



COVID-19 Safety Plan

Employers are required to develop a COVID-19 Safety Plan that outlines their policies, guidelines, and procedures to reduce the risk of COVID-19 transmission.

Employers are not required to submit plans to WorkSafeBC for approval, but may be required by order of the provincial health officer, to post their COVID-19 Safety Plan on their website and at their workplace.

Step 1: Assess the risks at your workplace

According to the BCCDC, the virus that causes COVID-19 spreads in several ways. It can spread in droplets when a person coughs or sneezes, and can also spread by touching a contaminated surface and then touching your face.

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

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

[x] We have involved frontline workers, supervisors, and the joint health and safety committee (or worker health and safety representative, if applicable).

[x] We have identified areas where people gather, such as break rooms, production lines, and meeting rooms.

[x] 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).

[x] We have identified the tools, machinery, and equipment that workers share while working.

[x] 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:

[x] 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.

[x] Frontline workers, supervisors, and the joint health and safety committee (or worker representative).

[x] Orders, guidance, and notices issued by the provincial health officer and relevant to your industry.

[x] Your health and safety association or other professional and industry associations.

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 will likely need to incorporate controls from various levels to address the risk at your workplace.

- First level protection (elimination) — Limit the number of people in your workplace where possible by implementing work-from-home arrangements, establishing occupancy limits, rescheduling work tasks, or other means. Rearrange workspaces to ensure that workers are at least 2 m (6 ft.) from co-workers, customers, and members of the public.
- Second level protection (engineering controls) — If you can't always maintain physical distancing, install barriers such as plexiglass to separate people.
- Third level protection (administrative controls) — Establish rules and guidelines, such as posted occupancy limits for shared spaces, designated delivery areas, cleaning practices, and one-way doors and walkways to keep people physically separated.
- Fourth level protection (PPE) — If the first three levels of protection aren't enough to control the risk, consider the use of non-medical masks. Be aware of the limitations of non-medical masks to protect the wearer from respiratory droplets. Ensure workers are using masks appropriately.



First level protection (elimination): Limit the number of people at the workplace and ensure physical distance whenever possible

[x] 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.]

Following these guidelines, our maximum occupancy at Luna Health Clinic is 20 persons.

[x] 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.

[x] We have established and posted occupancy limits for common areas such as break rooms, meeting rooms, change rooms, washrooms, and elevators.

[x] 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:

- We are encouraging telemedicine visits for all appointments not required to be in person (Acupuncture/IV Nutrient Therapy/Injections/Skin Care, Physical Exams or Lab Services). We have remote front desk support. Wwe do not perform medical procedures which aerosolize droplets.
- We are encouraging staff to do admin work from home. We are engaging in remote front desk support.
- We are using SafeScreen BC rapid antigen testing for our staff, to try to identify asymptomatic infections and avoid spreading the virus.
- We have staggered work schedules, so that not every practitioner is in the office at the same time. We are staggering our staff breaks.
- We have electronic communication tools to be able to communicate remotely, and maintain a physical distance.
- We have established and posted an occupancy limit for our premises, including our staff room, dispensary, treatment rooms, IV suite, and reception.
- We ask all patients to attend their appointments alone, unless they require a Chaperone or caregiver. All "patient guests" will have to sign a COVID-19 screening questionnaire.
- We strongly encourage contactless payments. We do not accept cash payments.
- We have configured our waiting room and work spaces to encourage social distancing.



Second level protection (engineering): Barriers and partitions

[x] We have installed barriers where workers can't keep physically distant from co-workers, customers, or others.

[x] We have included barrier cleaning in our cleaning protocols.

[x] 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).

[x] For buildings with heating, ventilation and air conditioning (HVAC) systems: We have reviewed available information on ventilation and air circulation and have ensured, to the extent that we are able, that these systems are properly maintained and functioning as designed. *Our ventilation system was built and updated in 2022, and is to code in accordance with COVID-19 recommendations.*

Measures in place:

- Our treatment rooms, reception, and IV suite have been configured to keep patients and practitioners physically distanced.
- Staff and patients are wearing all required and appropriate PPE at all times in the clinic, so that if they cannot be physically distanced, there is still barrier protection.

Third level protection (administrative): Rules and guidelines

[x] We have identified rules and guidelines for how workers should conduct themselves. [x] We have clearly communicated these rules and guidelines to workers through a combination of training and signage.

Measures in place:

- We have implemented social distancing rules and guidelines including congestion prevention, traffic control and social distancing stickers.
- Staff are to thoroughly disinfect all shared equipment between patient visits including, but not limited to: stethoscopes, blood pressure cuffs, otoscopes, exam tables, IV suite chairs, pillows, emergency medical equipment etc.
- General cleaning and disinfection of exam rooms needs to occur between each patient visit. This includes: counters/desk, chairs, tables, door handles, etc.
- Disinfect all horizontal surfaces and frequently touched surfaces in the shared spaces once per hour using Optim Wipe, Cavi-Wipes, or H2O2 spray/wipes. Shared spaces include the staff room/lab, dispensary, IV suite.



- Disinfect all horizontal surfaces and frequently touched surfaces in the reception area 4 times per day. This includes: door handles, pens and dry erase markers, countertop, chairs, etc.
- Detailed documentation has been provided for all disinfection and enhanced cleaning protocols - signage from the BCCDC has also been posted as a reminder to staff.
- Each Luna Health Clinic team member will complete a daily Self-Assessment prior to coming into work.
- Luna Health Clinic team members will not come into work if they are sick, but can provide virtual consultations if they are able to do so while sick.
- Specific guidelines have been created for what to do if an at-risk client or staff member has been identified.

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

[x] We have reviewed the information on selecting and using masks and instructions on how to use a mask.

[x] 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.

[x] We have trained workers in the proper use of masks.

Measures in place:

- All Luna Health Clinic team members are required to wear masks for certain procedures (IV therapy, IUD procedures, Gua Sha facials, Aesthetics procedures, treating or testing for suspected respiratory infections and illness) and if symptomatic.
- Our patients are required to wear masks, unless they are unable.
- Signage is posted in staff spaces detailing the proper use of masks.
- Face shields are available and may be used if the practitioner requires it.
- Additional infection control PPE is available in a designated spot if an at risk client or staff member is identified.

Implement effective cleaning and hygiene practices

[x] We have reviewed the information on cleaning and disinfecting surfaces.

[x] Our workplace has enough handwashing facilities on site for all our workers. Handwashing locations are visible and easily accessed.

[x] 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.]



[x] 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).

[x] Workers who are cleaning have adequate training and materials.

[x] We have removed unnecessary tools and equipment to simplify the cleaning process — e.g., coffee makers and shared utensils and plates

Cleaning protocols:

- Luna Practitioners will thoroughly disinfect all shared equipment between patient visits including, but not limited to: stethoscopes, blood pressure cuffs, otoscopes, exam tables, etc.
- Luna Practitioners will perform general cleaning and disinfection of exam rooms in between patient visits. This includes: counters, chairs, tables, door handles, etc.
- Any Luna Team Member should disinfect all horizontal surfaces and frequently touched surfaces in the shared spaces using Cavi-Wipes, Accel Wipes, or H2O2 spray. Shared spaces include the dispensary, lab space and kitchen. This will be done at least once an hour.
- Administrative staff will disinfect all horizontal surfaces and frequently touched surfaces in the reception area. This includes: door handles, pens and dry erase markers, countertop, chairs, etc. This will be done at least four times a day.

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.

[x] 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.

[x] Anyone directed by Public Health to self-isolate.

[x] 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.

[x] Visitors are prohibited or limited in the workplace.

[x] 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).



[x] We have a work from home policy in place (if needed).

[x] 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:

[x] Sick workers should report to first aid, even with mild symptoms.

[x] 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.]

[x] If the worker is severely ill (e.g., difficulty breathing, chest pain), call 911.

[x] 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.

[x] We have a training plan to ensure everyone is trained in workplace policies and procedures.

[x] All workers have received the policies for staying home when sick.

[x] 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.]

[x] We have posted signage at the main entrance indicating who is restricted from entering the premises, including visitors and workers with symptoms.

[x] 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.

[x] We have a plan in place to monitor risks. We make changes to our policies and procedures as necessary.



[x] Workers know who to go to with health and safety concerns.

[x] 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.

[x] We have a training plan for new staff.

[x] We have a training plan for staff taking on new roles or responsibilities.

[x] We have a training plan around changes to our business, such as new equipment, processes, or products.

[x] We have reviewed the start-up requirements for vehicles, equipment, and machinery that have been out of use.

[x] We have identified a safe process for clearing systems and lines of product that have been out of use.

This plan was updated as of October 3, 2023

Be advised that personal information must not be included in the COVID-19 Safety Plan.

Personal information is any recorded information that uniquely identifies a person, such as name, address, telephone number, age, sex, race, religion, sexual orientation, disability, fingerprints, or blood type. It includes information about a person's health care, educational, financial, criminal or employment history. Visit the OIPC's website for more information. More details relating to this app can be found in its privacy policy.