

COVID-19 Safety Plan

Capilano University's *COVID-19 Safety Plan* outlines a six-step process with checklists to ensure the University community is aware of, and able to address, the health and safety requirements needed before resuming in-person operations. This document is produced in alignment with the WorkSafeBC COVID-19 Safety Check List.

While teaching and learning for the fall semester will be adapted delivery, primarily online, Capilano University is preparing to implement all measures as outlined by September 2020. This timing coincides with the delivery of mixed mode/accommodated teaching and learning for classes that depend upon in-person delivery and will apply to both the North Vancouver and the ḵálay-ay (Sechelt) campuses.

This is a dynamic document that will be continually reviewed and updated as new or revised information and links become available. In accordance with the order of the Provincial Health Officer (PHO), this plan will be posted on the University's website and at the worksite.

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Prepared by the
Office of Health & Safety
and Emergency Preparedness

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Land and territorial acknowledgment

Capilano University is named after Chief Joe Capilano, an important leader of the Squamish (Sḵw̱wú7mesh) Nation of the Coast Salish people. We respectfully acknowledge that our campuses are located on the territories of the Lil'wat, Musqueam, Sechelt (shíshálh), Squamish and Tsleil-Waututh Nations.

As we prepare carefully introduce an adapted approach to the delivery of our educational and operational services for the fall 2020 semester and 2020—21 academic year, we act at all times with respect for the health and safety of the people and communities of these lands, their history, their wisdom and their well-being.

Step 1: Assess the risks at the workplace

WorkSafeBC (WSBC) Checklist

- Involve frontline workers, supervisors and the Joint Health & Safety Committee (JHSC)
- Identify areas where people gather (i.e., break rooms and meeting rooms)
- Identify job tasks and processes where workers are in close proximity to one another or members of the public
- Identify tools, machinery and equipment that workers share while working
- Identify surfaces that people touch often

By Participation

There is active participation in health and safety at all levels of the University.

At the University level, participation includes:

- Executive / Emergency Operations Centre (EOC) Policy Group
- EOC Core Officers
- JHSC
- B.C. Post-Secondary Institutions (PSI) Emergency Managers Group

At the Building, Faculty and Division level, participation includes:

- Senior Leadership Council (SLC)
- Chairs / Conveners
- Managers / Supervisors
- EOC Sections and Task Groups (link to JHSC)

At the Class, Business Unit and Task level, participation includes:

- Chairs / Conveners / Instructors / Lab Techs / Divisional Department Assistants (DDA)
- Managers / Supervisors / Workers
- EOC Task Groups (link to JHSC)

By the University

1. The University has established an EOC to manage the recovery stage of COVID-19.
2. The EOC structure includes membership from different parts and levels of the University.
3. The University has created a strategic restart plan that identifies how CapU will approach recovery. This plan has gone for sector approval.
4. The University has worked with other PSIs and adopted an [Exposure Control Plan](#) that applies to all areas of the University, including high-level risk assessments for general categories of activities and types of spaces. This is supplemented by industry-specific guidance documents. This plan is reviewed by the JHSC.
5. General Safe Work Practices (SWP) have been developed for the office and administrative areas and for classrooms and teaching areas. These have been approved by the JHSC.
6. The EOC has established a process whereby plans and practices are reviewed and approved by the JHSC, in accordance with the [Workers' Compensation Act](#).



7. The University has worked with its custodial contractor to determine additional pandemic cleaning procedures.

By Building, Faculty and Division

8. Several task groups have been established through the EOC to plan and coordinate activities: exposure control, including custodial and cleaning; facilities planning, including space and safety implementation; training and education; communications, wayfinding and signage; logistics; and cost tracking.
9. Task groups determine operational-level recovery criteria and processes, including identifying and evaluating gathering areas on campus (i.e., common areas, classrooms, teaching spaces, offices and administrative areas).

By Class, Business Unit and Task

10. When supporting individual classrooms, departments and other spaces, a needs assessment will be conducted with participants from the facilities planning task force and the workers of the area, class or business unit involved.
11. The needs assessment includes a review of the space, a risk assessment and an identification of logistics needed (i.e., barriers, Personal Protective Equipment (PPE)). Where required, a supplemental SWP will be produced for non-standard activities that are taking place or for people who have to work within the 2m personal envelope. Items to be considered include handling and cleaning of shared tools and equipment and immediate workstations. This information is reviewed by the JHSC.

Step 2: Implement protocols to reduce the risks (space and safety measures)

WSBC Checklist

- Review industry-specific WSBC guidance documents and determine if relevant
- Gain input and guidance from frontline workers, supervisors and the JHSC
- Review orders, guidance and notices (public health and other)
- Review health and safety association or other professional and industry associations

Hierarchy of Controls (HOC)

First-level Protection: elimination/substitution (HOC1)

- We have established and posted occupancy limits for our premises using the grocery store guidance of 5m² per person.
- We have established and posted occupancy limits for common areas such as break rooms, meeting rooms, change rooms, washrooms and elevators.
- In order to reduce the number of people at the worksite, we have considered the following: work from home arrangements, virtual meetings, rescheduling work tasks and limiting the number of customers and visitors at the workplace.
- We have implemented measures to keep workers and others at least 2 meters apart, wherever possible. Options include revising work schedules and reorganizing tasks.

Second-level Protection: engineering/barriers/partitions (HOC2)

- We have identified how or why barriers will be used in our workplaces and classrooms.
- We have installed barriers where workers can't maintain their physical distance from co-workers, customers, students or others.
- We have installed barriers so workers don't introduce other risks to co-workers (i.e., installing barriers inside a vehicle, as long as it doesn't affect the safe operation of the vehicle).
- We have included barrier cleaning to our cleaning protocols.



Third-level Protection: administrative rules and guidelines (HOC3)

- ☒ We have identified rules and guidelines for how workers should conduct themselves.
- ☒ We have clearly communicated these rules and guidelines to workers and students through a combination of training, communications and signage.

Fourth-level Protection: PPE and using masks, etc. (HOC4)

- ☒ We have reviewed the information on selecting and using masks and instruction on how to use them.
- ☒ We understand the limitations of masks and other PPE.
- ☒ We understand that PPE should only be used in combination with other control measures.
- ☒ We have trained workers to use PPE properly, following the manufacturer's instructions for use and disposal.

Cleaning and Hygiene Practices (C&H)

- ☒ We have reviewed the information on cleaning and disinfecting surfaces.
- ☒ Our workplace has enough hand-washing facilities on-site for all our workers and students.
- ☒ We have policies that specify when workers must wash their hands.
- ☒ We have communicated good hygiene practices to workers and students.
- ☒ We have implement cleaning protocols for all common areas and surfaces, including timing and frequency that these items must be cleaned.
- ☒ Workers who are cleaning have adequate training and supplies.
- ☒ We have removed unnecessary or unused tools and equipment to simplify the cleaning process.

By the University

12. The University will follow the (*yet to be published*) PSI safety guidance once it is released by WSBC.
13. The University will also follow relevant PHO and WSBC guidance documents that best suit its different business units and or faculties for sectors and activities within the University. For example, our Children's Centre will follow the [child-care guidance](#); our student housing will follow the [accommodations and hotels guidances](#).
14. As the University builds specific SWP and area-specific safety plans, we are consulting with workers and supervisors within those areas. These are reviewed through the JHSC.
15. The University has established new maximum occupancy ratios for all interior spaces on campus, including common areas, washrooms and elevators, based on the grocery store guidance of 5m² per person, by applying a formula to an existing library of room measurements held by the facilities department. This achieves HOC1.
16. The University has established new maximum occupancy ratios for all buildings, based on the grocery store guidance of 5m² per person, as applied to all corridor spaces for a given building to establish a building total. This achieves HOC1.
17. The University has established an occupancy ratio of 10% of the new building occupancy total to be dedicated to administrative functions, leaving a remainder for academic and, where applicable, amenities such as food services; thus, determining the number of classrooms that can be occupied at any one time, in any specific building. This achieves HOC1.
18. Over the summer of 2020, we will be posting the new occupancy limits for all rooms on campus, starting with rooms most expected to be occupied. This achieves HOC1.
19. In order to reduce the number of people on campus, the University has (achieving HOC1):
 - Work from home arrangements
 - Meeting rooms have established maximum occupancy ratios; and, can only be occupied by persons already within the building



- Virtual meeting and teaching platforms, such as MS Teams, WebEx and eLearn using Moodle
20. By virtue of limiting building occupancy ratios, the University has limited the number of visitors inside its facilities where on-site meetings are necessary. Every effort to conduct meetings outdoors is made. Where this is not possible, a suitable SWP is available to follow.
 21. As an institution, we have identified that barriers will be used in areas where there is static boundary between individuals where a task or transaction cannot be done from a safe distance or through any other means. This includes, but is not limited to: cashier counters, service counters, work areas where 2m separation is unachievable, etc. This achieves HOC2.
 22. As an institution, we have identified rules and guidelines for how workers should conduct themselves. These include, but are not limited to (achieving HOC3):
 - [Health and Safety Policy](#)
 - [Student Code of Conduct](#)
 - [Standards of Conduct](#)
 - [Exposure Control Plan](#)
 - Safe Work Practices [Classrooms](#), [Office and Administrative Spaces](#)
 - HR Guidance (remote working) [Working Remotely](#)
 - Other (add as able & link)
 23. Rules and guidelines have been communicated to employees, students and visitors through (achieving HOC3):
 - Exposure Control Plan eLearning training (employees and students)
 - Safe Work Practices posted in each area
 - Door signage
 - Room signage
 - Email and website communications
 - In-person/virtual consultation
 - Other means as required
 24. Within the [Exposure Control Plan](#) and associated training, we have:
 - Reviewed the information on selecting and using masks and instruction on how to use them
 - Understand and have communicated the limitations of PPE
 - Understand that PPE must be used in combination with other control measures
 - Communicated good hygiene practices (achieving HOC4 and C&H)
 25. Over the summer of 2020, the University will review handwashing facilities against new building occupancy ratios and determine if additional exterior hand-washing facilities need to be installed.
 26. Through our contract with BEST Service Pros, the BEST Pandemic Cleaning Plan has been implemented, including increased touch-surface cleaning by qualified custodial contractors.
 27. Where possible, the University has made an effort to remove unnecessary or unused tools and equipment to simplify the cleaning process.

By Building, Faculty and Division

28. Through the EOC task groups, when reviewing plans and procedures, the University consults relevant and transferable COVID-19 guidance documents from [WSBC](#), [PHO](#), health and safety associations and industry groups.
29. Unique plans and procedures are reviewed by the JHSC.
30. Building, faculty and divisional plans may include installation of barriers based on needs assessments from individual areas. This achieves HOC2.
31. With respect to rules and guidelines, we have provided managers and supervisors with resources to review with their employees. This achieves HOC3.



32. We have made the [Exposure Control Plan](#) available to all managers and supervisors.

By Class, Business Unit and Task

33. Through the needs assessment process, the University works with frontline workers and supervisors to review their individual spaces and help them develop (achieving HOC1 and HOC2):
- Appropriate floor plans that meet their physical distancing needs and support their area occupancy ratios
 - Risk assess tasks and processes to determine if additional SWP need to be applied and/or developed
 - Determine barrier and PPE requirements based on activities, equipment and tool usage and establish a PPE purchase list from central purchasing
 - Where applicable, create and include barrier cleaning protocols
 - Where applicable, order furniture movement and/or removal, barrier installation
 - Where applicable, to simplify the cleaning process, suggest the removal of unnecessary or unused tools and equipment.
 - Review with the JHSC.
34. All employees and students are required to take the *Exposure Control Plan* eLearning module before returning to full-time attendance on campus. This achieves HOC3.
35. All employees and students who are required to wear PPE have been trained to use PPE properly, following manufacturer's instructions for its use and disposal.
36. Where employees and students may be asked to clean their own workstation or shared equipment and tools, such as photocopiers, shared desktops, etc., they will be provided with a SWP, cleaning products, PPE and written instructions.

Step 3: Develop policies

WSBC Checklist

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 Canada or who has had contact with a confirmed COVID-19 case **must self-isolate for 14 days and monitor** for symptoms.

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.
- If a worker is severely ill (i.e., difficulty breathing, chest pain) call 9-1-1.
- Clean and disinfect any surfaces that the ill worker may have come in contact with.
- Visitors are prohibited or given limited access 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.
- We have a **work from home policy** in place.



- ☒ 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.

By University

37. The University has developed a COVID-19 on-campus work procedure that provides instruction to workers on (as reviewed by the JHSC):
 - Learning about COVID-19 and our exposure control processes
 - Monitoring our individual health and associated restrictions on attending campus through PurelyHR (based on symptoms, direction by Public Health or due to international travel).
 - What to do if you become sick at work.
38. A similar process will be established for students.
39. Our cleaning contractor has a process for disinfecting illness areas through their pandemic plan.
40. By virtue of limiting and prioritizing building maximum occupancy ratios and limiting meeting space, visitors will be limited inside campus buildings and appropriate communications will be distributed on a regular basis.
41. Our official first aid services are provided by Paladin Security. The contractor has established COVID-19 pandemic processes.
42. Additional first aid services are provided by floor wardens who will be provided OFAA protocols for COVID-19 pandemic and relevant PPE.
43. The University has created a package for faculty and divisional leadership as to their roles and responsibilities.
44. The University has the following **working alone** protocols in place:
 - The CapUSafe App has a “WorkAlone” application that allows a worker or student to either register with Campus Security, their Supervisor, or a family member when working alone or in isolation.
 - On a weekly basis (Mondays), the University posts to In the Loop, reminding workers to check-in with Campus Security when working on campus.
 - Managers and Supervisors have been reminded in training to actively monitor their employees, whether they are working alone or in isolation on campus or at home.
 - By September, an updated Working Alone or in Isolation SMS is available on the internal Health & Safety Frontlines resource (TBD)
45. The University has the have a **work from home protocols** in place:
 - Human Resources provided all employees with remote working guidelines in March. These have not changed.
 - An employee web resource called *COVID-19 Resources* that includes information on COVID-19 resources and updates; social distancing activities; working remotely, including ergonomics and mental health; and Employee and Family Assistance Program (EFAP) information
46. The University has the following strategies for addressing the risk of violence in the workplace that may arise as persons adapt to restrictions or modification to the workplace:
 - Most frontline services moved to a remote service model in March, 2020 – accessibly by phone or email
 - In anticipation of return, workers will be reminded that frontline service desks have existing panic alarm buttons (computer desktop-based) that connect directly with Campus Security and/or their supervisor, depending on the requirements of the area.



- General violence in the workplace information will be provided to workers as well as managers and supervisors by means of the SafetyHub training portal. Additional resources will be added as available.
47. The University has the following **violence prevention** protocols in place:
- There is an existing [Violence in the Workplace Policy](#) in place (E.407, 2003), updated policy and procedures will be going for approval in Fall 2020.
 - The University has an active Duty of Care committee that supports members of the University community by providing information and support around violence in the workplace, conducting threat assessments, creating safety plans, recommending sanctions, etc.

By Building, Faculty and Division

48. Faculty and divisional leadership will be responsible for:
- Monitoring the employee wellness checks on a daily basis through PurelyHR to ensure workers are registering their state of attendance.
 - Alerting cleaning services and/or facilities in the event an area needs immediate illness cleaning
 - Limiting and monitoring the number of visitors inside buildings to maintain maximum building occupancy ratios.
49. Faculty and divisional leadership will have support information for their responsibilities during the COVID-19 pandemic in relation to on campus and remote workers.

By Class, Business Unit and Task

50. All workers and students will be instructed on the hazards of COVID-19 and their responsibilities in relation to their wellness, related plans, policies and SWP.
51. All workers and students will report their daily wellness status.
52. Floor wardens will follow OFAA COVID-19 pandemic guidelines.

Step 4: Develop communication plans and training

WSBC Checklist

We ensure that everyone entering the workplace, including contractors and workers from other employers, know how to keep themselves safe while on campus.

- 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 good hygiene practices. [A customized **occupancy limit poster** and **handwashing signage** are available on worksafebc.com] [Handwashing](#), [Occupancy Limit](#)
- 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.

By University

53. The University has developed an online training module for the [Exposure Control Plan](#) and general SWP that will be required training by all employees.
54. The University will further develop online training for students, to be ready for September 2020.



55. The University will create written information for:
 - Contractors and subcontractors will be given the University's [Exposure Control Plan](#)
 - Visitors
56. The University has developed a COVID-19 working on campus policy and practices that address staying home when sick.
57. The University is posting the following signage at the workplace, in time for September 2020:
 - Hand washing
 - Occupancy limits
 - Wearing and removing masks
 - Entry door wellness signage
 - Sandwich board wellness signage
58. The University will develop MS Teams managers and supervisors training regarding roles and responsibilities.

By Building, Faculty and Division

59. All buildings and facilities will be signed to support safe hygiene practices.
60. Any department hiring a contractor must ensure that the contractor is aware of the University's [Exposure Control Plan](#) and protective measures.
61. Any department inviting visitors onto campus must follow the [Exposure Control Plan](#) and protective measures, ensuring that building occupancies are maintained and PPE is used, as required.
62. SLC will ensure that managers and supervisors will attend requisite training.

By Class, Business Unit and Task

63. Everyone will be encouraged to self-monitor and follow the [Exposure Control Plan](#) and related policies and procedures.
64. Any business unit hiring a contractor must ensure that the contractor is aware of the University's [Exposure Control Plan](#) and protective measures.
65. Any worker inviting visitors onto campus must follow the [Exposure Control Plan](#) and protective measures, ensuring that building occupancies are maintained and PPE is used, as required.
66. Managers and supervisors will supervise workers as per training.

Step 5: Monitor the workplace and update plans as necessary

WSBC Checklist

Things may change as our business operates. We take steps to update our policies and procedures when there is a new area of concern or something isn't working. We 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 the JHSC.

By the University

67. The University will articulate a process to monitor and review COVID-19 safety measures for effectiveness and compliance, consistent with the University's health & safety policy. This will include:
 - Roles and responsibilities
 - Articulation of who to speak with when a worker has a [safety concern](#)



- When and how to involve the safety committee

By Building, Faculty and Division

68. Managers and supervisors will monitor the workplace for compliance and will identify if safety measures are working. Feedback will be requested to go back to the EOC and the Office of Health & Safety.
69. JHSC will conduct increased inspections.

By Class, Business Unit and Task

70. All employees will be asked to follow the safety policy and report any safety concerns (COVID-19 or otherwise) to their supervisors, managers and/or the JHSC.

Step 6: Assess and address risks from resuming operations

WSBC Checklist

We manage risks arising from restarting in-person operations.

- We have a training plan for new employees.
- We have a training plan for employees 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 safe processes for clearing systems and lines of product that have been out of use.

By the University

71. The University currently has a paper-based new and young worker OHS training booklet for new employees.
72. The University is in the process of uploading new and young worker OHS information into the eLearning system.
73. The University will develop MS Teams managers and supervisors training regarding roles and responsibilities. This will include:
 - Responsibilities around employees taking on new roles or responsibilities
 - Changes to the business, new equipment, processes or products.
74. Essential services have maintained operation on the University grounds and using vehicles, equipment and machinery throughout the COVID-19 pandemic. Where items have not been used in a while, the University will provide reminders for employees to follow manufacturers' instructions and start-up processes.
75. The facilities operations department has been maintaining building systems throughout the COVID-19 pandemic.

By Building, Faculty and Division

76. Managers and supervisors will ensure that workers have completed their OHS training and that any workers taking on new roles and responsibilities are trained.
77. Managers and supervisors will ensure that workers are aware and following changes to business operations, understand any new equipment, processes or products and have the appropriate training.



78. Managers and supervisors will ensure that any equipment that has been dormant during the period of the COVID-19 pandemic is checked and operated according with manufacturers' instructions.

By Class, Business Unit, Task

79. All employees will be asked to follow their training.
80. All employees will be asked to comply with manufacturers' instructions when working with equipment and not to operate equipment without first inspecting it.