

## SURREY BOARD OF TRADE RE-OPENING PLAN (updated November 23, 2020)



The Surrey Board of Trade re-opening plan will be self-monitored & updated regularly based on evolving public health guidelines. Plans have and will be communicated to our workforce based on evolving public health guidelines. Following a similar approach to regular policy changes through email and other communication mechanisms, this plan will be shared publicly to build community confidence. The Surrey Board of Trade employer will be prepared to take additional measures based on evolving public health guidelines.

Led by the Government of Canada and People Outside Safely Together (POST) Promise program, the 'POST Promise' signifies a commitment to implement and practice the five key steps to workplace safety, helping to prevent the spread of COVID-19. It is supported by many of the largest associations in Canada, including the Surrey Board of Trade. The objective is to have businesses across the country take part in a collective solution to help Canadians confidently and safely take the first steps back into public spaces and the workplace.

1. Maintaining physical distance
2. Washing and sanitizing hands
3. Cleaning and disinfecting regularly
4. Staying home if unwell and self-monitoring for symptoms
5. Practicing respiratory etiquette (including wearing a mask when physical distancing is difficult)

### UPDATED FOR ACTION UNTIL FURTHER NOTICE:

1. Staff that come into the office will have a temperature scan Each day will be recorded with temperature readings for staff that are working in the office. Health checks are completed daily for regular staff, trades people, visiting staff, contractors.
2. Modification to kitchen occupancy: only 1 person is allowed, instead of 2, at any time. All other occupancy limits for the conference room and reception area remain the same.
3. Any incoming clients and staff must wear a mask in the reception area
4. When staff are in the hallways now, they must wear a mask until further notice.
5. There will be no congregating together as a staff in the conference room until further notice.

#### PHYSICAL DISTANCING:

- Physical distancing means limiting close contact with others.
- When outside of your home or at the office, practice social distancing by keeping two meters (six feet) away from one another to help stop the spread of COVID-19. This is in accordance with current BC provincial health orders.

#### BUILDING ACCESS/EXIT

- When entering the Surrey Board of Trade Building (LMS 3447), Surrey Board of Trade employees must avoid over-crowding at entry and exit locations. This means that the physical distancing requirement of at least 2 metres must be maintained.
- When leaving the Surrey Board of Trade office/building, employees have two exit door portals. This is a

solution to prevent workers and others from coming into proximity with one another.

- When Surrey Board of Trade employees enter the building, a hand sanitizer station has been put in place and must be used. Another hand sanitizer station at the front counter desk after entering the Surrey Board of Trade office must also be used.
- Signage has been put in place which indicates that employees, contractors, or visitors exhibiting COVID-like symptoms are not allowed to enter the Surrey Board of Trade office, and the Surrey Board of Trade Building (LMS 3447)
- Clients and staff will not be screened for temperature or symptoms upon entry and will not be required to wear a mask, unless physical distancing can't be maintained, in accordance with provincial health orders.

#### **WORKPLACE OPERATIONS & WORKSTATIONS**

- The Surrey Board of Trade will continue to monitor provincial health orders and WorkSafeBC guidelines with evolving pandemic events.
- As of July 6, the Surrey Board of Trade workplace operations have officially re-opened, with most staff returning to the office.
- The Surrey Board of Trade as an employer has considered remote work options for workers when needed or based upon personal circumstances.
- All Surrey Board of Trade staff have personal office space (not divided by just a barrier, divided by walls).
- In-person customer service will be allowed where physical distancing will be maintained and a specific area (conference room) for most in-person meetings or in-office meetings (with a sneeze guard in place – and wiped down with sanitizer spray before and after each meeting by staff person).
- Meetings in as much as possible will be by phone or other such digital means.
- Staff who work together will communicate by maintaining physical distance of 2 metres (e.g. one staff person stays in their office – other staff person goes into hallway). This will assist in reducing transmission throughout the workplace in the event that a staff member becomes ill.
- The Surrey Board of Trade has posted signage to indicate one-way direction in hallways to minimize worker contact.
- Surrey Board of Trade staff will ensure proper hygiene prior to coming to the office and must ensure that their own office space, as needed throughout the day is wiped (e.g. ensuring that frequently touched surfaces are wiped such as the computer keyboard and mouse, desk surface, and telephone).
- Employees will eat outside or at their desk.
- If breaching the physical distancing requirement is unavoidable, the SBOT will plan the work task and provide instructions to workers to ensure that time spent in close proximity is minimized.
- All sharing of food is prohibited. Any food baskets, chocolate boxes must not be shared with other staff, for example.
- Employees are to use their own equipment, such as pens, staplers, headsets, and computers – and not to use co-worker equipment. If co-worker equipment is used, then that staff person must wipe down surfaces using a disinfecting wipe/spray. If new stationary is needed email the staff person responsible (Mirdula). She will order for you, with CEO's approval, or advise staff on where they can find it in the office.
- In-person meetings for the most part should only be in the conference room. Physical distancing measures in place. Mobile sneeze guards will be available for individual offices as needed. Mobile sneeze guards should be wiped before and after use.
- Photocopier, Fax, and other common equipment use by staff – that staff person must wipe down surfaces using a disinfecting wipe/spray, and wash hands before and after use.
- Janitor has been instructed to disinfect all common touch points at the end of each day
- Alarm panels will be wiped by janitor each day. Staff are asked to wipe with disinfecting wipe after use or use a paper towel to punch in the numbers, dispose paper towel in garbage can and wash their hands
- Debit/credit card terminals to be wiped after use.
- Cash can be accepted. When accepting cash, please use gloves.
- Phones/keyboards will need to be wiped by staff periodically and wiped by janitor daily.

- Mobile phones and other electronics: mobile phones and other frequently touched electronics like tablets, remotes, keyboards, mice can carry germs. These electronics should be cleaned and disinfected regularly.
- Stockroom: this room, as in the past, will be kept organized by staff. Any use of equipment/signage will be wiped before and after use (or use gloves before use and wipe after use). When cleaning stockroom, use gloves and dispose of gloves and/or wash hands.
- Surrey Music City Centre staff will adhere to all safety protocols indicated in this document.
- Volunteers (to be avoided until further notice by the CEO) will also adhere to all safety protocols indicated in this document.
- Staff are aware that the provincial health officer and the BC CDC have issued the following guidance around self-isolation, which must be reflected in your policies:
  - A. Anyone who has had symptoms of COVID-19 in the last 10 days must self-isolate at home; symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat and new muscle aches or headache.
  - 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, to self-isolate for 14 days and monitor for symptoms

**COMMUNAL SPACES (kitchen, conference room, reception, washrooms)**

Use of communal areas is and will continue to be clearly communicated to employees.

**KITCHEN**

- One (1)-person allowance at any time.
- When unloading clean dishes from the dishwasher, use gloves. Dispose of gloves in trash can, after use. All staff must load their own dishes. Use disinfecting wipes to wipe used surfaces, after use of dishwasher etc. Staff can bring their own dishes and utensils and take them with them at the end of each workday if needed.
- When using fridge, cupboards, microwave oven, toaster oven, coffee machines, use disinfecting wipes to wipe used surfaces after each use.
- No-touch garbage cans have been placed in the kitchen.
- Kitchen has appropriate handwashing stations, cleaning and disinfectant supplies, and adequate space to maintain the physical distancing requirement as prescribed by the Surrey Board of Trade in this space (two-person limit).
- No kitchen towels are to be used. Only paper towels (to be disposed after use).

**RECEPTION**

- Four (4)-person allowance at any time. (this is for walk-in clients. All other walk-in clients must wait outside near elevator, positioned on physical distancing signs and in physical distancing positions. SBOT staff will indicate when next client can enter the reception area.
- At front, we will implement ‘clean’ and ‘used’ pen bins
- SBOT staff will need to wipe down any surfaces that have been touched using disinfecting wipe cloths after each client leaves – counter, door handles, terminal machine (it is strongly advised that clients use their own writing utensils – if not, then SBOT staff must wipe down pens as well).
- The built-in barrier to ensure physical distancing measures will be cleaned by janitorial staff using disinfecting mechanisms at the end of each workday.
- Staff will not shake the hands of any clients but greet our clients professionally, with a smile and a proper greeting, to ensure they receive an unforgettable customer service experience
- Any person, other than SBOT staff, entering the SBOT physical space must log in with a SBOT staff person. The SBOT front desk is where the log book will be placed – and only a SBOT staff person will input date, name and

phone number of their guest.

- If required, visits to the workplace should be prearranged, staggered, and safety protocols should be communicated before entry into the workplace (e.g., email and/or signage posted to entrance). Keep a record of visitors to the workplace.
- Note that giving out and receiving paper/flyers is indicated as low risk transmission (use gloves or wash hands).
- Signage has been posted at the SBOT workplace to inform every one of the measures in place.
- When booking appointments, visitors should be reminded to reschedule if they experience symptoms typical of COVID-19 or are placed on self-isolation.
- SBOT staff will minimize non-essential in-person interaction between workers and visitors (e.g., use of virtual meeting tools, email, or telephone).
- Waiting area (sofa) should not be used. If needed guests can wait in the office or outside of the office (this decision will be made in accordance to situation at hand by SBOT staff person)
- A barrier has been installed between front desk staff and visitors. Floor markings on the floor have been placed directing visitors where to stand when approaching front desk, ensuring physical distancing protocols.
- Hand sanitizer is placed in SBOT front reception area for their use only.
- SBOT visitors should attend appointments alone and minimize time spent in waiting area before their appointments (e.g., SBOT staff will request visitors to wait in vehicles and text message or call when ready).
- A delivery zone for newspapers, suppliers etc. has been identified to ensure physical distancing measures. SBOT staff will monitor and re-adjust as necessary. Contactless delivery will be maintained physical distancing requirement (e.g., delivery person leaves packages in a pre-arranged location). This option may be adjusted ensuring proper physical distancing and cleaning protocols if signing or proof of receipt is required.
- All non-essential communal items, such as candy, phone chargers etc. should be avoided.
- Beverages (coffee, tea, water) will not be offered to visitors at this time.
- Visitors will be instructed on where to dispose used sanitizing wipes, masks and other personal protective equipment (in garbage cans in office or outside building garbage can).

**CONFERENCE ROOM** meetings can take place adhering to physical distancing protocol (limit 6 people)

- Conference room has a built-in barrier to ensure physical distancing measures are in place. The barrier will be cleaned by janitorial staff using disinfecting mechanisms at the end of each workday.
- Conference room chairs have been positioned (and should be positioned in this way until further notice by the SBOT CEO) to adhere to physical distancing measures.
- After each meeting, SBOT staff person lead for that meeting will wipe down used surfaces using disinfecting wipes or sanitizer spray/paper towel (conference room table area used – portion of barrier used – remote control – television – water station). Dispose of wipes in garbage can. Employees can use gloves (and dispose immediately afterwards in garbage or wash their hands afterwards – which is the best way.)
- For now, all team/committee meetings will be digital. If IPADS are used for any in person meetings, they must be wiped before and after use by staff lead.

#### **HALLWAYS:**

- One hallway door will be for entering, and another for exiting. Signage has been affixed on both sides of the hallway doors.
- Red directional arrows indicating staff traffic are to be adhered to at all times. Any visitors to the Surrey Board of Trade must adhere to instructions.
- At all times, physical distancing protocols in hallways must be maintained.

<ul style="list-style-type: none"> <li>• For any surfaces such as common area cabinets or wall-mounted displays or wall-mounted charts – pens/erasers should be wiped with a disinfecting wipe.</li> <li>• Hallway doors will remain open throughout the workday to reduce contact with door handles. If door handles are used, then the staff person must use a disinfecting spray or disinfecting wipe after each use. Any guests that are in the office must adhere to these principles as well – signage is in place to this effect and all staff must watch their guests when they are in the Surrey Board of Trade office.</li> </ul> <p><b>WASHROOMS:</b></p> <ul style="list-style-type: none"> <li>• Surrey Board of Trade staff will use onsite washrooms. The washroom located near the elevator is only to be used by Surrey Board of Trade staff. A key will be made to those staff that use this washroom. No visitors will have washroom access. Board Directors, however, will be instructed on washroom usage, and they will be allowed to use on-site washrooms.</li> <li>• Adhere to handwashing instructions denoted below after washroom use.</li> <li>• Wipe with disinfecting wipes – door handle, taps, counter other surface touches after use.</li> <li>• A motionless light sensor has been put in place in each washroom.</li> <li>• Please note that a contactless function for the door was explored, but at this time, the only thing that made sense was wiping down the door handle, given the lock feature needed.</li> </ul>
<p><b>TRANSPORTATION</b></p> <ul style="list-style-type: none"> <li>• Non-essential transportation or business travel will be limited and on an exceptional basis only, until public health orders are alleviated.</li> <li>• Staff are asked to restrict travel between offices and to non-critical business functions.</li> <li>• Do not share your vehicle with your colleague. If required, wear a mask in the car and follow appropriate disinfection procedures before and after travel for vehicle surfaces such as the steering wheel, gear shift, and door handles.</li> <li>• Where possible, communicate using telephone, text message, or other communication technology.</li> <li>• Have clients visit the Surrey Board of Trade office if other communication means is not available to meet workplace and workplan goals.</li> </ul>
<p><b>BUILDING ELEVATOR USE</b></p> <ul style="list-style-type: none"> <li>• Occupancy limit sign has been placed on elevator doors. Surrey Board of Trade staff should consider using stairs instead of the elevator when needing to travel to upper floors.</li> <li>• Markings on the ground have been placed on the floor outside of the elevator to indicate where workers/visitors should stand while lining up to enter the elevator. Please ensure adequate space is provided for those exiting the elevator.</li> <li>• Elevator panels are routinely disinfected, as are stairway handrails by janitorial staff.</li> </ul>
<p><b>HYGIENE</b></p> <ul style="list-style-type: none"> <li>• Signage and training have been put in place to support staff to wash hands regularly with soap and water.</li> <li>• Staff have and will continue to be reminded to refrain from touching eyes, nose or mouth.</li> <li>• Staff are encouraged to wear masks when meeting with clients/colleagues when physical distancing measures can't be adhered to. Staff will need to make common-sense decisions on whether or not to wear a mask and what type of mask.</li> <li>• Staff can wear gloves to increase comfort level. Remember gloves can quickly become contaminated. Handwashing is the best defence against the virus and/or hand sanitizers.</li> <li>• Touchless soap dispensers have been placed in appropriate staff areas.</li> <li>• WorkSafeBC signage denoting instructions/guidance have been posted in appropriate areas.</li> <li>• Handwashing, toilet and shower facilities are well stocked and cleaned regularly.</li> <li>• Hand sanitizer is placed at each desk/conference room/kitchen.</li> </ul>

### **MORE GUIDANCE ON HAND WASHING**

One of the best things you can do to prevent infection and protect your colleagues and visitor's is to wash your hands regularly and avoid touching your face. To help reduce your risk of infection:

- If soap and water are not available, alcohol-based hand rubs (ABHR) or hand sanitizers can be used to clean your hands as long as they are not visibly soiled. If they are visibly soiled, use a wipe and then ABHR to effectively clean them.
- Wash your hands often with soap and water for at least 20 seconds. Using soap and water is the single most effective way of reducing the spread of infection because soap actively destroys the surface of the virus.
- Do not touch your face, eyes, nose or mouth with unwashed hands.
- Cover your mouth and nose with a disposable tissue or the crease of your elbow when you sneeze or cough instead of your hands.

#### **When to wash your hands:**

COVID-19 is transmitted by liquid droplets when a person coughs, sneezes or spits. Touching surfaces contaminated with droplets containing COVID-19 and then touching your face particularly your eyes, nose or mouth can make you sick. That is why the Surrey Board of Trade recommends washing your hands often, especially when you are likely to get or spread germs:

- **Before** touching your eyes, nose, mouth or face
- **After** you have been in a public space or touched a surface frequently touched by other people like doors, payment machines, gas pumps, etc.
- **After** using the toilet
- **After** blowing your nose, coughing, or sneezing
- **Before** and **after** preparing food
- **Before** eating food
- **Before** smoking
- **Before** inserting or removing contact lenses
- **Before** and **after** flossing
- **Before** and **after** caring for someone at home who is sick
- **Before** and **after** changing diapers
- **After** touching an animal or pet or handling animal waste
- **After** touching waste or garbage
- **After** handling shared objects

#### **How to wash your hands**

- **Wet** your hands with running water (warm or cold)
- **Apply** soap
- **Lather and scrub** your hands with soap, covering all surfaces including the palm and backs of your hands, between your fingers, and under your nails for at least 20 seconds.
- **Rinse** your hands well under clean, running water.
- **Dry** your hands using a paper towel.
- **Use** a fresh paper towel to turn off the tap
- If you are using alcohol-based hand rub, ensure your hands are not visibly soiled, apply about a loonie-sized amount of sanitizer and rub all surfaces of your hands until completely dry, about 20 seconds.

#### **WHEN TO WEAR A MASK:**

##### **Wear a mask if you are sick**

COVID-19 is spread through infected droplets from a sick person's mouth or nose. Wearing a mask when you are

sick, helps protect people around you from the droplets that carry the virus. However, wearing a mask while sick does not change the need to stay home. If you cannot physically distance yourself from others at home, a mask can help prevent the spread of germs within the household. Staff who are sick must stay home. It is requested that staff don't take advantage of the situation and say they are sick when they are not.

### **Wearing a mask if you are healthy**

If you are healthy, wearing a non-medical or cloth mask or face covering is a matter of personal choice and it might help to protect others. This is because some people can spread the virus when they have very mild symptoms or may not know that they are infected. In this case, wearing a mask can help protect others by containing your own droplets when talking, laughing, singing, coughing, or sneezing. Wearing a cloth mask might not protect you from COVID-19, but it is a good option in situations where you cannot keep a safe distance from others for an extended period of time, such as when you are on transit, in a meeting or visiting someone indoors. Face shields are not effective, as confirmed by a Fraser Health official.

- A properly fitted mask sits closely over the mouth, nose, cheeks and chin of the person wearing it. The mask will be less effective if the shape or the material has gaps in it because it will allow droplets to pass through.
- It is important to make sure the mask can be held in place comfortably with ties or ear loops to reduce the need to adjust the mask. If it is not comfortable, you won't want to wear it consistently.
- Masks should only be used by one person and should never be shared.
- Homemade masks can be made from different materials, but some materials are better than others. Use clean 100% cotton, polyester or a cotton-polyester blend. For example, masks could be made from tea towels, sheets, t-shirts or pillowcases.
- Homemade or cloth masks should be cleaned and changed often. To clean a homemade cloth mask, wash it using the directions on the original material (for example, if the mask was made from t-shirt material, follow the washing instructions on the t-shirt tag) but in general, warmer water is better. Dry the mask completely (in the dryer using a warm/hot setting if possible).
- Do not shake dirty masks to minimize spreading germs and particles through the air. If dirty cloth masks have been in contact with someone who is sick they can still be washed with other people's laundry.
- Any damage, fabric break down, or change in fit will reduce the already limited protection of cloth masks.
- Homemade masks should have at least three layers to make sure that droplets don't pass through the fabric. The most important thing is having these three layers with a mask that fits well. An example of a mask with three layers could include:
  - an inner layer that is in contact with the person's face, be made of absorbent material (e.g. cotton or cotton blend)
  - a middle layer of non-absorbent or absorbent material (polyester or cotton)
  - It is not recommended to coat the outside of a mask with substances like wax to create a barrier as this can make it more difficult to breathe and air is more likely to escape out of the sides of the mask.

NOTE: Any mask, no matter how good it is at catching droplets or how well it seals, will have minimal effect if it is not used together with other preventive measures, such as frequent hand washing and physical distancing.

NOTE: It is important to treat people wearing masks with respect.

NOTE: Medical/surgical masks should be reserved for healthcare workers and people caring directly for a person with COVID-19.

### **Cleaning and disposing of masks**

Medical/surgical masks should not be cleaned and reused because putting medical/surgical masks in the washing machine may damage the protective layers, reducing their effectiveness. If you are sick or caring for someone who is sick, masks need to be changed frequently. All masks should be changed if wet or visibly soiled; a wet mask should not be used for an extended period of time. To dispose of masks after use:

- Wash your hands with soap and water before taking off your mask.
- Dispose of used masks in a wastebasket lined with the plastic bag.
- After taking off your mask, wash your hands again with soap and water before touching your face or doing anything else.

**STAFF SICKNESS**

Stay at home and keep safe distance (3 to 6 feet/1-2 metre’s) from others, including family members, when you have a cold or flu symptoms including coughing, sneezing, runny nose, sore throat and fatigue. If anyone has symptoms, GO to the BC self-assessment tool, which will provide medical and testing guidance:

<https://bc.thrive.health/>

If a Surrey Board of Trade staff person starts to feel ill while at work, notify the CEO or their supervisor immediately. A conversation and conclusion on how they will travel from the workplace to their home is necessary and must be generally documented with and by the CEO.

**STAFF WHO HAVE COVID-19 PROTOCOL:**

The SBOT CEO has an obligation to investigate and report confirmed cases of COVID-19 in order to prevent the recurrence of exposure. Employees also have a role to play to ensure their own occupational health and safety as well as the occupational health and safety of other employees and any person likely to be affected by their acts or omissions. This includes members of the public visiting our workplace.

Minimally, the SBOT CEO will need to **ask the employee which co-workers/clients they have been in ‘close contact’ with** within the prior two weeks. (The CDC defines “close contact” as “a person that has been within six feet of the infected employee for a prolonged period of time.”) The SBOT CEO will alert those who have been in close contact with the employee as soon as possible, repeat the advice given on the [CDC site](#) for their situation and, of course, direct them to their own doctors. [The law is clear about confidentiality](#) here: The SBOT CEO will tell everyone who was possibly exposed at work to the positive employee without revealing that employee’s identity.

**Message:** “Someone in our workplace has tested positive for Covid-19, and they have identified you as a close contact according to the CDC definition. We are here to support you. If you are at work, please prepare to leave as quickly as you can. Once you get home — or if you are already working from there — find a place to self-isolate, monitor yourself for any symptoms, and talk to your doctors. How can I support you in doing all this?”

**If an employee has symptoms or is diagnosed with COVID-19 in the workplace, the SBOT CEO will**

- consult the relevant public health authority in order to obtain guidance on next steps;
- if the employee is/was in the workplace and it is confirmed by a health care provider that the employee is/was infected with the COVID-19, this would constitute a workplace hazard;
- decide on whether or not to close the office temporarily;
- determine whether or not to inform your employees of the situation and the direction they need to take; and,
- report in via the COVID-19 tracking tool.

**Messaging when someone has symptoms or is diagnosed with COVID-19 in the workplace**

Unless there is a demonstrated need to identify the person based on public health official’s advice, it is sufficient for health and safety purposes to state that an (unnamed) person was in the workplace, and that this person was infected, exhibited symptoms, or had been exposed to the virus. The focus will be to apply infection containment protocols.



	<p><b>If an employee has symptoms or is diagnosed with COVID-19 while teleworking</b></p> <ul style="list-style-type: none"> <li>• if an employee does have symptoms of COVID-19 and they live with others, tell them to stay in a separate room or keep a 2-metre distance</li> <li>• employees must consult the relevant public health authority in order to obtain guidance on next steps</li> <li>• employees must follow advice of public health officials</li> <li>• report via the COVID-19 tracking tool</li> </ul>
	<p><b>CLEANING</b></p> <p>Routine cleaning practices with enhanced cleaning of high-touch surfaces or shared equipment. According to BCCDC guidance on cleaning and disinfections for public settings general cleaning and disinfecting of surfaces will occur at least once a day by Surrey Board of Trade janitorial staff. Highly touched surfaces should be cleaned and disinfected at least twice a day or more and when visibly dirty (e.g. doorknobs, light switches, cupboard handles, grab bars, handrails, tables, phones, bathrooms, keyboards).</p>
	<p><b>MENTAL HEALTH</b></p> <p>It is recognized by the Surrey Board of Trade that this is a very challenging time. Trying to protect and support the mental health of our staff in the workplace may also be affected by the anxiety and uncertainty created by the COVID-19 outbreak. It's important to remember that mental health is just as important as physical health, and to take measures to support mental well-being.</p> <p>Staff have some resources that can assist with maintaining mental health in the workplace during this time, if needed:</p> <p>COVID-19 Psychological First Aid Service: Information and Signup (British Columbia Psychological Association) – Free virtual counselling provided by registered psychologists.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Mental Health and COVID-10 (Conference Board of Canada) – Videos on different aspects of mental health, including coping with anxiety, job loss, and dealing with isolation.</p> <p>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.</p>
	<p><b>SCHOOL RE-START – added on August 26, 2020</b></p> <p>For Surrey Board of Trade staff and volunteers (and in as much as possible for in-person clients):</p> <p>If your child or you have been to a school that has had a virus transmission case, you need to stay at home in accordance to the length of time as prescribed by the Provincial Health Officer. Surrey Board of Trade staff that are in this situation are expected to notify the CEO immediately. Staff are to work from home for the time frame required and be accountable to work plan duties.</p> <p><i>For reference, BC Back to School Plan information:</i></p> <p>Confirmed Case of COVID-19 in a Learning Group or at School. If a student or staff member develops symptoms at school, <a href="#">protocols</a> are in place.</p>

- If a student or staff member develops symptoms at school, they may be given a non-medical mask and will be separated from their classmates or colleagues
- The individual's parent or guardian will be contacted to discuss next steps
- Custodial staff will clean and disinfect the areas the person used
- Schools will immediately inform public health of a potential case
- Public health will then:
  - Reach out and identify any potential cases
  - Get in touch with close contacts
  - Recommend 14-day isolation if necessary
  - Provide follow-up recommendations if necessary
- Schools will provide learning support to students required to self-isolate
- Together, schools and public health officials will determine if suspending in-class learning is necessary

You will be notified if your child has been in contact with a COVID-positive person. If that happens, your child is required to self-isolate as well.

### HOW THIS PLAN WAS DEVELOPED:

By assessing the risk at our workplace (plan will be modified and updated as needed by CEO – staff are to send updates/changes to CEO only. This plan is on the Surrey Board of Trade Server in the COVID file. The Surrey Board of Trade has assessed our workplace to identify places where the risk of transmission could be introduced. This plan has had the ongoing involvement of frontline workers, supervisors, and all staff. All staff will continue to assess the workplace after operations resume to ensure risks are identified and managed. The assessment features considered are:

1. Where people congregated, such as kitchen, meeting room, front reception area
2. Job tasks or processes required workers to come into close proximity with one another or members of the public
3. Equipment that staff used and needed in the course of their work
4. Surfaces that are touched often, such as doorknobs, elevator buttons, light switches, equipment, and shared tools

### RESPONSIBILITIES

Employers, workers, owners, contractors, and other people at the workplace all have a responsibility to prevent exposure to COVID-19 in the workplace.

**Employers** are responsible for the health and safety of their workers, and all other workers at their workplace. They are responsible for completing and posting the COVID-19 Safety Plan and to train and educate everyone at the workplace of the contents of that plan. Employers are also responsible for having a system in place to identify the hazards of COVID-19, control the risk, and monitor/update the effectiveness of the controls, with staff input.

**Workers** are responsible for taking reasonable care to protect their own health and safety and the health and safety of other people at workplace. In the context of COVID-19, this means workers are responsible for their own personal self-care, which includes frequent hand washing and staying home when sick. Workers are also responsible for reporting unsafe conditions to their employer, and following the procedures put in place by the employer to control the risks associated with COVID-19.

It is understood by the Surrey Board of Trade that as an employer we do not need to submit our safety plan for review or approval. We understand that Provincial Health Officers and WorkSafeBC Prevention Officers will, however, begin a province-wide verification and inspection initiative to ensure that we have our plan in place and are keeping our staff safe. In addition, the Surrey Board of Trade has posted the safety and re-opening plan as instructed by the Provincial

Health Officer on our website, and the plan is readily available for review by staff and others who may attend the workplace.

QUESTIONS ABOUT COVID: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19>