

SQUAMISH HOTSPOT

COVID-19

SAFETY PLAN

This document provides guidance and protocols for the control and prevention of COVID-19 among Hotspot volunteers, staff, clients and program participants. It is based on WorkSafeBC's COVID-19 Safety Plan guidelines.



COVID-19 Safety Plan



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Step 1) Workplace Risk Assessment

Physical Distancing Risks:

The Hotspot is a multi-use space that encourages the mixing and mingling of people engaged in different activities. Our open layout allows the easy flow of people between the bookstore, computer lab, computer store, settlement office, kitchen, and meeting areas. The small size, open layout, and intensive use of the space make physical distancing particularly difficult. The settlement office, which is heavily used, is very small, and is ill suited to physical distancing. Narrow hallways to the bathrooms and backrooms, and past the Settlement office also make physical distancing a challenge.

Job & Task Risks:

Front desk Volunteer	Bookstore Volunteer
<ul style="list-style-type: none"> • Comes into direct, close contact with public very frequently • Moves between sections of the store frequently • Significant interaction with other staff & volunteers 	<ul style="list-style-type: none"> • Comes into direct, close contact with public very frequently • Handles book donations frequently • Significant interaction with other staff & volunteers
Settlement Worker	Events & Group Activities & Meetings
<ul style="list-style-type: none"> • Comes into direct, close contact with public very frequently • Significant interaction with other staff & volunteers 	<ul style="list-style-type: none"> • Often open to public • Frequent interaction between group members • Often 10+ people • Can be very many people in tight space • Significant interaction with staff & volunteers
	Tutoring Programs

	<ul style="list-style-type: none">• Face to face contact between tutor & student
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Aerosol Risks

The Hotspot is a relatively small space and does not have an air filtration system installed. Fresh air is brought in from the outside primarily when people enter and leave the building, through cracks in the doorways, and through some roof ventilation. During warmer months the front door is often propped open so indoor and outdoor air can exchange freely. During winter months, especially during slow times when few people are entering and exiting, air exchange with the outdoors will be less, and could increase the risk of aerosol transmission significantly, especially if there are many people in the space together for a longer period of time.

Contaminated Surface Risks:

While there are areas with higher surface contamination risk, generally this risk is low as there are not a lot of tools and surface areas which are shared between many people at relatively high frequency.

Aside from tables, chairs and desks, items that may be shared between two or more people on a daily basis are in the table below:



Front desk	Lab Computers	Bookstore
POS computer, front desk computer, office supplies, phone	Mouse, Keyboard	Shared Office Supplies , Book Donations, Books
Settlement Office	Computer Store	Meeting & Project Areas
Office Supplies, Laptop, Phone, desk service	Sale items	Shared Arts and Craft Supplies
Kitchen	Children's Play Areas/Toys	Bathrooms
Dishes	Toys	Faucets, toilet handles, soap dispensers
Computer Room	Admin Office	Other
Tools, Computer Parts	Office Supplies, Tools	Light Switches Door Handles

Step 2) Risk Reduction Protocols

FIRST-LEVEL PROTECTION (Elimination)

Limit number of Staff & Volunteers on duty at the Hotspot

In order to reduce the number of people at the worksite, we have implemented work from home arrangements, virtual meetings, rescheduled and reorganized some work tasks, and limited the number of people working at the Hotspot at any given time:

- **4 volunteer/staff max** during normal operation. Each should stick to a separate defined area of the Hotspot as much as possible and avoid spending unnecessary time in their non-designated area.

- **1** volunteer in Front desk area
- **1** volunteer in Bookstore
- **1** staff in Settlement Office/Kitchen Area
- **1** volunteer/staff in Back office or Non-Kitchen meeting area

Limit number of customers/visitors in store

Each section of the Hotspot has it's own occupancy limits. The following limits do NOT include any on-duty staff/volunteers:

Bookstore limit: 2 groups/4 people max

Public Computer #1: 1 group/2 people max

Settlement Waiting Area Limit: 2 groups/3 people max
(includes Computer Store and Public Computer #2)

Settlement Meeting Area: 1 group/2 people max

Limit number & types of events & activities

- Most of our public events are no longer taking place & outreach activities are being carried out mostly online
- Remaining events and activities that do take place are to take place while the rest of the Hotspot is closed.

Limit number of people at events/meetings

- Max meeting/event size: 12 people
- Online options for meetings are to be made available and people are encouraged to attend this way when possible.

SECOND-LEVEL PROTECTION (Engineering)

Engineering measures are those that rearrange the physical space to make it more difficult for the virus to spread. The following measures have been taken:

- Reconfigured the space from a mixed-use space that encourages intermingling, to one with clear physical separation between activity spaces and uses.
- Installed plexiglass partitions to separate airspace between occupants as much as possible.
- Use flow control barriers to limit how & when the public can enter different areas.
- We now have 2 clear “configurations” of the Hotspot to demarcate what the space is currently used for and to limit non-intended behaviour:
 - Regular Business Configuration (see APPENDIX)
 - Meeting/Activity Configuration (see APPENDIX)
- Different areas of the store have been taken reconfigured as noted below:



Frontdesk	Bookstore
<ul style="list-style-type: none">* <i>Moved</i> desk furniture to act as a separator between the bookstore and the lab/settlement areas.* <i>Surrounded</i> desk with plexiglass to provide airflow barrier between frontdesk person and others.* <i>Added</i> control flow barrier to limit movement between bookstore and lab/computer store/settlement areas.	<ul style="list-style-type: none">* <i>Removed</i> children’s play area & toys.* <i>Removed</i> public reading/meeting tables.* <i>Moved</i> shelving to act as separator between lab area and bookstore.
Lab Computers	Computer Store
<ul style="list-style-type: none">* <i>Reduced</i> number of public computers from 4 to 2* <i>Moved</i> each public computer to its own area far from the other	<ul style="list-style-type: none">* <i>Moved</i> shelving to separate better from public computers and hallway traffic
Settlement Area	Client Waiting Area
<ul style="list-style-type: none">* <i>Using</i> kitchen as settlement client meeting area (more space than the office)* <i>Placed</i> plexiglass shield on meeting table.* <i>Added</i> control flow barrier to limit people going into settlement area* <i>Using</i> accordion room divider to separate settlement area from second backroom meeting area.	<ul style="list-style-type: none">* <i>Moved</i> the waiting area to be right next to settlement office* <i>Removed</i> table (no longer multi-use)

THIRD-LEVEL PROTECTION (Administrative Rules and Guidelines)

Everyone at all times:

- Sanitize hands upon entry (and on a regular basis if in the building for a lengthy period).
- Maintain 2 meters physical distancing at all times
- Adhere to posted occupancy limits
- Masks must be worn by everyone at all times, the only exception being in the case of a health condition or accessibility issue.

All Volunteers & Staff:

Daily Health Check

The appendix of this document has a daily health check that all volunteers and staff should follow before coming to their shift. If the health check indicates that you are at risk for COVID-19 you **SHOULD NOT COME TO YOUR SHIFT.**

In-Store Movement & Interaction

- Volunteers & staff should stay in their designated area/quadrant (i.e. bookstore, frontdesk, settlement area) as much as possible to avoid intermingling with both other customers and staff or volunteers.
- When moving into or through their non-designated areas volunteers and staff:
 - Must wear a mask
 - Spend as little time as necessary in the non-designated area and leave once you've completed your task.

- When talking to other people, position yourself so that there is plexiglass between you and whoever you are speaking with.

Air Circulation

Aerosol transmission increases with the following factors: being *indoors, crowding, low ventilation, close proximity* to others, *long duration* with others, being *unmasked*, and *talking/singing/yelling*.

(<https://time.com/5883081/covid-19-transmitted-aerosols/>) The easiest way to minimize the risk of aerosol buildup is to ensure the air in the store is replaced with outside air regularly:

Spring/Summer: Keep the front door open and make sure the fan in the bookstore is on to ensure good air exchange.

Fall/Winter: In order to ensure that the air in the Hotspot is flushed regularly with fresh air, volunteers and staff should either keep the front and/or back door wedged open a bit, or, periodically (i.e. once or twice per shift) open the front and back door for a few minutes to allow a breezy refresh of the air in the store. This is especially important if:

- capacity limits are near or above their maximum (*crowding risk*)
- people have been in the store for long periods of time (*long duration risk*)
- there has been little coming and going through the doors to the outside(i.e. less air exchange thus increasing the *low ventilation risk*)
- people have been having lengthy conversations (*talking/singing/yelling risk*)
- people have been unmasked (*unmasked risk*)

Records for contact tracing

In order to help with contact tracing if there is a case of COVID-19 linked to the following records will be collected and kept:

Bookstore & Frontdesk Volunteers: The shift calendar has information of who is scheduled for a shift at a particular time. If you are covering for someone and not on the calendar write your name on the calendar for the day when you come in.

Computer Lab Visitors: Computer lab sign in sheet is to be modified to include phone number the lab visitor so that they can be contacted.

Settlement & Outreach Staff: Should keep records of when they were in the office on their timesheets.

Settlement Clients: Settlement staff are to keep records of which clients they met in person and when.

Other meetings & activities: Leaders and organizers of the meetings must ensure appropriate records are kept so that all people in attendance can be contacted if necessary.

Cleaning & Disinfecting

General cleaning and disinfecting of your work area should occur at least once a day using the supplies provided. For disinfecting we use a 1 to 100 ratio of bleach to water contained in a spray bottle. If the bottle is empty there is a bottle of bleach under the kitchen sink which you can use to create a new bleach/water mixture.

Front desk Volunteers

- Disinfect the front desk area at the beginning of each shift:
 - Wipe down desk surfaces
 - Disinfect POS computer screen, mouse, keyboard & telephone

- After a computer lab customer has finished using a computer:
 - Disinfect the keyboard, mouse, and computer desk.
 - Put the used keyboard at the back of the keyboard bin and replace with a fresh keyboard.

Bookstore Volunteers

- Wipe down any high touch surfaces in the bookstore at the beginning of your shift.
- Mark all book donations with the date they arrive. These should not be processed until three days later.

Settlement Staff

- ***At the start of your shift:*** Wipe down any high touch areas in the office and kitchen area
- ***After each settlement session:*** Disinfect work desks, client chairs, armchair surfaces, other shared equipment.
- ***At the end of the day:*** Disinfect settlement office & kitchen area, computer and shared equipment.

Settlement & Outreach Programs

Participation Guidelines:

- Communicate illness policy and safety protocols with clients through email, whatsapp, social media, website or verbally before entry into the organization in multiple languages.
- Ensure that clients are aware that if they are feeling unwell or are displaying COVID-19 symptoms that the meeting will be held virtually or that the meeting will be rescheduled without any negative consequences for the client

- **HEALTH ASSESSMENT:** Clients must complete a health check prior to any appointments to ensure that they are healthy and not displaying any COVID-19 symptoms. This assessment can be done in the language of the client. If a client display symptoms, the appointment will be rescheduled. Please refer to the oral health assessment questions at the end of this document.
- Staff should ensure that they are sanitizing all high touch services before and after a client attends an in-person appointment.
- Have staff work remotely where possible. Hold meetings with staff virtually to minimize contact. When in-person meetings are necessary, position people at least two meters apart.

One-on-One and Family session Guidelines

- Inform clients of the health and safety protocols in place prior to their appointment (e.g. bring own pen, maintaining physical distancing, where to wait before the session, stay home if you are sick).
- Self-check in at beginning of meeting with settlement worker.
- Complete Health Assessment
- Ask clients to attend appointments alone when possible. Only individuals whose participation in the appointment is necessary should be present.
- Do not shake hands with clients and avoid close greetings like hugs.
- Sanitize hands upon entry
- Maintain 2 meters physical distancing

- Masks are mandatory in one-on-one sessions with an exception of a health or accessibility issue makes it difficult to wear a mask.
- Adhere to posted occupancy limits

Group Session Guidelines (LINC Classes, conversation circles, other training)

- Inform clients of the health and safety protocols in place prior to their appointment (e.g. bring own pen, maintaining physical distancing, where to wait before the session, stay home if you are sick).
- Self-check in at beginning of meeting with settlement or outreach worker.
- Complete Health Assessment
- Masks are mandatory for group sessions.
- Face shields are mandatory for sessions longer than 2 hours.
- Implement hand hygiene practices before and after breaks or workshops.
- Remind students to avoid close greetings like hugs or handshakes.
- Students will have their own stationery, and supplies. No sharing of supplies will be permitted in the classroom.
- Minimize the shared use of workstations and equipment (pens, headsets, computers, etc) where possible and clean and disinfect in between uses for shared equipment.
- Consider teaching classes outside when practical and weather permitting (summer/fall months only)

- Participants will be asked to disinfect their work desks and armchair surfaces prior to the start of the class and post class with agency-provided wipes.

FOURTH-LEVEL PROTECTION (PPE):

Mask Usage

Masks are **required for all customers, staff, and volunteers at all times**, including when working alone or in a separated area of the Hotspot. The **only exception** is if a **health or accessibility issue** makes it difficult to wear a mask.

Masks should be worn according to best practices (see the Appendix of this document for guidelines)

Step 3: COVID 19 Related Policies

Addressing illness or exposure that arises at the workspace.

Designated Staff Member:

A staff member (Hasrat Grewal Gill) has been designated as the main contact if there is an exposure event or outbreak at the Hotspot. The staff member is responsible for communicating with volunteers, staff and others in regards to the exposure events and to ensure that relevant guidelines related to the event are followed. The designated staff member shall ensure that they maintain the privacy of COVID-19 positive or exposed individuals by not using names (or directly identifying information) in any public or group communications. Names may be used in communications with specific individuals for contact tracing purposes only.

Suspected COVID-19 Exposure:

If a volunteer or staff member has a close contact or exposure with an infected person, or has been directed by public health to self isolate this person should:

- stay home.
- notify the designated staff member via email or phone.
- for contact tracing purposes, confirm when they last worked within the last two weeks, and note any close contacts they may have had while on shift.
- call 8-1-1 for medical advice (if not already obtained).

Onset of COVID-19 related symptoms requiring health assessment:

If according to the Daily Health check (see appendix) a health assesment is required the staff member or volunteer should:

- contact a doctor, health professional or 811 to arrange for the health assessment.
- stay home for at least 10 days unless cleared by a COVID-19 negative test.
- immediately notify designated staff member via email or phone.
- for contact tracing purposes, confirm when they last worked within the last two weeks, and note any close contacts they may have had while on shift.

Confirmed COVID-19 test:

If a volunteer or staff member has received a COVID-19 positive test this person should:

- stay home until cleared by Public Health.

- immediately notify designated staff member via email or phone.
- for contact tracing purposes, confirm when they last worked within the last two weeks, and note any close contacts they may have had while on shift.

Upon being notified that a staff member or volunteer has received a positive test, the designated staff member will:

- notify any people at the Hotspot who have been identified as contacts of the person who tested positive.
- send an email to coordlist to let all volunteers and staff know that one of us has tested positive for COVID-19. (the person's name is not to be used).
- ensure that the Hotspot is closed until surfaces and items that the person has had recent contact with (within the last 72 hours) are thoroughly cleaned.

Step 4: Communication Plans and Training

- This plan will be distributed to all Volunteers & Staff via the coordlist email list as well as printed and posted prominently at the front desk and in the settlement office
- The plan will be incorporated into our current training procedures for new volunteers and staff
- Signage is to be developed for various parts of the store to reinforce various aspects of the plan
- If the plan is updated a notification is to be sent to the coordlist. The notification should include both the new plan, and a summary of the changes.

Step 5: Monitor workplace and update plans as necessary

- COVID-19 Safety Plan discussion and updates will be added as an agenda item to our monthly meeting and to biweekly staff meetings.
- Concerns and update requests can be sent to coordlist for discussion and incorporation.
- People may contact Hasrat or Manuel directly with any concerns, issues, or suggestions related to this plan.

APPENDIX

Daily Health Check (Volunteers & Staff)

Key Symptoms of Illness*	Do you have any of the following new key symptoms?	CIRCLE ONE	
		YES	NO
	Fever	YES	NO
	Chills	YES	NO
	Cough or worsening of chronic cough	YES	NO
	Shortness of breath	YES	NO
	Loss of sense of smell or taste	YES	NO
	Diarrhea	YES	NO
	Nausea and vomiting	YES	NO

If you

- answer “YES” to ONE of the questions above (not including fever)

then:

- stay home for 24 hours from symptom onset. If symptom improves, you may return when you feel better. If the symptom persists or worsens, seek a health assessment by calling 8-1-1, or a primary care provider (physician)

If you:

- **HAVE A FEVER**

OR

- **ANSWER “YES” TO TWO OR MORE of the questions above (excluding symptoms related to a previously diagnosed health condition)**

then:

- seek a health assessment by calling 8-1-1, or a primary care provider (physician).
- stay home until COVID-19 has been excluded by your care provider, public health, or a negative COVID-19 test and you feel better.
- if you do not seek a health assessment or a COVID-19 test is not done, you should stay home for 10 days after symptom onset, and then return when feeling well enough.

If you:

- have travelled outside Canada in the last 14 days
- are a confirmed contact of someone with COVID-19

then:

- use the COVID-19 Self-Assessment Tool (<https://bc.thrive.health/>) to determine if you should seek testing for COVID-19

(Based on Appendix C in http://www.bccdc.ca/Health-Info-Site/Documents/COVID_public_guidance/Guidance-k-12-schools.pdf)

Oral COVID-19 Health Questions (for Settlement Service Participants)

The following questions are to be asked of clients or participants prior to participation in any settlement service session or activity.

1. **Are you experiencing any of the following:**

- Severe difficulty breathing (e.g. struggling to breathe or speaking in single words)
- Severe chest pain
- Having a very hard time waking up
- Feeling confused
- Losing consciousness

2. **Are you experiencing any of the following:**

- Mild to moderate shortness of breath
- Inability to lie down because of difficulty breathing
- Chronic health conditions that you are having difficulty managing because of difficulty breathing

3. **Are you experiencing cold, flu or COVID-19-like symptoms, even mild ones?**

Symptoms include: Fever*, chills, cough or worsening of chronic cough, shortness of breath, sore throat, runny nose, loss of sense of smell or taste, headache, fatigue, diarrhea, loss of appetite, nausea and vomiting, muscle aches.

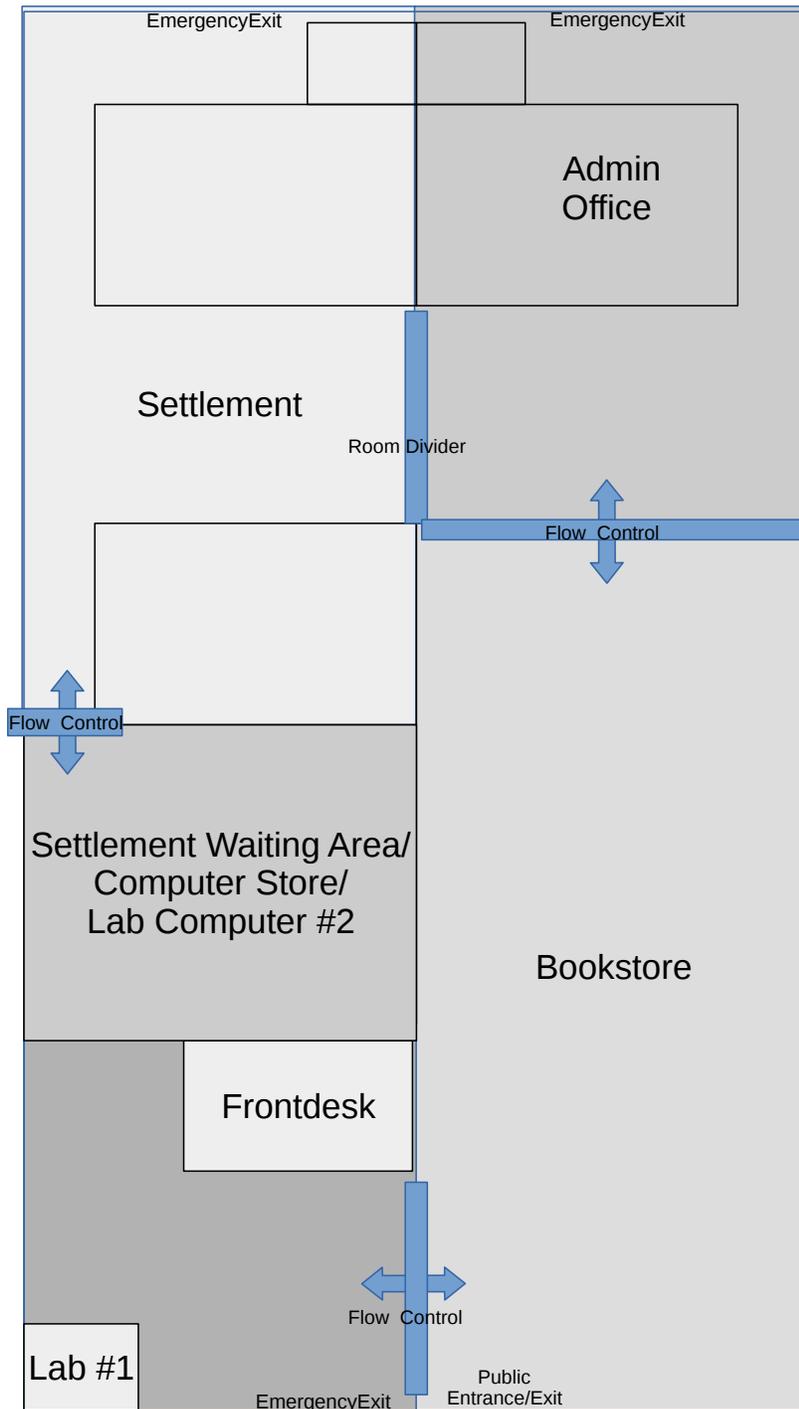
While less common, symptoms can also include: stuffy nose, conjunctivitis (pink eye), dizziness, confusion, abdominal pain, skin rashes or discoloration of fingers or toes.

Fever: Average normal body temperature taken orally is about 37°C. For more on normal body temperature and fevers, see HealthLinkBC's information for [children age 11 and younger](#) and for [people age 12 and older](#).

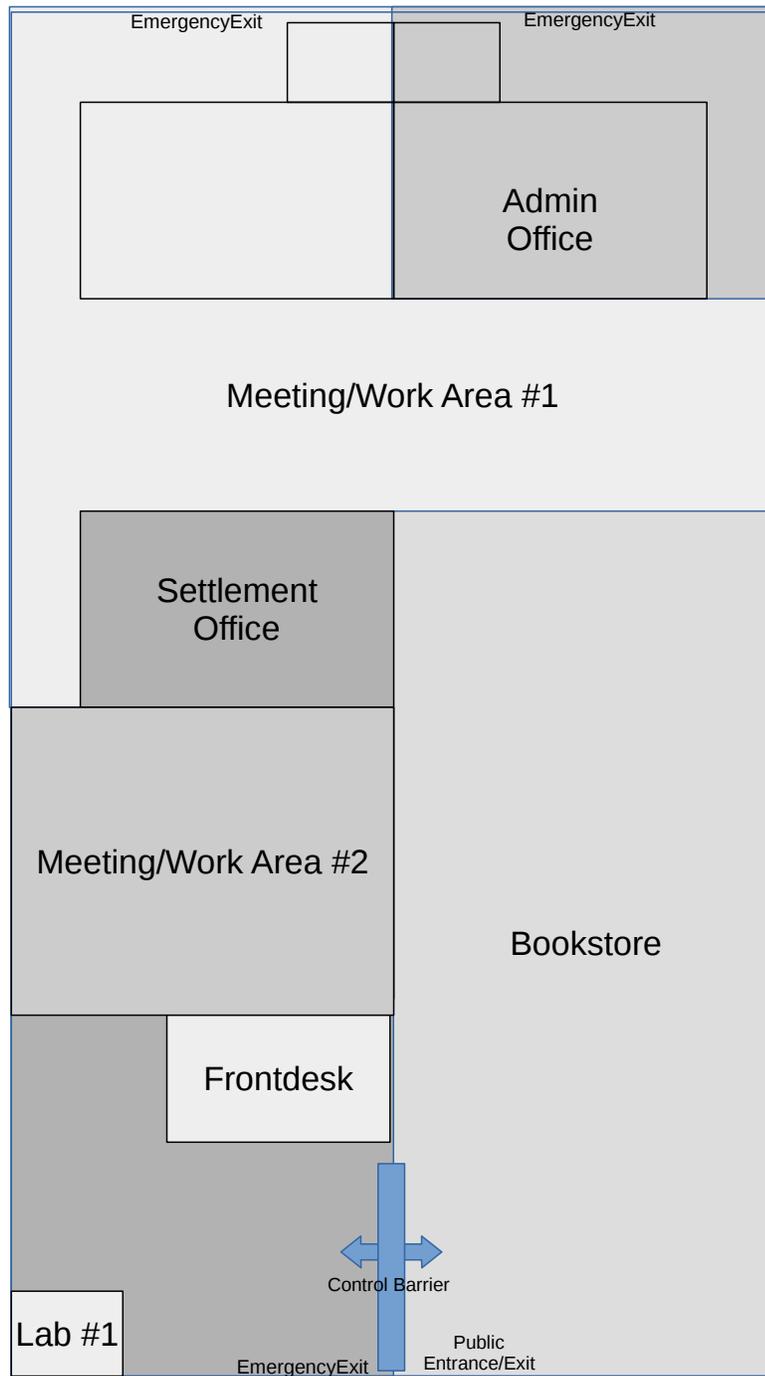
1. **Have you travelled to any countries outside Canada (including the United States) within the last 14 days?**

2. Did you **provide care** or have **close contact** with a person with confirmed COVID-19?

Hotspot Floorplan - Regular Business Configuration



Hotspot Floorplan - Meeting/Workspace Configuration



BC CDC Bleach Cleaning Chart

(from: www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/cleaning-and-disinfecting)

Recommended bleach, water ratios, and cleaning times needed for COVID-19 disinfecting	High touch and heavily soiled areas (appropriate for households with illness)	All other surfaces	Food contact surfaces
Example areas and surfaces	Toilets, light switches, door knobs, cell phone, TV remotes, bathroom faucets	Tables, counters, floors, chairs, cribs	Any surface or equipment that contacts food
Bleach concentration in ppm (refers to the % ratio of bleach to water) OR 1 part bleach diluted in ## parts of water	1000ppm 0.1% (1:49)	500ppm 0.05% (1:99)	100ppm 0.01% (1:499)
Time to leave wet, rinsing and drying	Allow 1 minute then rinse with clean water	Allow 5 minutes, no rinse required, let air dry	Allow to air dry, no rinse required
Frequency if everyone in household is well	Once every few days	Once per week	After each use
Frequency if someone in household has COVID-19 or symptoms of illness	Twice per day	Once per day	After each use

How to wear a mask



https://lafamiliasf.org/news_articles/how-to-wear-a-face-mask-for-protection/



World Health Organization

How not to wear a mask



“The Escape Hatch”



“The Earring”



“The Sniffer”



“The Stache”



“The Nose Plug”



“The Neckbeard”

<https://www.rochesterregional.org/news/2020/07/how-not-to-wear-a-mask>

Don'ts →

- Do not wear the mask under the nose
- Do not remove the mask where there are people within 1 metre
- Do not use a mask that is difficult to breathe through
- Do not wear a dirty or wet mask
- Do not use a mask that looks damaged
- Do not wear a loose mask
- Do not share your mask with others

World Health Organization

