



COVID-19 OFFICE SAFETY PLAN

Enacted May 20, 2020

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We help grow the people who power Kelowna

Policy Overview

The Chamber is implementing this safety plan to allow for increased use of the Chamber Office by staff and customers while ensuring a safe and healthy environment for our team and visitors. This policy (plan) focuses on preparing our workspace and making sure everyone understands the new environment, new protocols and required policy changes. Five general operational areas are covered by this policy and should be adhered to for the foreseeable future. In addition to the five areas, open and transparent communications that engages our team, ensures clarity of responsibilities, and keeps our customers informed is critical and will be a priority for the entire organization.

It is important to note that our Mission and Core Values have not changed although the organization recognizes that this is stressful on everyone. The Chamber also recognizes that there are benefits and challenges in working from home and/or the office and flexibility will be considered when implementing specific schedules and expectations for each team member.

1 OUR TEAM

The #1 rule: If feeling ill stay home and chill. The Chamber provides a comprehensive sick days/benefit program (See Employee Handbook for details) and can be utilized if required. If working from home is possible in this situation, adjustments to WFH policy can be discussed with the Executive Director.



Staff should also reflect on several other items related to conduct when working at the Chamber office:

- > Be aware of safe commuting options as onsite parking is provided as a benefit to staff.
- > Staff entry to building is to be through the rear door only.
- > Non-essential transportation or business travel should be limited and on an exceptional basis only (see Office Manager or Executive Director for clarity).
- > Team members are encouraged to eat outside or at their desk (not in common areas).
- > Bring your own dishes, mugs, and utensils. Store in your personal office (clean items yourself).
- > Have and use only your own equipment, such as pens, staplers, headsets, and computers.

A modified in-office schedule has been prepared by the Executive Director. This is meant to ensure a reasonable level of service for those contacting the Chamber, ability to undertake tasks that require specific office equipment, and to enable tasks to be completed that cannot be done from home.

Adjustments will be considered following discussion with Executive Director. These adjustments could include:

- > Alternating work weeks in the office and work-from-home.
- > Staggered arrival & departure times / 'in-office' schedules.

Staff are requested to communicate vacation travel plans with the Executive Director in advance as WFH (work from home) may be requested upon return from vacation (for two weeks).

2 OUR OFFICE

The following adjustments to our physical environment shall be made and how we utilize our space will also be adjusted as follows:

- > Hand sanitizer at buildings entrances.
- > Contract Cleaning Protocols (two days/week):
 - Contract cleaner will continue to enter individual offices to clean floors and empty garbage/recycle only. Staff will be responsible for their own desks and high touch point areas such as keyboard, mouse, and phone.
 - Office Manager to verify appropriate cleaning products and protocols by contractor (wiping doors/handles/switches).
- > Office Manager to ensure removal of all displays that have magazines, rack cards, etc. (that could be picked up by multiple people). Hand out by request only. All team members should ensure the same applies to their workspaces.



- > Posters reminding of social distancing and cleaning protocols are to be posted for staff, customers, and vendors at building entrances and at key locations (doors).
- > Single-person access into constricted areas (kitchen/copy room) required.
- > Choose and use the same washroom each day. (No vendor/customer usage).
- > No further use of building space outside of individual offices and regularly used common space (halls, washroom, kitchen).
- > Storage areas are not to be accessed without prior discussion with the Office Manager.
- > Mail to be collected by Office Manager or designate only.
- > Current food/beverages to be removed.
- > Glasses/mugs/utensils to be removed from common areas and are not to be used.
- > Non-surgical masks will be available through the Office Manager if required for either:
 - those visiting the office who request one or
 - those team members who may be visiting a site away from the office that requires visitors to wear a mask.

3 COMING & GOING FROM THE OFFICE

The following tasks apply to the first person (team member) to arrive at the office:

- > Alarm – use pen (or other implement such as keys) on keypad when setting and disarming to avoid touchpoint.
- > Wipe exterior door handles (both sides) and other common areas such as kitchen, boardroom, copy room/washrooms.
- > Wipe common touch points like fridge handle/interior door handles/washroom faucets/copier.



The last person to leave for the day should adhere to the following:

- > Ensure all doors are closed (as per security protocols)
- > Have minimal contact with other office doors (they should already be closed by the occupant).
- > Do not place chain across the main hallway as the Boardroom is not to be used by any external organization until further notice.

The following protocols are applicable to anyone visiting the Chamber office such as Board members, volunteers, vendors, service personnel and customers.

- > Visits should be prearranged, staggered, and safety protocols must be communicated before entry into the workplace (Signage on all exterior doors, email/phone to regular vendors by Office Manager).
- > Office Manager to keep a trackable electronic record of visitors as per provincial requirements.

- > Guests must use front entrance only and are restricted to the front lobby only unless they require access to other parts of the building (i.e. for servicing) and in such cases they would require authorization of the Office Manager or designate to enter the internal offices.
- > The interior front door is to be propped open during office hours (dependent on traffic noises).
- > Visitors should minimize time spent in waiting area (e.g., request visitors to wait in vehicles & text message).
- > Remove non-essential communal items, such as magazines, pamphlets, etc.
- > Beverages (coffee, tea, water) will not be offered at this time.
- > Provide a safe place for visitors to dispose of used sanitizing wipes and other personal protective equipment.

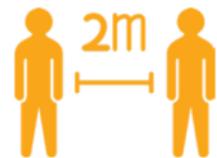
In addition to the above noted steps, customers interested in discussing membership options or seeking a hard copy of a Certificate of Origin shall adhere to the following protocols:

- > Membership Enquiries
 - Only in person if absolutely required. Maintain social distance.
- > Certificates of Origin (COO)
 - Only in person if required. Maintain distance.
 - Staff shall adhere to established process where customer remains in front lobby while certification of origin is completed (seating is available).
 - Use transfer basket that is provided in front lobby for exchange of documents.
 - Staff should clean hands after providing the COO.

4 KEEPING YOUR DISTANCE

Staff and visitors to the Chamber office will be required to support social distancing (2m) protocols. These include:

- > Respect/yield to hall traffic.
- > No entry into other staff offices aside from your own (limit to “at door” conversations).
- > Specified seating assignments for employees in board room (use the same chair/location).
- > Continue to hold meetings by teleconference, video conference, or email instead.
- > Move meetings outside when feasible.
- > Extra chairs have been removed/stacked – do not add chairs without consulting Office Manager.
- > Enhanced cleaning protocols for shared spaces (copy-room/washrooms/kitchen area/storage) are in place, requiring staff to spray and wipe following each use.



5 ENHANCED HYGIENE

It is expected that all team members will adhere to enhanced cleaning and disinfecting practices indefinitely. These do it yourself (DIY) practices will be made easier by ensuring disinfectants (wipes/hand sanitizer) are available at each workstation (desk) and in common areas (front lobby, kitchen, copy room). Each staff member should monitor needs and advise Office Manager when refills are required at their desk.



In addition, the following protocols shall be followed:

- > Contractor to sanitize all workspace areas, boardroom, restrooms, and other areas prior to opening but going forward will not clean desks as that responsibility falls to each staff member.
- > Staff are responsible for wiping their workstation (at start of shift). Desk, laptop, phone, etc.
- > Once per day staff should clean/wipe low-touch points such as switches, door handles, & desk drawers.
- > High-touch shared tools are to be removed from common areas (flip charts, remote controls, etc.) See office manager if needed.
- > Each team members should bring single serving/personal use items (i.e. cream for coffee).
- > A clean desk policy is encouraged.
- > Keep/store personal items in your own office (or near your desk if shared office).
- > Limit in person meetings and ensure social spacing when occurs. Clean after each meeting.
- > All deliveries to be wiped down upon arrival by the recipient and/or Office Manager.
- > Wash hands after having contact with public items/common touch points such as fridge handle, microwave oven, etc. (See WorkSafeBC Poster)
<https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-handwashing?lang=en>
- > Anyone identifying themselves with symptoms is not allowed in the office.

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