



Office Workplace Practice Standards

KCR Community Resources promotes the right to a safe and healthy workplace. As we all work through the COVID -19 pandemic, KCR has implemented the following workplace practice standards for employees returning to work at our offices. These standards have been written following the guidelines of Worksafe BC, BC Centre for Disease Control and the Government of British Columbia. Input was sought at all levels of employment and the Health & Safety Committee in the creation of these practice standards.

Coronavirus Transmission

Coronavirus is transmitted via larger liquid droplets when a person coughs or sneezes. It may also be transmitted when a person is talking in very close proximity to another person. The virus in these droplets then can enter the body of another person when that person breathes in the droplets or when the droplets touch the eyes, nose or throat of that person. This requires you to be in close contact – less than the recommended physical distancing of 2 metres. COVID-19 can also be transmitted through droplets in the environment if someone touches a contaminated area, then touches their face or eyes without cleaning their hands. Unfortunately, humans touch their mouths, noses, and eyes with a very high level of frequency per hour. This speaks to the importance of regularly cleaning one’s hands and also cleaning high-touch areas in the environment. – BC COVID-19 Go-forward Management Strategy, Province of British Columbia.

Employees Feedback or Concerns

Employees may share feedback or raise any concerns they may have with their direct supervisor and the Health & Safety Committee, at Dawn@kcr.ca.

Employees & Volunteer Health

All Employees and Volunteers must complete a daily symptom check before coming to the office including:

PART A: DO YOU HAVE ANY OF THE FOLLOWING SYMPTOMS?		YES	NO
Generalized Symptoms	• Fever or chills		
	• Cough (new or worsening)		
	• Shortness of breath (new or worsening)		
	• Pneumonia		
Mild Respiratory and/or Gastrointestinal Symptoms	• Upper respiratory tract infection (e.g. rhinorrhea, sore throat)		
	• Sore throat painful swallowing		
	• Mild to moderate shortness of breath		
	• Stuffy or runny nose		
	• Loss of sense of smell		
	• Headache, muscle aches, fatigue or loss of appetite		
	• Gastrointestinal symptoms: nausea, vomiting, and/or diarrhea		

PART A:

- If you answer YES to any of the following questions prior to your shift, **DO NOT** come to work and report this to your Supervisor. Next steps to complete are as follows:
 - a) Use the online COVID self-assessment tool at BCCDC.ca
 - b) Call 811 if you require access the BC Healthlink

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- c) Assess illness with medical professionals
- d) Communicate with your Supervisor daily
- If your symptoms are mild and consistent with seasonal allergy, discuss with your supervisor or designate.
- If you develop any symptoms at work, inform your supervisor or designate **immediately**.
 - a) Your supervisor will ensure that you go home immediately to recover for the prescribed self-isolation period
 - b) Your work station will be cleaned and disinfected including any workplace equipment that you may have been using as part of your job
 - c) KCR Community Resources will follow all directions as instructed by public health
- The Provincial Health Officer and the BC CDC have issued the following guidance regarding self-isolation, which must be followed:
 - a) anyone with symptoms of COVID-19 including fever, chills, cough, shortness of breath, sore throat and painful swallowing, must self-isolate at home for a minimum of 10 days
 - b) anyone under the direction of the provincial health officer to self-isolate must follow those instructions
 - c) anyone who has arrived from outside of Canada, or who is a contact of a confirmed COVID-19 case, must self-isolate for 14 days and monitor for symptoms
 - d) workers who live in the same household as a confirmed or clinical COVID – 19 case who is self-isolating must self-isolate
 - e) workers who have been exposed to anyone confirmed to have COVID-19, or to anyone with possible symptoms of COVID-19, should call HealthLink BC at 8-1-1 for an assessment and to determine any necessary next steps
- KCR requires that if you feel you have been exposed to anyone confirmed to have COVID-19 or anyone with possible symptoms of COVID-19 you contact your direct supervisor only in order to determine any necessary next steps.

Office Expectations and Handwashing during COVID19

- Comply with the employer’s instructions regarding minimizing exposure to COVID-19
- Hand Sanitizer Stations – Utilize hand sanitizer products when available on entry and exits. For those not working at the 620 Leon Avenue location we will provide you with a personal bottle of hand sanitizer to be used at your work location(s).
- Hand Washing – We ask that employees wash their hands often with soap and warm water for at least 20 seconds, or use an alcohol-based hand-sanitizer. Be sure to clean your hands after sneezing or coughing and after touching surfaces others may have touched. Please refrain from touching your face.
- Masks – masks must be worn by all staff, volunteers and participants in all common areas of the Office and when interacting with others.

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- Coughing and Sneezing – Please practice respiratory etiquette including coughing or sneezing into a tissue or your upper sleeve, and not your hands. Dispose of used tissues immediately.
- Desks – During this time of increased cleaning, we ask that personal items are kept to a minimum on desk surfaces
- IT Equipment – Do not share IT equipment, phones, keyboards and mice. These are high touch items. If you have to share please clean between users.
- Keep Shared Surface Areas Clean - Doorknobs, light switches, telephones, keyboards and other surfaces can become contaminated with all kinds of bacteria and viruses. Regular cleaning and disinfecting of these surfaces can help.
- Do not share food or drinks at this time. A second lunch space is provided in the Inner Middle Classroom with microwave facilities ensuring ability to socially distance.
- Take steps to minimize exposure to COVID-19 while away from work
- Report any hazards to your supervisor or the Health & Safety Committee
- Limit unnecessary visitors to the office

Participant Health

- All scheduled participants should be contacted the day before their appointment and reminded that masks are required and asked the following questions:
 - a) Are you feeling well? If not, the appointment can be delivered virtually or rescheduled a minimum of ten days later.
 - b) Have you returned from international travel in the past 14 days?
 - c) Have you been in contact with anyone who has tested positive for COVID – 19?
- Upon arrival all participants will need to confirm their health status before meeting with employees in-person

Cleaning Protocols

KCR has contracted with a local company to perform a deep cleaning and disinfectant fogging of all shared spaces. We have been in contact with our HVAC provider and have followed all measures to ensure our system is safe and healthy.

KCR Community Resources has developed a set of cleaning protocols for all company open spaces, shared spaces, and assigned spaces. This cleaning protocol will outline processes and expectations for Employee Workstations, Meeting Rooms and Shared Equipment.

Application of cleaning and disinfectant products

- All cleaning must be done wearing gloves and using safe glove procedures. All cleaning will be documented on the appropriate cleaning checklist. The pattern of cleaning will be started from the furthest point of exit and worked backwards to avoid any recontamination once the cleaning process has been completed.
- All touch points and solid surfaces will be wiped down with a hospital grade disinfectant combined with a degreaser to remove any soil and allow for disinfection application. Please refer to disinfectant labeling for application and dwell time. This will be applied by either cleaning cloth or paper towel.

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- If using a cleaning cloth or paper towel, the cleaning cloth/ paper towel must be folded in half and then in half again with each wipe and used until soiled, then replaced with a cleaning cloth/ paper towel.
- Please dispose of all used cloths/ paper towels in the marked bin in the kitchen area.

High Touch Point Cleaning – Office Environment

These identified high touch points will be cleaned and disinfected at least once daily:

- Interior and exterior door, door handles, door frames and glass – high touch areas
- Cabinet knob and handles
- Light switches
- Handrails
- Shared desk tops, countertops, vestibules, cabinets, drawers, tabletops and chairs
- Shared IT equipment: computers, monitors, printers, scanners, photocopiers, and associated surfaces

These identified high touch points will be cleaned and disinfected at least twice daily:

- Bathrooms
- Water dispensers, coffee machines, kettles, microwaves, fridges and dishwashers
- Elevator

Office Soft Surfaces

- All carpet and upholstery will be sprayed down with hospital grade disinfectant with the manufacturer dwell time adhered to every two weeks
- All carpet and upholstery will be professionally cleaned every 6 months

Assigned Employee Workstations

- Each assigned workstation will have access to hospital grade cleaning product and application (cleaning cloth or paper towel)
- The employee who has been assigned a desk area has the responsibility to clean the work station at the beginning and end of their work day
- IT items to be cleaned include, but are not limited to: laptops, monitors, keyboards, mouse, desktop telephone, cell phone, printers, etc

Meeting Rooms and Classrooms

- Each meeting room and classroom will have access to hospital grade cleaning product and application (cleaning cloth or paper towel)
- It is the responsibility of the meeting organizer to ensure the area is clean at the beginning and end of their meeting or classroom space use. Please document all cleaning on the clipboards posted outside each room.

Shared Equipment

- Shared equipment such as: photocopier, office supplies, postage machine, coffee maker, microwave, kettle and refrigerator must be cleaned at the beginning and end of use with the designated cleaning supplies provided

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- All shared dishes need to be placed in the dishwasher after being used. No dishes should be washed by hand at this time.
- Only disposable paper towels will be provided in shared spaces such as the kitchen. All cloth kitchen towels are not to be used at this time.

Physical Distancing

- To conform to physical distancing guidelines, at this time we will be requesting that employees return to working in their regular office on a rotational basis with no more than one or two employees per office depending on office size. Additional temporary employee office spaces will be provided to ensure all physical distancing guidelines are met.
- Employee schedules can be adjusted to include outside regular office hours as appropriate and approved by supervisors
- Accommodations will be provided as needed for employees who meet government definitions for higher risk including those aged 60+, those with chronic medical conditions, those with compromised immune systems, or those with legal dependants at home with chronic medical conditions or compromised immune systems. Accommodations can be requested through your supervisor and will be approved by the Executive Director.
- Employees will return to seeing participants and members of the public in reduced numbers and intensity of contacts only. In-person appointments will be provided only in certain circumstances for participants that are not able to easily access online supports. Maximum in-person appointment times will be set by Managers. All other services will continue to be offered virtually.
- Group-based services will be offered to a maximum number of participants as dictated by room size and physical distancing requirements. The majority of group services will continue to be offered virtually.
- Meeting spaces will have a maximum occupancy per room. See posted limits outside each room. These rooms can be pre-booked through Lisa at lisa@kcr.ca.
- No handshaking, hugs or personal contact of any kind will be permitted at this time.
- Plexiglass will be used where 2 metre physical distancing is not possible. Workspaces and meeting rooms will be rearranged to ensure physical distancing requirements are met.
- Personal Protective Equipment, including masks, will be provided.

Office Flow

One way directional arrows will be considered for use in the hallways when we reach an occupancy limit that no longer allows us to move about the office safely. If you meet someone in the hallways please step into an unoccupied doorway to allow the other person to pass while maintaining physical distancing.

Outreach/ Home Visits

Staff or Volunteer home visits inside participants' homes will be permitted as long as other alternatives such as virtual appointments and appointments held outdoors have been considered first.

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In order to hold meetings inside participants' homes the following must be completed:

- The staff member or volunteer must call ahead of the appointment on the day the appointment is scheduled to confirm that the participant(s) and none of their family members or those who reside at the home:
 - are sick (see symptoms as listed on page 1),
 - have been in contact with someone who has been confirmed to have COVID-19 or
 - have travelled outside the country in the past 14 days
- Meetings must only be held in large well ventilated rooms
- Physical distancing should be adhered to at all times
- Masks should be worn by both staff/ volunteers and participants
- Staff/ volunteers are to clean workspaces upon arrival and again upon completion of the appointment with the designated cleaning products
- After the appointment all materials used should be stored in a clean sealable container for a minimum of 72 hours or until cleaned with designated cleaning products
- Appointments should be kept short where possible therefore limiting risk; Time limits to be set by Manager

Transporting Participants or Employees

At this time, transporting participants or employees in-personal vehicles will not be permitted. Driving with participants or other employees is also not permitted. In an urgent or emergency situation an exemption can be requested from your supervisor.

Workshops/ Group Meetings

Maximum number of in-person participants per workshop or meeting will depend on the room capacity and safe physical distancing requirements. No in-person event will be held with over 50 participants. The majority of group workshops and meetings will continue to be delivered virtually.

Walk In Participants / General Public

- We will continue to be open to the public, though the majority of our services will be offered virtually.
- All guests to KCR will continue to be greeted in the 1st floor reception area. There will be a maximum occupancy of 1 party in the 1st floor reception area and all other guests will be asked to wait outside until reception is able to accommodate them.
- Walk-ins will be referred to the correct department for a quick needs assessment and, depending on the situation, they will either be served in-person or the department representative will schedule an appointment for a virtual meeting.
- There will be signage posted regarding who may not enter our offices. Those who are ill, showing symptoms, or travelled recently will not be permitted to enter.

Childminding

- No in-person childminding will be offered at this time.

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- Virtual childminding may be utilized as an option for families who are at home and the adults are wishing to meet with employees.

Handling of paperwork and cash

Where possible, document submission should be done via scanning and/or email. When hard-copy documents are required, the use of a drop box should be encouraged. When handling documents and/or cash, ensure you are washing your hands regularly. Sanitize your hands before and after touching the document and/or cash.

Develop Signage

- Signage will be posted at the main entrances indicating who is restricted from entering the premises including those who are ill, showing symptoms, or travelled recently
- Occupancy limits will be posted in elevator, common spaces, copy rooms, waiting rooms, and kitchen spaces
- Signage will be posted on effective hygiene practices including handwashing

Personal Protective Equipment (PPE)

Masks have a role to play in preventing the spread of COVID-19. Masks act as a barrier and help stop the spread of droplets from a person’s mouth and nose when talking, laughing, yelling, singing, coughing, or sneezing.

Masks help protect you and the people around you when you are sharing a space with people you don’t live with. They work best when everyone who can wear a mask is wearing one.

Masks are most effective when fitted, worn and handled correctly. Masks should:

- Cover the mouth and nose and go under the chin
- Fit tightly with no gaps (consider adjustable masks)
- Be made of three layers of fabric, including two layers of tightly woven fabric, with a filter or filter fabric between layers.
- If there are two layers with a pocket for a filter, use a filter

Adapted from <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/masks>.

All staff have been provided with 2 cloth KCR masks. Additional cloth and disposable masks are available for volunteers and participants who require one.

Working from Home

Please see Work from Home Policy

Mental Health of Employees

Workers in the workplace may also be affected by anxiety and uncertainty created by the COVID-19 outbreak. Mental health is just as important as physical health and workers must take measures to support mental well-being. Here are some resources that can assist with maintaining mental health in the workplace during this time.

- COVID-19 Psychological First Aid Service: Information and Signup (British Columbia Psychological Association) – Free virtual counselling provided by registered psychologists.

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- COVID-19: Staying Well In Uncertain Times (Canadian Mental Health Association – B.C.) – Tips and information on how to reduce and manage anxiety in the workplace due to the COVID-19 outbreak.
- Managing COVID-19 Stress, Anxiety and Depression (Ministry of Mental Health and Addictions) - Tips and resources on things we can do as individuals and collectively to deal with stress and support one another during these challenging times.
- Mental Health and Psychosocial Considerations During COVID-19 Outbreak (World Health Organization) – These mental health considerations were developed by the WHO’s Department of Mental Health and Substance Use as messages targeting different groups to support for mental and psychosocial well-being during COVID-19 outbreak.
- Mental Health and COVID-19 (Conference Board of Canada) – Videos on different aspects of mental health, including coping with anxiety, job loss, and dealing with isolation.
- Taking Care of Your Mental Health (COVID-19) (Public Health Agency of Canada) – Tips and resources for taking care of your mental health during the COVID-19 outbreak.

Should you need additional supports, please talk with your supervisor and access our Employee Assistance Program which is included in the Extended Health portion of our Benefits plan.

Communication & Training

- The information included in these workplace practice standards will be communicated with all employees. Any questions arising from these standards can be directed to your supervisor or the Director of Services.
- Employees will be provided with adequate support, training and supervision to ensure all know how to meet these standards.
- These practice standards will be updated as additional information is provided by the Provincial Health Officer and all changes will be communicated with all employees.
- The friendliest thing you can do for your co-workers and participants is keep a distance of 2 metres between yourself and the people you are working with.
- Use a standard greeting with each other and members of the public that is positive but reminds others to keep a safe distance, such as: “Good morning, it is so nice to see you 2 metres away” or for more friendly encounters you can say “Virtual hugs” and hug yourself.

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