

COVID-19 Safety Plan

June 2020

These policies and procedures have been put in place for all of our health and safety and will be in force until further notice.

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Assessment of Risks

- We have involved the Joint Health and Safety Committee and our studio staff to identify risks and to receive their feedback on what measures they would like in place to feel safe in the studio.
 - The areas identified as higher risk where people frequent or gather are reception area, stairwells, hallways, kitchens, meeting rooms, washrooms and where 2 metres of distancing cannot be maintained.
 - We have assessed off-site visits that staff members may need to make (e.g. construction site).
 - The equipment that employees may share has been identified.
 - The high-touch surfaces have been identified such as door handles, light switches, counter tops, tabletops, desk surfaces, chairs, shared equipment, coffee machines and other kitchen equipment, and photocopy machines.
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Protocols to Reduce the Risks

- Returning to the studio is on a voluntary basis. Employees do not have to give a reason for not wanting to return and can continue working from home indefinitely.
 - We have a staged return to be able to assess the measures we have put in place and adjust as necessary.
 - Phase 1 will have only 10 – 20% of our staff in the studio at any given time.
 - Phase 2 with 20 – 40% of our staff in the studio at any given time (anticipated date: July 13, 2020).
 - Phase 3 with 25 – 50% of our staff in the studio at any given time (anticipated date: August 10, 2020).
 - Phase 4 and beyond is unknown at this time and will be based on government protocol.
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FAQs - COVID-19 Policies and Procedures

Date: 6.5.2020

Building Access

- The Homer Street door will be for people entering the building and the Hamilton Street door for people exiting.
- Sinks for hand washing are near the front door and located on every floor.
- All employees and visitors will be required to wash or sanitize their hands upon entry.
- Hand sanitizer is available to employees and visitors in the reception area, away from the reception desk. A touchless garbage can is also situated in this area to dispose of gloves, tissues, or other items safely.
- Employees must wear a facemask while in the building unless they can maintain 2 metres separation from other employees.
- Visitors must wear a facemask at all times while in the building.
- Facemasks must be worn at all times in the reception area, hallways, meeting rooms, stairwells, kitchens, and washrooms.
- Signage has been posted that people experiencing COVID-like symptoms are not to enter the building.
- Employees and known visitors must self-report prior to coming to the studio that they are not experiencing any symptoms and that their temperature is 38° C or lower.

Workplace Operations

- Employees can continue to work from home and returning to the studio will be on a voluntary basis.
- Protocols are in place to minimize the risk of exposure and to maintain physical distancing requirements.
- We will alternate working days or weeks by group in order to keep below maximum capacity numbers and maintain physical distancing requirements.
- Meeting rooms will have signage posted on the door as to the maximum seating capacity to maintain physical distancing. Signage will be placed on the table to indicate where people can sit and safely maintain 2 metres from colleagues.
- In Phases 1, 2, and 3 all meetings will be held virtually where possible. Where a meeting must take in person, the number of people gathered will be limited to ensure physical distancing is adhered to.
- Our employees are already grouped into teams to work on specific projects thus, we have cohorts of employees who work together and who do not interact with other cohorts. This will assist in reducing transmission throughout the workplace should an employee become ill.
- Our staircases are one-way. Homer Street is up, and Hamilton Street is down. Directional signage has been placed in these stairwells.

Workstations

- Floor maps have been created to show:
 - 1) where people can sit in Group 1 and 2 to maintain 2 metres distance;
 - 2) maximum capacity in meeting rooms and kitchens/copy rooms; and
 - 3) directional mapping for one-way stairwells and walking through the studio
- Plexiglass is installed at the reception desk.
- Workstations are not shared. Each employee has a dedicated workstation.
- Sanitizer is available to employees to clean their frequently touched surfaces such as keyboard, mouse, desk surface, and telephone.

Communal Spaces

- Employees are required to wear a face mask when in a communal space.
 - Changes made to communal spaces have been communicated to employees and signage posted where relevant.
 - Kitchen/copier areas, bike room, and locker rooms are limited to one occupant at a time.
 - Employees are encouraged to take their breaks and lunch at their desk, outside, or to stagger their break times from other employees.
 - The lunchroom tables have been marked with signage where it is safe to sit and maintain 2 metres physical distancing. Handwashing is mandatory before and after eating. Cleaning and disinfectant supplies are located in this room to clean their area after use.
 - Employees are required to bring their own dishes and utensils. All communal dishes and utensils have been removed or locked off from employees' use. No dishwashers will be available to use.
 - No communal food will be provided, unless it is individually packaged. Employees are not to share food brought into the office.
 - Communal doors will remain open (e.g. the lunchroom) throughout the workday to reduce contact with door handles.
 - Employees will not share equipment such as pens, staplers, headsets, laptops, keyboards, mouse etc.
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FAQs - COVID-19 Policies and Procedures

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- To minimize risk on shared studio equipment including photocopiers, coffee machines, fridges, and microwaves, employees will be required to wash their hands prior to using any equipment and after use. Shared equipment will be cleaned multiple times per day and employees will be asked to clean after use.
- Hygiene protocols include:
 - 1) not coming to the studio if you have been exposed to anyone with COVID-19 or are experiencing any COVID-19 symptoms;
 - 2) wearing a mask upon entry to the studio, in all communal spaces, or anywhere where you cannot maintain 2 metres of distance from others;
 - 3) washing your hands immediately upon entry to the studio;
 - 4) washing your hands prior to using any equipment in the kitchen or copy area;
 - 5) sanitizer is located in each kitchen to sanitize surfaces and equipment;
 - 6) washing your hands after using equipment in the kitchen, copy area, or any communal area; and
 - 7) no communal kitchen dishes/utensils will be available for use.

Cleaning Protocols

- A cleaning log will be maintained for the high-touch and common areas.
- We have adequate hand washing facilities on each floor (2 private washrooms and a kitchen per floor minimum) which are clearly identified and easily accessible. Washroom sinks are wheelchair accessible.
- Hand sanitizer is in every common area, kitchen, meeting room, and reception.
- Handwashing signs are posted throughout the studio.
- Employees are instructed to wash their hands every time they enter the studio, a kitchen or washroom, and every time they have been in a common area.
- High-touch areas such as light switches, door handles, doors, meeting room tables and chair arms, kitchens and equipment, washrooms, reception, elevator buttons, and any common area will be sanitized twice a day and nightly.
- Garbage bins in the washrooms are open.
- Garbage bins in the kitchens and the reception common area are touchless, with a closed lid.
- Only paper towels are used to dry hands (no cloth towels or hand dryers).
- Soap dispensers are in every kitchen and washroom.
- The night cleaners will thoroughly clean all common areas and desks.

Guests and Visitors by Stage

	Stage One	Stage Two	Stage Three/Transition Stage
Clients	pilot	yes	TBD
Consultants	pilot	yes	TBD
Contractors	pilot	yes	TBD
Vendors	no	no	TBD
Catering	no	yes	TBD
App Delivery Services	yes	yes	TBD
Interview Candidates	no	no	TBD
Students	no	no	TBD
Product Reps/ Lunch and Learns	no	no	TBD
Friends and Family	no	no	TBD
Delivery Agents(e.g. supplies, USPS, Couriers, packages)	yes	yes	TBD
Equipment Maintenance	as needed	as needed	TBD
Building Maintenance	yes	yes	TBD

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Outside Visitors

- Clients: if required, visitors to the studio will be prearranged and staggered.
- Clients will receive a copy of our safety protocol prior to arrival including no visitors with COVID-19 symptoms or if they have been exposed to someone with COVID-19.
- Signage is posted at the entrance on our protocols, and we keep a log of visitors to the studio.
- Communication with employees at reception is separated by a plexiglass partition.
- Clients will be limited to one meeting room in the basement (capacity of 6) in Phases 1 and 2.
- A touchless garbage can is in the reception area, away from the reception desk, for the safe disposal of sanitizing wipes, tissues, or other personal items.
- No handshaking.
- Visitors will be asked to bring a facemask or to put on a supplied disposable facemask upon arrival.
- Visitors will be asked to wash their hands or use hand sanitizer prior to proceeding to the meeting room.
- Only essential visitors will attend an in-person meeting – the maximum capacity in the basement boardroom is 6 people. They will be asked to arrive on time and will not be allowed to sit in the reception area.
- Communal items in the reception area have been removed (newspapers, project information).
- Beverages will not be offered to guests at this time.

Deliveries

- Delivery persons will only be permitted in the reception area.
- Communication with employees at reception is separated by a plexiglass partition.
- The delivery zone is clearly identified for pick-up and drop-off.
- No personal employee deliveries will be accepted until further notice to reduce the deliveries in the studio.

Transportation

- Where possible, communication will be done through online meetings, emails, and phone calls.
- Non-essential transportation and business travel is limited until further notice. Pre-approval is required for travel to ensure it is necessary and cannot be conducted virtually.
- Travel is restricted to client premises and construction sites and is only conducted if it is essential, we have received and reviewed their safety policy, the work can be conducted safely, and the employee is comfortable travelling and being on site. No employee will be required to travel or go on site if they are not comfortable with the circumstances.

Elevator Use

- Occupancy limit of 2 is posted in the elevator.
- The elevator is only used for moving supplies between floors and for wheelchair or other accessibility reasons. It is not being used for all employees.
- Elevator panels are being routinely disinfected before and after use.

Policies

Illness or Exposure to COVID-19

- **Experiencing symptoms: Stay home:** If you are experiencing cold or flu-like symptoms, including, but not limited to, coughing (including dry cough), sneezing, runny nose, sore throat, fever of 38°C or higher, chills, diarrhea, vomiting, aches/pains, loss of smell or taste, difficulty breathing. Until you know what your symptoms are from (e.g. COVID vs. allergies), please stay home.
 - **Family member in your home is experiencing symptoms: Stay home.** Until you know what your symptoms are from (e.g. COVID vs. allergies), please stay home.
 - **Diagnosed with COVID-19: Stay home:** If you have been diagnosed with COVID-19 and follow your medical practitioner's advice. You may return to the studio once your doctor has determined it is safe for you and others.
 - **Exposure to COVID-19: Stay home for 14 days:** If you have been exposed to someone who has tested positive to COVID-19 or if you have traveled outside of Canada, stay home, self-isolate, and monitor for symptoms.
 - **Public Health Order: Stay home:** If you have been directed by Public Health to self-isolate.
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- **Sick Days and Short-Term Disability:** Every employee has five (5) personal/sick days per annum and short-term disability (STD) insurance after three months of employment. There is no waiting period to qualify for STD should you be diagnosed with COVID-19. You are not required to work if you have COVID-19.
 - **Temperature and Reporting:** All employees and planned visitors to the studio will need to report, prior to coming to the studio, that they are not experiencing any COVID-19 symptoms and that they have taken their temperature prior to coming in.
 - **First Aid:** Attendants have been provided with [OFAA protocols](#) during COVID-19.
 - **Falling Ill at the Studio:** If you start to feel ill at work, even with mild symptoms, report to a first aid attendant (virtually if needed). Ensure you are wearing a mask, immediately wash or sanitize your hands (sanitize before putting on your mask if you have sanitizer where you are currently) and go straight home. Consult the [BC COVID-19 Self-Assessment Tool](#) or call 8-1-1 for further guidance related to testing or self-isolation. If you or a coworker is experiencing severe symptoms (e.g. difficulty breathing, chest pains), call 9-1-1 immediately.
 - **Sanitizing:** Should someone fall ill at the studio, any surface that they touched will be cleaned and sanitized.
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Communication & Training

COVID-19 Policies and FAQ Document

- Our Website has our COVID-19 Policies for visitors to our studio.
- Employees received a copy of our COVID-19 Policies and FAQ via email as well as the link to the document location on our Intranet.
- The Policies were reviewed in a staff meeting and questions have been responded to.
- All employees have received the policy for staying home when sick, embedded in this document, and it has been addressed at the staff meeting.
- New employees will be given a copy of this policy in their on-boarding and it will be reviewed with them.

Signage

We have posted signage for the following:

- Occupancy limit for the building
 - Seating capacity for each enclosed room and where people may sit
 - Where people may sit at a meeting room table
 - Hand-washing signage is posted at reception, in the washrooms, and in the kitchens
 - No hand shaking signs are posted at reception
 - Where visitors must check in
 - Visitors must wear a face mask
 - Delivery drop off and pick up
 - No one should enter the building if they are feeling ill or experiencing COVID-19 symptoms
 - Exit only and entrance only signs are posted on the doors to Homer Street and Hamilton Street
 - Directional signage is placed on the floors and in the stairwells
 - Elevator capacity signage
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Monitor and Adjust

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- We will use Phase 1 and Phase 2 to pilot and determine what needs to be adjusted, if anything, when the studio has a higher capacity of employees and visitors in it. We will monitor and adjust as needed on an on-going basis.
 - We will continue to monitor and adjust as necessary through future phases.
 - Any concerns should be addressed to a member of the Joint Occupational Health & Safety Committee for review and resolution.
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