

Kootenay-Columbia Discovery Centre Society



# **COVID-19 Health and Safety Plan**

Last Updated: June 2020

## Table of Contents

<b>TABLE OF CONTENTS</b>	<b>2</b>
<b>OVERVIEW</b>	<b>3</b>
HEALTHY AND SAFETY PLAN	3
STAFF AND VISITOR EXPERIENCE	3
<b>ASSESSING THE RISKS</b>	<b>4</b>
<b>COVID-19 RULES FOR SAFE PRACTICE</b>	<b>4</b>
ENFORCEMENT OF THE RULES OF SAFE PRACTICE	5
REDUCING THE RISK OF PERSON-PERSON TRANSMISSION	5
REDUCING THE RISK OF SURFACE TRANSMISSION	6
<i>Cleaning and Personal Hygiene</i>	6
<i>Protocol for Cleaning and Disinfecting Common Areas and Surfaces</i>	6
ADDITIONAL MEASURES INSIDE CENTRE	7
<b>OUTDOOR FACILITIES</b>	<b>7</b>
PORTABLE TOILETS	7
HANDWASHING STATION	8
PICNIC TABLES	8
<b>STAFF POLICIES</b>	<b>8</b>
ILLNESS IN THE WORKPLACE	8
FIRST AID AND INJURIES REQUIRING MEDICAL ATTENTION	9
MANAGING RUDE, OBNOXIOUS OR AGGRESSIVE VISITORS	10
<b>COMMUNICATION AND TRAINING</b>	<b>10</b>
<b>MONITORING AND UPDATING</b>	<b>10</b>
<b>HEALTH AND SAFETY CONCERNS</b>	<b>10</b>
<b>CLEANING AND DISINFECTING PRACTICES</b>	<b>12</b>
HOW TO CLEAN AND DISINFECT SURFACES	12
SUPPLIES	12
TRAINING	12
HANDWASHING AND PERSONAL HYGIENE	12
<b>ADDITIONAL MEASURES FOR EDUCATIONAL SETTING</b>	<b>14</b>
<b>APPENDIX</b>	<b>15</b>
CLEANING AND DISINFECTING FOR PUBLIC SETTINGS POSTER	15
HANDWASHING POSTER	17
COVER COUGHS AND SNEEZES POSTER	18
GUIDELINES FOR USING A MASK	19

## Overview

### Healthy and Safety Plan

The COVID-19 Virus presents challenges to organizations that offer public services and programs. We, the Kootenay-Columbia Discovery Centre Society (KCDCS) take our responsibility to our clients and visitors very seriously.

This Plan will outline key steps that KCDCS will take to minimize the chances of transmission of COVID-19 to our staff and visitors alike during program and event delivery.

We gathered information from and consulted with various levels of government as well as researched industry standards to produce a Plan that is robust and in compliance with, if not more stringent than, the recommended health and safety guidelines and protocols. Our resources included:

- WorkSafeBC
- Interior Health Authority
- Province of BC
- BC Centre for Disease Control
- HealthLink BC
- BC Recreation and Parks Association

The Plan will remain flexible and will be altered as required to meet changing circumstances and government regulations.

### Staff and Visitor Experience

In order to make sure all staff and visitors feel safe and secure at our facility and corresponding programming and events, we have taken the following steps:

1. Assessed the risks of transmission to staff and the public at our workplace
2. Considered measures to reduce those risks including:
  - Maintaining physical distance
  - Implementing measures to ensure adequate cleaning and hygiene
  - Developing safe options or excluding potential programs and events where physical distancing cannot be safely maintained
3. Developed policies and signage for staff and visitors
4. Developed communication plan and training
5. Appointed Senior Manager as Safety Officer to monitor and update plan as required

## Assessing the Risks

COVID-19 can be spread by:

- Droplets via coughing, sneezing or speaking in close proximity to others;
- Touching a surface that has been contaminated by droplets or touched by an infected person and then touching one's face, shaking hands or some other form of personal contact.

The risk of person to person transmission increases the closer one gets to other people, the more time you spend near them, and the more people you have contact with..

The risk of surface transmission increases when people touch the same surface within a short period of time.

We have identified the following areas of risks and have developed practices and procedures to mitigate them:

- Places where people gather
- Places where workers are close to one another and/or members of the public
- Tools or equipment that workers share while working
- Surfaces that people touch or are likely to touch.

## COVID-19 Rules for Safe Practice

KCDCS developed the following Rules for Safe Practice to reduce risk of transmission of COVID-19. These include reducing risk of person to person transmission and reducing the risk of surface transmission. The Five Principles for Every Situation below is from BC's Restart Plan and guided our protocols on:

Personal Hygiene:	Stay Home if You Are Sick:	Environmental Hygiene	Safe Social Interactions	Physical Modifications
<ul style="list-style-type: none"><li>• Frequent handwashing</li><li>• Cough into your sleeve</li><li>• Wear non-medical masks</li><li>• No hand shaking</li></ul>	<ul style="list-style-type: none"><li>• Routine daily screening</li><li>• Anyone with any symptoms must stay away from others</li><li>• Returning travellers must self-isolate</li></ul>	<ul style="list-style-type: none"><li>• More frequent cleaning</li><li>• Enhanced surface sanitation in high touch areas</li><li>• Touch-less technology</li></ul>	<ul style="list-style-type: none"><li>• Meet with small numbers of people</li><li>• Maintain distance between you and people</li><li>• Size of the room: bigger the better</li><li>• Outdoor over indoor</li></ul>	<ul style="list-style-type: none"><li>• Spacing within rooms or in transit</li><li>• Room design</li><li>• Plexiglass barriers</li><li>• Movement of people within spaces</li></ul>

## Enforcement of the Rules of Safe Practice

KCDCS expects the cooperation of visitors and learners in making the enjoyment of our programs and services safe with a low risk of infection. If anyone refuses to follow the Rules and puts others at risk, KCDCS staff will request the offending person to leave. If the person refuses to leave, all activity will be stopped completely and if the person exhibits aggressive conduct the RCMP will be called for assistance.

## Reducing the Risk of Person-Person Transmission

The following practices will ensure that KCDCS minimizes the risk of person to person transmission of COVID-19.

1. Where possible, maintain physical/social distancing of 2 meters (6 feet)
2. Occupancy limits inside the Discovery Centre will be set to:
  - 6 people maximum, including staff
  - Staff room/office – one person at a time. No public members are allowed in the staff room/office
3. All visitors will be under the supervision and direction of a staff member while in the Centre
4. Install a plexiglass barrier at the front desk and rope off areas where the public is not allowed
5. Install appropriate signage inside and outside the Centre describing Rules and expected conduct of visitors and direct visitors' attention to it.

To reduce the risk of airborne transmission, the following actions are encouraged:

6. Coughing and sneezing into elbow or tissue
7. No hand shaking or other physical contact
8. Avoid touching your face
9. Wearing a face mask while inside the Centre or in close contact with other people

## No Admittance without Confirmation

Staff and visitors are to confirm they have not travelled outside of Canada within the past 14 days, have not been diagnosed with COVID-19 and have none of the Presenting Symptoms, described below.

## Presenting Symptoms

If you have symptoms of a cold, flu, or COVID-19, including coughing, sneezing, runny nose, sore throat, fatigue you must stay at home and keep a safe distance from others until those symptoms have completely disappeared. Staff or visitors exhibiting these symptoms will not be

welcome in the facility or to participate in programs or events and will be asked to leave the site.

### Use of Personal Protective Equipment (PPE)

Masks may protect the wearer from the droplets of others and may protect others from the droplets of the wearer. Masks will be provided to staff to wear on site and during programs and events. Staff will be trained in the proper use of a mask (WorkSafeBC guidelines to using a mask can be found in the Appendix).

The use of non-medical masks or face coverings (together called “masks”) is *optional* for visitors and program participants *unless* it is determined by KCDCS staff that physical distancing cannot be consistently maintained. In that case, visitors must provide their own masks or they will not be allowed to participate in activities.

We do not provide visitors or program participants with masks.

### Reducing the Risk of Surface Transmission

#### Cleaning and Personal Hygiene

We will be implementing the following cleaning and hygiene practices to reduce the risk of surface transmission:

1. All staff and visitors will be required to sanitize their hands upon entering the Centre or before participating in an activity using props or equipment
  - There will also be a voluntary handwashing station onsite for use by visitors, program participants and staff during open hours of Centre.
2. Staff will clean and disinfect frequently touched surfaces on a regular basis, including:
  - Commonly touched surfaces inside the Centre
  - Commonly touched surfaces in the adjacent outdoor space
  - Portable washroom facilities

#### Protocol for Cleaning and Disinfecting Common Areas and Surfaces

The following areas and equipment will be cleaned and disinfected multiple times throughout the day:

- Light switches
- Door handles
- Tables
- Front desk and plexiglass
- Phone and electronics
- Displays that are touchable

- Water cooler
- Hand washing station (See Outdoor Facilities section for details)
- Portable Washrooms (See Outdoor Facilities section for details)

Surfaces that require cleaning will be cleaned at least twice in the a.m. and p.m. or more often depending upon frequency of use.

Unnecessary tools, equipment and display items will be removed from the Centre to simplify the cleaning process.

Additional details on Cleaning and Personal Hygiene are found on page 11.

### Additional Measures Inside Centre

Displays will be streamlined and minimized, promoting a non-touch experience to reduce risk of transmission. In instances where displays or tools can be touched by the public, they will be sanitized by a staff member after each use.

Signs will be posted to encourage physical/social distancing.

Information/Poster on Rules for Safe Practice will be posted at the Centre entrance and in staff room for all staff and visitors to see.

We will encourage the use of contactless payment but will still take cash. Staff must sanitize their hands after handling cash

- The point of sale termination will be wrapped in plastic so that it can be easily cleaned after each use without damaging the terminal
- A hand sanitizer will be available for visitor use

Trash will be emptied at least once a day

Water cooler will be sanitized regularly and clean paper disposable cups will be provided.

## Outdoor Facilities

### Portable Toilets

Portable toilets will be offered onsite for use by staff and visitors. There will be one barrier-free and at least two other units situated on site while the Centre is open for the season.

The following protocols will be followed in maintaining the cleanliness of these toilets:

- Toilets will be checked and cleaned at least 5 times daily by staff while staff are onsite at: 8:30am, 10:30am, 12pm, 1:30pm and 3:30pm. Toilets will be checked and cleaned more if there is a larger than normal volume use.
- Toilets will be professionally emptied and cleaned once a week by a contractor
- Toilets will be stocked with all supplies needed (hand sanitizer, toilet paper)
- A handwashing facility will be available for use
- The phone number of the toilet rental company will be posted on each door and can be called by the public or staff if there is a problem.

## Handwashing Station

A handwashing station will be available for visitors and staff and will consist of the following:

- Portable table
- Large water jug(s) with spigot
- Soap/sanitizer
- Paper towel for drying

The handwashing station will be regularly cleaned throughout the day.

The handwashing station will be located on grass or gravel so that the excess water can drain away and not create standing water.

The handwashing station will be available for use when the Centre is open.

## Picnic Tables

Picnic tables will be onsite and available for use by visitors and staff.

The following are the rules and regulations applied to picnic area:

- Max occupancy is 4 people per table
- Tables are cleaned multiple times throughout the day when staff are onsite
- Use is on an “own risk” basis

Rules and guidelines in relation to use will be posted at each table.

## STAFF Policies

### Illness in the Workplace



## COVID-19:

The provincial health officer and the BC Centre for Disease Control have issued the following guidance around self-isolation:

Anyone who has 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 headaches

Anyone under the order of the provincial health officer to self-isolate must follow those instructions

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

## On the Job:

Staff who feel ill at work shall:

1. Report the condition to the onsite supervisor, leave the workplace, and either:
  - a) Return to work the following day if the condition has improved and there are no COVID symptoms; or,
  - b) Communicate the condition to the onsite supervisor the following day, and
2. Monitor the condition for COVID symptoms and, if any appear, obtain medical advice about returning to work, and
3. Report the result of the medical advice to the onsite supervisor before returning to work.

## First Aid and Injuries Requiring Medical Attention

All staff must have, at minimum, a valid standard first aid certificate and must adhere to the established rules and regulations of these certificates. In addition, KCDCS has some practices for dealing with emergencies:

1. If the injury is treatable by First Aid, administer it or call a staff member to attend for that purpose. The person administering the first aid must use the gloves and mask provided in the first aid kit before proceeding with treatment.
2. If the injury is obviously serious or is unknown (e.g. unconsciousness, significant bleeding and/or pain), remain with the injured party making the person as comfortable as possible and call 911.
3. In either case, complete an Incident Report a) at the end of the workday in the case of First Aid treatment or b) immediately following the removal of the seriously injured party.

## Managing Rude, Obnoxious or Aggressive Visitors

KCDCS expects the cooperation of visitors and learners in making our programs and services safe and enjoyable. If anyone refuses to follow the Rules, putting others at risk, KCDCS staff will, first, request the offending person to leave. If the person refuses to leave, stop the activity completely and return to the Centre. If the person is aggressive, call the RCMP for assistance. At the end of the workday an Incident Report must be completed noting the details of what occurred.

## Communication and Training

KCDCS will ensure that everyone entering the facility knows how to keep themselves safe while onsite by posting signage at the entrance that will include:

- Occupancy limits
- Mandatory hygiene practices and best practices
- Who is restricted from entering the building, including visitors and workers with symptoms
- An “own risk” notice
- Emergency numbers: Police, Ambulance

The Senior Manager will monitor the staff and the facility to ensure that the policies and procedures are being followed.

Staff will be trained on the Plan and how to implement the practices and protocols outlined in the Plan.

## Monitoring and Updating

Changes to the Plan may be required to meet changing provincial guidelines and operational conditions. We need to make sure we identify new areas of concern, or if it seems like something is not working, we will take steps to update the policies and procedures as necessary, taking into account comments and suggestions by staff, visitors and participants.

If policies and protocols need to be reviewed and/or updated, staff will be involved in the process.

## Health and Safety Concerns

Health and Safety concerns must be reported to:

Carla Ahern, KCDCS’s Senior Manager

Phone: (250) 254-0708

Email: [education@discovery-centre.ca](mailto:education@discovery-centre.ca)

Alternatively, workers can contact WorkSafeBC if they feel that there are any unsafe working conditions @ 1-888-621-SAFE (7233)

When resolving safety issues KCDCS will involve staff and Board Members in the process.

Staff who received comments or concerns about safety from visitors or participants must report them to the Senior Manager

## Cleaning and Disinfecting Practices

Additional information on cleaning and disinfecting practices can be found below and include:

- How to clean and disinfect surfaces
- Supplies to use
- Training
- Handwashing and personal hygiene techniques

### How to Clean and Disinfect Surfaces

Effective cleaning involves a two-stage process. First, a surface must be cleaned of dirt and debris. Any residue left on a work surface and equipment may deactivate the disinfectant. Soap or detergent can be used as a cleaning agent. After cleaning, a disinfectant is applied to the surface and left for a specified amount of time to neutralize any remaining organisms.

Please refer to the poster “Cleaning and Disinfectants for Public Setting” that was published by the BC Centre for Disease Control and BC Ministry of Health in the Appendix.

### Supplies

The appropriate supplies for cleaning will be provided to staff. These include but are not limited to:

- Soap and water
- Disinfecting sprays and/or wipes
- Disposable clothes
- Disposable gloves
- Face masks

Read and follow manufacturers and/or KCDCS’s instructions for the safe use of cleaning and disinfecting products. These include but are not limited to:

- Wear gloves
- Use a well-ventilated area or wear a mask
- Allow enough contact time for disinfectant to kill germs based on the product being used
- Wash hands with soap and water or use alcohol-based hand sanitizers after removing gloves

### Training

Staff will be provided with onsite training and the proper materials to do the job.

### Handwashing and Personal Hygiene

Frequent handwashing and good hygiene practices are essential to reduce the spread of the virus. See for Handwashing and Cover Coughs and Sneeze posters from WorkSafe BC in the Appendix.

A handwashing station and hand sanitizer will be available for visitors and staff.

Specific to Staff:

- Staff must wash their hands and/or sanitize them upon entering the Centre for the first time for their shift.
- Staff must regularly wash and/or sanitize their hands after handling money, touching surfaces, going on a break, going to the washroom and any other activity that would put them at risk of catching or spreading the virus

## Additional Measures for Educational Setting

A separate document will lay out the types of programs and events that will be offered in 2020 and any additional logistics or protocols that need to be employed.

Based on provincial government and WorkSafeBC, the following are considerations to be taken into account related to child care and day camp settings:

### Child Care and Camp Setting

Routine screenings for all staff and participants to make sure they are healthy

- Involve a list of questions to answer/check off
- Daily and/or pre-program?

Routine and frequent environmental cleaning

- Will make sure to highlight any additional cleaning and disinfecting practise that will be specific to the program

Support low contact. Identify high contact that should not take place.

- Are there any activities that should not occur (games, experiments, craft, etc.) that is not conducive to low contact?

Clear policy for participants that have the symptoms of a cold, flu or COVID-19 symptoms, with any coughing or sneezing not participating

Staff and students at high risk should not take part in recreational, sporting or camp activities

### Policies to Share with Program Participants

Expectations and policies crafted specifically for program participants catered to the program they are participating in will be distributed to before start date of program. Participants or their guardians must sign off that they have read and understand these policies.

### *Jr Naturalist Summer Camps*


- List of what are we doing to ensure proper health and safety practices
- Screening for illness and policy related to participants with symptoms of illness
- List of expectations from parents/guardians
- How to come prepared for the day
- Pick up and drop off protocol

### *Guided Tours/Events*

- List of what we are doing to ensure proper health and safety practices


## APPENDIX

### Cleaning and Disinfecting for Public Settings Poster



# Coronavirus COVID-19

BC Centre for Disease Control | BC Ministry of Health




## CLEANING AND DISINFECTANTS FOR PUBLIC SETTINGS


**Good cleaning and disinfection are essential to prevent the spread of COVID-19 in BC.**

This document provides advice to public groups, transit, schools, universities, and other institutions in BC on cleaning for non-health care settings.

Make sure to wash hands with plain soap and water after cleaning or use an alcohol-based hand sanitizer.



OR



**Cleaning:** the physical removal of visible soiling (e.g., dust, soil, blood, mucus). Cleaning removes, rather than kills, viruses and bacteria. It is done with water, detergents, and steady friction from cleaning cloth.

**Disinfection:** the killing of viruses and bacteria. A disinfectant is only applied to objects; never on the human body.

**All visibly soiled surfaces should be cleaned before disinfection.**

**Cleaning for the COVID-19 virus is the same as for other common viruses.** Cleaning products and disinfectants that are regularly used in households are strong enough to deactivate coronaviruses and prevent their spread.

**Recommendations:**


- General cleaning and disinfecting of surfaces should occur at least once a day.
- Clean and disinfect highly touched surfaces at least twice a day and when visibly dirty (e.g., door knobs, light switches, cupboard handles, grab bars, hand rails, tables, phones, bathrooms, keyboards).
- Remove items that cannot be easily cleaned (e.g., newspapers, magazines, books, toys).

**Cleaning** .....


For cleaning, water and detergent (e.g., liquid dishwashing soap), or common household cleaning wipes should be used, along with good physical cleaning practices (i.e., using strong action on surfaces).

**Disinfection** .....

For disinfection, common household disinfectants such as ready-to-use disinfecting wipes and pre-made solutions (no dilution needed) can be used. Use the figure and table below for guidance. Always follow the manufacturer's instructions printed on the bottle.



Ministry of Health




BC Centre for Disease Control

IPC v2.0

**If you have fever, a new cough, or are having difficulty breathing, call 8-1-1.**

**Non-medical inquiries (ex. travel, physical distancing):** 1-888-COVID19 (1888-268-4319) or text 604-630-0300







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BC Centre for Disease Control | BC Ministry of Health



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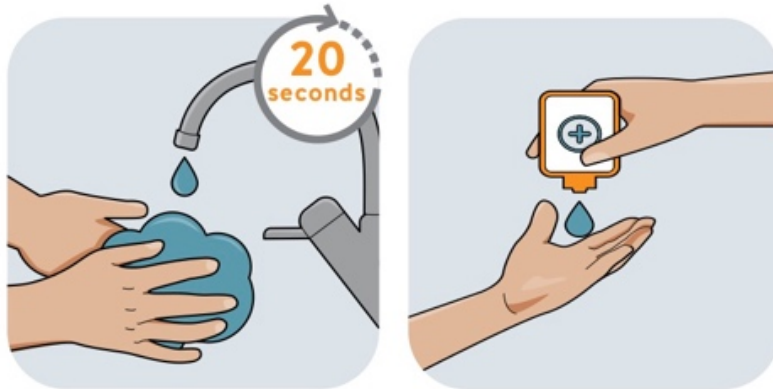
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# Help prevent the spread of COVID-19



**Wash your hands often with soap and water for 20 seconds. If soap and water aren't available, use an alcohol-based hand sanitizer.**

## **Wash your hands:**

- When you arrive at work
- Before and after going on a break
- After using the washroom
- After handling cash or other materials that have come into contact with the public
- Before and after handling shared tools and equipment
- Before and after using masks or other personal protective equipment

# Help prevent the spread of COVID-19

## Cover coughs and sneezes



Cough or sneeze into your sleeve, not your hands. Avoid touching your face with your hands.

Or



Cover your mouth and nose with a tissue and put your used tissue in a wastebasket.



Wash your hands with soap and water for at least 20 seconds.

Or



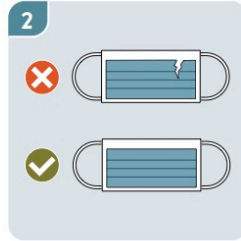
Clean hands with alcohol-based hand sanitizer.

## Guidelines for Using a Mask

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



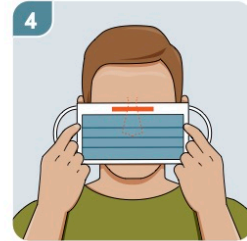
Wash your hands with soap and water for at least 20 seconds before touching the mask. If you don't have soap and water, use an alcohol-based hand sanitizer.



Inspect the mask to ensure it's not damaged.



Turn the mask so the coloured side is facing outward.



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



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



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.



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



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



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



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



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



Dispose of the mask safely.



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."

