

**CALL TO ACTION:
BUSINESSES & WORKPLACE
START PLANNING NOW FOR
BUSINESS RE-BUILDING AND RECOVERY**

**IDEAS & CONCEPTS
FOR SURREY BUSINESSES TO CONSIDER**

Employers have a strong incentive to meet (and exceed where/when appropriate) baseline recommendations as adverse public health outcomes could result in more stringent restrictions and/or a return to "Stay Home, Stay Healthy" SOURCE: STATE OF WASHINGTON

ALL PLANS SHOULD BE...

- Actionable & pragmatic to implement
- Simple in order to be adopted broadly Effective mitigating risk of COVID-19 cases
- Timely to improve public health outcomes and enable economic recovery
- Permissible by law
- Ethical, safe & privacy protective, avoiding harm and being respectful of individual needs and preferences

PLUS:

- Employers should develop their own unique plans based on checklists
- Plans should be self-monitored & updated regularly based on evolving public health guidelines
- Plans should be communicated to the workforce...Following similar approach to regular policy changes – email, etc. ...and shared publicly to build community confidence e.g., posted at entrances for visitors, emailed to subscribers
- Employers should be prepared to take additional measures if public health requires

Workplace Safety

- Adhere to federal, provincial and local public health and worker safety guidelines
- Work from home for operations able to be performed remotely
- Maintain physical distancing wherever possible of 6 feet, including with visitors/customers
- Avoid gatherings of >50 people in any office meeting room or shared social space (e.g., cafes, lobbies); everyone should maintain physical distancing of at least 6 feet
- Routine sanitization of high-touch surfaces and shared resources (e.g., doorknobs, elevators, vending machines, points of sales)
- Ask workers/volunteers to self-certify that they have experienced no CV-19 symptoms since last day of work at, or visit to, the workplace
- Ask workers/volunteers to stay home and seek medical guidance if they are experiencing any known symptoms
- Ask workers/volunteers to self-quarantine per local public health guidelines if confirmed to have COVID-19 or exposed to confirmed case
- Response protocols for workers, volunteers and visitors reporting symptoms and/or are confirmed to have COVID-19 (e.g., isolation)
- Avoid non-essential travel and propose self-quarantine per local public health and worker safety guidelines after any high-risk travel as defined by the CDC (e.g., international travel)
- Have the ability to log all workers and volunteers that come on premise for purposes of supporting public health contact tracing
- Available contact for all workers, volunteers and visitors to report concerns and/or potential violations of the Safe Work Plan
- Regular self-monitoring and updates of the Safe Work Plan
- Communication of Safe Work Plan to all workers, volunteers and visitors including any future modifications

Workforce Support

- Provide workers/volunteers with masks for any public-facing job and/or those whose responsibility includes operating within physical distancing limits of 6 ft. for extended periods of time
 - Note: N95 masks should not be used except for public health approved roles
- Identify available alternative work assignments for workers/volunteers upon requests due to concerns related to workplace safety. Priority should be given for workers/volunteers who are considered high-risk/vulnerable as defined by public health officials
- Train workers/volunteers on symptom detection, sources of high risk to COVID-19, prevention measures (including household suppression) and leave benefits/policies (e.g., UI for workers that need to self-quarantine)

Customer & Visitor Expectations

- Visible entry point signage for workers, volunteers and visitors on shared responsibilities (including proper hygiene & sanitization, physical distancing/PPE guidance and information for reporting concerns)
- FOR SPECIFIC WORKPLACE QUESTIONS, PLEASE CONTACT WORKSAFEBC: 1-888-967-5377. Monday to Friday 8am to 6pm
- IF YOU NEED ONE-ON-ONE WORKSAFE CONSULTATION, FOR NOW CONTACT THE SURREY BOARD OF TRADE – anita@businessurrey.com and a WorkSafeBC representative will contact you.
- PREVENTING EXPOSURE TO COVID-19 IN THE WORKPLACE: A GUIDE FOR EMPLOYERS BY WORKSAFEBC – please cut and paste this link into your web browser:
<https://www.worksafebc.com/en/resources/about-us/guides/preventing-exposure-to-covid-19-in-the-workplace?lang=en>

Additional considerations: Workforce support – ideas only

Employers should consider & implement listed elements where feasible/relevant

- Encouraging proper hygiene & health practices
- Encourage workers/volunteers do regular temperature checks at home before coming to work
- Avoid non-essential person-to-person contact (e.g., handshakes)
- Health screenings on-premise
 - Routine temperature checks & screens Enabling tracking and tracing
- Notify and isolate all workers/volunteers in contact with an individual that develops symptoms
- Have the ability to log visitors that come on-premise
- Sanitation procedures
- Provide hand sanitizer at entrances/exits
- Clean surfaces between meetings/customer visits
- Sanitize/quarantine deliveries/packages
- Perform nightly deep cleaning
- Limiting shared office resources
 - Limit shared desks/workspaces
 - Reduce use of shared office supplies/resources
 - Limit shared food at worksite
 - Limit cafeteria capacity and services
 - Limit public kitchens/vending

Additional considerations: Workforce support – ideas only

- Ongoing communication to workforce
- Provide content for vulnerable workers to help navigate Back to Work (e.g. aggregate helpful materials, explain evolving government benefits)
- Enacting modified working models
- Job shares that allow for reduced hours
- Offer partial workforce or alternate day of week operating model
- Different in-office working hours (e.g. two shifts: 6:30am- 12:30pm and 1pm-7pm with time between shifts)
- Expanded / extended work from home & leave policies
- Provide one time home office supply voucher
- Create workforce relief/aid fund and adopt policy on how funds will be distributed
- Decreasing commute risks & pressure on public transport
 - Promote and enable individual commutes (e.g., subsidized biking/parking)
 - Employer-sponsored buses/transit options
 - Alternative hours to limit transportation during high public traffic hours
- Providing additional training and resources
- Provide guidance on virtual and in person teams
- Provide career planning and resources
- Train managers to support new Back to Work model

Additional considerations: Workforce support – ideas only

- Enabling access to education and childcare
- On site day care or study rooms for limited number of children per day
- Voucher for online education tools
- Create virtual HR office hours and/or HR hotline
- Virtual companywide meetings
- Create networks for workers to connect/share remote working best practices
- Sponsor well-being challenges geared to staying physically and mentally healthy
- Supporting mental health needs
- Access, reduced cost and/or free counseling
- Access, reduced cost and/or telemedicine consultations
- Benefit extensions for household members
- Access to meditation/mindfulness content
- Digital support groups to decrease isolation and share ideas

Methods to enact distancing procedures

- Implement reduced maximum capacity limits
- Stagger arrival times to avoid congestion
- Limit ingress/egress points while maintaining fire exits
- Stagger entry into stores/facilities
- One-way store/facility aisles
- Use distance markings at places of congregation
- Enact barrier protection between workstations or at check out
- No contact payment/pickup
- Virtual meetings even when in office
- Re-organize floor layouts to permit physical distancing
- Stagger breaks and usage of common areas
- Avoid sitting face-to-face
- Create isolated work cells/teams where possible

Ensuring Governance & Accountable Roles Over Plan

- Appoint team/lead to manage ongoing Safe Work Plan
- Designate a hygiene leader for each shift and facility who is responsible for protocol audits
- Regular reporting of worker and customer sentiment and tracking of public health trends
- On-going training to meet health guidelines
- Host pre-return to work training
- Use of training methods that do not involve personal meetings