



Town of View Royal

June 1, 2020 Town Hall Reopening Plan – COVID-19 and Our Return to Safe Operation

Information for Staff

The following is a six-step process based on a WorkSafe BC template to ensure a return to safe operations. This is a work in progress, so additions and feedback are appreciated as we take these steps to welcome our residents back during these challenging months ahead.

Step 1: Assess the risks at Town Hall site

Identify areas where there may be risks either through close physical proximity or through contaminated surfaces. The closer together staff are and the longer they are close to each other, the greater the risk.

√ We have involved frontline staff, supervisors, and member of the OHS Committee in identifying areas where there may be risks either through close physical proximity or through contaminated surfaces:

· Meeting held May 12, 2020 and further discussions May 27, 2020 re. foyer/front counter layout; discussed with OHS Committee May 28, 2020

√ We have identified gathering areas:

· Council Chambers, meeting rooms and lunchroom

√ We have identified tasks where employees may be physically close to each other or members of the public:

· Primarily front counter

√ We have identified shared tools, machinery, and equipment:

- Staff have their own office supplies at their desks
- Antimicrobial keyboards that are wipeable are being purchased for front counter
- Other shared office equipment – for example photocopiers – wiped down every evening by the custodian and at least once during the workday
- Tools shared by Parks staff cleaned after each use
- Municipal fleet vehicles wiped down daily and after use

√ We have identified high contact surfaces such as door handles and counters:

· These are wiped down every evening by the custodian and at least once during the workday

Step 2: Implement protocols to reduce the risks

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

√ Review industry-specific protocols

· In addition to above described protocols, we physically distance, use single occupancy vehicles for Parks staff wherever possible, and where not possible, staff wear masks and gloves when more than one occupant in a vehicle

√ Frontline staff, supervisors and OHS Committee:

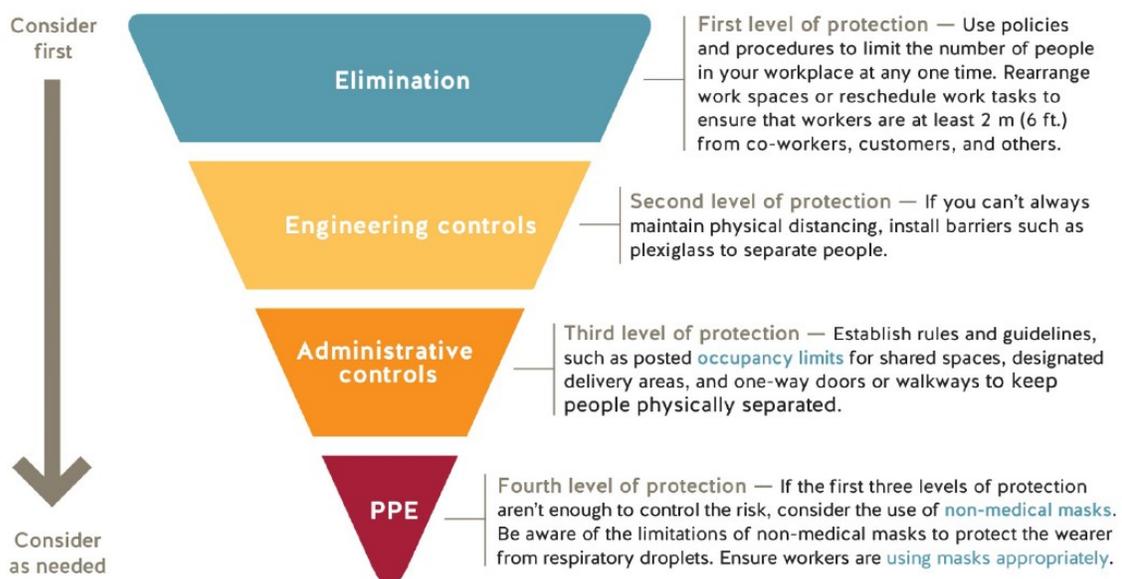
· Meeting held May 12, 2020 and further discussions May 27, 2020 re. foyer/front counter layout; discussed with OHS Committee May 28, 2020

√ Any orders, guidance, and notices from Public Health Officer relevant to municipalities

√ Any association-relevant guidance

Reduce the risk of person-to-person transmission:

To reduce the risk of the virus spreading through droplets in the air, we have implemented protocols to protect against identified risks. Different protocols offer different levels of protection. Wherever possible, we use the protocol that offers the highest level of protection. We consider controls from additional levels if the first level is not practicable or does not completely control the risk and we incorporate controls from various levels to address the risk (see WorkSafe BC's chart describing various levels of protection below).



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

√ We have set and posted occupancy limits for various areas in Town Hall as follows:

- Council Chambers – 20 people
- Foyer – 7 people
- Upstairs Open Office Area – 20 people
- Meeting Room 1 – 4 people
- Meeting Room 2 – 3 people
- Lunchroom – 2 people with walk-through of 1 person additional as required to access washrooms
- Engineering Department – 14 people (with max. 2 in private offices included in the 14)
- Archives – 1 person
- Private Offices – 2 people

√ We have implemented measures to keep staff and others at least 2m apart, wherever possible:

Measures include:

- revising work schedules
- work from home arrangements
- encouraging videoconference meetings
- rescheduling projects and tasks
- changing transportation of staff to work sites
- limited customers to Town Hall from March 23 – May 29
- moving to a “by appointment” model opening on June 1 for payment of property taxes and other payments owing that the customer would like to make in-person (“walk-ins” still permitted but appointments are encouraged for in-person payments)
- appointments must be booked for all other business/enquiries that cannot be resolved over the telephone or by videoconference
- NOTE: exception to the “by appointment” model will be for mail/courier deliveries who may approach the counter to transact their business if physical distance can be maintained

Second level of protection is engineering: Barriers and partitions

√ A barrier (Plexiglass or similar) will be installed at the front counter between the staff and customers, between the customers and other customers, and between staff and staff by June 1

√ Barrier cleaning will be included in our cleaning protocols

Third level of protection is administrative: Rules and guidelines

√ We have identified rules and guidelines for how staff should conduct themselves:

<i>Item</i>	<i>The Plan</i>	<i>Comments</i>
Access – staff	- Access/egress to upper level via back door - Access/egress to lower level via door by indoor bike storage area	- Hand sanitizer pump on bookshelf by back door upper level, use upon arrival to work - Hand sanitizer provided at individual workstations for lower level, use upon arrival to work
Cleaning protocols - appointments	- After each appointment, wipe down table in Meeting Room 2, door handles (both sides), metal parts on chairs used, and any other items used or touched in the room	- After each appointment, wash hands, do not touch face See “PPE – staff” item listed elsewhere in this document
Cleaning protocols – front counter	- After each counter customer, wipe down counter – staff side and customer side –and wipe down all items touched by customer	- Wash hands every 30 minutes, do not touch face (use hand sanitizer between customers if you would like to) See “PPE – staff” item listed elsewhere in this document
Cleaning protocols – hands	- Sanitize your hands upon arrival to work with the hand sanitizer provided and again sanitize or preferably wash your hands at the beginning of each of your breaks, including lunch	- If you are working at the front counter, you may want to wash your hands more frequently, such as every 30 minutes - If you have a meeting with someone, please wash your hands after they have left and you have wiped down the meeting room
Debit machines	- Debit machines on the customer side now have clear plastic covers to protect the buttons and that allows them to be sprayed/wiped down	- If debit machine was used, please clean it between each customer
Physical space	- If a person is in your physical distancing zone, step back and kindly remind them that we are physically distancing at this time	

√ We have clearly communicated these rules and guidelines to staff through a combination of training and signage

Fourth level of protection is PPE: Use of non-medical masks if staff wish to do so

√ We have determined that at this time, given the other control measures in place and that there is no Public Health Officer order mandating their use, no masks are required to be worn at the workplace due to COVID-19

√ We understand the limitations of masks to protect the wearer from respiratory droplets. We understand that masks should only be considered when other control measures cannot be implemented

√ We have made available the WorkSafe BC information on selecting and using masks as well as the WorkSafe BC information on donning, wearing and doffing masks should a staff member choose to wear a mask due to COVID-19 concerns (see 2 PDFs attached)

<i>Item</i>	<i>The Plan</i>	<i>Comments</i>
PPE – public	- Will not require it at this time - Hand sanitizer will be available upon entry with a request that it be used	
PPE – staff	- Gloves available (as per earlier communications sent to staff) if desired for use at front counter - Personal masks may be worn if staff member so chooses	- A barrier (Plexiglass or similar) will be in place - Hand sanitizer will be on front counter staff side for use at counter

Reduce the risk of surface transmission through effective cleaning and hygiene practices

√ We have reviewed WorkSafe BC’s information on cleaning and disinfecting surfaces

√ Our workplace has enough handwashing facilities on site for our staff. These facilities are visible and easily accessible

√ Staff are required to wash their hands frequently. We provide hand sanitizer, communicate good hygiene practices to staff in regular emails (about handwashing, coughing, sneezing) and have posters in staff washrooms about hand washing

√ We have implemented cleaning protocols, materials and information for all common areas and surfaces:

- Office staff 2020 03 25 Wipe Down Protocols, increased evening custodial service and scheduled high-contact wipe downs during the day

√ We have removed lunchroom table and chairs to simplify cleaning and increase available space

Step 3: Develop Policies

Our workplace policies ensure that staff and others showing symptoms of COVID-19 are prohibited from the workplace.

√ When Town Hall reopens on June 1, 2020, we will continue to ask customers to NOT come into our workplace if:

- a.) They have a fever, sore throat, cough, or difficulty breathing
- b.) They have travelled outside of Canada in the last 14 days or have been in contact with a person who has travelled outside of Canada in the last 14 days

c.) They have or are suspected of having COVID-19 or have been in contact with a person who has or is suspected of having COVID-19

√ Customers are encouraged to attend Town Hall on a “by appointment” basis and we have instituted a new on-line appointment booking feature for the public to readily facilitate this service

√ Customers are encouraged to interact with Town Hall virtually (e-banking, videoconferencing with staff, etc.). In-person payments for debit card and cash may be transacted at Town Hall. All other enquiries – for example, land use/zoning questions – are to first be addressed through phone or videoconferencing as has been the case since March 23, 2020 when Town Hall moved to a limited access model. If questions cannot be addressed over the phone or via videoconferencing in this manner, an appointment can be booked for an in-person meeting.

Item	The Plan	Comments
Access – public	<ul style="list-style-type: none"> -All public through main Town Hall front doors - Enter on left side/ exit on right - Use hand sanitizer upon entry 	<ul style="list-style-type: none"> - Marks will be placed on floor for physical distancing - Hand sanitizer in foyer at left upon entry
Appointments and Meetings	<ul style="list-style-type: none"> - Opening for debit card and cash payments; appointments encouraged <hr style="width: 30%; margin: 10px auto;"/> <ul style="list-style-type: none"> - All other business continues as we have been doing – so if person at counter making a payment or just coming in has zoning enquiry, etc., please hand them business card of appropriate staff member so they can have their question addressed. <u>IF</u> their question cannot be addressed over the phone or in a videoconference, book an appointment for an in-person meeting. In-person meetings are to be held in Meeting Room 2 (book that resource as well). 	<ul style="list-style-type: none"> - If customer has a “Payments and Pickups” appointment, he/she should wait in the “Booked Appts” waiting area in front of the Council Chamber doors until called to the counter for service - For customers with “Booked Appts”, please use the till closest to the accessible counter if there is a “walk-in” line <hr style="width: 30%; margin: 10px auto;"/> <ul style="list-style-type: none"> - “Meetings” are to be done over phone or on videoconferencing - If question must be addressed in person, staff member to arrange for physical distanced appointment in Meeting Room 2 - When a person arrives for appointment, they should be advised (in advance) to wait in appointment waiting area (“Booked Appts”) by Council Chambers doors - Go get them at appointment time and take them to Meeting Room 2 – walking close to the Meeting Room 2 side of foyer) which you will have booked - After appointment, person exits Town Hall by following exit walkway marked on floor

		<ul style="list-style-type: none"> -Staff person hosting meeting to wipe down Meeting Room 2 -Staff person to go wash hands
Business to be conducted	- Payments and pickups only (for example, property tax payments, building permit payments, garbage stickers, blue boxes)	- Person wishes to enquire about building a fence or a zoning question, gently interrupt them and provide the business card of appropriate staff member
Cash	- Accepted form of payment	<ul style="list-style-type: none"> -Staff person may want to use gloves, or use hand sanitizer or go and wash hands after handling cash; do not touch face -See “PPE – staff” item below
Exterior waiting area	- Movable marks and signage will be placed on walkway	<ul style="list-style-type: none"> - The walkway that leads to side staff parking lot is where this overflow visitor exterior line-up will be created - Corp. Services Clerk/Receptionist to put out in a.m. and bring in at each close of day; store just inside front doors
Foyer – layout	<ul style="list-style-type: none"> - Taped separated walkways on floor leading to counter - Appointment waiting area by Chambers with sign reading “Booked Appts” - Display cases left in place though other items may be moved into Chambers to create more space in foyer - Install hand sanitizer at left side for use upon entry 	
Front Counter	<ul style="list-style-type: none"> - Two computers will be open - When facing counter from main doors, computer on right side by accessible counter will be for customers with appointments if the other till is already in use and computer on left side will be for walk-ins 	<ul style="list-style-type: none"> - The “appointment only” computer is intended to reduce contact time in Town Hall - If there is no line up, either computer can be used
Meeting Rooms	<ul style="list-style-type: none"> - Meeting Room 1 for internal staff meetings and lunchroom - Meeting Room 2 for external meetings with staff members 	- Staff members using either meeting room responsible for wipe down of room after use
Parking lot	- During tax season (June 1 – September 30) use as normal for tax season	- No staff in main upper lot; leave those 8 or 9 spaces open for public use please
Signage	- Plenty will be provided	- Messaging will be directional, mustering (“wait here”), and COVID instructional (no entry if ill, etc.)
Washroom	- Staff use only EXCEPT in case of emergencies	- In case of <u>emergency</u> (not just for convenience), customer can use w/c

		<p>- Access will be blocked to upstairs w/c from foyer so staff access will be through lunchroom only (beginning June 1 we will cease the one-way traffic pattern we have been using); avoid lingering near doorways to ensure the free-flow of pedestrian traffic</p> <p>- If w/c used by public in morning, put sign up on door and the mid-day “wipe down” that occurs in late morning can put the washroom back into service for staff for the afternoon</p> <p>- Staff can use downstairs w/c if sign is up</p>
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√ If staff members start to feel ill while at work:

- a.) The staff member should contact their supervisor and the first aid person, even if the symptoms are mild
- b.) The staff member should be asked to wash or sanitize their hands, will be provided with a mask and will be isolated
- c.) The staff member will be asked:
 - i. what equipment or machinery they have been in contact with
 - ii. who they have been in contact with and
 - iii. to go straight home, undertake the COVID-19 self-assessment and, dependent upon the self-assessment, potentially contact 8-1-1 to receive further direction (which may include recommendation to self-isolate for fourteen days)
- d.) If severely ill – such as difficulty breathing or chest pain – call 9-1-1
- e.) Clean and disinfect any surfaces that the staff member has come into contact with and instruct others with whom they have been in contact to self-isolate for fourteen days and to seek medical advice via phone or virtual care if symptoms occur

√ First aid attendants have been provided OFAA protocols for use during the COVID-19 pandemic

√ To address the risk of violence, the workplace is equipped with devices for staff to call other staff members for assistance should the need arise

Step 4: Develop communications plans and training

√ We have a training plan to ensure everyone is trained in workplace policies and procedures

√ All staff members know to stay home when ill

√ Signs are posted in the workplace about effective hygiene practices

√ Signs are posted at entrances about restrictions from entering Town Hall, including visitors and staff members with symptoms

√ Supervisors have been informed to monitor staff and the workplace to ensure policies and procedures are being followed

Step 5: Monitor your workplace and update your plans as necessary

√ We have a plan in place to monitor risks and will make changes to our policies and procedures as necessary:

· Staff to discuss any questions or concerns with supervisor, supervisor to speak with CAO and decisions on changes can then be considered, implemented if necessary and communicated out

√ Staff know who to go to with health and safety concerns:

· Speak with your supervisor

√ When resolving safety issues, we will involve the OHS Committee

Step 6: Assess and address risks from resuming operations

√ We will have auxiliary staff member starting May 28 for training purpose on re-opening to the public

√ We have provided training to staff on changes to business operations (such as “Payments and Pickups Appointments” bookings calendar)