

## COVID-19 Safety Policy

### Introduction:

This document is provided as a guide for staff working at Premiere Verbatim Reporting Limited (PVR) during the COVID-19 pandemic. This plan is meant to reduce the risk of exposure to the COVID-19 virus and protect employee's health and well-being while still allowing normal work to proceed. This document covers engineering controls, administrative controls, supplies, and policies. Notwithstanding anything noted in this document, common sense shall prevail – if it doesn't feel right, don't do it. Contact the owner of PVR, Sherene Hunt, regarding any concerns.

Everyone coming to this workplace must consistently adhere to this plan and protocols.

### Mode of COVID-19 Transmission:

COVID-19 is transmitted by large droplets which may be generated when an infected person coughs or sneezes. Droplets travel a short distance through the air (less than 2 meters) and can be deposited on inanimate surfaces or in the eyes, nose, or mouth. Scenarios that create an increased risk include:

- Exposure to potentially infectious respiratory droplets via close contact (within 2 metres) with a COVID-19 positive person experiencing respiratory symptoms (e.g. sneezing, coughing).
- Transfer of the virus via direct physical contact (e.g. touching contaminated skin/hands) with a COVID-19 positive person.
- Contact with an inanimate object, such as contaminated surfaces and objects, which can serve as the vehicle for transmission of the COVID-19 virus. This includes contaminated blood and bodily fluids.

### Signs and Symptoms of COVID-19

Common symptoms are fever, tiredness and a dry cough. Some patients may have aches and pains, nasal congestion, runny nose, sore throat, vomiting or diarrhea. These symptoms are usually mild and begin gradually. They are similar to a cold or flu and may take up to 14 days to appear.

### Resources

Refer to the following links for up-to-date general information on COVID-19:

- [BC Center for Disease Control](#) (BCCDC)
- [Public Health Agency of Canada](#) (PHAC)

### When to come to work:

- **You are not permitted** to come to the office under the following conditions:
  - if you have COVID-19 or are experiencing symptoms of COVID-19
  - if you have travelled internationally in the last 14 days

- if you are in close contact with a person infected with COVID-19
- The best way to stop transmission of COVID-19 is to stay home. Speak with your supervisor regarding coordinating arrangements to work from home.
- Speak with your supervisor If you are immunocompromised, have an underlying health condition, or if you are uncomfortable coming to the office.

## COVID-19 sick policy:

Employees and contractors who are sick **MUST** stay home if they have COVID-19, or are experiencing any of the signs and symptoms of COVID-19 as noted above (i.e. sneezing, cough, runny nose, sore throat, fatigue), or if experiencing symptoms of a cold or flu.

Procedure:

1. No employees, contractors or clients can be in the workplace if they are known to be sick.
2. Anyone who is sick while at the workplace will be provided with a surgical mask and sent home immediately.
3. Any employee or contractor must go directly home and/or stay home if they have:
  - a. Been diagnosed with COVID-19, or waiting to hear the results of a COVID-19 test
  - b. Has any symptoms of COVID-19, even if mild, or have been in contact with a suspected or confirmed case of COVID-19, or has been informed by public health that they may have been exposed to COVID-19
4. As a precaution, Public Health asks that if you have respiratory symptoms that can be managed at home, please self-isolate until the following criteria are met:
  - a. At least 10 days have passed since the start of your symptoms, AND
  - b. Your fever is gone without the use of fever-reducing medications (e.g. Tylenol, Advil), AND
  - c. You are feeling better (e.g. improvement in runny nose, sore throat, nausea, vomiting, diarrhea, fatigue).

Coughing may persist for several weeks, so coughing alone does not require you to continue to isolate.

Sometimes people with COVID have mild illness, but their symptoms may suddenly worsen in a few days. If your symptoms worsen or you become short of breath, call your family physician or nurse practitioner for immediate medical attention. If you are unable to reach your regular care provider, seek care in an Urgent & Primary Care Centre (UPCC) or Emergency Department.

## Resources

Refer to the following links for up-to-date information on COVID-19 self-isolation:

[BC Centre for Disease Control "Self-Isolation"](#) (BCCDC)

## Maximum capacities:

- The office can safely accommodate 3 employees and 3 contractors while observing physical distancing guidelines set out by the BCCDC.
- The maximum office capacity is 24 people. Maximum room occupancies are as follows:
  - Reception desk: 1 person
  - Office desk at reception: 2 people
  - Photocopy room: 1 person
  - Kitchen: 1 person
  - A maximum of three boardrooms will be used on each day for discoveries only. Boardrooms 1, 2, 3, 4 and 7 are closed for client use. Boardroom 6 will be used as the client and contractor exit and pass through to limit interaction with staff. Any of the following three boardrooms may be used on each day, provided they do not exceed their maximum boardroom capacities as follows:
    - Boardroom 8: 6 people
    - Boardroom 9: 6 people
    - Boardroom 5: 6 people

## What to do when at the office:

### 1. Entering the office:

- a. Wash your hands immediately with soap and water for at least 20 seconds when arriving at work. If soap and water is not available, use an alcohol-based hand sanitizer located at the office entryway.

### 2. Movement about the office:

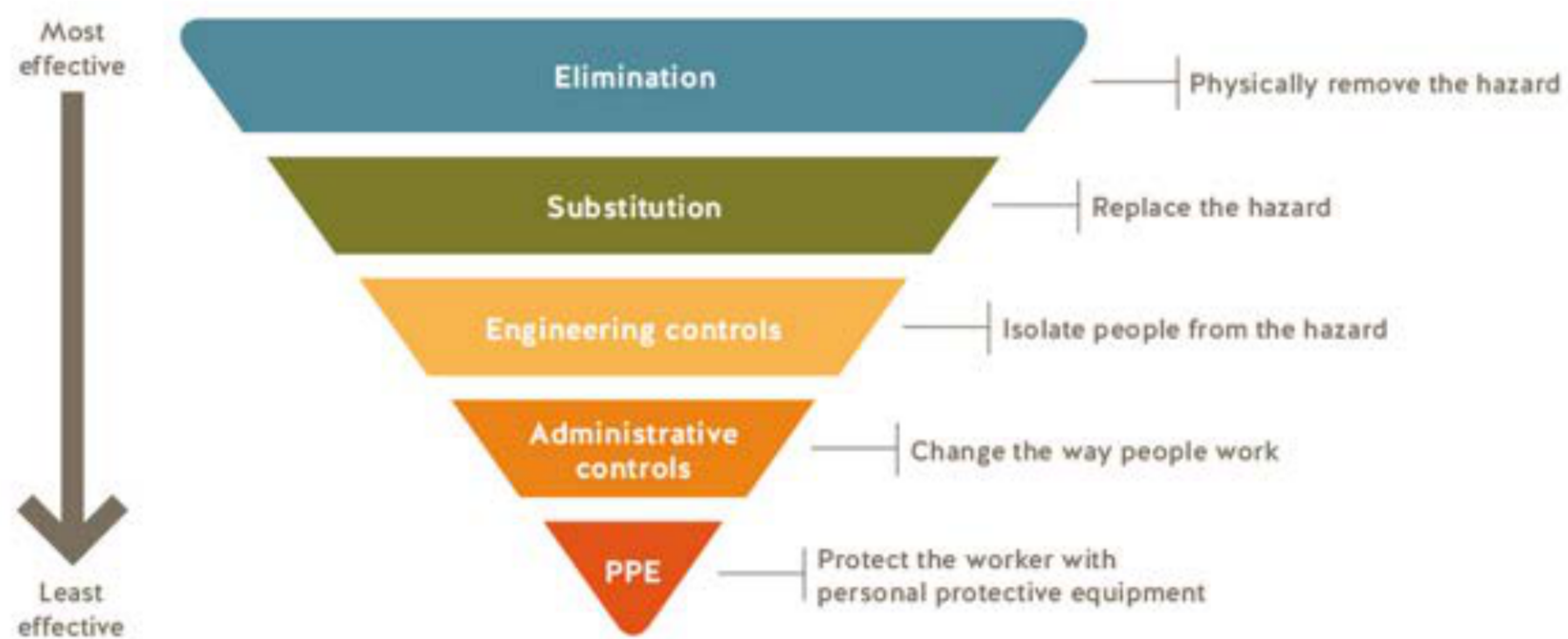
- a. Employees only can enter and exit through the front door.
- b. Contractors and clients must check in with the receptionist at the office entryway to confirm their arrival to the workplace. A sign will be present at the office entryway displaying boardroom location for each job.
- c. Entry and exit is through Boardroom 6, which is being used as a pass-through to Boardroom 5. All contractors and clients must use Boardroom 6 to enter the office.
- d. Clients and contractors assigned to Boardrooms 8 and 9 may proceed directly to their rooms.
- e. If you encounter someone in a hallway, move out of the way or stay in your boardroom to allow the other person to pass with as much clearance as possible.

### 3. General courtesies:

- a. Always maintain 2 metres (6 feet) physical distancing.
- b. Cough/sneeze into a tissue or your sleeve, not your hand.

## Controls implemented to reduce the risk of transmission:

### Hierarchy of controls



#### 1. Control measures for maintaining physical distancing:

##### a. Physical Distancing:

- Physical distancing will be compulsory in the building with wall signage and floor stickers indicating 2 metres/6 foot distancing
- Directional arrows are placed in areas with narrow corridors where distancing is an issue
- Staff/contractor meetings will take place online/virtually
- PVR is encouraging online meeting platforms and videoconferencing services for mediations and discoveries
- When a virtual meeting is not an option, PVR has decreased the number of boardrooms available to clients from nine down to a maximum of only three per day, in order to maintain physical distancing for clients, contractors and staff.
- Maximum capacity numbers have been established for all boardrooms, workstations, the kitchen, the photocopy room, and washrooms. Maximum capacity signs have been posted outside of each room.

##### b. Engineering Controls:

- A gate has been installed to act as a barrier to keep workers physically distant from contractors, clients and visitors to the office in the following areas:
  - Front door
  - Entry from the corridor inside the office to the reception area
- No dishes, mugs/cups and utensils will be available for use by guests or staff.
- Office phones have been removed from all boardrooms
- Excess chairs have been removed from all boardrooms to ensure maximum capacities are not exceeded.

- Chairs in the boardrooms have been staggered diagonally to ensure 6 feet between clients across boardroom tables with an X where clients are not permitted to sit.
- Washroom doors will be propped open to limit people from touching the door and door handles.
- All pens, paper, notepads and any communal supplies have been removed from the boardrooms.
- A table has been placed in the following areas to limit interaction between staff and clients or contractors:
  - In the corridor inside the office, just outside of the reception area. Can be used when requesting photocopies of documents.
  - At the front entrance:
    - Can be used when requesting photocopies of documents
    - Can be used for courier drop off and pick up

c. **Administrative Controls:**

- Maximum capacity occupancy limits have been posed for all rooms
- Signage, directional markers and floor markers have been established in all areas of the office
- A sign has been posted for a designated pick-up/drop-off area with floor markers to maintain physical distancing at the entrance
- Distancing markers have been placed on the floors of all boardrooms for chair placement to ensure occupants maintain 6 feet physical distancing.
- COVID-19 health screening sign (see Appendix A) will be posted at the front entrance, and the entrance to Boardroom 6.
- Signs have been posted in all boardrooms outlining how clients will communicate with staff (see procedures for boardroom usage)

d. **Personal Protective Equipment (PPE):**

- **Masks are recommended for visitors, reporters and staff who are not at their desks.**
- PPE may be used if the first three levels of protection (elimination, engineering and administrative controls), are not enough to control the risk. Non-medical masks may be used as an added precaution. However, they must be combined with the other measures to be effective.
- Face shields are recommended for witnesses and examining lawyers.
- A reusable face shield will be provided for all contractor reporters and staff. Face shields should be cleaned before and after each use.
- Disposable masks will be available for clients, visitors, contractor reporters and staff.

e. **Information on using masks:**

The most effective ways to prevent the spread of infection include handwashing, cleaning and disinfecting work areas, physical distancing and staying at home when sick. Masks are used as an additional control measure in combination with these measures. Please be aware of the following when wearing a mask:

- Cloth and surgical masks may not protect you from the virus because they do not form a tight seal with the face. However, they can reduce the spread of your respiratory droplets to others.
- Keep your mask clean and dry. If it gets wet, it is less effective at preventing the spread of droplets.
- Change masks as necessary. You may need several masks available as they build up moisture during the day and become less effective. If your mask becomes wet, soiled, or damaged, replace it immediately.
- Make sure you know how to wear and clean your mask. Wash cloth masks every day using the warmest water setting. Store in a clean, dry place to prevent contamination.
- Practise good hygiene even if you're wearing a mask. This includes covering sneezes and coughs and washing hands. Don't touch your eyes, nose, mouth or mask.

#### **How to wear a mask:**

1. Wash your hands with soap and water for 20 to 30 seconds or perform hand hygiene with alcohol-based hand rub before touching the face mask.
2. Check the mask to make sure it's not damaged.
3. Ensure colour side of the mask faces outwards.
4. Locate the metallic strip. Place it over and mold it to the nose bridge.
5. Place an ear loop around each ear or tie the top and bottom straps.
6. Cover mouth and nose fully, making sure there are no gaps. Pull the bottom of the mask to fully open and fit under your chin.
7. Press the metallic strip again to fit the shape of the nose.
8. Perform hand hygiene.
9. Do not touch the mask while using it. If you do, perform hand hygiene.
10. Replace the mask if it gets wet or dirty and wash your hands again after putting it on.  
Do not reuse the mask

#### **Removing the mask:**

1. Perform hand hygiene
2. Do not touch the front of your mask. Lean forward, gently remove the mask from behind by holding both ear loops or ties.
3. Discard the mask in a waste container.
4. Perform hand hygiene.

#### **Resources on masks:**

WorkSafeBC: [COVID-19 Health and safety. Selecting and using masks](#)

BC Centre for Disease Control: [How to wear a mask](#)

#### **f. Use of staff workstations:**

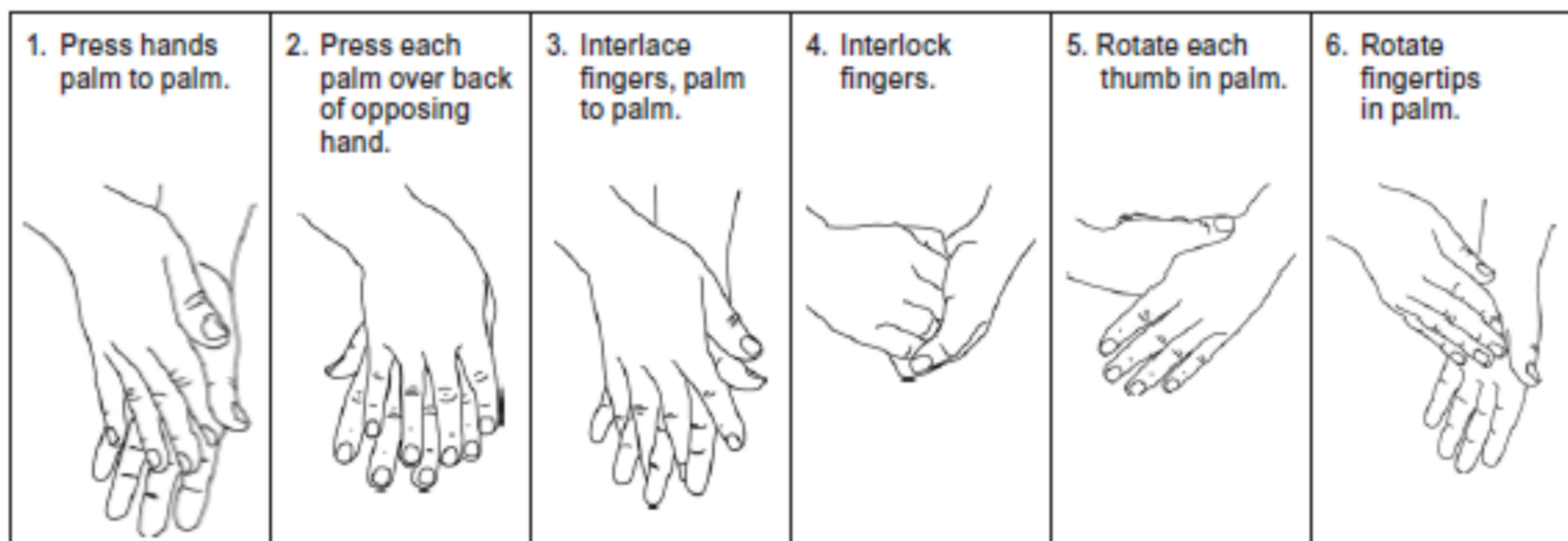
- The reception desk is for individual use only

- There are two workstations situated across from the reception desk. This is a shared space for Sherene Hunt and Alicia Beckwith only. The workstations have been positioned so that staff are not facing each other.
- Shared printers and other shared equipment and tools must be cleaned/sanitized after each use.

## 2. Control measures to reduce the risk of transmission through effective cleaning and hygiene practices

### a. Hygiene and personal health:

- Hand washing is one of the best ways to minimize the risk of infection. Proper hand washing helps prevent the transfer of infectious material from the hands to other parts of the body — particularly the eyes, nose, and mouth — or to other surfaces that are touched.
  - Staff and contractors are to wash their hands frequently (minimum of 20 seconds) with soap and water through the day, including:
    - When they arrive and before they go home
    - Before eating, drinking, handling food, applying makeup
    - After handling materials that may be contaminated, such as common surfaces, contact with body fluids (runny noses, vomit, blood)
    - After cleaning tasks
  - Handwashing procedure:



### Resources on handwashing:

- HealthLinkBC File #85: [Hand Washing: Help Stop the Spread of Germs](#)
- WorkSafeBC Video: [Disease Prevention: It's in Your Hands](#)

#### b. Cough and sneeze etiquette:

Workers are expected to follow Cough and Sneeze etiquette, which is a combination of measures that minimizes the transmission of diseases via droplet or airborne routes. It includes the following:

- Stay home when sick.
- Cover your mouth and nose with a sleeve or tissue when coughing or sneezing.
- Use tissues to contain secretions and dispose of them promptly in a waste container.
- Turn your head away from others when coughing or sneezing.
- Do not shake hands, use an elbow bump.
- Wash your hands often, especially after coughing, sneezing or blowing your nose. If soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.

#### c. Cleaning and disinfecting:

Keeping the workplace clean and sanitized is vital. It is critical to follow thorough and regular cleaning and disinfection practices.

- Staff will be expected to clean their workspace at the beginning of each day and at midday.
- Disinfectant spray is available for staff to clean their work areas, including computers, keyboards, desks, computer mouse, and any other high-touch surfaces
- The building landlord has a cleaning service that daily at the end of each business day, and are responsible for cleaning and sanitizing countertops, boardroom tables and chairs, and high-touch surfaces such as light switches and door handles inside the office. The cleaning service will clean and sanitize midday and at the end of each business day the common areas, such as washrooms, door handles, and elevators.
- Staff will clean and sanitize at the beginning of each day and midday the countertops and high-touch surfaces in the kitchen, such as the refrigerator door handle.
- Staff and contractor reporters will minimize the use of shared tools, such as pens, phones, the photocopier touchpad, and binding equipment. Any shared tools and equipment will be cleaned and sanitized after each use.
- If cleaning or sanitization is required due to an unforeseen event, contact Sherene Hunt. An example of an unforeseen event would be a person showing symptoms of COVID-19 in the workplace.

#### d. Cleaning and disinfecting procedures:

The BC Centre for Disease Control says that regular household cleaning products are effective against most viruses. Be sure to read the instructions on the cleaners before use and refer to the safety data sheets. [Denise provide WhMIS info and quiz for staff and contractors to take. Sherene create a booklet of safety data sheets for cleaning products]



- Use a disinfectant or bleach solution to destroy or inactivate the virus
- If household or commercial disinfectant cleaning products are not available, hard surfaces are to be disinfected using a mixture of 5 ml of bleach (5% sodium hypochlorite) and 250 ml of water. Make sure the solution is in contact with the surface for 1 minute.
  - For disinfecting purposes, this solution only remains effective for approximately 24 hours. Only make enough disinfecting solution that you will use within that time.
  - Ensure that a workplace label is applied to the hazardous product or the container of the hazardous product in accordance with section 5.9 of the WorkSafeBC OHS Regulations.
- Wear appropriate personal protective equipment (PPE), such as gloves, suitable for the cleaning agent.
- Make sure the cleaning solution is in contact with the surface for 1 minute.
- Use a dedicated cloth for cleaning
- Clean so that when the surface is wiped, the surface still appears wet.

**Never mix household bleach with ammonia or any other cleansers**

**General cleaning instructions for prevention:**

Cleaning followed by disinfection is a best practice to prevent the spread of COVID-19. It is important to make the distinction between cleaning and disinfecting:

*Cleaning:*

- Refers to the removal of germs, dirt, and impurities from surfaces. It does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.
- Products can be purchased on its own or combined with a disinfectant in one solution.

*Disinfection:*

- Refers to using chemicals, for example, EPA-registered disinfectants, to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.
- Disinfectants include diluted household bleach solutions, alcohol solutions with at least 70% alcohol and commercial products with an eight-digit Drug Identification Number (DIN). Disinfecting wipes are not recommended for heavily soiled areas and should be discarded if they become dry.

**Hard (non-porous) surfaces:**

- Wear disposable gloves when cleaning and disinfecting surfaces. Single-use gloves (e.g. vinyl or nitrile) should be discarded after each cleaning. If reusable gloves are used, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other purposes. Wash hands immediately after gloves are removed.
- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.

- For disinfection a 1:50 bleach to water solution should be used.

#### Soft (porous) surfaces

- For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces.
  - After cleaning: dispose items as appropriate in accordance with the manufacturer's instructions, if possible.

#### Fabrics such as cloths

- Wear disposable gloves when handling dirty cloths used to disinfect an area or surfaces that have been contaminated by a symptomatic person and discard the cloth after each use. If using reusable gloves, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other cleaning purposes. Clean hands immediately after gloves are removed.
- Do not shake dirty cloths. This will minimize the possibility of dispersing virus through the air.

#### Electronics

- For electronics such as cell phones, tablets, touch screens, remote controls, and keyboards, remove visible contamination if present.
- Follow the manufacturer's instructions for all cleaning and disinfection products.
- When possible, consider the use of wipeable covers for electronics.
- If no manufacturer guidance is available, consider the use of alcohol based wipes or sprays containing at least 70% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquid.

#### Personal workstation cleaning:

Users of dedicated workstations should practice the following guidelines:

- Clean daily at a minimum.
- Use regular household cleaners as per the manufacturer's instructions.
- Wipe all horizontal surfaces.
- Ensure handwashing or use of hand sanitizer after cleaning of workspace.

#### Shared workstation cleaning:

Users of shared workstations should practice the following guidelines:

- Clean before and after use.
- Use regular household cleaners as per the manufacturer's instructions.
- Wipe all horizontal surfaces.
- Ensure handwashing or use of hand sanitizer after cleaning of workspace.

## Glove removal procedure:

To protect yourself from exposure to contamination, you must take your gloves off safely. Follow the glove removal procedure.

### Glove removal procedure

To protect yourself from exposure to contamination, you must take your gloves off safely.

How to remove gloves safely



## Resources

A poster of the glove removal procedure can be found at:

WorkSafeBC: [Glove Removal Procedure](#)

### e. Respectful, clean working environment:

- Staff are responsible for keeping their work area tidy and clean. There should be no excess paper on desks and nothing stored under desks.
- A culture of clean hands and cleaning is imperative for all (i.e. when using common items, such as the photocopier). Be sure to wash hands before and then disinfect the area after use.
- Clean dishes, cups and utensils immediately after use and remove from work areas.
- Keep work areas clean and clutter-free of papers and personal items that will prevent the surfaces from being cleaned regularly.

### f. Injury and incident reporting:

- Report all injuries and illness immediately to your supervisor, regardless of how minor.
- The first aid kit is located in the kitchen.

- Observe the new precautions noted in the new WorkSafeBC Occupational First Aid Attendant Protocols for physical distancing, hand hygiene and disinfection
- For major incidents, contact 911.

### 3. The following work tasks and procedures have been changed/implemented:

#### a. Client bookings:

- Client bookings are limited to the following per day:
  - 3 discoveries
  - No mediations until additional boardrooms can be opened up

#### b. Boardroom usage:

- Clients will check in with the receptionist, remaining behind the gated barrier, and use hand sanitizer. A sanitizing station will be set up. All jobs for the day will be posted on a whiteboard showing assigned boardrooms.
- Clients must wait on designated physical distancing marker queues upon arrival
- Masks are recommended for clients, visitors and reporters. Disposable masks will be provided.
- Face shields are recommended for witnesses and examining lawyers. People will have the option of purchasing a disposable face shield or bringing their own.
- Cleaning supplies will be provided in each boardroom (i.e. sanitizing wipes and spray cleaners, paper towels, rubber gloves), as well as cleaning/disinfecting instructions.
- Signs will be posted on the table to ensure that clients sit in the designated chairs to allow for 6 feet of physical distancing
- All pens, notepads, and phones have been removed from all rooms
- Food:
  - No communal food will be served (i.e. coffee, tea, shared cookies and snacks)
  - Clients will be provided with a bottle of water and package of cookies or other packaged snack
- Photocopying of documents:
  - Clients requesting documents to be photocopied will place the document on a tray in the boardroom.
  - The reporter will call or text staff and wait at the doorway with the tray
  - Staff will go to the boardroom and take the tray with the documents
  - Staff will use gloves when handling/photocopying the documents and return the tray with documents to the reporter waiting at the boardroom doorway.
- Clients will be asked not to congregate in corridors or common areas during breaks.
- Signs will be posted encouraging clients to dispose of their garbage in the bins provided in each boardroom.

c. Reporter procedures:

- Reporters are recommended to wear face masks and face shields, which have been provided by PVR.
- Reporters will check in with reception to advise of their arrival and immediately proceed to boardroom assigned to their job
- Reporters will wash/sanitize their hands immediately upon arrival
- Reporters will clean down their work area prior to use.
- Reporters have the option of marking all exhibits at the end of the discovery wearing gloves or handing the exhibit sticker to the examining lawyer to affix to the document
- All personal equipment (writers, computers, bags, carts) must not be stored at the office.

d. Receptionist duties:

- Staff are recommended to wear face masks and face shields that have been provided by PVR when they are not at their desks.
- Must maintain 6 feet of physical distancing from all clients, reporters and visitors to the office.
- Must wear rubber gloves for the following:
  - Handling of documents received from outside of the office (i.e. courier documents)
  - When touching any surfaces or items that have been touched by other people
  - When handling/using cleaning products
  - When performing end-of-day procedures (see below)
- Clean high-touch shared tools/equipment, phones and surfaces after each use.
- End of day procedures:
  - Check boardrooms for any items left behind by clients
  - Clean down own workstation
- Mail:
  - Mail will be provided to Sherene in a large envelope
  - Sherene will take the mail to Alicia who will open the mail and sort
  - Cheques and relevant payment documents will be provided to Sherene for deposit

e. Transcript production duties:

- Staff are recommended to wear face masks and face shields that have been provided by PVR when they are not at their desks.
- Maintain 6 feet of physical distancing from all clients, reporters and visitors to the office
- Must wear rubber gloves for the following:
  - Opening mail and other documents received in the office
  - When touching any surfaces or items that have been touched by other people (i.e. client documents)
  - When handling/using cleaning products

- When performing end-of-day procedures (see below)
  - Clean shared tools, binding equipment, photocopier, phones and surfaces after each use.
- f. **Courier pick up / drop off and deliveries procedures:**
- A delivery staging area has been set up. This is a table outside of the main entrance.
  - For large/heavy deliveries (i.e. photocopy paper), open the gates and let the delivery person know to wait until staff are behind their desks (or at least 6 feet away).
  - Ask driver to use the hand sanitizing station. Staff will direct the driver (verbally) to the photocopy room (or where the copy paper is delivered) (Suggest putting a marker on the floor (if even just coloured paper), and let the driver know to put all the boxes on the coloured marker. Staff must wear gloves when unloading paper from the delivered boxes.
  - Staff must wear gloves when handling any documents or courier items received at the office
  - A table has been set up outside of the entrance for courier pick up and drop offs. Transcripts going out for delivery must be placed on the table.
  - Courier items requiring signature will follow these procedures:
    - Courier will be asked to leave the waybill or device to be signed (whatever it is that they would sign) on the courier drop-off table and asked to stand 6 feet away from the table (alternately, ask the courier to sign on your behalf)
    - Staff will sign the document (or whatever it is they sign) and place item back on the table. Use own pen or wear gloves when using the courier's device to sign
    - Staff will immediately wash their hands or use hand sanitizer
- g. **Kitchen use:**
- Maximum of one person in the kitchen
  - Shared equipment and tools (i.e. knives) will be cleaned/disinfected after each use
  - Wear appropriate PPE, such as gloves, suitable for the cleaning agent. Always refer to the Safety data Sheets before using chemicals to determine necessary PPE and for safe usage.
  - Use a paper towel for cleaning.
  - Communal dishes, cups and utensils will not be available for use.
  - Staff and reporters will bring their own dishes, cups and utensils. These must be cleaned immediately after use and stored with their personal belongings each day.
- h. **Cross-training staff:**
- 6 feet of physical distancing is encouraged at all times.
  - Staff unable to maintain 6 feet of physical distancing for tasks such as training are required to wear face masks. Try not to share touch surfaces, such as computer keyboards and the computer mouse, during the training session. Use a sanitation wipe immediately after use of any shared surfaces.

- i. List any other work tasks that will need to be modified due to COVID.
  - The building landlord has a cleaning service that comes in at the end of each business day, and are responsible for cleaning and sanitizing countertops, boardroom tables and chairs, and high-touch surfaces such as light switches and door handles inside the office. The cleaning service will clean and sanitize midday and at the end of each business day the common areas, such as washrooms, door handles, and elevators.
  - Staff will clean and sanitize at the beginning of each day and midday the countertops and high-touch surfaces in the kitchen, such as the refrigerator door handle, and the barrier gates at reception.
  - Clean down own workstation
  - Bibles will be removed from every room and reporters are asked to affirm witnesses
  
- j. List examples of high-touch surfaces in cleaning protocols, i.e. doorknobs, light switches, horizontal surfaces, (countertops) for cleaning service:
  - Boardrooms:
    - Boardroom tables
    - Boardroom chairs
    - Document tray
  - Kitchen:
    - Fridge door handle
    - Counter tops
    - Cupboard handles and drawer handles
  - Reception area:
    - Two gates
    - Courier table
    - Reception desk countertop
  - All areas of office:
    - Light switches
    - Doorknobs



# PROTECTIVE MEASURES

## Coronavirus (COVID-19)



### Wash your hands

frequently and thoroughly, for at least 20 seconds. Use alcohol-based hand sanitizer if soap and water aren't available.



### Cover your mouth and nose

with a tissue or into your elbow when you cough or sneeze then throw the tissue in the bin and wash your hands.



### Wear a face mask

Be kind and protect your community. Stay home when you are ill.



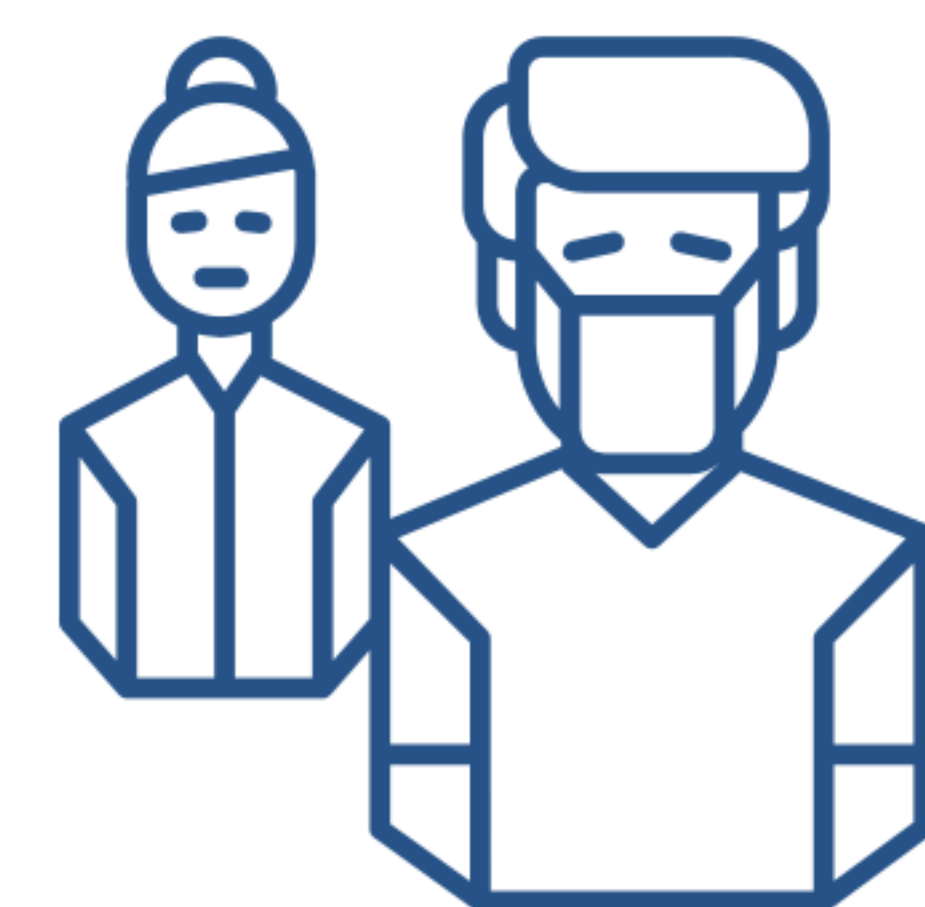
### Clean and disinfect

surfaces and objects that people frequently touch.



### Avoid touching

your eyes, nose, and mouth with unwashed hands.



### Avoid close contact

with people who are sick, sneezing or coughing.





# Safeguarding Staff & Visitors

Minimizing Liability and  
Risk for Everyone



At PVR, your health and safety is our priority. We ask that you comply with our measures as specified by our Health & Safety Expert.



## Be Kind

Asymptomatic people can spread the virus before symptoms present. Others around you may be caring for elderly or immunocompromised individuals. PVR wants our community to thrive, businesses to stay open, and our staff and clients to remain healthy.



## Masks

Masks are recommended for all during their time at the premises. Face shields may be necessary for speakers so the reporter can read your lips.

## Make Space

Visitors and staff should follow the social distancing six-foot rule and all other CDC guidelines while in the



# Help prevent the spread of COVID-19

## **Please do not enter this workplace if you:**

- Have any of the following symptoms:
  - Fever
  - Chills
  - New or worsening cough
  - Shortness of breath
  - New muscle aches or headache
  - Sore throat
- Have travelled outside of Canada within the last 14 days

All other visitors, please wash your hands or clean them with hand sanitizer before and after your visit. Please maintain physical distancing of 2 metres.

**If you are displaying symptoms of COVID-19, refer to HealthLink BC at 811.**



## Glove removal procedure

To protect yourself from exposure to contamination, you must take your gloves off safely.

### How to remove gloves safely



1. With both hands gloved, grasp the outside of one glove at the top of your wrist.



2. Peel off this first glove, peeling away from your body and from wrist to fingertips, turning the glove inside out.



3. Hold the glove you just removed in your gloved hand.



4. With your ungloved hand, peel off the second glove by inserting your fingers inside the glove at the top of your wrist.



5. Turn the second glove inside out while tilting it away from your body, leaving the first glove inside the second.

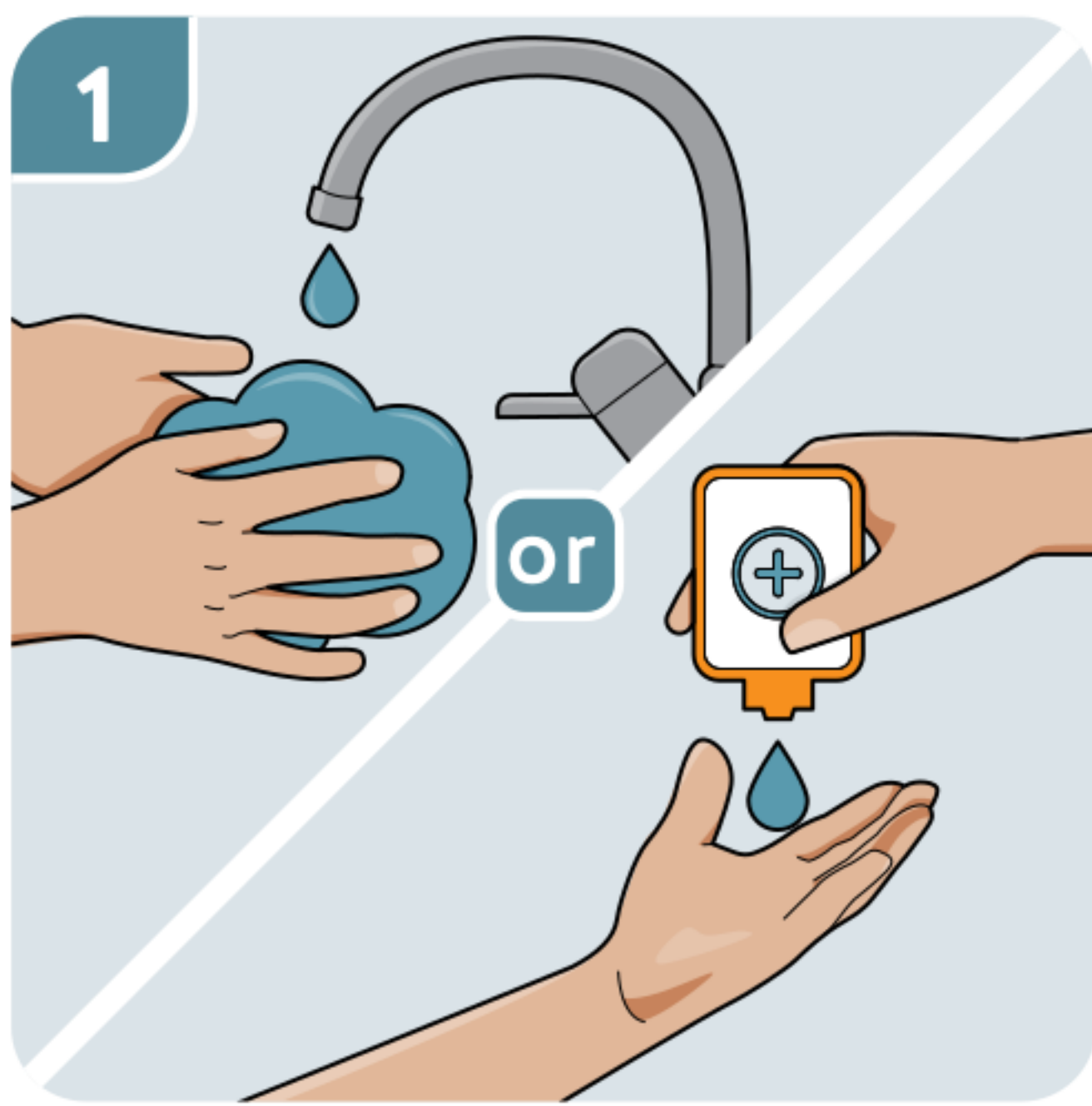


6. Dispose of the gloves following safe work procedures. **Do not reuse the gloves.**

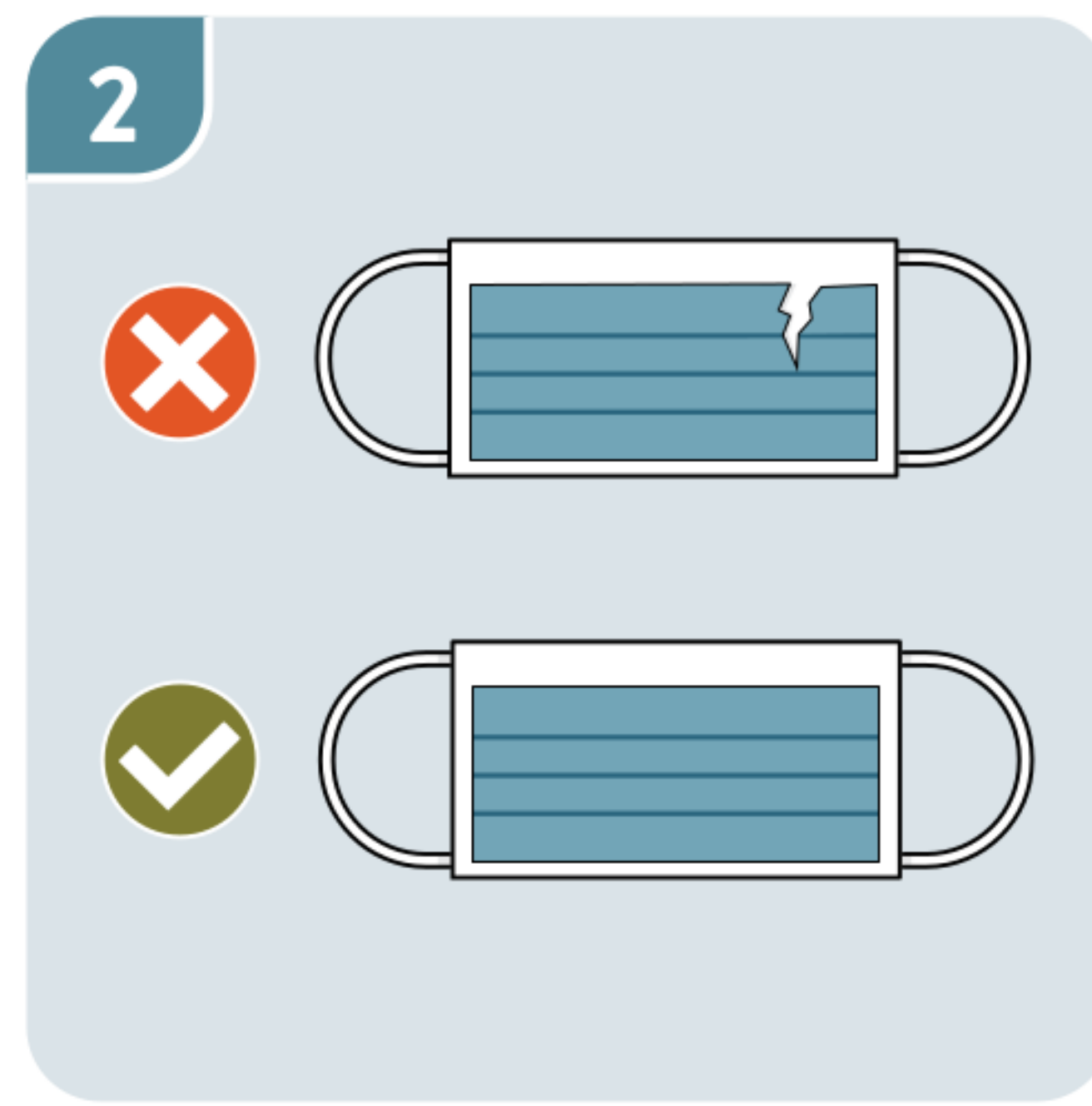


7. Wash your hands thoroughly with soap and water as soon as possible after removing the gloves and before touching any objects or surfaces.

# Help prevent the spread of COVID-19: How to use a mask



Wash your hands with soap and water for at least 20 seconds before touching the mask. If you don't have soap and water, use an alcohol-based hand sanitizer.



Inspect the mask to ensure it's not damaged.



Turn the mask so the coloured side is facing outward.



Put the mask over your face and if there is a metallic strip, press it to fit the bridge of your nose



Put the loops around each of your ears, or tie the top and bottom straps.



Make sure your mouth and nose are covered and there are no gaps. Expand the mask by pulling the bottom of it under your chin.



Press the metallic strip again so it moulds to the shape of your nose, and wash your hands again.



Don't touch the mask while you're wearing it. If you do, wash your hands.



Don't wear the mask if it gets wet or dirty. Don't reuse the mask. Follow correct procedure for removing the mask.

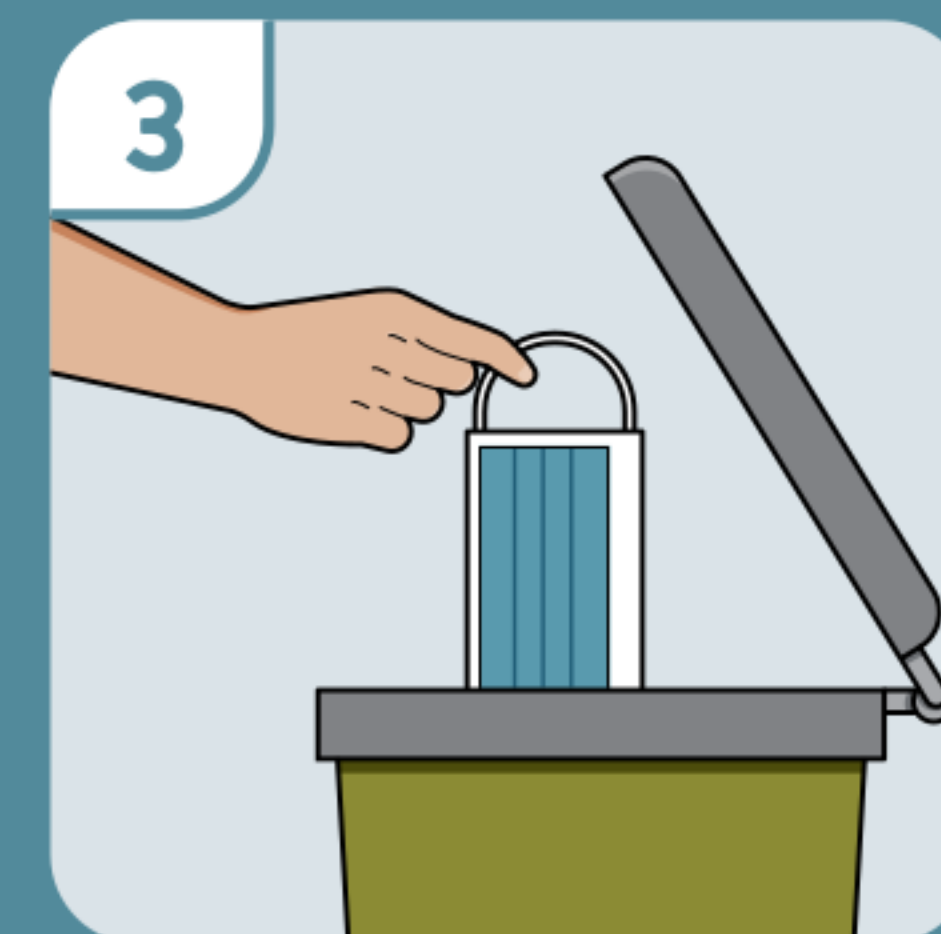
## Removing the mask



Wash your hands with soap and water or use an alcohol-based hand sanitizer.



Lean forward to remove your mask. Touch only the ear loops or ties, not the front of the mask.



Dispose of the mask safely.



Wash your hands. If required, follow the procedure for putting on a new mask.

Note: Graphics adapted from BC Centre for Disease Control (BC Ministry of Health), "How to wear a face mask."