



# BC Place COVID-19 Safety Plan

Updated: July 8, 2020



## **SAFETY PLAN OVERVIEW**

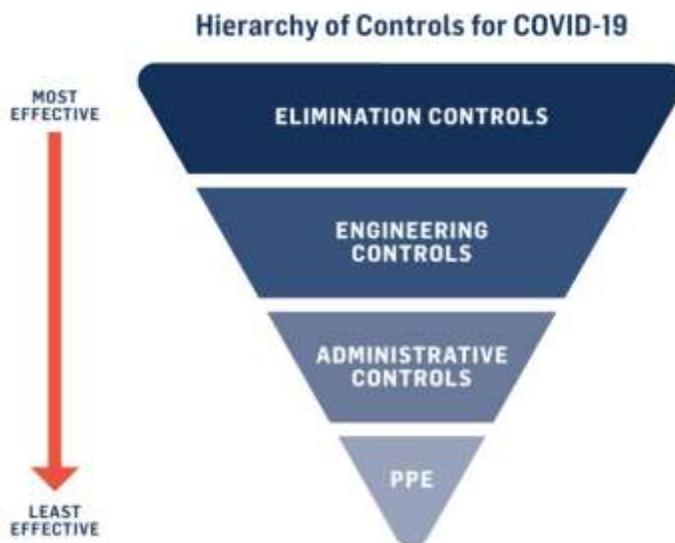
As the situation around the COVID-19 pandemic continues to develop, the health and safety of our team members, guests, and community remains our highest priority. To date, BC Place has instituted several measures to address the risks associated with COVID-19. The most important element of BC Place's 6-step COVID-19 Safety Plan is to ensure we continue to protect the health and safety of everyone on site. This plan will be posted at the facility and online at [www.bcplace.com](http://www.bcplace.com). It is the expectation that everyone adopt and adhere to the protocols detailed within.

## **STEP 1: ASSESS THE RISKS IN THE WORKPLACE**

BC Place's Health & Safety Committee has reviewed and identified potential COVID-19 hazards in the workplace and sought the input of employees to determine where and how COVID-19 transmission may occur. For each of these potential hazards, the Health & Safety Committee has referenced corresponding hazard controls currently in place, and proposed new or expanded hazard control options that have since been implemented.

## **STEP 2: IMPLEMENT PROTOCOLS TO REDUCE THE RISK**

To reduce the risk of the virus spreading through droplets in the air, BC Place has implemented protocols to protect against identified risks. Different protocols offer different levels of protection and are prioritized according to the following hierarchy:



### **FIRST LEVEL PROTECTION (ELIMINATION CONTROLS)**

BC Place may limit the number of team members in the workplace at any given time to allow for compliance with elimination controls and physical distancing:

- Team members who are in roles that allow for remote work may be asked to rotate between office days and working remotely on alternate days with an established rotation schedule
- Team members who are required to work on-site and/or are in roles that do not allow for remote work will be scheduled in shifts that ensure physical distancing can be met.

BC Place is limiting non-essential visits to the facility. Visitors should be limited and only permitted as follows:

- Essential site visitors who are conducting business with BC Place
- Individuals involved in operations, or visiting BC Place for maintenance and/or construction purposes
- Individuals involved in shipping, receiving, delivering of mail or goods required for BC Place business
- Customers or clients.

All team members are required to practice physical distancing while working at BC Place. Team members must stay at least two metres apart and avoid prolonged close personal contact while interacting with colleagues, suppliers, partners, contractors, clients, customers or any other guests or members of the public. Specific requirements include:

- Avoid shaking hands or any other physical contact
- Having conversations at a distance with someone in their office or cubicle
- Using video meeting software rather than face-to-face conversations
- Using the largest room available for group meetings, and using every other seat around the table, or spacing at least two meters apart
- Maintaining a two-metre distance when working with clients, partners and guests by standing back from a service counter as necessary.

Additional measures implemented to allow for physical distancing include:

- Room capacity notices posted at entrances, listing the maximum capacity that allows for safe physical distancing in offices, boardrooms, breakrooms, washrooms/change rooms, and elevators
- Maximum capacities set to allow for safe physical distancing in all areas, as required
- One-way travel designated in all office and back of house corridors (where possible), and staff instructed to yield to oncoming foot traffic in all areas where this is not possible.

Any team member or visitor wishing to access the facility must respond to a COVID-19 questionnaire and be clear of all COVID-19 related symptoms. These symptoms include one or more of the following: fever, chills, cough, shortness of breath, sore throat, painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches, fatigue, and loss of appetite.

## **SECOND LEVEL PROTECTION (ENGINEERING CONTROLS)**

BC Place will implement the following engineering controls within the facility:

- Physical barriers and partitions placed at or between workstations and service counters when physical distancing cannot be maintained
- Touch points reduced in staff access spaces by opening all interior non-fire rated doors that do not cause a security risk, including office doors, boardrooms, breakrooms, and washrooms/change rooms.

## **THIRD LEVEL PROTECTION (ADMINISTRATIVE CONTROLS)**

BC Place will implement the following administrative controls within the facility:

- BC Place employees, supplier staff, visitors, and contractors who need to work on-site must be approved by management and not exceed the occupancy levels. When occupancy levels become close to maximum, advance approval may be required via visitor management software
- Only managers or their designates will be able to make bookings on behalf of their employees to control approval for access permissions
- All entry/exit door access has been disabled and only a single access point to enter and check-in to and out of the building
- BC Place employees, supplier staff, visitors, and contractors will participate in a temperature screening process upon entry to the facility:
  - *Individuals who have a temperature of 37.7°C (99.9°F) or higher will not be permitted to enter*
- Signage is posted reminding all on site personnel of COVID-19 working protocols.

All team members must adhere to the workplace standards and guidelines outlined in this document during all breaks, as follows:

- Maintaining physical distancing during all social and meal breaks
- Adhering to posted maximum room capacity limits

- Limiting use of shared dishes, utensils, and cutlery in break rooms
- Placing any used or dirty dishes immediately in the dishwasher, or clean thoroughly with soap and hot water for at least 20 seconds
- Not leaving personal dishes or items on countertops or on tables in shared break spaces
- Not sharing food with other team members.

All meetings, work gatherings and/or training sessions that bring team members together are required to follow workplace standards including:

- Adhering to room size limits that have been posted for every meeting room, office and workspace
- Meeting virtually using video meeting software and/or conference lines to hold meetings if meeting rooms are not available or are at capacity.

## **FOURTH LEVEL PROTECTION (USING PERSONAL PROTECTIVE EQUIPMENT)**

Masks are an appropriate part of infection prevention and control in situations where physical distancing cannot be maintained. For team members who are healthy with no symptoms related to COVID-19, wearing a mask is a matter of personal choice. The mask acts as a barrier and helps stop droplets from spreading when a person coughs or sneezes. Masks have minimal effect if not used together with other preventative measures such as frequent hand washing with soap and physical distancing. Masks need to be changed frequently and never used as a substitute for staying home if experiencing COVID-19 symptoms. Should a team member wish to wear a cloth mask or disposable masks while at work, it is expected they follow these guidelines:

- Washing hands with soap and water before putting on or taking off a mask
- Disposing of used disposable masks in designated waste receptacles
- Washing hands again with soap and water after taking off the mask and before touching anything else
- Taking care not to touch used masks or tissues with their hand when emptying waste baskets.

BC Place has made efforts to ensure tasks and duties assigned to any team member can be performed while physically distancing. Should a team member have any concerns about a task or duty that cannot be performed while maintaining distancing guidelines, the team member is required to notify their Manager, HR, or the Health & Safety Committee. If the Manager, HR or the Health & Safety Committee determines that the task cannot be done while distancing appropriately, the use of non-medical masks and/or other PPE may be necessary and will be provided by BC Place. If a team member chooses to wear gloves, they should use the following guidelines:

- Wash hands thoroughly before putting on gloves
- Change gloves before handling money, credit card machines, cleaners, and after any other possible contamination.

## **REDUCE THE RISK OF TRANSMISSION THROUGH EFFECTIVE CLEANING AND HYGIENE PRACTICES**

- As part of enhanced daily protocols, BC Place's Environmental Services team has upgraded disinfectants used on site to eco-friendly industrial disinfectants approved by Health Canada for use in preventing the spread of COVID-19
- Environmental Services will disinfect all high-touch points throughout the facility including countertops, tables, chairs, sink tap handles, doorknobs, light switches, toilets, and elevator buttons, at regular intervals
- Environmental Services utilizes "Clorox Total 360" system for mechanized disinfectant delivery that completely covers the front, back and sides of surfaces in a one-step treatment - the system is used to disinfect spaces as required

- Environmental Services maintains a supply of Oxivir® Tb Wipes to assist with sanitizing surfaces and equipment on-site, including radio units. Oxivir® Tb Wipes contain a hospital grade disinfectant that kills the COVID-19 virus in only one minute
- Environmental Services has deployed additional alcohol based hand sanitizing stations throughout the building, and these will be strategically placed in spaces as attendance on-site requires
- All team members on-site must disinfect all tools and equipment prior to use and at end of day (pens, keyboard, mouse, wrenches, radio, printer touchscreens, etc.)
- All team members must wipe down shared surfaces in mobile work spaces, meeting rooms, and common areas
- All team members are to use automatic door openers (where possible) to avoid touching door handles.

Frequent and proper handwashing is encouraged as the best way of preventing all viral, respiratory infections and other illnesses including COVID-19. Team members are required to follow these guidelines:

- Regularly wash hands thoroughly with soap and water for 20 seconds
- Hand washing should occur before and after the following (not limited to):
  - Entering or leaving the BC Place,
  - Removing or putting on Personal Protective Equipment (PPE),
  - After sneezing, coughing or inadvertently touching eyes, mouth or nose, and
  - Before and after breaks.
- If soap and water are not available, an alcohol based hand rub or hand sanitizer can be used to clean hands as long as they are not visibly soiled
- After washing hands, use a clean paper towel to turn off the taps
- Do not touch your face, eyes, nose or mouth with unwashed hands
- When sneezing or coughing, cover your mouth and nose with a disposable tissue or elbow crease
- Regularly clean and disinfect frequently touched surfaces
- Do not share food, drinks, utensils, etc.

### **STEP 3: DEVELOP POLICIES**

All team members must self-monitor on a daily basis to ensure they are free of symptoms of COVID-19 before entering BC Place. As of May 2020, the BC Centre for Disease Control has outlined the following as being possible symptoms of COVID-19: fever, chills, cough, shortness of breath, sore throat and painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches, fatigue, and loss of appetite.

If a team member is feeling ill, or has symptoms associated with COVID-19, it is imperative that they not come into work. The team member must notify their Manager and/or Human Resources prior to the start of their shift. The team member should contact Health Link BC at 8-1-1, or a physician for assessment and guidance on requirements to self-isolate and/or undergo testing. Human Resources will follow-up with the Team Member to ensure appropriate precautions are implemented. For team members working on-site who start showing even mild symptoms related to COVID-19:

- The team member must take immediate precautions to wash their hands and put on a non-medical face mask immediately as a proactive measure
- Upon contacting their Manager or HR, the team member will be sent home and advised to seek medical guidance
- If the team member is not able to leave the facility immediately, they will be required to isolate in the Level One First Aid Room
- The team member and their Manager should be in contact regarding next steps once the team member has received medical guidance
- Should the medical professional recommend further isolation, the Manager and team member should discuss options to either:
  - Have the team member work remotely from home during the isolation period, provided they have a role that allows them to do so, OR

- The team member's workspace will be closed off, cleaned, and disinfected immediately as well as any other surfaces that could have potentially been infected/touched while the team member was on site.

Any team member who either tests positive for COVID-19, suspects that they have COVID-19 after consulting with medical professionals, or are ill with symptoms related to COVID-19, should remain at home in isolation to recover. Team members who are ill and have symptoms related to COVID-19 (whether they have tested positive or not) will not be permitted to return to the workplace until they have met the following criteria:

- At least 10 days have passed since the start of symptoms, AND
- The fever is gone without the use of fever-reducing medications, AND
- Team member is feeling better.

If a team member tests positive for COVID-19 or is required to self-isolate, and they have been in the workplace, they are required to notify medical professionals. The team member should also notify their Manager or HR to notify of absence and to allow for further assessment of the workplace risks and exposure that may have occurred. It is likely that Public Health will also proactively contact BC Place to conduct further contact tracing. BC Place will work under the guidance of Public Health to determine the level of risk. Policies that are more detailed related to illness, isolation, and time away from work are available from PavCo HR in the COVID-19 Pandemic Workplace Standards Plan.

#### **STEP 4: DEVELOP COMMUNICATION PLANS AND TRAINING**

Safe work guidelines for staff will be communicated clearly and consistently. On-site protocols that are straightforward and unambiguous will be easier to convey, understand and enforce. Details of BC Place's health and safety measures designed to protect against the spread of COVID-19 (including the strict control of on-site staffing levels, enhanced cleaning and disinfecting throughout the facility, procedures for those working on site, and specialized first aid protocols) will be made available to all staff to help establish a sense of personal comfort and safety when returning to work. Similarly, staff will be reminded of the many valuable resources available to assist with health, mental well-being, and financial support.

Managers are responsible for ensuring the communication, training, understanding and compliance of these workplace standards with their team members. Managers must ensure they have reviewed these standards with every team member working at the facility. Any team member who breaches compliance and/or who deliberately or willfully disregards these standards may be subject to discipline, up to and including termination of employment.

#### **STEP 5: MONITOR THE WORKPLACE AND UPDATE PLANS AS NECESSARY**

As with all health and safety procedures, it is imperative that supervisors monitor their team members to ensure their understanding of, and adherence to, COVID-19 guidelines. It is equally important that staff be able to communicate *their* health and safety concerns, and that staff concerns are shared with the Health & Safety Committee so they may be reviewed and addressed. Staff will be instructed to report any *immediate* health and safety concerns directly to Management, or after hours to Building Security at 604-661-3604, who will follow regular emergency procedures. Non-urgent health and safety concerns, questions and suggestions may be shared with the Senior Manager, Health & Safety at [jthiessen@bcpavco.com](mailto:jthiessen@bcpavco.com), or any member of the Health and Safety Committee. Should any team member require additional information or clarification or have any concerns about their safety, they are asked to contact their Manager or HR Representative.

#### **STEP 6: ASSESS AND ADDRESS RISKS FROM RESUMING OPERATIONS**

Identifying potential risks for COVID-19 exposure on-site will be an ongoing process. Additional controls may be developed in response to newly recognized hazards. As the situation evolves, and guidance from federal and provincial health authorities develops, the BC Place COVID-19 Safety Plan will be updated as required.