

# MOUNTAINVIEW

## SAFETY SERVICES

The health and wellbeing of our workforce and families is, as always, our top Priority. In light of the coronavirus (COVID-19) outbreak that is being reported in numerous parts of the world, we are taking this opportunity to provide you with information on Mountainview Safety Services response to the situation.

**Our expectation is that all our staff & Visitors will adhere to our protocols – designed to safeguard our operations and prevent the spread of the virus.**

Effective immediately we are implementing the following guidelines for our staff consistent with the risk assessment for Covid-19 from the [Public Health Agency of Canada \(PHAC\)](#).

- **MSS is Prohibiting all Staff/Visitors from any MSS work location if any of the following apply:**
  - Anyone who has had symptoms of Covid-19 in the last 14 days.
    - Symptoms include
      - Fever (over 38°C)
      - Dry Cough
      - Difficulty Breathing
      - Aches/Pain
      - Diarrhea
      - Conjunctivitis
      - Headache
      - Loss of Taste or Smell
      - Rash on Skin
      - Discoloration of Fingers or Toes
  - Anyone directed by Public Health to self isolate.
  - **Anyone returning from international travel or exposed to a family member that has traveled internationally or been in contact with a confirmed case will self-isolate for 14 days prior to returning to any MSS location.**
    - The number of countries reporting cases of COVID-19 has been steadily increasing, and on March 11, 2020, the World Health Organization (WHO) declared the COVID-19 outbreak to be a [pandemic](#). This means the outbreak is now considered to be worldwide.

- The Public Health Agency of Canada is recommending that travellers avoid all non-essential travel outside of Canada.
  - **In addition, if you return from Italy, Iran, or Hubei province (China) you will be asked to contact the public health authority in the province or territory where you live or are staying within 24 hours of arriving in Canada and to provide your contact information.**
    - Government of Canada novel coronavirus information line: 1-833-784-4397
    - If you develop a **fever, cough or difficulty breathing** Immediately call a health care professional or public health authority and:
      - describe your symptoms and travel history
      - follow their instructions carefully
  - If you have experienced any Covid-19 like symptoms or another respiratory illness, **you will NOT respond** to work at the MSS Office until you have been asymptomatic for 24 hours.
- **Personnel that start to feel ill at work:**
  - If personnel start to feel ill at work, they will
    - Contact their direct supervisor through means of digital messaging or phone.
    - Be directed to go straight home and consult the BC COVID-19 Self Assessment Tool or call 811 for further guidance.
    - If the worker is severely ill (e.g., difficulty breathing, chest pain), inform the designated first aid attendant, call 911.
    - Clean and disinfect any surfaces that the ill worked has come in contact with.
- **Staying Home:**
  - Any staff required to stay home for any of the reason listed above will be required to contact Norma Wilson and inform her of the situation at hand.
  - If deemed necessary remaining office staff will be informed of the potential exposure and kept up to date with necessary information as the situation arises
- **Personnel are encouraged to take preventative actions**
  - Wash your hands often, and always after coughing, sneezing, or blowing your nose.
  - Wash with soap and water for at least 20 seconds, or, 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.
  - Clean and disinfect frequently touched objects and surfaces.

- **Building Access: Office Personal**

- **All Personnel will be subject to screening and wellness protocols by MSS.**
  - *See Staff/Visitor COVID-19 Monitoring*
- All employees are required to wear masks at the workplace in any location where they are in a shared space with other workers or members of the public.
- Fleet Operations
  - Should enter through Side Shop Door to minimize congestion – Keypad Controlled to minimize entry.
- Signage posted on all entry doors indicating Employees, Contractors, or Visitors exhibiting COVID-like symptoms are not allowed to enter this building.
- Signage posted at front entrance informing you of occupancy limit.
- Hand sanitizer available upon entrance at main counter.

- **Building Access: Outside Visitors - Guests/Medics/Security**

- All visitors will be required to wear a mask in the workplace
- 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).
  - **A record of visitors to the workplace will be kept.**
- Will be limited to Main Lobby entrance.
  - **If required to proceed past lobby entrance Guests will be subject to screening and wellness protocols by MSS.**
- Limited to 2 guests at any given time.
- New Hire/Orientation
  - New Hire Orientations will be done with minimal people and done so to maintain physical distancing requirements. Large portions will be moved to an online platform.
  - What can't be completed online will be done at the designated tables located in the front lobby.
- Medics/Security that does not need to enter will have required equipment pre-loaded into designated vehicles to avoid additional congestion in the lobby so to maintain physical distancing requirements.
- Signage will be posted to inform everyone of the measures in place.
- When booking appointments, visitors will be reminded to reschedule if they experience symptoms typical of COVID-19 or are placed on self-isolation.

- Minimize non-essential in-person interaction between workers and visitors (e.g., use of virtual meeting tools, email, or telephone).
- The Waiting area will be arranged to maintain physical distancing requirement. Barriers installed between receptionists and visitors.
- Visitors should attend appointments alone and minimize time spent in waiting area before their appointments (e.g., request visitors to wait in vehicles and text message or call when ready).
- All non-essential communal items, such as candy, magazines, and complimentary phone chargers will be removed.
- Beverages (coffee, tea, water) Will not be offered at this time.

- **Workplace Operations:**

- Staff that is not required to be in the office on daily basis has been moved to a work from home situation.
  - *See Working outside the workplace policy.*
- Meetings will be scaled back to a minimum. When meetings are required only absolute personal should attend and it is moved to the largest room available to properly space out. Any renaming staff that need to attend will do so by conference/video call.
- Front Lobby furniture will be reduced and or re-arranged to only the necessary items for dispatch/reception operations while maintaining Physical Distancing.
- Drug Testing
  - Personal performing drug test will have donned a face shield and gloves prior to commencing test.

- **Workstations:**

- All necessary staff in the office have their own designated workstations that are either separated by closed office space, spaced 6ft apart, or with a barrier between workstations.
- All staff should refrain from using any workstations beside their own.
  - Staff should avoid standing directly behind or beside others while at their workstation. Should maintain physical distance requirements. Where this it not possible staff should be wearing a mask.
- Front reception Desk has a protective barrier placed in front of it to reduce risk to reception staff from general population.
- Barriers will be installed to front lobby way to separate designated office spaces from general population.
- Hallways/Communal pathways will be maximized to full dimensions to maintain social distancing.

- **Communal Spaces:**
  - Occupancy Limit signs will be posted to indicate the number of workers allowed in common areas at any one time.
  - Workers to bring their own dishes and utensils or use disposable.
  - Communal doors to remain open throughout the workday to reduce contact with door handles.
  - Workers will use their own equipment, such as pens, staplers, headsets, and computers.
  - The use of shared office equipment or other items (photocopiers, coffee machines, microwave ovens, etc.). Will be cleaned and disinfected after each use.
  - Wash with soap and water for at least 20 seconds, or, if soap and water are not available, use an alcohol-based hand sanitizer.
  
- **Deliveries:**
  - All mail and packages will be delivered to the front lobby doors and placed on the designated table.
    - All packages will be wiped down with disinfection wipes upon arrival.
    - Reception will have the items pick up from there by who ever ordered it.
  - Whenever possible contactless deliveries will be selected to avoid the need for signatures and maintain physical distancing requirements.
  
- **Transportation:**
  - Non-essential transportation or business travel will be limited and on an exceptional basis only.
  - Where possible, communicate using telephone, text message, or other communication technology.
  - When traveling with a passenger all personal are required to have a mask on.
  
- **Cleaning and Disinfecting:**
  - Cleaning and disinfecting of all workstations nightly by janitorial staff
  - Cleaning of all communally touched surfaces such as light switch's, door handles, Phones, Etc. are sanitized nightly by janitorial staff.

In addition, rather than rely on unregulated social media sources and news, it is important to get updates on coronavirus through credible sources such as:

- [The Government Of Canada](#)
- [BC Centre for Disease Control \(CDC\)](#)
- [The World Health Organization \(WHO\)](#)
- [WorkSafeBC](#)

We will continue to monitor this evolving situation and update you as required. Thank you for your attention to this important matter.

Ried Klein – Patterson  
Director of Office Operations

November 23, 2020