



MARPOLE
NEIGHBOURHOOD HOUSE

COVID-19 Safety Plan

December 1, 2020



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Introduction

COVID-19 is a respiratory infection that can cause quite severe disease in certain populations, particularly the elderly adults and persons with chronic, underlying health conditions. The virus that causes COVID-19 spreads in several ways, including through droplets when a person coughs or sneezes, and from touching a contaminated surface before touching the face, particularly the eyes, nose, or mouth.

Higher risk situations require adequate protocols to address the risk.

- The risk of person-to-person transmission is increased the closer you come to other people, the amount of time you spend near them, and the number of people you come near. Physical distancing measures help mitigate this risk.
- The risk of surface transmission is increased when many people contact the same surface, and when those contacts happen in short intervals of time. Effective cleaning and hygiene practices help mitigate this risk.

MNH's COVID-19 Safety Plan was developed by management in consultation with program staff to provide guidance about operating procedures to help reduce the risk of person-to-person and surface transmission of COVID-19. The information in this Safety Plan is subject to change to ensure compliance with BC Centre for Disease Control, BC Ministry of Health, Vancouver Coastal Health Authority, and WorkSafeBC guidelines. Updated information will be shared with the team as circumstances change and MNH's COVID-19 Safety Plan evolves.

BC Centre for Disease Control:

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19>

BC Ministry of Health:

<https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/current-health-topics/covid-19-novel-coronavirus>

Vancouver Coastal Health Authority:

<http://www.vch.ca/>

WorkSafeBC:

<https://www.worksafebc.com/en/resources/health-safety/books-guides/reviewing-updating-covid-19-safety-plans-guide-for-employers?lang=en>

First Level Protection (elimination): Control measures for maintaining physical distance in the workplace

Limiting the number of people at MNH is an important way to ensure physical distancing is maintained. To reduce the number of people at the worksite, we have implemented work-from-home arrangements, virtual meetings, rescheduled work tasks, and limited the number of visitors at the house. We have established and posted occupancy limits for common areas such as the lounge, elevator, program



rooms, meeting rooms, and offices. We have also implemented measures to keep workers and others at least 2 metres apart, wherever possible.

Building and Room Occupancy Limits

To control the number of people in the building, the front doors at MNH are locked at all times. Only people with a scheduled appointment or program are allowed to enter the building.

Occupancy limits have been defined for each area or room in the house. This information is posted in the relevant rooms.

- Heritage Lounge: 10 (with the 'living room' limited to 3 people, and the public computer desk limited to 2 people, by appointment)
- Kitchen (main floor): 3 people at a time (with one-way movement)
- Multipurpose Room: Maximum 12 (plus facilitator) for seniors programming. Maximum 30 for non-senior events such as karate or church
- Board Room: 5
- Meeting Rooms: 2
- Staff Hub: 10
- Offices: 1 (MNH)
- Youth Lounge: 20
- Studio: 10
- Reconciliation Room: 5

Working and Tasks Arrangements

To ensure that staff, volunteers, and community members at MNH maintain a minimum of 2 metres of physical distance, the maximum number of occupants allowed in the building at any given time is 40 people.

- Space at MNH is abundant for staff to implement social distancing (over 9,000sq. ft. for a team of 10 with different part-time arrangements, including community partners' staff using the house)
- Staff members are encouraged to work offsite or remotely unless they are providing in-person programs/services or performing work that can only be done onsite
- Visitors: Members are required to call/make an appointment before coming to the house.

Staff, Volunteer, Participant, and Visitor Sign-in/Sign-out

All staff, volunteers, participants, and visitors must sign-in upon entering the building. A sign-in form is kept in a binder on the shelf at the back door.



The log will record the names and phone numbers of people who are in the building to help with contact tracing in the event of possible COVID-19 exposure in the building.

Health Check Questionnaire

As per PHO orders dated Nov. 19, 2020, to reduce the risk of person-to-person transmission of COVID-19, all staff, volunteers, and visiting staff must perform a daily health check and sign a health check declaration before entering the workplace.

A Health Check Questionnaire is posted at the back door. A health check declaration form is kept in a binder on the shelf at the back door.

Restricted Use of Elevators

To enable users to maintain 2 metres distance at MNH, occupancy limits are posted outside the elevator doors.

Elevator (Floors 1-3) capacity is restricted to 1 occupant at a time.

Working Offsite or Remotely

While physical distancing is required to help reduce the spread of COVID-19 at MNH, staff members are encouraged to work offsite or remotely whenever possible. ANHBC has implemented a [Working from Home Policy](#) to provide guidance to employees working from home.

Second Level Protection (engineering controls): Barriers and Partitions

- Plexiglass is installed at staff desks in the heritage lounge for staff who interact with the public (reception, youth worker, program coordinator)
- Furniture is arranged to provide a safe distance between people. Folding tables and chairs for programs and events will be arranged to provide at least 2 meters of distance between participants
- One-way movement has been engineered using doors exclusively for entrance and exit, with arrows and “do not enter”, “exit only”, “entrance only” posters pointing to the right direction
- Occupancy limits for rooms and areas have been posted
- Programs will run in isolation, in different rooms with at least 1-hour break between them for cleaning/disinfecting
- Hand sanitizer is available at the entrance and exit to the building
- Programs will be run with plenty of air circulating throughout the room (open doors and windows)
- Participants’ temperature will be checked before allowing them to join activities.
- Participants’ contact information will be collected for contact tracing purposes

Third Level Protection (administrative controls): Rules and Guidelines

MNH has developed the following guidelines that everyone in the workplace must follow to reduce the risk of person-to-person and surface transmission of COVID-19.



General Workplace Guidelines

1. Health checks are mandatory self-assessments conducted by workers and includes confirming with their employer, in written format, that they have reviewed the complete list of entry requirements included on the [entry check poster](#) at the back door and that none of the prohibited criteria apply to them.
2. Anyone showing symptoms of COVID-19 is prohibited from entering MNH. This includes:
 - Anyone who has had symptoms of COVID-19 in the last 14 days. (Symptoms include fever, chills, new or worsening cough, sore throat or painful swallowing, runny nose/nasal congestion, loss of sense of smell/ taste, shortness of breath, new muscle aches, nausea or vomiting, headache, muscle ache, loss of appetite, fatigue.)
 - Anyone who has arrived from outside Canada or who has had contact with a confirmed COVID-19 case within the past 14 days.
 - Anyone directed by Public Health to self-isolate.
3. Employees who start to feel ill at work will be sent home immediately. A supervisor or designate will sanitize any surface that the ill employee came into contact with.
4. Program participants who may start to feel ill will be sent home immediately. A supervisor or designate will sanitize any surface that the ill employee came into contact with.
5. Staff must communicate illness policy and safety protocols with participants/clients through email, text messaging, social media, or website before entering MNH.
6. Staff, volunteers, and participants, must avoid physical contact, such as shaking hands.
7. Workers must wash their hands:
 - upon entering the worksite
 - before and after going on break
 - after using the toilet
 - before and after handling shared tools and equipment
 - after handling materials that have come into contact with the public (e.g., cash, paperwork, etc.)
 - before and after in-person meetings (one-to-one and group sessions)

WorkSafeBC posters that provide guidance to reduce the transmission of Covid-19 are posted in washrooms, kitchens/kitchenettes, and program rooms so that staff, volunteers, and participants are aware of the proper protocols in place, including:

- Handwashing
- Cover coughs/sneezes
- How to use a mask



- Masks are mandatory
 - Occupancy limits per room
 - Entry check
 - ESL considerations – English posters will be printed in additional languages as required
8. Staff and volunteers work remotely when possible to minimize contact. When in-person meetings are necessary, people will be positioned at least two metres apart.
 9. Safe distance decals and/or tape has been installed in appropriate spaces (in front of desks and where line-ups could potentially form)
 10. Unavailable seats in living room area have been cross-taped.
 11. The laneway door by the elevator has been designated for deliveries to decrease unnecessary traffic through the house.

Fourth Level Protection (PPE): Using Masks

As per PHO orders dated Nov. 19, 2020, to reduce the risk of person-to-person transmission of COVID-19, all staff, volunteers, and participants are required to wear masks when indoors.

Please keep in mind that masks are not intended to replace the need for physical distancing but should be used to enhance protection against person-to-person transmission. When staff, volunteers, and participants are wearing masks, they should continue to make every effort to maintain physical distance, including when taking group photos, or participating in group activities.

2,000 masks have been donated to MNH. They are available to maximize comfort level for staff and are to be used in addition to social distancing measures.

Posters that describe the mask requirement and proper use and disposal of masks have been distributed throughout the house.

Cleaning Protocols

Cleaning protocols reduce the risk of surface transmission through effective cleaning and hygiene.

Frequent handwashing

Proper handwashing remains the most important strategy to staying healthy. Wash hands with soap and water often. When a soap and water are not available, use hand sanitizer and allow it to completely dry before touching anything.

Handwashing practices and procedures include:

- Proper handwashing procedures are posted in washrooms, kitchens/kitchenettes, and program spaces with sinks
- Hand sanitizers is available at entrances and exits
- Staff and participants are instructed to wash or sanitize hands upon arrival and exit



Additional hygiene practices

Posters encouraging good health hygiene have been distributed throughout the house.

- Cover mouth and nose with a tissue when coughing or sneezing. Dispose of used tissues in the garbage immediately and then wash hands thoroughly.
- Avoid close contact with people (stay a minimum of two metres apart)
- Avoid touching 'things' and then touching the face (especially the eyes, nose and mouth)
- Properly use and dispose of masks

Janitorial Service

Deep cleaning and disinfecting are provided by our cleaners twice per week. The entire building is cleaned on Sunday and Wednesday nights, including:

- Room cleaning: Heritage, Multipurpose, Youth Lounge, Studio (sweep, mop, touch points)
- All restrooms (1st, 2nd, 3rd floors)
- High touch-point sanitizing (door knobs, buttons, handles, stairwell rails, etc.)
- Front door/back door glass

Cleaning Practices

Daily house opening and closing procedures include disinfecting tools, machinery, equipment and surfaces, including barriers. All staff and users of the house are encouraged to "chip in" by making a habit of wiping the surfaces, doorknobs, elevator buttons, closet handles and equipment they use. All program leaders and volunteers are expected to clean and disinfect the space they use when their session is over.

MNH provides brooms, mops, buckets, gloves, cloths and cleaning and disinfecting products for staffs' and renters' use. General cleaning supplies and equipment are available in the kitchens on the main and third floors. Anti-bacterial cleaning solution (Mr. Clean) and disinfecting bleach solution are kept in labeled spray bottles on the bookshelf at the door to the alley, in the Multipurpose room on the main floor and in the Youth Lounge on the third floor.

Note that the bleach solution is premixed daily, as the solution loses efficacy in 24 hours. If you cannot smell bleach in the spray bottle, see the admin office for a fresh bottle, or mix a fresh bottle of bleach solution yourself. Note that to properly disinfect you must wait 1-3 minutes after spraying the bleach solution on a surface before wiping it off.

Covid-19 Cleaning Products Checklist

- Cleaning solution (Mr. Clean)
- Disinfectant (bleach) .5 tsp bleach per litre of water
- Gloves



- Cotton cloths - for use with Mr. Clean
- Microfiber cloths - for use with bleach solution

Additional products on Health Canada's list of hard-surface disinfectants with evidence against COVID-19 are available here:

<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html#tbl1>

Covid-19 Cleaning Checklist

- Doorknobs, light switches, fridge handles, counters, tables, chairs, thermostats, window frames, blind openers, keyboards, mice
- Bathroom door knobs, toilet handles, toilet paper dispenser, faucets, spout, sink, paper towel dispenser