

Fraser Valley Real Estate Board

Returning to Safe Operations

WORKPLACE COVID-19 SAFETY PLAN

Submitted Wednesday, May 20, 2020



01

Plan Overview

The FVREB has transitioned staff from a remote working environment back to regular office operations following a work interruption caused by COVID-19. As required by WorkSafeBC, the board has developed a safety plan to reduce the risk of COVID-19 transmission for returning staff.

The following plan adheres to a six-step process.

Step one includes an assessment of all related risks while step two outlines the necessary measures taken to reduce the risk. These include elimination, administrative, and engineering measures as well as cleaning protocols.

Workplace policies are then discussed, followed by communication and training plans.

Monitoring and evaluation measures are outlined next before assessing and addressing the risks associated with resuming operations.

02

Approach & Methodology

Based on recommendations and guidelines provided by the Provincial Health Officer and WorkSafeBC

1

Assess the Risk

Management assessed the workplace to determine the location of high risk areas of transmission in order to ensure risks are wisely managed. This included identifying high traffic areas, surfaces, tools, jobs and processes that require workers to come into close proximity with one another and members of the public.

3

Develop Policies

Policies exist to ensure health and safety measures are in place to prevent the transmission of infectious disease.

5

Monitor/ Update Plan As Needed

Steps will be taken to update policies and procedures when circumstances require it. Staff will also be provided with a friction-less mechanism to raise safety concerns.

2

Implement Measures to Reduce Risk

Management has put measures in place to minimize the risk of transmission. This includes cleaning and hygiene, as well as physical distancing measures. Also included are measures that account for situations where physical distancing cannot be maintained (i.e using plexi-glass barriers and gloves).

4

Develop Comm Plans & Training

A comprehensive change management plan has been developed which includes a communications and training plan. Everyone will be trained on the measures put in place. Clear communication will be provided for every individual entering the workplace.

6

Assess Resuming Ops Risks

Workers required to change or adapt roles will be assessed for risks on an ongoing basis. Any shift in operating procedures or changes in work related equipment will be likewise assessed.

03

Assess the Risk

FIRST LEVEL Protection (Elimination): Limit the number of people at the workplace and ensure physical distance whenever possible.



We have established and posted an occupancy limit (50) for our premises.



In order to reduce the number of people at the worksite, we have considered work-from-home arrangements, virtual meetings, rescheduling work tasks, and limiting the number of customers and visitors in the workplace.



We have established and posted occupancy limits for common areas such as break rooms, meeting rooms, change rooms, washrooms, and elevators.



We have implemented measures to keep workers and others at least two metres apart, wherever possible.

The control measures:

- Occupancy limits:
 - Elevator and washrooms - No more than 1 person
 - Lounge (First floor) - No more than 4 persons
 - Kitchen (First floor) - No more than 2 persons
 - Lunchroom (Second floor) - No more than 4 persons
- Visitors prohibited from accessing staff office space.
- Minimum two meters distance between all workstations.
- Online course delivery for professional development.

04

Assess the Risk

SECOND LEVEL Protection (Engineering): Barriers and Partitions



We have installed barriers where workers can't keep physically distant from co-workers, customers, or others.



We have included barrier cleaning in our cleaning protocols.



We have installed the barriers so they don't introduce other risks to workers

The control measures:

- Plexi-glass partitions have been put up in the reception area and MLS to limit exposure between front line workers and visitors.
- Plexi-glass partitions have been put up between work stations in MLS, Education/Membership and Professional Standards.



05

Assess the Risk

THIRD LEVEL Protection (Administrative): Rules and Guidelines



We have identified rules and guidelines for how workers should conduct themselves.



We have clearly communicated these rules and guidelines to workers through a combination of training and signage.

The control measures:

- Using one-way walkways.
- Using single-use (disposable) products.
- Wiping down equipment after use.
- Respiratory etiquette.
- Hand washing etiquette.
- Self isolation for staff members feeling sick or exhibiting symptoms.



06

Assess the Risk

FOURTH LEVEL Protection (Using Masks):



We have identified rules and guidelines for how workers should conduct themselves.



We understand the limitations of masks and other PPE. We understand that PPE should only be used in combination with other control measures.



We have trained workers to use PPE properly, following manufacturers' instructions for use and disposal.

The control measures:

- Masks are available to all staff and visitors upon request.



07

Assess the Risk

FOURTH LEVEL Protection (Cleaning and Hygiene Practices)



We have reviewed the information on cleaning and disinfecting surfaces.



Our workplace has enough handwashing facilities on site for all our workers. Handwashing locations are visible and easily accessed.



We have policies that specify when workers must wash their hands and we have communicated good hygiene practices to workers.



We have implemented cleaning protocols for all common areas and surfaces.



Workers who are cleaning have adequate training and materials.



We have removed unnecessary tools and equipment to simplify the cleaning process – e.g., coffee makers and shared utensils etc.

Cleaning Protocols:

- Daily deep clean of the office with disinfectant (morning).
- Daily regular cleaning (evening) which includes disinfecting high touch (e.g., door-knobs, light switches, cupboard handles, grab bars, hand rails, tables, phones, bathrooms, keyboards).
- Items removed that cannot be easily cleaned (e.g., newspapers, magazines, books, etc.).

08

Develop Policies

Our workplace policies ensure that workers and others showing symptoms of COVID-19 are prohibited from the workplace. They include the following:



Anyone who has had symptoms of COVID-19 in the last 10 days.



Anyone directed by Public Health to self-isolate.



Anyone who has arrived from outside of Canada or who has had contact with a confirmed COVID-19 case must self-isolate for 14 days and monitor for symptoms.



Visitors are prohibited or limited in the workplace.



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



Ensure workers have the training and strategies required to address the risk of violence that may arise as customers and members of the public adapt to restrictions or modifications to the workplace.
Ensure an appropriate violence prevention program is in place.



09

Develop Policies

Our sick policy addresses workers who may start to feel ill at work. It includes the following:



Sick workers should report to first aid, even with mild symptoms.



Sick workers should be asked to wash or sanitize their hands, provided with a mask, and isolated.



If the worker is severely ill (e.g., difficulty breathing, chest pain), call 911.



Clean and disinfect any surfaces that the ill worker has come into contact with.



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Communication Plans and Training

Communication plans and training are in place to ensure that everyone entering the workplace, including workers from other employers, knows how to keep themselves safe while at the FVREB.



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



All workers have received the policy for staying home when sick.



We have posted signage at the workplace, including occupancy limits and effective hygiene practices.



We have posted signage at the main entrance indicating who is restricted from entering the premises, including visitors and workers with symptoms.



Supervisors have been trained on monitoring workers and the workplace to ensure policies and procedures are being followed.



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Monitoring & Evaluation

The workspace is continually monitored for risks associated with the potential transmission of COVID-19. Protocols will be updated as required based on updated guidance and changes to circumstances.

Staff have been provided with mechanisms to raise operational health and safety (OHS) concerns which include a channel on the main FVREB Microsoft Team (OHS Concerns) as well as a designated email (ohs@fvreb.bc.ca).



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Assess and Address the Risks from Resuming Operations

In the process of resuming operations, risks were identified as a measure to limit the transmission of COVID-19.

Employees have been provided with the necessary training to adapt to new responsibilities where applicable.

There has been a limited need to refresh skills or operate unfamiliar equipment on behalf of staff, thereby limiting the need for additional measures.

A process change, however, has occurred with regards to lock boxes. To limit exposure risk to the virus, a no-touch method of delivering and exchanging lock boxes has been implemented.
