

Employers must develop a COVID-19 Safety Plan. To develop your plan, follow the six-step process described at [COVID-19 and returning to safe operation](#).

This planning tool will guide you through the six-step process. Each step has checklists with items you need to address before resuming operations. You may use this document, or another document that meets your needs, to document your COVID-19 Safety Plan.

WorkSafeBC will not be reviewing or approving the plans of individual employers, but in accordance with the order of the [Provincial Health Officer](#), this plan must be posted at the worksite.

Step 1: Assess the risks at your workplace

The virus that causes COVID-19 spreads in several ways. It can spread in droplets when a person coughs or sneezes. It can also spread if you touch a contaminated surface and then touch your face.

The risk of person-to-person transmission increases the closer you come to other people, the more time you spend near them, and the more people you come near.

The risk of surface transmission increases when many people contact the same surface and when those contacts happen over short periods of time.

Involve workers when assessing your workplace

Identify areas where there may be risks, either through close physical proximity or through contaminated surfaces. The closer together workers are and the longer they are close to each other, the greater the risk.

- We have involved frontline workers, supervisors, and the joint health and safety committee (or worker health and safety representative, if applicable).
- We have identified areas where people gather, such as break rooms, production lines, and meeting rooms.
- We have identified job tasks and processes where workers are close to one another or members of the public. This can occur in your workplace, in worker vehicles, or at other work locations (if your workers travel offsite as part of their jobs).
- We have identified the tools, machinery, and equipment that workers share while working.
- We have identified surfaces that people touch often, such as doorknobs, elevator buttons, and light switches.

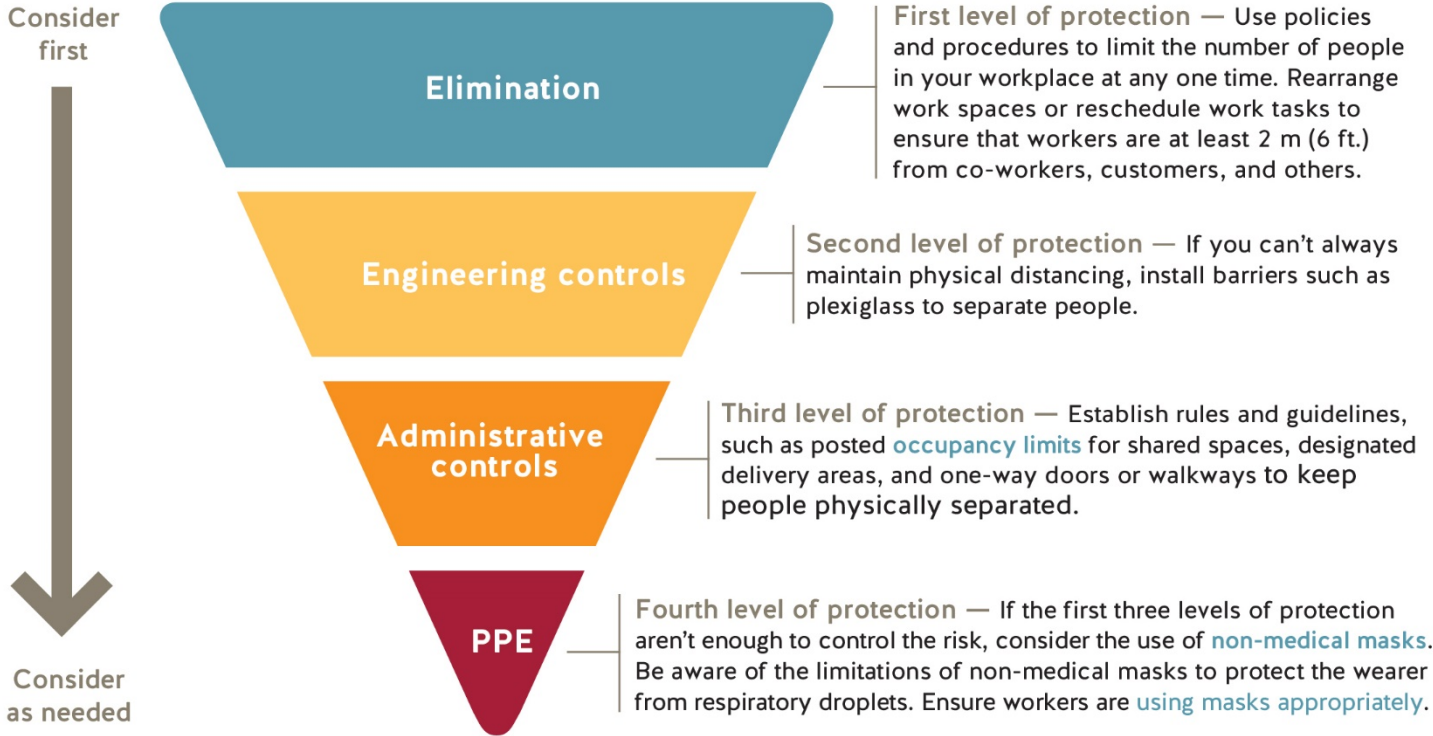
Step 2: Implement protocols to reduce the risks

Select and implement protocols to minimize the risks of transmission. Look to the following for information, input, and guidance:

- Review [industry-specific protocols](#) on [worksafebc.com](#) to determine whether any are relevant to your industry. Guidance for additional sectors will be posted as they become available. If protocols are developed specific to your sector, implement these to the extent that they are applicable to the risks at your workplace. You may need to identify and implement additional protocols if the posted protocols don't address all the risks to your workers.
- Frontline workers, supervisors, and the joint health and safety committee (or worker representative).
- [Orders, guidance, and notices](#) issued by the provincial health officer and relevant to your industry.
- Your health and safety association or other professional and industry associations.

Reduce the risk of person-to-person transmission

To reduce the risk of the virus spreading through droplets in the air, implement protocols to protect against your identified risks. Different protocols offer different levels of protection. Wherever possible, use the protocol that offers the highest level of protection. Consider controls from additional levels if the first level isn't practicable or does not completely control the risk. You might likely need to incorporate controls from various levels to address the risk at your workplace.



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 for our premises. Public Health has advised that the prohibition on gatherings of greater than 50 people refers to “one-time or episodic events” (weddings, public gatherings), and is therefore not intended to apply to workplaces. However, limiting the number of people in a workplace is an important way to ensure physical distancing is maintained. [Public Health has developed [guidance for the retail food and grocery store sector](#) that requires at least 5 square metres of unencumbered floor space per person (workers and customers). This allows for variation depending on the size of the facility, and may be a sensible approach for determining maximum capacity for employers from other sectors that do not have specific guidance on capacity from Public Health.]
- 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 2 metres apart, wherever possible. Options include revising work schedules and reorganizing work tasks.

Measures in place

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 (e.g., barriers installed inside a vehicle don't affect the safe operation of the vehicle).

Measures in place

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.

Measures in place

COVID-19 Safety Plan

Fourth level protection: Using masks (optional measure in addition to other control measures)

- We have reviewed the information on [selecting and using masks](#) and [instructions on how to use a mask](#).
- We understand the limitations of masks to protect the wearer from respiratory droplets. We understand that masks should only be considered when other control measures cannot be implemented.
- We have trained workers in the proper use of masks.

Measures in place

Reduce the risk of surface transmission through effective 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. Frequent handwashing and good hygiene practices are essential to reduce the spread of the virus. [[Handwashing](#) and [Cover coughs and sneezes](#) posters are available at worksafebc.com.]
- We have implemented cleaning protocols for all common areas and surfaces — e.g., washrooms, tools, equipment, vehicle interiors, shared tables, desks, light switches, and door handles. This includes the frequency that these items must be cleaned (number of times per day) as well as the timing (before and after shift, after lunch, after use).
- 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 and plates

Cleaning protocols

Step 3: Develop policies

Develop the necessary policies to manage your workplace, including policies around who can be at the workplace, how to address illness that arises at the workplace, and how workers can be kept safe in adjusted working conditions.

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

- Anyone who has had symptoms of COVID-19 in the last 10 days. Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache.
- 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.
- We have a **working alone policy** in place (if needed).
- We have a **work from home policy** in place (if needed).
- 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.

Our 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. Ask the worker to go straight home. [Consult the **BC COVID-19 Self-Assessment Tool**, or call 811 for further guidance related to testing and self-isolation.]
- 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.

Step 4: Develop communication plans and training

You must ensure that everyone entering the workplace, including workers from other employers, knows how to keep themselves safe while at your workplace.

- We have a training plan to ensure everyone is trained in workplace policies and procedures.
- All workers have received the policies for staying home when sick.
- We have posted signage at the workplace, including occupancy limits and effective hygiene practices. [A customizable **occupancy limit poster** and **handwashing signage** are available on worksafebc.com.]
- 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.

Step 5: Monitor your workplace and update your plans as necessary

Things may change as your business operates. If you identify a new area of concern, or if it seems like something isn't working, take steps to update your policies and procedures. Involve workers in this process.

- We have a plan in place to monitor risks. We make changes to our policies and procedures as necessary.
- Workers know who to go to with health and safety concerns.
- When resolving safety issues, we will involve joint health and safety committees or worker health and safety representatives (or, in smaller workplaces, other workers).

Step 6: Assess and address risks from resuming operations

If your workplace has not been operating for a period of time during the COVID-19 pandemic, you may need to manage risks arising from restarting your business.

- We have a training plan for new staff.
- We have a training plan for staff taking on new roles or responsibilities.
- We have a training plan around changes to our business, such as new equipment, processes, or products.
- We have reviewed the start-up requirements for vehicles, equipment, and machinery that have been out of use.
- We have identified a safe process for clearing systems and lines of product that have been out of use.

DOCUMENT SOLUTIONS

Updated Workflow and Processes (COVID-19 Response)

Workspace Changes

- Designated doors for staff and customers.
- Offices to be partially blocked to students or customers using barriers.
- Doors will be shut to reduce unnecessary foot traffic and to enforce capacity limits.
- Plexiglass barriers installed for front office counters/desks.
- Floor decals and directional signage installed to ensure customers/staff remain 2m apart.
- Additional signage installed informing of capacity limits and health/safety requirements.

Workflow Changes

Staffing and Schedules

- Staff are scheduled for on-site work using a modified work week based on 2/3 days “on-site” over a 5 day period. On-site work will be aggregated and rely on specific assignments and equipment maintenance. Remaining time will be remote learning, work from home or given tasks. This is adjusted depending on incoming assignments, department workloads or critical due dates.

Order Processing

- Rush orders are discouraged and to be negotiated.
- Jobs only accepted via email, WebCRD or online eCommerce storefronts.
- WebCRD job tickets released directly to Production MFD for processing.
- Minimum charge is raised to \$25 to deter non-essential orders.
- Orders under \$250 not eligible for hardcopy proof requests.
- Payments only taken by credit card or online via Moneris. Cash not accepted.
- Student projects limited to research posters, thesis binding and SFU business cards.

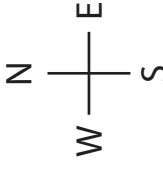
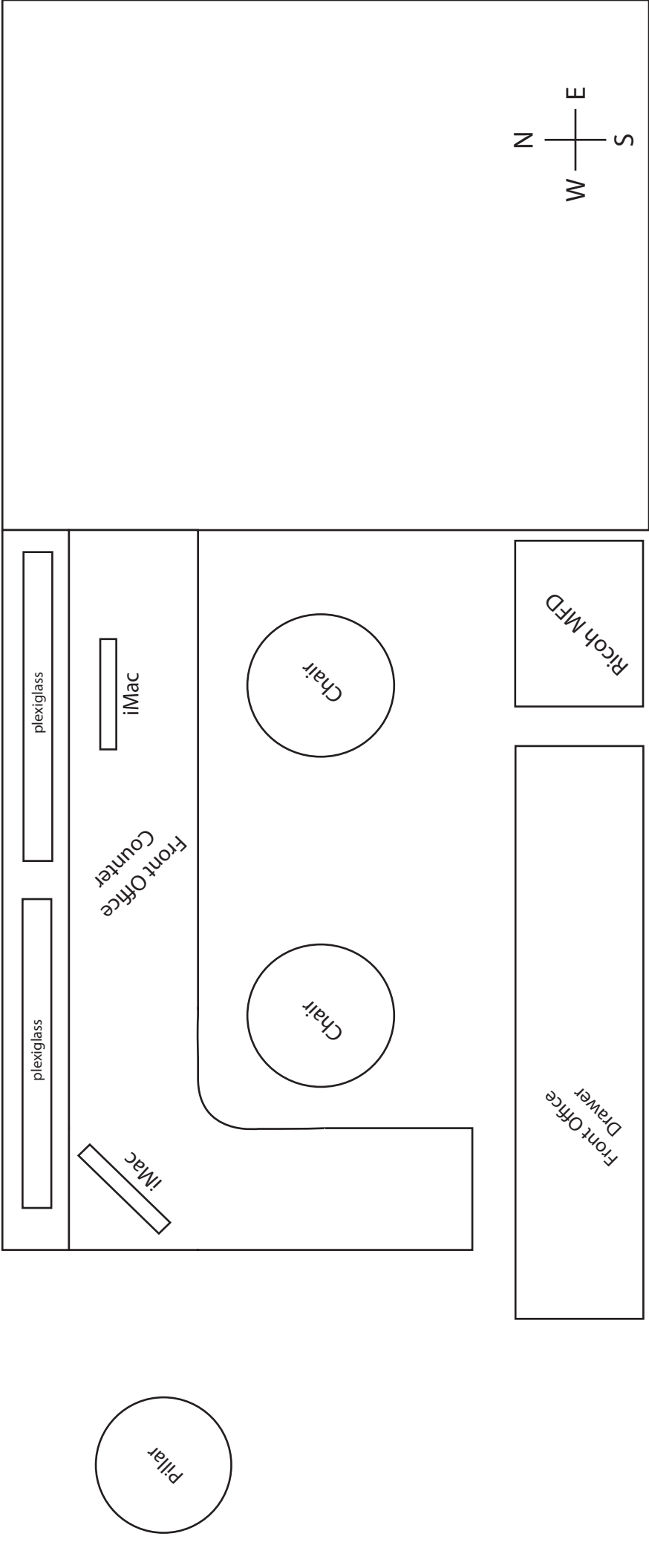
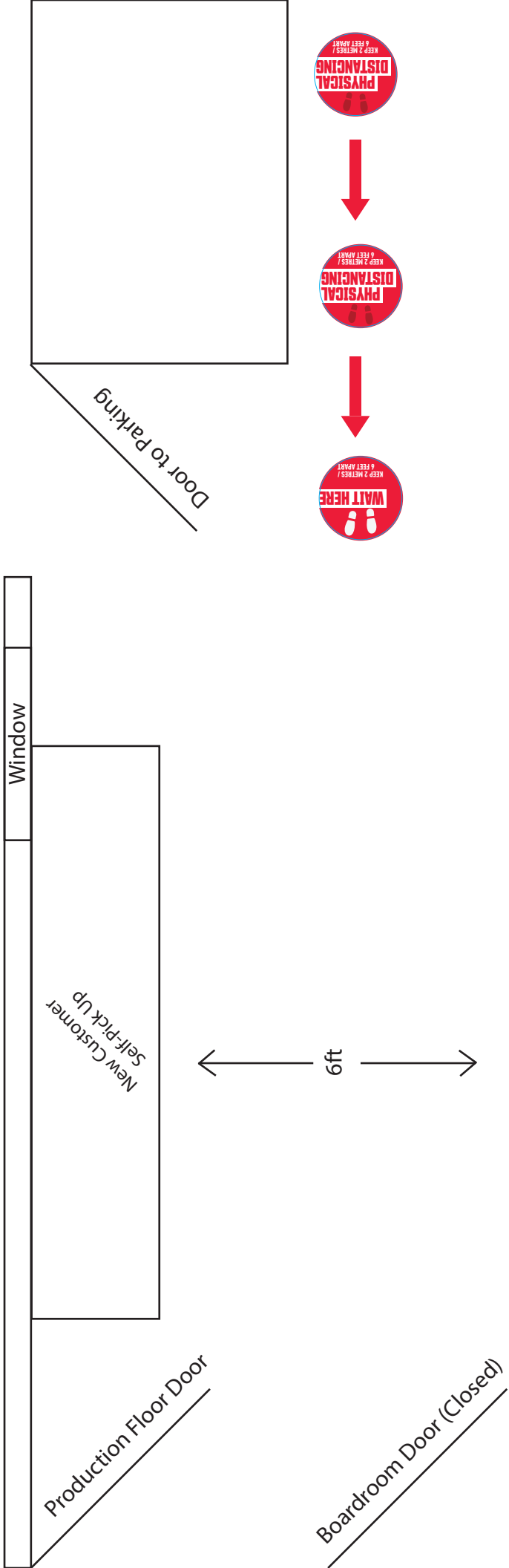
Shipping and Receiving

- Shipping of orders via inter-departmental mail or Canada Post is now default option.
- Self-pick-up of completed jobs is discouraged.
- Customers will not be required to sign for orders. Top of packaging slips will be removed and kept by Document Solutions as proof of delivery/receipt.
- Receiving area must be clearly designated to delivery people and kept as clean and clear as possible.
- To sign for a shipment, the delivery person must leave the document or device on the table and step back while you sign it. Use your own pen at all times.
- Place outbound orders on courier shelves or on pickup cart in the upper office (per Mailroom).

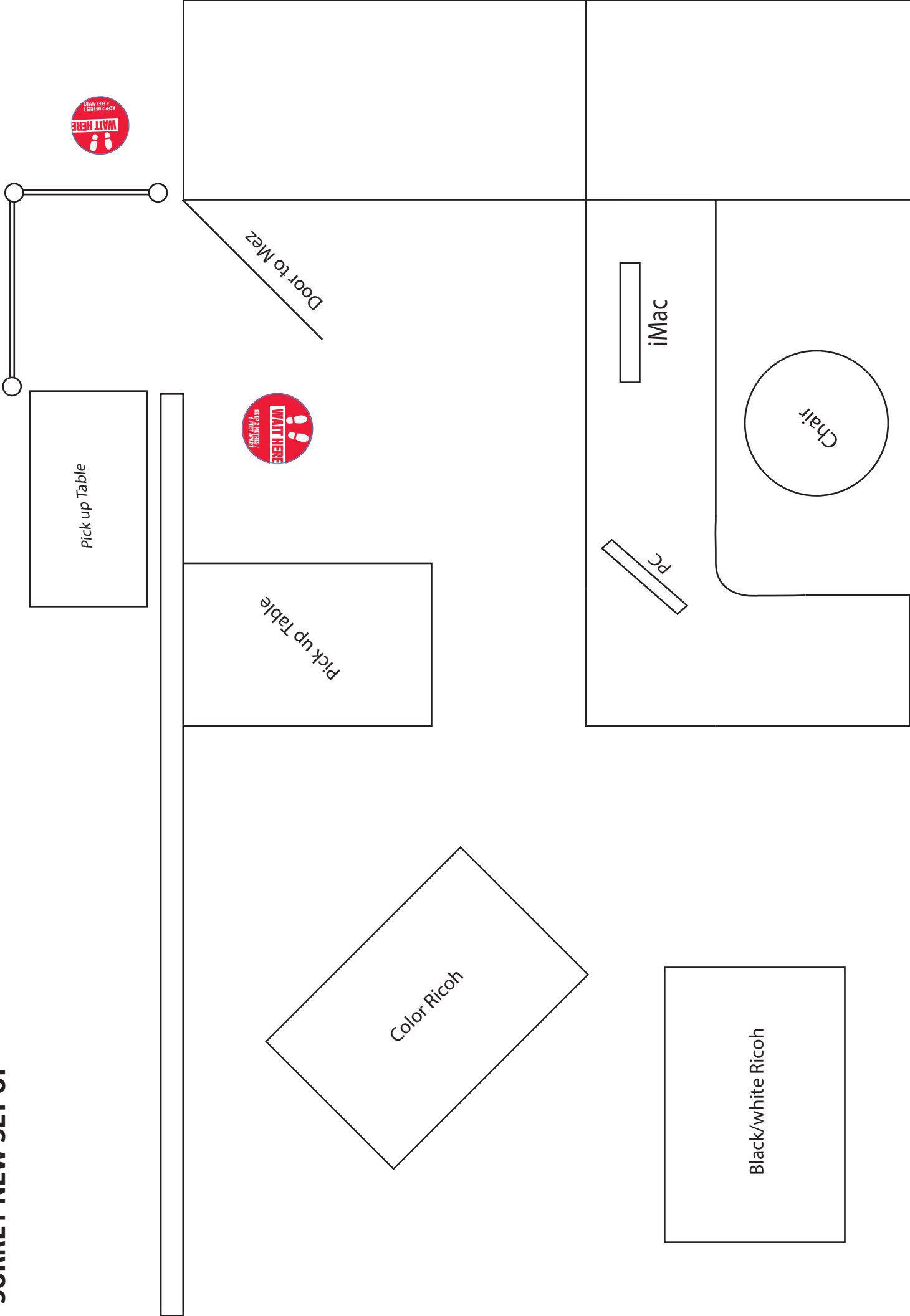
Staff Safety

- Any signs of severe allergies or illness will result in automatic release from shift until healthy.
- Maintain physical distancing of 2m at all times when on-site.
 - Staff encouraged to remain in designated workspaces.
 - Lunchroom will be limited to one person at a time.
 - Staff will be encouraged to wear face masks when social distancing cannot be maintained. Washable masks have been given to all staff. Optional nitrile gloves are available
- Staff will clean and maintain personal and shared spaces.
 - Disinfecting wipes and hand sanitizers are positioned at various points on the floor.
 - Commonly used touch areas will be cleaned
 - *Start/End of shift/day* (e.g. door handles, elevator buttons, table surfaces, pens, light switches, keys, keyboards, mice, ...)
 - *Per operator* (e.g. multi-function devices, device control panels, phones, ...)
 - No sharing of personal equipment.
 - Phones, computers and printers will be designated to each staff member.
 - Staff break and common areas to be maintained and sanitized during use.
 - Table, refrigerator handles, microwave oven, and coffee machine after each use.
 - Refrigerator only to be used during day. Leftovers including container to be disposed.

BURNABY NEW SET UP



SURREY NEW SET UP



FAQ

IS DOCUMENT SOLUTIONS STILL OPEN FOR BUSINESS?

Yes, we are! Although we are working on limited schedules, we will try to accommodate as many orders as possible.

HOW IS DOCUMENT SOLUTIONS PROTECTING ITS EMPLOYEES AND CUSTOMERS?

We have physical distancing measures in place and will be increasing our sanitation practices throughout the facility.

HOW DO I SUBMIT MY ORDER REQUEST?

Please email us at docsol@sfu.ca or place your order on WebCRD. Contact us via email for a WebCRD account if you currently do not have access.

CAN I STILL PICK UP MY ORDER?

To reduce contact and to ensure the safety of our customers and staff, we highly encourage deliveries during this time. However, we are now self-pick up from our front office for your convenience.

I HAVE A RUSH ORDER! CAN YOU PLEASE HELP!?

Scheduling and forward planning is vital during this unforeseen time. As such, please notify us if you have any rush orders and we will try to accommodate you as best we can.

DO YOU CURRENTLY OFFER HEALTH AND SAFETY SIGNS AND POSTERS?

Please visit our website at <https://orders.docsol.sfu.ca/safety/> for products and services we currently offer with regards to health and safety.

I AM A STUDENT, HOW CAN I SUBMIT MY RESEARCH POSTER, THESIS BINDING OR BUSINESS CARD REQUEST?

Please visit <https://bit.ly/2YGYJUq> to find out how to submit your request. We will contact you with details about picking up your order or having it delivered to your office or home.

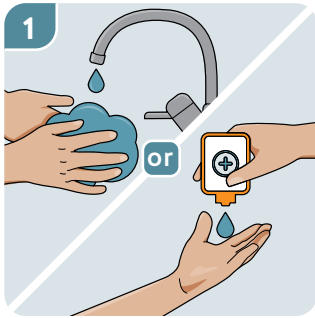
HOW CAN I STAY UPDATED WITH DOCUMENT SOLUTIONS?

Please check our website at <http://pds.docsol.sfu.ca> for status updates and announcements.

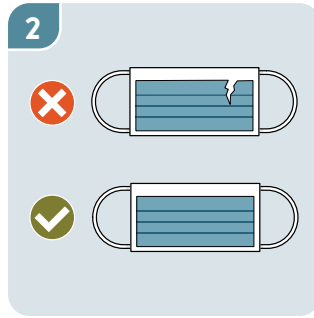
VISIT US ONLINE:



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



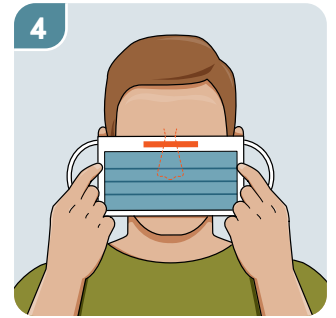
1 Wash your hands with soap and water for at least 20 seconds before touching the mask. If you don't have soap and water, use an alcohol-based hand sanitizer.



2 Inspect the mask to ensure it's not damaged.



3 Turn the mask so the coloured side is facing outward.



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



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



6 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.



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

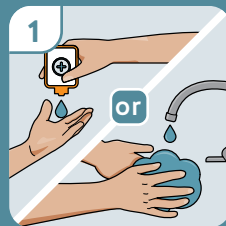


8 Don't touch the mask while you're wearing it. If you do, wash your hands.

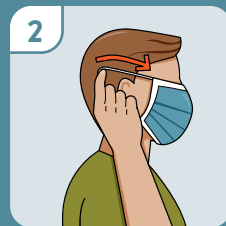


9 Don't wear the mask if it gets wet or dirty. Don't reuse the mask. Follow correct procedure for removing the mask.

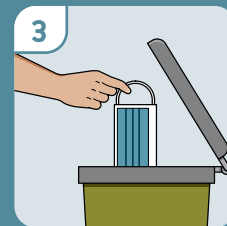
Removing the mask



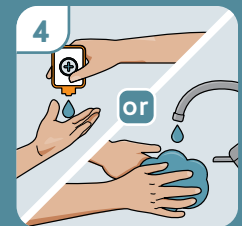
1 Wash your hands with soap and water or use an alcohol-based hand sanitizer.



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



3 Dispose of the mask safely.



4 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."