficient number of staff at licensed premises to ensure that patrons remain seated and that patrons do not congregate in areas of the premises.

5. Patrons who are not in the same party must be seated two metres apart from one another unless there are separated by a physical barrier.

6. There must be no more than six patrons seated at a table or booth, even if they belong to the same party.

7. There must be a distance of two metres between the backs of the seats of patrons seated at adjacent tables or booths, even if members of the same party are seated at adjacent tables or booths, unless the adjacent tables or booths are separated by physical barriers.
8. There must be two metres between patrons seated at a counter, unless the patrons are in the same party or they are separated by physical barriers.

9. If a party of patrons is seated at a counter, there must be no more than six members of the party seated less than two metres apart from one another, unless they are separated by a physical barrier from other members of the party who are seated adjacent to them at the counter.

10. Liquor may only be served to patrons who are seated. Despite this, in premises with a liquor manufacturing licence, patrons may be served with a drink at a bar.

11. If there is a self-service food or non-alcoholic drink station on the premises,

   a. hand washing facilities or alcohol-based sanitizers must be within easy reach of the station;

   b. signs reminding patrons to wash or sanitize their hands before touching self-service food, drink or other items, and to maintain a two metre distance from other patrons, must be posted at the self-service station; and

   c. high touch surfaces at the station, and utensils that are used for self-service, must be frequently cleaned and sanitized.

12. You must determine the maximum number of patrons who can be accommodated safely on your premises, taking into consideration the requirements set out in the sections above and must document this maximum number in your safety plan.

13. You must monitor the number of patrons present on your premises and ensure that the number present does not exceed the maximum number in your safety plan.

14. You must take steps to prevent the congregation of patrons outside your premises, such as taking reservations and requesting patrons to remain in their cars or elsewhere until notified by telephone or an App that there is seating available for them on the premises.

15. You must assess your premises for places where patrons may congregate and take steps to avoid congregation.

16. You must use physical devices, install markers or use other methods to guide and assist patrons in maintaining a distance of two metres from other patrons if they are not seated.

17. You must monitor your premises and remind patrons to maintain a distance of two metres from one another.

18. If there are physical barriers between tables or booths or seats at a counter, the tops and bottoms of the physical barriers must be positioned so that the physical barriers block the transmission of droplets produced by breathing, talking, coughing or sneezing between patrons who are seated at adjacent tables, booths or seats at a counter.
19. Dance floors must be closed with physical barriers or occupied with tables.

20. Patrons must not sing, engage in Karaoke or dance on the premises.

21. If background music is provided by a live performer or performers or a disc jockey, a physical barrier must be installed between the performers or disc jockey and the patrons which blocks the transmission of droplets produced by performers or disc jockey, and there must be at least a three metre separation between performers and patrons.

22. If in the ordinary course of business, you collect information from patrons for the purpose of making reservations or seating patrons,

   a. you must collect the first and last name and telephone number, or email address, of at least one member of every party of patrons, and you may collect this information from other members of a party or from other patrons who wish to provide it; and

   b. you must retain this information for thirty days, in case there is a need for contact tracing on the part of the medical health officer, in which case you must provide the information to the medical health officer

THE FOLLOWING CONDITIONS APPLY TO THE HOSTING OF EVENTS ON PREMISES, IN ADDITION TO THE CONDITIONS SET OUT ABOVE

1. If there is an event on the premises, you must

   a. collect the first and last name and telephone number, or email address, of every patron; and

   b. retain this information for thirty days, in case there is a need for contact tracing on the part of the medical health officer, in which case you must provide the information to the medical health officer

2. During an event

   a. subject to subparagraph (b), there must be no more than fifty patrons present in total on the premises, even if this number is less than the maximum number of patrons permitted on the premises under the safety plan,

   b. fifty patrons may only be present if this is not more than the total number of patrons permitted on the premises under the safety plan.

3. Despite section 2, if an event is taking place in an area of the premises which is completely separated from the rest of the premises, and which has its own entrance and washrooms, there may be additional patrons present in other parts of the premises who are not attending the event, if the total number of patrons present on the premises does not exceed the maximum number of patrons permitted on the premises under the safety plan. Patrons attending an event in an area of a premises must not have contact with patrons on the premises who are not attending the event.
4. If there are one or more premises in a building, there may be an event in each of the premises as long as
   a. patrons attending an event do not have contact with patrons attending another event or with other persons in the building;
   b. there is a separate entrance to each of the premises in which an event is being held; and
   c. there are separate washrooms in each of the premises.

5. During an event, patrons who leave the premises, or the area of the premises in which an event is being held, must not be replaced by other patrons.

6. An event may only be hosted between noon and 11:00 P.M., and no more than two events may be hosted in one day on the same premises or in an area of the premises.

7. If two events are hosted in one day on the same premises or in an area of the premises, there must be at least one hour between events during which there are no patrons present on the premises to permit cleaning and sanitizing, and the premises or area of the premises must be cleaned and sanitized once no patrons are present and before patrons are permitted to enter the premises or area of the premises for the second event.

8. All events must end no later than 11:00 P.M.

9. After an event, and before the premises or the area of the premises may be re-opened for regular business, the premises or the area of the premises must be closed for at least one hour and cleaned and sanitized.

10. Measures, such as selling tickets for an event in advance, or letting patrons know by way of a telephone call or an App that a table is ready, must be implemented in order to prevent the occurrence of line-ups and the congregation of patrons outside the premises.

11. If live music is provided during an event a physical barrier must be installed between the performers and the patrons which blocks the transmission of droplets produced by performers, and there must be at least a three-metre separation between performers and patrons.

This Order does not have an expiration date.

You are required under section 42 of the Public Health Act to comply with this Order. Failure to comply with this Order is an offence under section 99 (1) (k) of the Public Health Act.

Under section 43 of the Public Health Act, you may request me to reconsider this Order if you:

1. Have additional relevant information that was not reasonably available to the me when this Order was issued,

2. Have a proposal that was not presented to me when this Order was issued but, if implemented,
   (a) meet the objective of the order, and
(b) be suitable as the basis of a written agreement under section 38 [may make written agreements]

3. Require more time to comply with the order.

Under section 43 (6) an order is not suspended during the period of reconsideration unless the health officer agrees, in writing, to suspend it.

If you fail to comply with this Order, I have the authority to take enforcement action against you under Part 4, Division 6 of the Public Health Act.

You may contact me at:

Dr. Bonnie Henry, Provincial Health Officer
4th Floor, 1515 Blanshard Street
P O Box 9648 STN PROV GOVT, Victoria BC V8W 9P4
Fax: (250) 952-1570

DATED THIS: 23 day of July 2020

SIGNED: [Signature]
Bonnie Henry
MD, MPH, FRCPC
Provincial Health Officer

Delivery By: Posting on the BC Government website, posting on the BC Centre for Disease Control website and by email.

Enclosure: Excerpts of Public Health Act
ENCLOSURE

Excerpts of the PUBLIC HEALTH ACT

Public Health Act [SBC 2008] c. 28

Definitions

1 In this Act:

"health hazard" means

(a) a condition, a thing or an activity that
   (i) endangers, or is likely to endanger, public health, or
   (ii) interferes, or is likely to interfere, with the suppression of infectious
        agents or hazardous agents, or
(b) a prescribed condition, thing or activity, including a prescribed condition, thing
    or activity that
        (i) is associated with injury or illness, or
        (ii) fails to meet a prescribed standard in relation to health, injury or illness;

When orders respecting health hazards and contraventions may be made

30 (1) A health officer may issue an order under this Division only if the health officer
reasonably believes that

(a) a health hazard exists,
(b) a condition, a thing or an activity presents a significant risk of causing a health
   hazard,
(c) a person has contravened a provision of the Act or a regulation made under it, or
(d) a person has contravened a term or condition of a licence or permit held by the
    person under this Act.

(2) For greater certainty, subsection (1) (a) to (c) applies even if the person subject to the order
is complying with all terms and conditions of a licence, a permit, an approval or another
authorization issued under this or any other enactment.

General powers respecting health hazards and contraventions

31 (1) If the circumstances described in section 30 [when orders respecting health hazards and
contraventions may be made] apply, a health officer may order a person to do anything that the
health officer reasonably believes is necessary for any of the following purposes:

(a) to determine whether a health hazard exists;
(b) to prevent or stop a health hazard, or mitigate the harm or prevent further harm
from a health hazard;
(c) to bring the person into compliance with the Act or a regulation made under it;
(d) to bring the person into compliance with a term or condition of a licence or permit held by that person under this Act.

(2) A health officer may issue an order under subsection (1) to any of the following persons:
(a) a person whose action or omission
   (i) is causing or has caused a health hazard, or
   (ii) is not in compliance with the Act or a regulation made under it, or a term or condition of the person's licence or permit;
(b) a person who has custody or control of a thing, or control of a condition, that
   (i) is a health hazard or is causing or has caused a health hazard, or
   (ii) is not in compliance with the Act or a regulation made under it, or a term or condition of the person's licence or permit;
(c) the owner or occupier of a place where
   (i) a health hazard is located, or
   (ii) an activity is occurring that is not in compliance with the Act or a regulation made under it, or a term or condition of the licence or permit of the person doing the activity.

Specific powers respecting health hazards and contraventions

32 (1) An order may be made under this section only
(a) if the circumstances described in section 30 [when orders respecting health hazards and contraventions may be made] apply, and
(b) for the purposes set out in section 31 (1) [general powers respecting health hazards and contraventions].

(2) Without limiting section 31, a health officer may order a person to do one or more of the following:
(a) have a thing examined, disinfected, decontaminated, altered or destroyed, including
   (i) by a specified person, or under the supervision or instructions of a specified person,
   (ii) moving the thing to a specified place, and
   (iii) taking samples of the thing, or permitting samples of the thing to be taken;
(b) in respect of a place,
   (i) leave the place,
   (ii) not enter the place,
   (iii) do specific work, including removing or altering things found in the place, and altering or locking the place to restrict or prevent entry to the place,
(iv) neither deal with a thing in or on the place nor dispose of a thing from the place, or deal with or dispose of the thing only in accordance with a specified procedure, and
(v) if the person has control of the place, assist in evacuating the place or examining persons found in the place, or taking preventive measures in respect of the place or persons found in the place:
(c) stop operating, or not operate, a thing;
(d) keep a thing in a specified place or in accordance with a specified procedure;
(e) prevent persons from accessing a thing;
(f) not dispose of, alter or destroy a thing, or dispose of, alter or destroy a thing only in accordance with a specified procedure;
(g) provide to the health officer or a specified person information, records, samples or other matters relevant to a thing's possible infection with an infectious agent or contamination with a hazardous agent, including information respecting persons who may have been exposed to an infectious agent or hazardous agent by the thing;
(h) wear a type of clothing or personal protective equipment, or change, remove or alter clothing or personal protective equipment, to protect the health and safety of persons;
(i) use a type of equipment or implement a process, or remove equipment or alter equipment or processes, to protect the health and safety of persons;
(j) provide evidence of complying with the order, including
   (i) getting a certificate of compliance from a medical practitioner, nurse practitioner or specified person, and
   (ii) providing to a health officer any relevant record;
(k) take a prescribed action.

(3) If a health officer orders a thing to be destroyed, the health officer must give the person having custody or control of the thing reasonable time to request reconsideration and review of the order under sections 43 and 44 unless
(a) the person consents in writing to the destruction of the thing, or
(b) Part 5 [Emergency Powers] applies.
May make written agreements

38 (1) If the health officer reasonably believes that it would be sufficient for the protection of public health and, if applicable, would bring a person into compliance with this Act or the regulations made under it, or a term or condition of a licence or permit held by the person under this Act, a health officer may do one or both of the following:

(a) instead of making an order under Division 1, 3 or 4, enter into a written agreement with a person, under which the person agrees to do one or more things;

(b) order a person to do one or more things that a person has agreed under paragraph (a) to do, regardless of whether those things could otherwise have been the subject of an order under Division 1, 3 or 4.

(2) If, under the terms of an agreement under subsection (1), a health officer conducts one or more inspections, the health officer may use information resulting from the inspection as the basis of an order under this Act, but must not use the information as the basis on which to

(a) levy an administrative penalty under this Act, or

(b) charge a person with an offence under this Act.

Contents of orders

39 (3) An order may be made in respect of a class of persons.

Duty to comply with orders

42 (1) A person named or described in an order made under this Part must comply with the order.

(2) Subsection (1) applies regardless of whether the person leaves the geographic area for which the health officer who made the order is designated.

Reconsideration of orders

43 (1) A person affected by an order, or the variance of an order, may request the health officer who issued the order or made the variance to reconsider the order or variance if the person

(a) has additional relevant information that was not reasonably available to the health officer when the order was issued or varied,

(b) has a proposal that was not presented to the health officer when the order was issued or varied but, if implemented, would

(i) meet the objective of the order, and

(ii) be suitable as the basis of a written agreement under section 38 [may make written agreements], or

(c) requires more time to comply with the order.

(2) A request for reconsideration must be made in the form required by the health officer.
(3) After considering a request for reconsideration, a health officer may do one or more of the following:

(a) reject the request on the basis that the information submitted in support of the request
   (i) is not relevant, or
   (ii) was reasonably available at the time the order was issued;
(b) delay the date the order is to take effect or suspend the order, if satisfied that doing so would not be detrimental to public health;
(c) confirm, rescind or vary the order.

(4) A health officer must provide written reasons for a decision to reject the request under subsection (3) (a) or to confirm or vary the order under subsection (3) (c).

(5) Following a decision made under subsection (3) (a) or (c), no further request for reconsideration may be made.

(6) An order is not suspended during the period of reconsideration unless the health officer agrees, in writing, to suspend it.

(7) For the purposes of this section,

(a) if an order is made that affects a class of persons, a request for reconsideration may be made by one person on behalf of the class, and
(b) if multiple orders are made that affect a class of persons, or address related matters or issues, a health officer may reconsider the orders separately or together.

(8) If a health officer is unable or unavailable to reconsider an order he or she made, a similarly designated health officer may act under this section in respect of the order as if the similarly designated health officer were reconsidering an order that he or she made.

99 (1) A person who contravenes any of the following provisions commits an offence:

... 

(k) section 42 [failure to comply with an order of a health officer], except in respect of an order made under section 29 (2) (e) to (g) [orders respecting examinations, diagnostic examinations or preventive measures];
ORDER OF THE PROVINCIAL HEALTH OFFICER

GATHERINGS AND EVENTS
(Pursuant to Sections 30, 31, 32 and 39 (3) Public Health Act, S.B.C. 2008)

The Public Health Act is at:
http://www.bclaws.ca/civix/content/complete/statreg/08028/?xsl=/templates/browse.xsl
(excerpts enclosed)

TO: PERSONS WHO ORGANIZE OR ATTEND EVENTS AT VACATION ACCOMODATION OR OTHER PLACES

WHEREAS:

1. On March 17, 2020 I provided notice under section 52 (2) of the Public Health Act that the transmission of the infectious agent SARS-CoV-2, which has caused cases and outbreaks of a serious communicable disease known as COVID-19 among the population of the Province of British Columbia, constitutes a regional event as defined in section 51 of the Public Health Act;

2. The SARS-CoV-2 virus, an infectious agent, can cause outbreaks of COVID-19;

3. A person infected with SARS-CoV-2 can infect other people with whom the infected person is in direct contact, through droplets in the air, or from fluid containing SARS-CoV-2 left on surfaces;

4. The gathering together of people indoors or outdoors can promote the transmission of SARS-CoV-2 and increase the number of people who develop COVID-19;

5. For certainty, this Order does not apply to workers at a worksite when engaged in their work activities, workers living at a work camp; students, teachers or instructors at a school or post-secondary educational institution when engaged in educational activities; customers in a mall or retail establishment when engaged in shopping activities or seeking services, individuals attending an episodic vending market, or to individuals in a recreation centre, campground or any other place when not attending an event, or to food service
establishments or licensed premises subject to the Food Service Establishments, Liquor Services and Events Order.

6. I have reason to believe and do believe that

(i) the risk of an outbreak of COVID-19 among the public constitutes a health hazard under the Public Health Act;

(ii) because the risk of outbreaks resulting from the gathering of people and attendance at events extends beyond the authority of one or more medical health officers and coordinated action is needed to protect the public from contracting COVID-19, it is in the public interest for me to exercise the powers in sections 30, 31, 32 and 39(3) of the Public Health Act TO ORDER as follows:

THIS ORDER REPEALS AND REPLACES MY ORDER OF MAY 22, 2020 WITH RESPECT TO MASS GATHERINGS

Definitions in this Order:

“event” refers to anything which gathers people together whether on a one-time, regular or irregular basis, including a party, worship service, ceremony or celebration of any type, reception, wedding, funeral, celebration of life, musical, theatrical or dance entertainment or performance, live band performance, disc jockey performance, strip dancing, comedic act, art show, magic show, puppet show, fashion show, book signing, reading, recitation, display, movie, film; meeting, lecture, talk, educational presentation (except in a school or post-secondary educational institution); auction, fund raising benefit, contest, quiz, game, rally, festival, presentation, demonstration, or sporting or other physical display;

“organizer” means the person responsible for organizing an event;

“owner” includes an occupier or operator or person otherwise responsible for a place;

“patron” means an individual who attends an event, other than in vacation accommodation;

“physical barrier” means a barrier which is designed, installed and maintained in accordance with WorksafeBC guidelines;

“a place” may be inside or outside, and does not include vacation accommodation;

“vacation accommodation” means a house, townhouse, cottage, cabin, apartment, condominium, mobile home, recreational vehicle, hotel suite, tent, yurt, houseboat or any other
type of living accommodation and associated deck, garden or yard, when used for vacation purposes by the owner, tenant, guest or any other person;

1. A maximum of five individuals may attend a social gathering or an event in vacation accommodation, in addition to the occupants;

2. The owner of vacation accommodation must require any tenant, guest or other person using the vacation accommodation to comply with the requirement in section 1.

3. Up to fifty patrons may attend an event in a place if the following conditions are met:
   a. there is an organizer of the event,
   b. if the organizer is not the owner of the place in which the event is to be held, the organizer must notify the owner before the event that the event will be taking place, provide details of the event, and obtain the approval of the owner to hold the event. If the owner provides approval, the organizer must provide the first and last names and telephone number, or email address for the patrons who attend the event;
   c. access to the event is controlled,
   d. the number of patrons is closely monitored,
   e. there is sufficient space available to permit the patrons to maintain a distance of two metres from one another,
   f. the patrons maintain a distance of two metres from one another when standing or sitting, unless they belong to the same party,
   g. if there are tables provided for the use of patrons, no more than six patrons sit at a table, even if they belong to the same party, and there are at least two metres between the backs of the chairs at one table and the backs of the chairs at another table, unless the chairs are separated by a physical barrier,
   h. if live music is provided during an event indoors, a physical barrier is installed between the performers and the patrons which blocks the transmission of droplets produced by the performers, and at all event there is a three metre separation between performers, presenters or presiders and patrons,
   i. hand sanitation supplies are readily available to patrons,
   j. there are washroom facilities available with running water, soap and a sanitary means for drying hands for hand washing purposes or hand sanitation supplies.
4. The organizer must ensure that the conditions in section 3 are met.

5. The organizer must
   a. collect the first and last names and telephone number, or email address, of every patron who attends an event, or of every driver of a vehicle present at a drive-in event; and
   b. retain this information for thirty days, in case there is a need for contact tracing on the part of the medical health officer, in which case the information must be provided to the medical health officer.

6. If the organizer is not the owner, the owner must
   a. satisfy themselves that the organizer is aware of the requirements in section 3 and 5, if section 5 is applicable, and has the capacity to fulfill them, and
   b. retain the names of and contact information provided by the organizer for the patrons for thirty days, in case there is a need for contact tracing on the part of the medical health officer, in which case the information must be provided to the medical health officer.

7. If the event is a drive in, the organizer may permit more than fifty patrons to be present, if the following conditions, as well as the conditions in section 3, are met:
   a. patrons only attend in a vehicle;
   b. no more than fifty vehicles are present at the drive in;
   c. patrons are informed that they must stay in their vehicles except to use washroom facilities, and when outside their vehicles they must maintain a distance of two metres from other patrons, and this is monitored;
   d. no food or drink is sold.

This Order does not have an expiration date.

You are required under section 42 of the Public Health Act to comply with this Order. Failure to comply with this Order is an offence under section 99 (1) (k) of the Public Health Act.

Under section 43 of the Public Health Act, you may request me to reconsider this Order if you:
1. Have additional relevant information that was not reasonably available to me when this Order was issued.

2. Have a proposal that was not presented to me when this Order was issued but, if implemented, would
   (a) meet the objective of the order, and
   (b) be suitable as the basis of a written agreement under section 38 [may make written agreements]

3. Require more time to comply with the order.

Under section 43 (6) an Order is not suspended during the period of reconsideration unless the health officer agrees, in writing, to suspend it.

If you fail to comply with this Order, I have the authority to take enforcement action against you under Part 4, Division 6 of the Public Health Act.

You may contact me at:

    Dr. Bonnie Henry, Provincial Health Officer
    4th Floor, 1515 Blanshard Street
    PO Box 9648 STN PROV GOVT, Victoria BC V8W 9P4
    Fax: (250) 952-1570

DATED THIS: 27 day of July 2020

SIGNED: 

Bonnie Henry
MD, MPH, FRCPC
Provincial Health Officer

DELIVERY BY: News release on the BC Government website, the BC Centre for Disease Control website and by email.

Enclosure: Excerpts of Public Health Act
Excerpts of the **PUBLIC HEALTH ACT**

### Definitions

1. In this Act:

   "**health hazard**" means

   (a) a condition, a thing or an activity that
   (i) endangers, or is likely to endanger, public health, or
   (ii) interferes, or is likely to interfere, with the suppression of
   infectious agents or hazardous agents, or

   (b) a prescribed condition, thing or activity, including a prescribed
   condition, thing or activity that
   (i) is associated with injury or illness, or
   (ii) fails to meet a prescribed standard in relation to health,
   injury or illness;

### When orders respecting health hazards and contraventions may be made

30. (1) A health officer may issue an order under this Division only if the health officer reasonably believes that

   (a) a health hazard exists,

   (b) a condition, a thing or an activity presents a significant risk of causing a
   health hazard,

   (c) a person has contravened a provision of the Act or a regulation made
   under it, or
(d) a person has contravened a term or condition of a licence or permit held by the person under this Act.

(2) For greater certainty, subsection (1) (a) to (c) applies even if the person subject to the order is complying with all terms and conditions of a licence, a permit, an approval or another authorization issued under this or any other enactment.

General powers respecting health hazards and contraventions

31  (1) If the circumstances described in section 30 [when orders respecting health hazards and contraventions may be made] apply, a health officer may order a person to do anything that the health officer reasonably believes is necessary for any of the following purposes:

(a) to determine whether a health hazard exists;

(b) to prevent or stop a health hazard, or mitigate the harm or prevent further harm from a health hazard;

(c) to bring the person into compliance with the Act or a regulation made under it;

(d) to bring the person into compliance with a term or condition of a licence or permit held by that person under this Act.

(2) A health officer may issue an order under subsection (1) to any of the following persons:

(a) a person whose action or omission

   (i) is causing or has caused a health hazard, or

   (ii) is not in compliance with the Act or a regulation made under it, or a term or condition of the person’s licence or permit;

(b) a person who has custody or control of a thing, or control of a condition, that

   (i) is a health hazard or is causing or has caused a health hazard, or
(ii) is not in compliance with the Act or a regulation made under it, or a term or condition of the person's licence or permit;

(c) the owner or occupier of a place where

(i) a health hazard is located, or

(ii) an activity is occurring that is not in compliance with the Act or a regulation made under it, or a term or condition of the licence or permit of the person doing the activity.

Specific powers respecting health hazards and contraventions

32 (1) An order may be made under this section only

(a) if the circumstances described in section 30 [when orders respecting health hazards and contraventions may be made] apply, and

(b) for the purposes set out in section 31 (1) [general powers respecting health hazards and contraventions].

(2) Without limiting section 31, a health officer may order a person to do one or more of the following:

(a) have a thing examined, disinfected, decontaminated, altered or destroyed, including

(i) by a specified person, or under the supervision or instructions of a specified person,

(ii) moving the thing to a specified place, and

(iii) taking samples of the thing, or permitting samples of the thing to be taken;

(b) in respect of a place,

(i) leave the place,

(ii) not enter the place,
(iii) do specific work, including removing or altering things found in the place, and altering or locking the place to restrict or prevent entry to the place,

(iv) neither deal with a thing in or on the place nor dispose of a thing from the place, or deal with or dispose of the thing only in accordance with a specified procedure, and

(v) if the person has control of the place, assist in evacuating the place or examining persons found in the place, or taking preventive measures in respect of the place or persons found in the place;

(c) stop operating, or not operate, a thing;

(d) keep a thing in a specified place or in accordance with a specified procedure;

(e) prevent persons from accessing a thing;

(f) not dispose of, alter or destroy a thing, or dispose of, alter or destroy a thing only in accordance with a specified procedure;

(g) provide to the health officer or a specified person information, records, samples or other matters relevant to a thing's possible infection with an infectious agent or contamination with a hazardous agent, including information respecting persons who may have been exposed to an infectious agent or hazardous agent by the thing;

(h) wear a type of clothing or personal protective equipment, or change, remove or alter clothing or personal protective equipment, to protect the health and safety of persons;

(i) use a type of equipment or implement a process, or remove equipment or alter equipment or processes, to protect the health and safety of persons;

(j) provide evidence of complying with the order, including
(i) getting a certificate of compliance from a medical practitioner, nurse practitioner or specified person, and

(ii) providing to a health officer any relevant record;

(k) take a prescribed action.

(3) If a health officer orders a thing to be destroyed, the health officer must give the person having custody or control of the thing reasonable time to request reconsideration and review of the order under sections 43 and 44 unless

(a) the person consents in writing to the destruction of the thing, or

(b) Part 5 [Emergency Powers] applies.

May make written agreements

38 (1) If the health officer reasonably believes that it would be sufficient for the protection of public health and, if applicable, would bring a person into compliance with this Act or the regulations made under it, or a term or condition of a licence or permit held by the person under this Act, a health officer may do one or both of the following:

(a) instead of making an order under Division 1, 3 or 4, enter into a written agreement with a person, under which the person agrees to do one or more things;

(b) order a person to do one or more things that a person has agreed under paragraph (a) to do, regardless of whether those things could otherwise have been the subject of an order under Division 1, 3 or 4.

(2) If, under the terms of an agreement under subsection (1), a health officer conducts one or more inspections, the health officer may use information resulting from the inspection as the basis of an order under this Act, but must not use the information as the basis on which to

(a) levy an administrative penalty under this Act, or

(b) charge a person with an offence under this Act.
Contents of orders

39  (3) An order may be made in respect of a class of persons.

Duty to comply with orders

42  (1) A person named or described in an order made under this Part must comply with the order.

(2) Subsection (1) applies regardless of whether the person leaves the geographic area for which the health officer who made the order is designated.

Reconsideration of orders

43  (1) A person affected by an order, or the variance of an order, may request the health officer who issued the order or made the variance to reconsider the order or variance if the person

(a) has additional relevant information that was not reasonably available to the health officer when the order was issued or varied,

(b) has a proposal that was not presented to the health officer when the order was issued or varied but, if implemented, would

(i) meet the objective of the order, and

(ii) be suitable as the basis of a written agreement under section 38 [may make written agreements], or

(c) requires more time to comply with the order.

(2) A request for reconsideration must be made in the form required by the health officer.

(3) After considering a request for reconsideration, a health officer may do one or more of the following:
Review of orders

44 (1) A person affected by an order may request a review of the order under this section only after a reconsideration has been made under section 43 [reconsideration of orders].
(2) A request for a review may be made,

(a) in the case of an order made by a medical health officer, to the provincial health officer, or

(b) in the case of an order made by an environmental health officer, to a medical health officer having authority in the geographic area for which the environmental health officer is designated.

(3) If a review is requested, the review is to be based on the record.

(4) If a review is requested, the reviewer may do one or more of the following:

(a) delay the date the order is to take effect or suspend the order, if satisfied that doing so would not be detrimental to public health;

(b) confirm, vary or rescind the order;

(c) refer the matter back to the person who made the order, with or without directions.

(5) A reviewer must provide written reasons for an action taken under subsection (4) (b) or (c), and a person may not request further review of an order.

Offences

99 (1) A person who contravenes any of the following provisions commits an offence:

... 

(k) section 42 [failure to comply with an order of a health officer], except in respect of an order made under section 29 (2) (e) to (g) [orders respecting examinations, diagnostic examinations or preventive measures];
Coronavirus Disease (COVID-19)

Guideline for Food Service Establishments

May 9, 2020
KEY POINTS

Stay HOME if you are sick
The most important measure to prevent spread of COVID-19 is to stay home if you are sick.

WASH your hands
Good personal hygiene helps reduce the risk of infection: cough/sneeze etiquette, avoid touching your face & hand washing.

Keep your DISTANCE
Prevent transmission through droplets by creating space between people, stay two metres (six feet) apart.

CLEAN surfaces often
Regular disinfection of high-touch areas reduces the risk of transmission from contaminated surfaces.
Guideline for Food Service Establishments

Under Phase 2 of British Columbia’s Restart Plan, dine-in service is able to resume under enhanced protocols. Food Service Establishment operators can use this guideline to prepare their reopening plan until further direction is given from the Provincial Health Officer. The COVID-19 pandemic continues and in the absence of a vaccine there is a continued need to ensure essential hygienic practices and cleaning processes are followed.

This document provides guidance for preventing transmission of COVID-19 to operators and customers of food service establishments. It is based upon current knowledge and it should be understood that the guidance is subject to change as new data becomes available and developments arise with this new virus; furthermore, unique situations may require some discretion in adjusting these guidelines which are meant to be supportive, not prescriptive. All BC Food Premises Regulation requirements remain unchanged and in place.

WHAT is COVID-19?
COVID-19 is a respiratory infection caused by a newly identified virus. The infection has symptoms similar to other respiratory illnesses, including the flu and common cold: cough, sneezing, fever, sore throat and difficulty breathing. Other symptoms can include fatigue, muscle aches, diarrhea, headache or lost sense of smell. While most people infected with COVID-19 experience only mild illness, severe illness can occur in some people, especially in the elderly and those with chronic medical conditions.

HOW COVID-19 Spreads
COVID-19 is spread through liquid droplets when an infected person coughs or sneezes. The virus in these droplets can enter through the eyes, nose or mouth of another person if they are in close contact with the person who coughed or sneezed. COVID-19 is not transmitted through particles in the air and is not something that can enter the body through the skin.

WHERE can I get more Information about COVID-19?
The province of British Columbia has created a phone service to provide non-medical information about COVID-19 which is available from 7:30 a.m. - 8 p.m. at 1-888-COVID19 (1-888-268-4319) or via text message at 604-630-0300.

More information on COVID-19 can also be found online:
- Vancouver Coastal Health http://www.vch.ca/covid-19
- BC Centre for Disease Control http://www.bccdc.ca/health-info/diseases-conditions/covid-19

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How to use this Guideline:
This guideline contains a number of potential actions for reducing the risks of transmission for food service establishments. Each business must assess their own risks such that the appropriate combination of measures can be implemented.

In all cases, it remains important for everyone to stay home if you are sick, to wash your hands often, to keep your distance, and to disinfect high touch surfaces often.

Prioritizing Action
It may be helpful to understand the rationale behind the recommendations in this guideline, and the relative impacts each can have on controlling the spread of COVID-19 in your workplace. Some controls will be more difficult to implement but may have a greater overall impact, while other controls will be easier to implement but may have less overall impact.

Levels of Control
In the model shown below, control methods at the top of the pyramid are generally more effective and protective than those at the bottom. Following this model normally leads to the implementation of inherently safer systems, where the risk of illness exposure and/or transmission has been substantially reduced.

Typically, engineering controls are favored over administrative and personal protective equipment (PPE) for controlling exposures. This is because most engineering controls are designed to prevent people from coming into contact with an infectious person or contaminated surface in the first place.

Information in this Guideline will be presented as a Series of Tip Sheets:

- Employee Sickness
- Personal Hygiene
- Physical Distancing
- Sanitation
- Site Management
- Signage & Communication
- Staff Scheduling & Meetings
COVID-19
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Tip Sheet – Employee Sickness

Goal: To maintain a healthy workforce by ensuring employees stay home if they are ill.

Administrative Controls

- Thoughtfully plan your sick-leave policy to create an environment where employees feel supported in staying home when they are sick.
- Have ready operational contingency plans in cases where employees must remain home when sick (e.g. modifying systems to operate with fewer employees).
- Develop an employee illness plan that is communicated to all staff.
- Have employees declare they are symptom-free when signing in for the day.
- Tell your employees that if they are sick with any symptoms consistent with cold, influenza or COVID-19, even if symptoms are mild, they must not work, remain at home, and contact Health Link BC at 8-1-1.
- If while at work, an employee starts experiencing symptoms of respiratory illness consistent with COVID-19, even if symptoms are mild, ask the employee to don a mask and to leave work immediately, go straight home, and have them contact their family physician/primary care provider or 8-1-1 for further guidance.
- Ensure that objects and surfaces touched by sick employees who have gone home are disinfected before being used by others.
- Sick employees should use the BC COVID-19 self-assessment tool.
- Anyone with symptoms can now be assessed and receive a COVID-19 test.
- Testing is not recommended for people who do not have symptoms.
- If an employee has a COVID-19 diagnosis, the local public health department will identify any co-workers who may have been exposed to the sick employee.
- The employer and employees should be reassured that if they haven’t been contacted by public health then there is no issue or concern that was identified by public health.

Resources:

- COVID-19 Self-Assessment Tool
- Poster: COVID-19 Testing for all who Need It
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Tip Sheet – Personal Hygiene

GOAL: To limit spread of the virus by promoting good personal hygiene through hand washing, hand sanitization, and cough/sneeze etiquette.

Engineering Controls

• Provide alcohol-based hand sanitizer at entrances and posters reminding of the importance of handwashing/sanitizing following contact with common touch surfaces.
• Washrooms and dedicated hand washing sinks must have liquid soap, paper towels and warm running water at all times.

Administrative Controls

• Educate employees about the virus so they know how to minimize its spread.
• Consider providing electronic COVID-19 resources to all employees, such as those included in this document.
• Employees should be reminded to practice good hygiene throughout their shift.
• Employees must avoid touching their face without first cleaning their hands.
• Replace physical greetings such as handshakes and hugs with non-contact greetings.
• There should be no sharing of cigarettes or vaping equipment.

Personal Protective Equipment

Frequent, and proper hand washing is encouraged as the best way of preventing all viral respiratory infections and other foodborne illnesses.

• Service employees and food handlers are not required to wear gloves and/or masks unless they are normally used to perform job duties.
• If gloves are used, they must be taken off correctly, hands must be washed between uses, and they must be changed when switching tasks.
• Service employees and food handlers may choose to wear non-medical masks.
• If masks are used, employees should be aware that masks can become contaminated on the outside when touched by hands.
• Avoid touching or adjusting masks often, and do not share them with others.

Resources:

• Video: Hand Washing
• Video: Cough & sneeze etiquette
• Video: How to remove disposable gloves
COVID-19

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Tip Sheet – Physical Distancing

Goal: To modify the physical environment and increase space between people to eliminate transmission of the virus through respiratory droplets.

Engineering Controls

- Increase empty floor space by removing unnecessary materials, equipment, and merchandise displays, especially in foyers, high traffic areas, and other small spaces.
- Mark 2 metre (6 foot) increments on floors where crowds normally form (e.g. line-up areas inside and outside the restaurant, payment areas etc.).
- Moveable tables shall be arranged so the distance from the back of one chair to the back of another chair is at least 2 metres (6 feet).
- If distancing cannot be created between dining chairs and/or tables, reduce overall seating capacity.
- As a last resort, it may be acceptable to install physical barriers between tables.
- A physical barrier should be installed at bars between patrons and staff, or bar seating should be closed.
- For booth seating, partitions between booths can be raised, or seating could be limited to every other booth.
- Fixed banquet/multi-party tables may need to be modified to allow for spacing so patrons in different parties can maintain proper physical distancing.
- Employees should work more than 2 metres (6 feet) apart.
- As a last resort, where physical distancing requirements cannot be achieved between work stations, it may be acceptable to install plastic shields (e.g. plexi-glass).
- If possible, increase the amount of outdoor air being brought in, and/or natural ventilation. Open windows and doors, where possible.

Administrative Controls

- Consider extending operating hours to minimize the number of clients at one time.
- Monitor the number of customers in the restaurant to maintain physical distancing.
- Develop a clear policy for receiving deliveries and other supplies that ensures reduced contact between people.

Resources:

- Video: Why do we need to socially distance?
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Tip Sheet – Sanitation

Goal: Increase cleaning and disinfection of common high touch points to prevent COVID-19 from spreading through contaminated surfaces.

Most disinfectants typically used in food service establishments are sufficient to kill COVID-19 as long as manufacturer’s instructions are followed; special products are not necessary. In general:

- Disinfectants will have a DIN (drug identification number) and clear set of instructions.
- Make sure the appropriate contact time is met (i.e. surfaces must remain wet with disinfectant for the correct length of time in order to destroy any contamination).
- Surfaces that are dirty must be cleaned with soap and water first, before disinfecting.

Engineering Controls
- Keep separate cleaning supplies for front of house and back of house areas.
- Provide multiple plastic lined waste containers to dispose of used tissues, wipes, gloves, and other cleaning materials.

Administrative Controls
- In addition to following your regular cleaning activities, create a checklist of high-touch surfaces that must be cleaned and sanitized more frequently throughout the day.
- Examples include: door handles, light switches, debit machines, counters, coat racks, break room appliances, railings, trollies, faucets, menus, and condiments etc.
- Choose appropriate methods to disinfect all surfaces on the checklist.
- Post daily disinfection schedules in high-visibility areas.
- Assign team members specific disinfection responsibilities, and have them sign off.
- Make sure any person required to clean has received the appropriate training.

Personal Protective Equipment
- Ensure employees responsible for cleaning are equipped with any required personal protective equipment (e.g. gloves, goggles, apron and mask).
- Employees who are washing dishes should wear a mask and eye protection.

Resources:
- Health Canada approved disinfectants for COVID-19
- BCCDC Guideline for Cleaning and Disinfecting

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TIP Sheet – Site Management

Goal: To modify normal business operations to minimize the potential for COVID-19 to spread in food service establishments.

Engineering Controls

- Install protective shields at customer service and point of sale areas.
- Eliminate communal storage areas for employees’ personal belongings, and instead provide separate sealable bins or lockers.

Administrative Controls

- Do not operate buffets, salad bars, beverage stations, or any other self-service areas.
- Only offer bulk foods if they are safely dispensed by staff.
- If a table is not immediately available, instead of having clients wait in the lobby, consider sending them off site and using electronic notification when their table is ready (e.g. recommend text messages instead of common-touch pagers).
- Encourage customers to book reservations as much as possible.
- Consider temporarily suspending any valet parking or coat check services.
- Encourage dining patrons to use outdoor seating as much as possible.
- Keep all dining room tables clear of utensils, menu boards and shared condiment containers and provide only those needed by customers.
- Consider using single-use condiments and replacing re-usable menus with single-use menus or touchless menu options (e.g. online menus, sandwich board displays etc.).
- Consider allowing children to keep coloring crayons, rather than re-using.
- Continue offering delivery or take-out services as an alternative to dine-in options.
- Provide “drop at the door service” for delivery, to avoid close contact with individuals who may be in isolation or who are symptomatic.
- Encourage use of touch-free payment options. When cash is the only payment option, staff must avoid touching their eyes, mouth or nose before washing their hands.
- Only essential personnel required to run the business must be allowed in the kitchen.
- Provide designated uniforms that are laundered by a service, or encourage workers to wear clothes that can be washed frequently.
- Consider postponing large projects (e.g. renovations) that would require additional people to be on site (e.g. engineers, architects, consultants, contractors etc.).
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TIP Sheet – Staff Scheduling & Meetings

Goal: To adjust schedules, rotations and shift activities to limit contact between team members.

Engineering Controls

- If possible, designate additional rooms or areas for breaks, and encourage use of outdoor spaces.
- Use large rooms, outdoor spaces, or virtual options for team meetings.
- Clearly demarcate employee-only areas and do not allow clients to enter these spaces.

Administrative Controls

- Team members who can work from home should do so.
- When multiple team members are onsite at any given time, keep individuals in the same location as much as possible.
- Consider implementing ‘cohort staffing’ – this means forming small groups of team members who will consistently work together without crossover.

Example of cohort staffing:

- If your company owns multiple restaurant outlets, identify team members who work at multiple outlets and find a way to eliminate or reduce travel between sites.
- Have team members or a manager keep daily records of the people who worked together and retain these records for at least two months.
- Stagger breaks for individuals or cohorts, and maintain a predictable break schedule.
- Staff training should be done in small groups with social distancing, or online.
- If prep shifts are scheduled, consider staggering start times so there is no overlap with service shifts to minimize the number of employees on site at one time.
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Tip Sheet – Signage & Communications

GOAL: To communicate important information and provide instructions in a way that is easily understood by everyone.

Engineering Controls

- Place signs on front doors to tell anyone entering not to enter if they are feeling ill.
- Post physical distancing signs in common areas.
- Place posters near to all bathroom and kitchen sinks, reminding users of good hand washing practice.

Administrative Controls

- Maintain up-to-date and consistent messaging on websites, in social media, emails, press releases, and during conversations with customers to ensure all details are aligned, timely and accurate.
- Communicate information in multiple languages.
- Wherever possible, use diagrams and pictures to communicate information.
- Ensure the font size on signage is large enough for everyone to read from a distance (i.e. if the person was standing 6 feet away from the sign).
- In wet areas and outdoors, put posters in plastic sleeves to protect them from water damage.
- Any important signage should be placed in conspicuous areas, and away from other posted information so it is clearly visible and distinguishable (i.e. avoid posting signs next to product advertisements, coupon boards etc.).
- Encourage team members to provide regular feedback on any issues with COVID-19 prevention measures. Consider providing a means for employees to do this anonymously.

Resources:

- Poster: Physical Distancing
- Poster: Do Not Enter when Sick
- Poster: Hand Washing Poster
SHCS – Protocols for Working in Close Proximity

Currently in Draft Format - Insert Here
WorkSafeBC Restaurants, cafes, pubs & nightclubs: Protocols for returning to operations

COVID-19 Go-Forward Guidelines for B.C.’s Post-Secondary Sector

Guidelines produced by
B.C. Post-Secondary Institutions
with the support of the Ministry of Advanced Education, Skills and Training.

July 31, 2020 Edition
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Post-secondary Institutions: Protocols for Safe Operation

These protocols provide guidance to post-secondary institutions for education, research and on-campus services. Institutions must ensure they are abiding by any Orders, notices, or guidance issued by the Provincial Health Officer and their local health authority. The protocols will be periodically updated, as necessary, to align with evolving guidance from the Provincial Health Officer.

Post-secondary institutions have remained open and available for learners with remote adaptive learning. The goal of these protocols is to support the gradual increase of in-person teaching, learning, research, administrative and support services at post-secondary institutions while reducing the risk of COVID-19 transmission. Key interventions to reduce COVID-19 transmission are early diagnosis and isolation of people with COVID-19 and identification and management of clusters of infection. General prevention measures such as frequent cleaning of high touch surfaces, hand hygiene and reducing unnecessary close contact with large numbers of people add additional layers of protection.
Developing a COVID-19 Safety Plan

Post-secondary institutions are required to develop COVID-19 Safety Plans that outline the policies, guidelines, and procedures they have put in place for their respective institutions to reduce the risk of COVID-19 transmission. This plan follows the six steps outlined by WorkSafeBC in the COVID-19 and returning to safe operation resource. Institutions should involve frontline faculty, staff and students, joint health and safety committees, and supervisors in identifying protocols for their workplace. A formal plan does not need to be in place to expand in-person operations, but institutions are expected to develop one while protecting the safety of faculty, staff and students.

WorkSafeBC will not be reviewing or approving the plans of individual institutions. In accordance with the order of the Provincial Health Officer, plans must be posted at the worksite. During a WorkSafeBC inspection, institutions will be asked about the steps they have taken to protect their faculty, staff and students or to see the plan if it has been developed.

One part of developing a COVID-19 Safety Plan is identifying protocols that everyone at the institution must follow to keep faculty, staff and students safe. Industry-specific protocols are provided below to use in the development of institutional plans.

These protocols are not a list of requirements; however, they should be considered and implemented to the extent that they address the current risks of COVID-19 for individual institutions. It may be necessary to identify and implement additional protocols if these do not sufficiently address the risks to faculty, staff and students at a specific institution.

Institutions are advised to continue to work collaboratively with Indigenous community partners to ensure that plans take into account the health and safety of Indigenous learners and communities.
Understanding the Risk

COVID-19 is a respiratory infection that is transmitted through person-to-person contact. Illness due to COVID-19 infection is generally mild. As with many other respiratory infections, the likelihood of severe illness is much higher in the elderly and among those with chronic medical conditions. COVID-19 has become an established human pathogen, and a certain level of transmission is now expected. The goal of COVID-19 prevention measures in Canada is to minimize societal disruption, protect the most vulnerable, and maintain adequate health services.

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 and then touching the face. Higher risk situations require adequate protocols to address the risk. The risk of COVID-19 depends on the amount of virus circulating in the community, which changes from place to place and over time. Community transmission is monitored by public health authorities in British Columbia.

Important considerations:

1. Institutions should remain aware of the level of community transmission in order to implement interventions that are proportionate to current local risk. They should also follow advice from local public health authorities, which can change based on the level of transmission.

2. COVID-19 is spread by people who are infected with COVID-19. Isolating away from others when infected is very effective at mitigating risk.

3. The risk of transmission is increased when many people contact the same surface, and when those contacts happen in short intervals of time. Frequent cleaning of high touch surfaces and following consistent hygiene practices help mitigate this risk.

4. The risk of person-to-person transmission is increased the closer people come to other people infected with COVID-19, and the amount of time spent in close proximity. Reducing the number and duration of close contacts helps reduce the risk during times of high community transmission of COVID-19.

5. Some Indigenous people face elevated health risks linked to social determinants (e.g. income, culture, access to health services, etc.). It is important to be aware of the elevated risks of COVID-19 infections and the potential for heightened anxiety for Indigenous people.
Selecting Prevention Measures for the Workplace

When selecting the most appropriate prevention measures, consider the current level of community transmission of COVID-19 as well as the feasibility and effectiveness of the intervention. The collection of prevention measures chosen will depend on what the institution needs to function.

First level protection (elimination): Where practical, promote safe physical distancing between people as recommended by the Provincial Health Officer. Use policies and procedures to reduce the number of prolonged close contacts among faculty, staff and students. These may include creating assigned seating in classrooms and ensuring that students who have multiple classes together are assigned to sit next to each other as much as possible.

Second level protection (engineering controls): In situations where physical distancing cannot be maintained and a large number of contacts are expected (e.g. at a cash register in a cafeteria), install physical barriers such as plexiglass.

Third level protection (administrative controls): Establish rules and guidelines, such as cleaning protocols, advising faculty, staff and students not to share tools, or implementing one-way doors or walkways. Maintain hand hygiene stations and clean high touch surfaces.

Fourth level protection (non-medical masks or PPE): During periods of high levels of community transmission and when physical distancing is difficult to maintain, consider the use of non-medical masks. Be aware of the limitation of non-medical masks to protect the wearer from respiratory droplets. Ensure faculty, staff and students are using masks appropriately. Health experts advise that masks may be problematic for some people, such as those with asthma, autism, or hearing impairments. For this reason, other options should be included in planning.

Note that medical grade PPE may be mandatory in a limited number of post-secondary settings (e.g., clinical settings, laboratories).
Protocols for Post-Secondary Education

Accessing the Campus Safely

**COVID-19 SELF-ASSESSMENT**
All faculty, staff, students and visitors must assess themselves daily for COVID-19 symptoms prior to accessing campus property.

1. The [BC COVID-19 self-assessment tool](https://www.gov.bc.ca/services/health/coronavirus/symptoms.html) is available online to be used and/or to help develop assessments.

2. In some circumstances, institutions may require individuals to provide self-reporting declarations. This will be dependent on the risk presented, including contact intensity (e.g., childcare, healthcare practicums, physiotherapy clinics, certain lab environments, etc.).

3. Expectations for completing a self-assessment and/or declaration should be made clear to all visitors before they enter the campus.

4. Anyone with symptoms associated with COVID-19 as well as anyone who has travelled outside Canada in the previous 14 days, or anyone identified as a close contact of a person with a confirmed case of COVID-19 must self-isolate in accordance with guidance from the [BC Centre for Disease Control](https://www.bccdc.ca/)

5. Adequate signage ([WorkSafeBC](https://www.worksafebc.ca/) or [BCCDC](https://www.bccdc.ca/)) and regular communication of the above requirements should be provided to everyone who accesses the campus.

6. Instructions for individuals to contact 8-1-1 or a medical provider if further health advice is required should be made available.

7. Work with local health care providers and student health services to ensure that faculty, staff and students have easy access to COVID-19 testing.

8. Seek advice from the local public health authority around managing cases of COVID-19 in the institution.

**ACADEMIC CONCESSION / WORKPLACE ACCOMMODATION**

1. Students who would normally attend campus but are self-isolating as a result of the daily self-assessment process, or who reside with someone who needs to self-isolate, may request academic concession due to missed classes or course requirements. Formal requests for accommodation will continue to be managed through the processes outlined in institutional policy. Institutions should review and, if needed, adjust current policies to support students to stay home if they are sick.

2. Faculty and staff who would normally attend campus but are self-isolating as a result of the daily self-assessment process should contact their supervisor to report their absence from working on campus and to discuss temporary remote work arrangements, if practical. Institutional sick day policies will apply as appropriate. Formal requests for accommodation will continue to be managed through the processes outlined in the applicable collective agreement, or institutional policy, as appropriate. Institutions should review and, if needed, adjust current policies to support faculty and staff to stay home if they are sick.

3. Some Indigenous students may require additional accommodations due to housing or community COVID-19 restrictions. For example, Indigenous communities may have COVID-19 travel restrictions that preclude students from participating in activities.
COVID-19 SYMPTOMS
The symptoms of COVID-19 are similar to other respiratory illnesses including the flu and common cold. They include:
- Fever
- Chills
- Cough
- Shortness of breath
- Sore throat
- Stuffy or runny nose
- Loss of sense of smell
- Headache
- Muscle aches
- Fatigue
- Loss of appetite

Symptoms can range from mild to severe. Most people with COVID-19 have mild illnesses, but symptoms can sometimes suddenly worsen in a few days. People infected with COVID-19 can also experience gastrointestinal symptoms such as diarrhea, nausea and vomiting a few days after the onset of the above symptoms.

IF FACULTY, STAFF OR STUDENTS DEVELOP SYMPTOMS WHILE AT THE INSTITUTION:
- Separate the symptomatic individual from others in a supervised area and direct the symptomatic individual to return to their place of residence. Arrangements for transportation should be coordinated if required.
- If symptoms persist, the individual should be instructed to contact 8-1-1 or their local healthcare provider for further direction.
- Staff responsible for facility cleaning must clean and disinfect the space where the individual was separated and any areas used by them (e.g., classroom, bathroom, common areas).

Administrative Areas
The following protocols provide guidance regarding office space including workplace operations, workstations, communal spaces, deliveries and elevator use, as well as working from home.
- **Protocols for Offices**
- **Working from home: A guide to keep workers healthy and safe**
- **Setting up, organizing and working comfortably in your home workspace**
- **What employers should do**
- **Help prevent the spread of COVID-19: Cover coughs and sneezes**

Athletics and Recreation Facilities
The following protocols apply to athletics and indoor/outdoor recreation facilities, including gymnasiums, sports fields, swimming pools, fitness centres and classes, track facilities, varsity and intramural athletics, and field trips for recreational purposes.

PROTOCOLS
- Be aware of and follow advice of local public health authorities, which may change based on the level of local transmission of COVID-19
- Apply Cleaning and Sanitizing and Physical Distancing protocols.
- Reduce unnecessary contacts by reducing the number of individuals per group and maintaining the same people in each group as much as possible.
- For one-time gatherings (e.g. athletic meets) adhere to mass gathering requirements.
- Consider providing self-isolation containment area(s) for individuals showing symptoms of illness while waiting for transportation to home or a medical center.
- Provide non-medical masks for staff when close contact is required.
ADDITIONAL RESOURCES
- Protocols for Fitness and Recreational Facilities
- Canada West Universities Athletic Association
- NCAA Sport Science Institute: Core Principles of Resocialization of Collegiate Sport
- BCRPA: COVID-19 Recovery through Recreation and Parks

Campus Transportation
- Consider the following for campus transportation (e.g. buses, shuttles and vehicles):
  - Use separate or private vehicles, or larger vehicles, where possible, to maximize distance between passengers.
  - Have passengers sit in a configuration that maximizes distance between passengers (e.g., passenger sits in the back-passenger seat instead of up front next to driver).
  - Assign seats to all passengers to be used for the entire journey.
  - During periods of substantial local community transmission of COVID-19, when physical distancing cannot be maintained, consider other control measures such as non-medical masks.
- Apply the Cleaning and Sanitizing, Physical Distancing, PPE/Non-Medical Mask protocols as well as guidance provided in the Communication and Education for the Campus Community section.
  - Provide each vehicle with alcohol-based hand sanitizer.
  - Ask staff and passengers to practice hand hygiene when entering the vehicle.

ADDITIONAL INFORMATION
- Transportation and COVID-19 Safety
- BC Transit Recovery Plan
- TransLink Safe Operating Action Plan

Child Care and Day Camps
The following information provides protocols for childcare services and day camps.
- Child Care and Day Camps: Protocols for returning to operations
- Public Health Guidance for Child Care Settings

Cleaning and Sanitizing
The following protocols provide guidance regarding cleaning and disinfecting within institutions:
- Institutions should be cleaned and disinfected in accordance with the BCCDC’s Cleaning and Disinfectants for Public Settings.
- Develop a schedule that focuses on cleaning high-traffic areas and high-contact surfaces, such as doors and cabinet handles, stair railings, washrooms, shared office spaces, desks, keyboards, light switches, communications devices, equipment, common areas, and transportation vehicles.
- Remove shared items where cross-contamination is possible (e.g., shared office supplies, coffee and water stations, and snack bins).
- Provide and stock adequate hand-washing facilities on site and ensure the location is visible and easily accessed. Provide the ability for frequent handwashing or sanitizing.
- Develop guidance around when faculty, staff and students should wash their hands, including upon arriving on campus, before and after breaks, after handling cash or other materials, before and after handling common tools and equipment, etc.
- Ensure those engaged in cleaning have adequate instruction, training, materials and supplies (e.g., soap and water/hand sanitizer and disinfectant wipes).
- Limit capacity in washrooms to ensure physical distancing.
ADDITIONAL RESOURCES

- COVID-19: Health and Safety: Cleaning and disinfecting
- Help prevent the spread of COVID-19: Handwashing

Communication and Education for the Campus Community

BUILD A COMMUNICATION PLAN

- Develop an integrated communication plan that considers all communication/messages that will be sent to the campus community.
- Ensure that content is consistent with provincial and local public health advice.
- Keep faculty, staff and students informed about what is being done to ensure safety and reduce the risk of COVID-19 transmission.
- Where appropriate, include off-campus partners, such as Indigenous communities and institutes or organizations delivering experiential learning, in the communication plan.
- Engage members of the campus community (e.g. faculty, staff, students, student unions/societies, occupational health and safety committees) in planning communication messages and channels.
- Be intentional about messaging. Consider the audience, equity and diversity, language, and tone.
- Ensure that communication is accessible to the whole campus community, including those with low literacy.
- Communicate that acts of discrimination against people will not be tolerated.
- Reference relevant public health information in communications and training materials.

STRATEGIES

- Use concise language with links to online resources and embed video when possible.
- Communicate frequently and repeat key messages. Do not assume the message has already been understood.
- Use multiple communication channels (e.g., websites, posters, social media, closed circuit television monitors), including campus and personal email addresses for students.
- Establish a website/webpage where every update is made available.
- Provide COVID-19 related information on the front page of high-traffic websites.
- Consider establishing a call line for COVID-19 related questions.
- Remind faculty, staff and students that all health and safety measures administered prior to the pandemic are still in place.

COMMUNICATION TO FACULTY AND STAFF

- Communicate essential health, safety and wellness (including mental health) information to faculty and staff in writing before they return to the workplace. If possible, give them an appropriate amount of time to review this material, and to respond with questions.
- Upon first return to the workplace, provide opportunities to review workplace practices relating to COVID-19 and other health and safety matters. Additional communication may be required as new information is made available that may affect work practices.
- Provide regular check-ins with faculty and staff to provide new information and opportunities for discussion.
- Maintain and keep records on:
  - COVID-19 instruction and training provided to faculty and staff.
  - First aid reports and incidents of exposure.
- Ensure faculty and staff know how to raise safety concerns (e.g. through a joint health and safety committee).
Remind faculty and staff of health and wellness supports available including employee and family assistance programs.

**Education Delivery**

**RESPECTFUL LEARNING ENVIRONMENTS**
Normal institutional expectations for respectful work and learning environments remain in place.

**REMOTE LEARNING**
- Students attending classes remotely must follow existing institutional expectations and policies for respectful behaviour that apply to in-person classes.
- Consider providing instructors with information and ready access to guidance on how to manage student distress in a virtual classroom.
- Institutions are encouraged to provide supports for transitioning education delivery to a remote learning environment, including providing guidance for instructors and supervisors on creating respectful and inclusive learning environments.

**EXPERIENTIAL LEARNING AND IN-PERSON INSTRUCTION**
The following protocols apply to a range of learning settings including but not limited to classroom-based instruction, trades training, labs, field classes, art and music studios.

- Develop safety plans for each campus/building to reduce the risk of COVID-19 transmission, including protocols for access to buildings and facilities.
- Implement instructor and student orientation procedures prior to room usage where applicable.
- Where possible, consider the use of cohorts and assigned seating in classrooms for students who work and/or learn together to reduce the number of close contacts and to facilitate contact tracing should it become necessary.
- Practice physical distancing, in conjunction with enhanced hand hygiene and cleaning protocols.

**ACCESSIBILITY**
- Persons with disabilities may be especially impacted by COVID-19 transmission and response. They may face additional barriers, including interruption of support networks, social isolation due to physical distancing and increased risk of contracting the virus. Appropriate supports for people with disabilities should be considered to minimize these challenges.

- Implement measures to restrict the number of people within the physical space at any given time.
- Consider using shifts to minimize close contact.
- Consider supplemental portable handwashing stations where needed.
- In situations where the learning environment permits appropriate physical distancing, the use of non-medical masks is a matter of personal choice. It is important not to stigmatize people wearing masks.

- Apply **Cleaning and Sanitizing**, **Physical Distancing**, and **PPE/Non-Medical Mask** protocols.

- Non-medical masks may be required based on levels of transmission in the community and where physical distancing cannot be maintained.

- For activities requiring the use of PPE (including medical grade surgical masks), it is the responsibility of the instructor to provide education and training pertaining to the required PPE, and to ensure that the required PPE is used appropriately.

- Apply guidance provided in the **Communication and Education for the Campus Community** section on signage.
Students in rural and remote locations, including Indigenous communities, may have limited internet connectivity and/or bandwidth. Institutions should be mindful of learning models that require high bandwidth such as videoconferencing, the downloading of large documents, etc.

COMMUNITY-BASED PROGRAMS
Many institutions partner with other organizations to deliver post-secondary programs in community settings, including Indigenous communities and institutes. Institutions are encouraged to work with community-based partners to:

- Jointly develop plans for safely resuming or continuing program delivery; and,
- Determine whether additional supports are required for learners who face barriers to remote learning, such as lack of technology or online literacy.

Faculty and staff are expected to respect and follow any precautions being taken to avoid carrying the virus into Indigenous communities.

Food Services and Catering
The following protocols provide guidance on food services (e.g. cafeterias, food kiosks/carts, cafés, vending machines, catering, restaurants, and convenience stores).

- Protocols for Restaurants, Cafés, and Pubs
- Additional Resources

Housing / Student Residences
HOUSING OPERATIONS
Consider the following operational changes:

- Install barriers for front desk services and where consumers interact with service providers.
- Develop or revise policies (e.g. guests, limitations on social events, plans for students with high-risk health conditions, etc.).
- Transition to contactless payment options and move work order requests to online.
- Apply Cleaning and Sanitizing, Physical Distancing and PPE/Non-Medical Mask protocols.
- Wherever possible, designate entry ways and stairwells as entrance and exit only.
- Support the remote delivery of academic programs with internet access in residences.

SHARED ACCOMMODATIONS
If a student in shared accommodations (e.g., apartment, suite) becomes ill, the student should be separated from others to prevent the potential spread of the virus.

- Assess whether testing is necessary, and then follow public health guidance in the case of a positive test.

QUARANTINE AND ISOLATION
International students (or domestic students returning from abroad) must self-quarantine for 14 days. Where possible, they should be allowed to move in 14 days before other students.

- Assign case workers to maintain daily communication with students in quarantine.
- Provide meal plan options to those in isolation/quarantine.
- Wherever possible, consider relocating students in quarantine or isolation to residence rooms designated/reserved for that purpose.
- Recognize that returning home may not be an option for some students, in particular Indigenous students coming from communities that prohibit travel in and out during the COVID-19 crisis.

PROCEDURES FOR MOVING IN AND OUT
- Stagger move-in dates and times to reduce large crowds.
- Where physical distancing cannot be maintained, provide non-medical masks to all staff and volunteers supporting move-in and ensure appropriate safety training is provided to all volunteers prior to move-in.
Explore strategies to make move-in as contactless as possible (e.g., reduce the need for writing utensils, paper forms, put room keys or cards in envelopes).

Reduce/remove furniture in common areas where people gather to reduce temptation for large group gatherings. Ensure that facilities for smaller gatherings are maintained to support social interaction among residents.

Establish guidelines for entering, exiting, and queuing during move in.

Place physical distancing decals and signs to communicate move-in procedures.

HUMAN RESOURCES AND TRAINING
- Designate a COVID-19 health and safety point person or team.
- Establish appropriate work shifts to reduce density of staff on site at any one time.
- Provide COVID-19 prevention education and guidelines for all staff.
- Conduct regular health advisory sessions.

RESIDENCE LIFE SERVICES
- Design robust COVID-19 prevention education and training.
- Consider training Residence Assistants via online tools.
- Consider support services required by Indigenous students (see resources under Indigenous Gathering Places.)
- Communicate virtual mental health support services.
- Where possible provide residence life programming virtually or outdoors in accordance with public health guidelines for outdoor gatherings.

ADDITIONAL RESOURCES
- Tourism and Hospitality - Best Practices Guidelines
- BC Hotel Association

American College Health Association - Considerations for Reopening Institutions of Higher Education

BCCDC - Protecting Workers at Large Industrial Camps During the COVID-19 Pandemic

Indigenous Gathering Places
- Indigenous Gathering Places provide important supports for Indigenous students who may be facing increased anxiety given the impact of previous pandemics on Indigenous communities, and disparities related to the social determinants of health. Institutions are encouraged to work with Indigenous community partners and Indigenous students to develop plans to safely reopen Gathering Places and provide cultural supports for Indigenous students.
- Access to Elders is important for Indigenous students. Given that older adults are at higher risk for severe illnesses from COVID-19, institutions should consider how to do this safely, such as using technology.
- Institutions may also consider consulting the First Nations Health Authority for the latest guidance on providing services and supports for Indigenous people.

ADDITIONAL RESOURCES
- First Nations Health Authority Services Resumption Planning Guide June 1 2020
- Cultural Safety in the Face of a Pandemic: Historic and Contemporary Realities through a Trauma Informed Lens with Harley Eagle
- kitatipithitamak mithwayawin: Indigenous-Led Planning & Responses to COVID-19 & Other Pandemics
- Ceremony at a Distance with Elder Gerry Oleman
- Taking Care of our Communities: Part I of our Wellness Series with the FNHA
International Students
The following protocols provide guidance for institutions enrolling international students.

PLANNING
Where feasible, institutions should consider assisting international students with their arrival plans including the development of the student’s pre-arrival self-isolation planning, advance arrival in Canada, suitable accommodation for 14-day self-isolation, providing or advising on safe transportation to their self-isolation accommodation, and systems to support their mental wellbeing and integration into the campus community during self-isolation.

COMMUNICATION
Consider the following when communicating with prospective and accepted international students:

- Provide information on federal and provincial health obligations, such as mandatory self-isolation, that international students entering Canada are required to follow on arrival at their final destination in B.C.
- Provide agents, prospective students and host homestay families with federal and provincial health and safety guidelines, including the institution’s COVID-19 safe operating plan and any institution or program-specific requirements or policies.
- Ensure transparency regarding uncertainty of border reopening and risks of international travel.
- Provide information on technology requirements to support online programming.
- Consider standardized information packages and requiring students to acknowledge receipt.

ADDITIONAL RESOURCES
- Government of Canada Coronavirus Disease
- B.C.’s Response to COVID-19
- Immigration, Refugees and Citizenship Canada
- Canada Homestay Network

Libraries
The following protocols provide guidance for on-campus libraries.

Medical Clinics, Student Counselling and First Aid
The following protocols provide guidance to health professionals in community-based clinic settings. Those professions covered under the Health Professions Act may have additional obligations around clinical care prescribed by their professional college.

Mental Health
Faculty, staff and students may be experiencing anxiety, depression or other mental health challenges arising from the COVID-19 pandemic.

- Resources are available to support the mental health and wellbeing of students including Here2Talk offering mental-health counselling available 24/7.
- Culturally-aware crisis support is available 24/7 to Indigenous people in B.C. through the KUU-US crisis response service.
- Faculty and staff can access counselling and wellness services through employee and family assistance programs.
- The Province offers a range of virtual mental health programs and services to support mental health and wellness.
**ADDITIONAL RESOURCES**

- Mental Health Commission of Canada - *National Standard for Psychological Health and Safety in the Workplace*

**Museums and Art Galleries**

The following protocols provide guidance for on-campus museums and art galleries.

- Protocols for Museums and Art Galleries
- Additional Resources

**Outdoor Campus Spaces**

The following protocols provide guidance for parks.

- Protocols for Parks
- Additional Resources

**Personal Services**

The following protocols provide guidance for on-campus personal services (e.g. hairdressers, aestheticians, etc.).

- Protocols for Personal Services
- Additional Resources

**Pubs**

The following protocols provide guidance on serving food and beverages (e.g. restaurants, pubs and bars).

- Protocols for Restaurants, Cafés, and Pubs
- Additional Resources

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**Research**

The following protocols provide guidance for conducting post-secondary research.

- Practice physical distancing, in conjunction with enhanced hand hygiene and cleaning protocols.
  - Implement measures to reduce the number of people within research facilities and within shared common areas at any given time.
  - Lab facilities may be used in shifts to minimize close contact provided that appropriate cleaning and maintenance can be scheduled between shifts.
- Institutions must be prepared to rapidly scale back research activities or move to full curtailment of research activities if necessary.
- Safety plans should be developed for each campus/building to reduce the risk of COVID-19 transmission, including protocols for access to buildings and facilities.

**HUMAN OR ANIMAL RESEARCH**

- For research with human participants, Research Ethics Boards are encouraged to review protocols and, in consultation with health and safety personnel, provide direction during COVID-19. Research Ethics Board direction may include ceasing in-person interviews and focus groups and providing enhanced privacy protocols in technology-supported participant interviews.
- The head of research at institutions or their delegate will inform researchers on specific protocols for studies involving animals, field work, in-person human subject research, and Indigenous communities. As Indigenous populations disproportionately face health disparities linked to the social determinants of health (e.g. income, culture, access to health services, etc.), faculty, staff and students must respect any precautions being taken to avoid carrying the virus into Indigenous communities.
For research that engages human subjects in close proximity where physical distancing cannot be maintained, other control measures such as establishing cohorts or the use of medical grade or non-medical masks may be required.

**RESEARCH RESUMPTION PLANS**
- Institutions should specify an approval process for research resumption plans that is coordinated with relevant units (e.g. Facilities Management).

**Retail Services**
The following protocols provide guidance for retail services (e.g., bookstores, clothing stores, printing shops, and grocery stores).
- Protocols for Retail
- Handling Money
- Additional Resources

**Safety**
The following protocols provide guidance on general safety practices. The most important safety intervention to stop the spread of the virus is for people to stay home if they are ill and get tested if they have COVID-19 symptoms.

**FACULTY, STAFF AND STUDENT HYGIENE**
- Provide and stock adequate hand-washing facilities on site for faculty, staff and students and ensure the locations are visible and easily accessed.
- Develop guidance around when faculty, staff and students should wash their hands, including upon arriving on campus, before and after breaks, after handling cash or other materials, before and after handling common tools and equipment, etc.
- Implement a cleaning protocol for all common areas and surfaces, including washrooms, equipment, tools, common tables, desks, light switches, and door handles. Ensure those engaged in cleaning have adequate training and materials.

**USE OF PERSONAL PROTECTIVE EQUIPMENT AND NON-MEDICAL MASKS**
- For faculty, staff and students carrying out tasks that require PPE, including respirators, continue to supply/use the appropriate equipment per the relevant hazard identification, risk assessment and safe working procedures.
- For instruction in close proximity where physical distancing cannot be maintained, or the use of barriers is not practical, other control measures such as establishing cohorts or the use of medical grade or non-medical masks may be required.
  - Faculty, staff, and students are permitted to use non-medical masks while at work, provided they do not prevent them from carrying out their duties in a safe way.
  - If using a non-medical mask at work, it is important to understand the limitations and risk associated with them.

**ADDITIONAL RESOURCES**
- Help prevent the spread of COVID-19: How to use a mask
- COVID-19 Health and Safety: Selecting and using masks
- COVID-19: Health and Safety: Designing effective barriers

**SAFETY RESPONSIBILITY BY ROLE**
Institutions are responsible for developing COVID-19 Safe Work Plans in accordance with WorkSafeBC’s six-step process and in alignment with the sector Go-Forward Guidelines.

**POST-SECONDARY INSTITUTIONS**
- Engage with members of the campus community (faculty, staff, students, student unions/societies, occupational health and safety committees) in the development of safety plans, taking into consideration health and safety terms and conditions in collective agreements.
- Select, implement, and document risk assessments and appropriate site-specific control measures.
Where reasonably practicable, provide resources (e.g., information, administrative changes, technology, training, human resources) and materials (e.g., PPE, cleaning and disinfecting products and systems) required to implement and maintain Safe Work Plans.

Ensure faculty, staff and students are informed about the content of safety policies.

Conduct a periodic review of the effectiveness of the plan. This includes a review of the available control technologies to ensure that these are selected and used when practical.

Maintain records of training and inspections.

Re-examine tasks in the workplace and ensure that safe work procedures are updated with COVID-19 practices.

**SENIOR EXECUTIVE AND MANAGERS**

Ensure faculty and staff understand the controls required to minimize their risk of COVID-19.

Direct work in a manner that minimizes the risk to faculty, staff and students.

Where appropriate, jointly develop safety plans for community-based programs and experiential learning with partner organizations and communities.

Post or relay educational and informational material in an accessible area for faculty and staff to review.

**FACULTY, STAFF AND STUDENTS (INCLUDING STUDENT UNIONS/SOCIETIES AND OUTSIDE CONTRACTORS)**

Self-assess daily for symptoms of COVID-19 prior to arriving on campus and only come to campus if asymptomatic.

Know the controls required to minimize their risk of COVID-19.

Participate in COVID-19 related training and instruction.

Follow established work procedures and instructions.

Report any unsafe conditions or acts.

Know how and when to report exposure incidents.

**CAMPUS VISITORS**

Self-assess daily for symptoms of COVID-19 prior to arriving on campus and only come to campus if asymptomatic.

Follow all posted safety instructions.

Report any unsafe conditions or acts to campus security (or equivalent).

**ADDITIONAL INFORMATION:**

- **OFAA protection during the COVID-19 pandemic: A guide for employers and occupational first aid attendant**
- **Process safety risks in hazardous facilities due to COVID-19 pandemic**
- **COVID-19: A guide to reducing the risk**
For more information

This information is based on current recommendations and may change. For the latest guidance, please see the health information from the British Columbia Centre for Disease Control and the latest COVID-19 updates from the Government of British Columbia.

IF YOU HAVE A QUESTION OR CONCERN

Faculty, staff and students with questions or concerns about institutional exposure to COVID-19 can call WorkSafeBC’s Prevention Information Line at 604-276-3100 in the Lower Mainland (toll-free within B.C. at 1-888-621-SAFE). Prevention officers will provide answers to questions and, if required, a prevention officer will be assigned to assess the health and safety risk at an institution.
Resources

COVID-19 A guide to reducing the risk
COVID-19 Considerations for a Trauma Informed Response for Work Settings (Organizations/Schools/Clinics)
COVID-19 Health and Safety: Cleaning and disinfecting
COVID-19 Health and Safety: Designing effective barriers
COVID-19 Health and Safety: Selecting and using masks
COVID-19 Psychological First Aid Service: Information and Signup
COVID-19 Safety Plan
COVID-19 Staying Well in Uncertain Times
Help prevent the spread of COVID-19: Cover coughs and sneezes
Help prevent the spread of COVID-19: Entry check for visitors
Help prevent the spread of COVID-19: Entry check for workers
Help prevent the spread of COVID-19: Handwashing
Help prevent the spread of COVID-19: How to use a mask
Inspections during the COVID-19 pandemic: Frequently asked questions for employers
Managing COVID-19 Stress, Anxiety and Depression
Mental Health and COVID-19
Mental Health and Psychosocial Considerations During COVID-19 Outbreak
OFAA protection during the COVID-19 pandemic: A guide for employers and occupational first aid attendant
What employers should do
Process safety risks in hazardous facilities due to COVID-19 pandemic
Setting up, organizing and working comfortably in your home workspace
Taking Care of Your Mental Health (COVID-19)
Working from home: A guide to keep workers health and safe