

CAMPUS MAIL COVID-19 Safety Plan

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.

We have involved workers when assessing our 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, processing lines in the warehouse, 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 buses, 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.
- ✓ We have referenced safe practices from Work Safe BC safety Guidelines for reopening
- ✓ Referencing BC Health guidelines for warehousing and transportation
- ✓ Guidance from OH&S at UBC
- ✓ Staff have been attending Campus Mail since closure on March 18 have been integral in formulating plans

Step 2: Implement protocols to reduce the risks

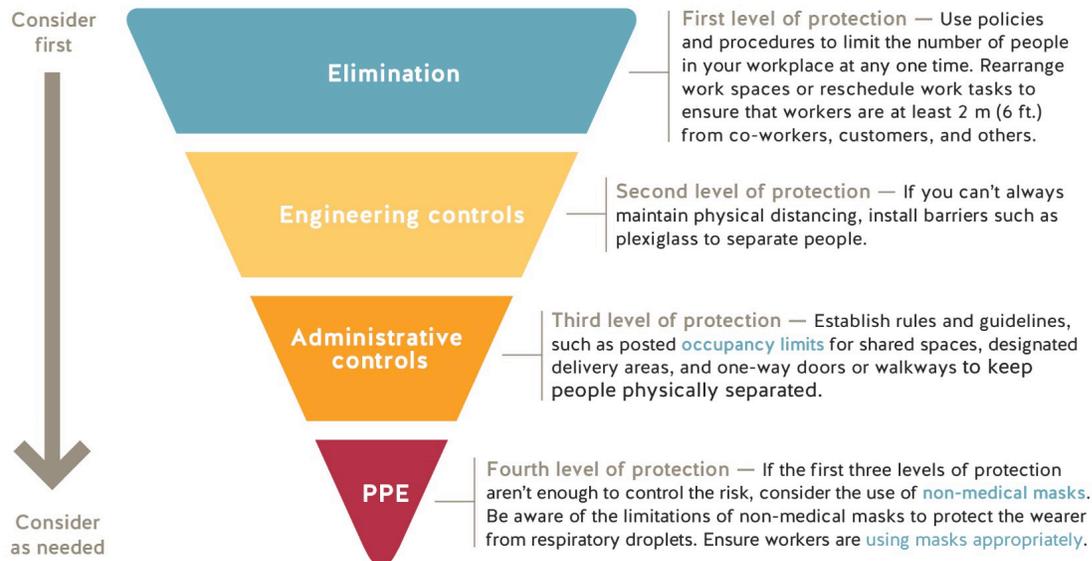
When selected and implemented protocols to minimize the risks of transmission. We looked to the following for information, input, and guidance:

- ✓ Review industry-specific protocols on worksafebc.com to determine whether any are relevant to our industry. Guidance for additional sectors will be posted as they become available such as Canada Post. If protocols are developed specific to our sector, we implemented these to the extent that they are applicable to the risks at our workplace. We may need to identify and implement additional protocols if the posted protocols don't address all the risks to our 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 our industry.
- ✓ Our health and safety committee.

COVID-19 Safety Plan

Reduce the risk of person-to-person transmission

To reduce the risk of the virus spreading through droplets in the air, we implemented protocols to protect against our identified risks. Different protocols offer different levels of protection. Wherever possible, we used the protocol that offers the highest level of protection. We took into consideration controls from additional levels if the first level isn't practicable or does not completely control the risk. We might likely need to incorporate controls from various levels to address the risk at our 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-limited to receiving only for customers. 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 meters 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-on a rotational schedule
 - 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 and washrooms.
- ✓ We have implemented measures to keep workers and others at least 2 meters apart, wherever possible.
 - Options include revising work schedules and reorganizing work tasks.

Measures in place at Campus Mail:

- Reduced Open hours to 8:30am-3:30pm Monday to Friday (no Saturdays)
- Introduced an on-rotation schedule for staff
- Wall-mount hand sanitizer “mandatory” for customers and staff to use at entrance
- Signage with total number of people allowed into campus mail including staff, 1 customer in at one time
- One way direction for exiting the mail room
- Floor markings in the line to indicate safe physical distancing
- Line-up outside the mail room area marked for physical distancing
- Mail/Parcel pick-up service for staff, faculty and students at the front of the building
- Adjust practices for proof of delivery so that, where possible, in-person signature can be avoided and online confirmation of receipt of package can be used instead.

Second level protection (engineering): Barriers and partitions

- ✓ We have not installed barriers where workers can’t keep physically distant from co-workers, customers, or others – the mail room is an open space concept no barriers needed
- ✓ We have not included barrier cleaning in our cleaning protocols.

Additional Measures in place at Campus Mail:

- Counter plexi-glass shield on ship out/receiving desk – customer facing
- Scanner and pay terminal customer contact only – no contact with staff(cashier)
- Closed fence to mail room space for external drivers to deliver parcels or letters
- Dedicated line up space with safe-distance indicators

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.

Additional Measures in place at Campus Mail:

- Signage posted in the mail room
 - Information at entrance as to safe procedures
 - Reminder signage for safe practices throughout the mail room
- Prohibit the use of washrooms to external parties such as other couriers
- Order pick up at front of the building – dedicated space
- Removal of some tables in the lunchroom to accommodate only 4 staff at one time
- All truck drivers have been issued hand sanitizer and sanitizing wipes for their vehicles

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

- ✓ 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.

Additional Measures in place at Campus Mail:

- As per UBC direction we are not offering any type of masks to staff at Campus Mail, however we are training staff on how to properly wear masks if they prefer to wear one
- Gloves are being worn by all Campus Mail staff

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, 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 at Campus Mail:

- Door handles, railings, selling areas and cash counters are regular intervals
- Washroom cleaning before opening the mail room and again mid-day
- All vehicles are to be sanitized-cleaned by drivers before starting their shift
- Wall-mount hand sanitizer “mandatory” for customers and staff to use at entrance and inside the mail room

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 as per first aid policy.
- ✓ 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 supervisor who calls first aid even with mild symptoms
- 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.
- ✓ We are using all video sign boards for all messaging and reinforcement
- ✓ Plans posted on bookstore website

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 our business operates. If we identify a new area of concern, or if it seems like something isn't working, we will 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).
- ✓ Management review of daily operations
- ✓ Respond to input and feedback from staff
- ✓ Monitor occupancy in areas of store to eliminate clustering of customers

Step 6: Assess and address risks from resuming operations

After our workplace has been operating for a period of time during the COVID-19 pandemic, we may need to manage risks arising from restarting of our business.

- ✓ We have a training plan for new staff – supervisor driven with the JOHSC included
- ✓ 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.