



COVID-19 Safety Plan for The Westbank Museum and West Kelowna Visitor Centre

Step 1: Assess the risks at your workplace

The virus that causes COVID-19 spreads in several ways. It can spread in droplets when a person coughs or sneezes. It can also spread if you touch a contaminated surface and then touch your face. The risk of person-to-person transmission increases the closer you come to other people, the more time you spend near them, and the more people you come near. The risk of surface transmission increases when many people contact the same surface and when those contacts happen over short periods of time.

- We have involved frontline workers and supervisors.
- We have identified areas where people gather such as breakrooms and meeting rooms.
- We have identified job tasks and processes where workers are close to one another or members of the public.
- We have identified the tools and equipment that workers share while working.
- We have identified the surfaces that people touch often, such as doorknobs and light switches.

Step 2: Implement protocols to reduce the risks- select and implement protocols to minimize the risks of transmission

Select and implement protocols to minimize the risks of transmission. Look to the following for information, input, and guidance:

- We have reviewed and implemented industry-specific protocols on worksafebc.com

Different protocols offer different levels of protection. Wherever possible, use the protocol that offers the highest level of protection. Consider controls from additional levels if the first level is not practicable or does not completely control the risk. You will likely need to incorporate controls from various levels to address the risk at your workplace.

First level protection (elimination) — Limit the number of people in your workplace where possible by implementing work-from-home arrangements, establishing occupancy limits, rescheduling work tasks, or other means. Rearrange workspaces to ensure that workers are at least 2 m (6 ft.) from co-workers, customers, and members of the public.

Second level protection (engineering controls) — If you cannot always maintain physical distancing, install barriers such as plexiglass to separate people.

Third level protection (administrative controls) — Establish rules and guidelines, such as posted occupancy limits for shared spaces, designated delivery areas, cleaning practices, and one-way doors and walkways to keep people physically separated.

Fourth level protection (**PPE**) — If the first three levels of protection are not enough to control the risk, consider the use of masks. Ensure masks are selected and cared for appropriately and that workers are using masks correctly.

First level protection (elimination): Limit the number of people at the workplace and ensure physical distance whenever possible

- We have established and posted an occupancy limit for our premises.
- To reduce the number of people at the worksite, we have considered and implemented work-from-home arrangements, virtual meetings, rescheduling work tasks, and limiting the number of customers and visitors in the workplace.
- We have established and posted occupancy limits for common areas such as break rooms, meeting rooms and washrooms.
- We have implemented measures to keep workers and others at least 2 metres apart, wherever possible.

Measures in place

- Set up to be working offsite or remotely
- Changes to work schedules
- Changes to how tasks are done
- Occupancy limits for workers
- Limiting visitors
- Reducing the number of customers

Second level protection (engineering controls): Barriers and Partitions

- We have installed barriers where workers cannot keep physically distant from co-workers, customers, or others.
- We have included barrier cleaning in our cleaning protocols.

Measures in place

- We have plexiglass in place separating staff from visitors
- We have staff working in separate sections of the building ensuring physical distancing is always in place.

Third level protection (administrative): Rules and guidelines

- We have identified rules and guidelines for how workers should conduct themselves.
- We have clearly communicated these rules and guidelines to workers through a combination of training and signage.

Measures in place

- One-way doors and walkways (during high season)
- Single use disposable products
- Wiping down equipment after use

Fourth level protection: Using masks

- We have reviewed the information on selecting and using masks and instructions on how to use a mask.
- We understand the limitations of masks to protect the wearer from respiratory droplets.
- We have trained workers in the proper use of masks

Measures in place

- Employees and visitors must always wear a mask while in the building (except to eat and drink)

Fifth level protection: Implement effective cleaning and hygiene practices

- We have reviewed the information on cleaning and disinfecting surfaces.
- Our workplace has enough handwashing facilities on site for all our workers, Handwashing locations are visible and easily accessed.
- We have policies that specify when workers must wash their hands and when we have communicated good hygiene practices to workers. Frequent handwashing and good hygiene practices are essential to reduce the spread of the virus.
- We have implemented cleaning protocols for all common areas and surfaces- e.g., washrooms, tools, equipment, shared tables, desks, light switches, and door handles. This includes the frequency that these items must be cleaned before and after shift, after lunch, and after each worker uses the space.
- Workers who are cleaning have adequate training and materials.
- We have removed unnecessary tools and equipment to simplify the cleaning process-e.g., coffee makers and shared utensils and plates.

Cleaning Protocols

- All patrons including workers, volunteers etc. must sanitize upon arrival and throughout the day, after assisting a customer, leaving their workstation, eating and drinking and using the washroom.
- Workers are responsible for cleaning their stations before and after each use.
- All high touch surfaces are cleaned before and after each shift and after a patron visits the premises.
- Public washroom is cleaned after each use.
- Private washrooms are cleaned before and after each shift.
- Pens and other materials are no longer being shared and they are cleaned after each use.

Step 3: Develop Policies Develop the necessary policies to manage your workplace, including policies around who can be at the workplace, how to address illness that arises at the workplace, and how workers can be kept safe in adjusted working conditions. Our workplace policies ensure that workers and others are showing symptoms of COVID-10 are prohibited from the workplace.

- Anyone who has had symptoms of COVID-19 in the last 10 days must self-isolate at home.
- Anyone who has been identified by Public Health as a close contact of someone with COVID-19.
- Anyone directed by Public Health to self-isolate.
- Anyone who has arrived from outside of Canada must self-isolate for 14 days and monitor for symptoms.
- Visitors are prohibited or limited in the workplace.
- We have a work from home policy in place (if needed).
- Ensure workers have the training and strategies required to address the risk of violence that may arise as customers and members of the public adapt to restrictions or modifications to the workplace.
- Ensure an appropriate violence prevention program is in place.
- Our policy addresses workers who may start to feel ill at work. It includes the following:
 - Sick workers should report to their manager even with mild symptoms.
 - Sick workers should be asked to wash or sanitize their hands, provided with a mask, and isolated.
 - Ask the worker to go straight home. [Consult the BC COVID-19 Self-Assessment Tool, or call 811 for further guidance related to testing and self-isolation.]
 - If the worker is severely ill (e.g., difficulty breathing, chest pain), call 911.
 - Clean and disinfect any surfaces that the ill worker has come into contact with.

Step 4: Develop communication plans and training. You must ensure that everyone entering the workplace, including workers from other employers, knows how to keep themselves safe while at your workplace.

- We have a training plan to ensure everyone is trained in workplace policies and procedures.
- All workers have received the policies for staying home when sick.
- We have posted signage at the workplace, including occupancy limits and effective hygiene practices.
- We have posted signage at the main entrance indicating who is restricted from entering the premises, including visitors and workers with symptoms.
- Supervisors have been trained on monitoring workers and the workplace to ensure policies and procedures are being followed.

Step 5: Monitor your workplace and update your plans as necessary Things may change as your business operates. If you identify a new area of concern, or if it seems like something isn't working, take steps to update your policies and procedures. Involve workers in this process. Reviewing and updating your COVID-19 safety plan: A guide for employers will help you review your safety plan to ensure it's effective and functioning properly.

- We have a plan in place to monitor risks. We make changes to our policies and procedures as necessary.
- Workers know who to go to with health and safety concerns.

- When resolving safety issues, we will involve joint health and safety committees or worker health and safety representatives (or, in smaller workplaces, other workers).

Step 6: Assess and address risks from resuming operations If your workplace has not been operating for a period of time during the COVID-19 pandemic, you may need to manage risks arising from restarting your business.

- We have a training plan for new staff.
- We have a training plan for staff taking on new roles or responsibilities.
- We have a training plan around changes to our business, such as new equipment, processes, or products.
- We have reviewed the start-up requirements for vehicles, equipment, and machinery that have been out of use.
- We have identified a safe process for clearing systems and lines of product that have been out of use.