



HEALTH &
SAFETY



COVID-19 SAFETY PLAN

Version 4.3

VANCOUVER
CONVENTION
CENTRE

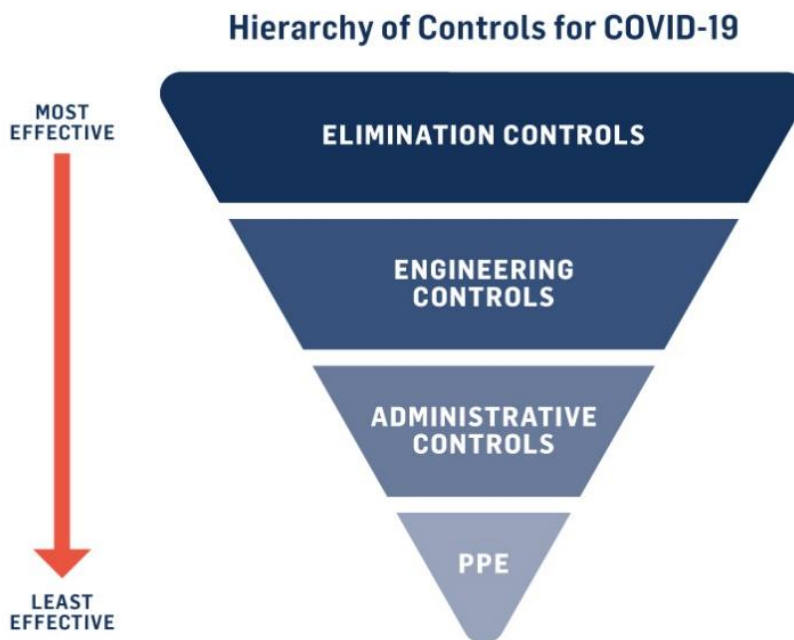
As the situation around the COVID-19 pandemic continues to develop, the health and safety of our team members, guests, and community remains our highest priority. To date, the Vancouver Convention Centre (Convention Centre) has instituted several measures to address the risks associated with COVID-19. The most important element of Convention Centre's 6-step COVID-19 Safety Plan is to ensure we continue to protect the health and safety of everyone on-site. This plan will be posted at the worksite and online, and it is the expectation that everyone adopt and adhere to protocols detailed within. For further details about health and safety protocols for food service, please visit <https://www.vancouverconventioncentre.com/meeting-again/adapting-food--beverage-service>.

STEP 1: ASSESS THE RISKS IN THE WORKPLACE

The Convention Centre's Health & Safety Committee has reviewed and identified potential COVID-19 hazards in the workplace and sought the input of employees to determine where and how COVID-19 transmission may occur. For each of these potential hazards, the Health & Safety Committee has referenced corresponding hazard controls currently in place and proposed new or expanded hazard control options that have since been implemented.

STEP 2: IMPLEMENT PROTOCOLS TO REDUCE THE RISK

To reduce the risk of the virus spreading through droplets in the air, the Convention Centre has implemented protocols to protect against identified risks. Different protocols offer different levels of protection and are prioritized according to the following hierarchy:



FIRST LEVEL PROTECTION (ELIMINATION CONTROLS)

The Convention Centre may limit the number of team members in the workplace at any given time to allow for compliance with elimination controls and physical distancing:

- Team members who are in roles that allow for remote work may be asked to rotate between office days and working remotely on alternate days with an established rotation schedule
- Team members who are required to work on-site and/or are in roles that do not allow for remote work will be scheduled in shifts that ensure physical distancing can be met

The Convention Centre is limiting non-essential visits to any of our offices and facilities. Visitors should be limited and only allowed as follows:

- Essential site visitors who are conducting business with the Convention Centre
- Individuals involved in operations or visiting the Convention Centre for maintenance and/or construction purposes
- Individuals involved in shipping, receiving, delivering of mail/goods for Convention Centre business
- Customers or clients

All team members are required to practice physical distancing while working at the Convention Centre. Team members must stay at least two metres apart and avoid prolonged close personal contact while interacting with colleagues, suppliers, partners, contractors, clients, customers or any other guests or members of the public including:

- Avoiding shaking hands or any other physical contact
- Having conversations at a distance with someone in their office or cubicle
- Using video meeting software rather than face-to-face conversations
- Using the largest room available for group meetings, using every other seat around the table, or spacing at least two meters apart
- Maintaining a two-metre distance when working with clients or delegates by standing back slightly at a service counter as necessary

Additional measures implemented to allow for physical distancing include:

- Internal room capacity notices posted at entrances listing the maximum capacity that allows for safe physical distancing in offices, boardrooms, breakrooms, washrooms/change rooms, and elevators
- Maximum capacities set to allow for safe physical distancing in the East & West Administration offices and buildings as a whole
- One-way travel designated in all office and back of house corridors where feasible, and staff instructed to yield to oncoming foot traffic in all areas where not feasible

Any team member or visitor wishing to access the Convention Centre must be questioned and clear of all symptoms of COVID-19 in order to be permitted on-site. These symptoms include fever, chills, cough, shortness of breath, sore throat and painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches, fatigue, and loss of appetite. It is critical that all team members or visitors to the Convention Centre be completely healthy in order to access the building. If any illness is suspected or present, those affected must remain at home.

SECOND LEVEL PROTECTION (ENGINEERING CONTROLS)

- Physical barriers and partitions placed at or between workstations and service counters when physical distancing cannot be maintained
- Touch points reduced in staff access spaces by opening all interior non-fire rated doors that do not cause a security risk including office doors, boardrooms, breakrooms, and washrooms/change rooms
- HVAC calibrated to maximize fresh air intake over comfort and efficiency

THIRD LEVEL PROTECTION (ADMINISTRATIVE CONTROLS)

- Convention Centre employees, supplier staff, visitors, and contractors who need to work on-site must be registered in advance via visitor management software
 - Only managers, or their designates, are able to make bookings on behalf of their employees to control approval for access permissions
- All entry/exit door access has been disabled and only a single access point to enter and check-in to and out of the building
- Convention Centre employees, supplier staff, visitors, and contractors will have their temperature taken using thermal technology upon entry to the facility via the West Building staff check-in
 - *Individuals who have a temperature of 37.7°C (99.9°F) or higher will not be permitted to enter*
- Signage is posted reminding staff of COVID-19 working protocols
- The PA system in the West Building plays a pre-recorded announcement reminding staff of COVID-19 working protocols

All team members must adhere to the workplace standards and guidelines outlined in this document during all breaks as follows:

- Maintaining physical distancing during all social and meal breaks
- Adhering to posted maximum room capacity limits
- Limiting use of shared dishes, utensils, and cutlery in break rooms
- Placing any used or dirty dishes immediately in the dishwasher or clean thoroughly with soap and hot water for at least 20 seconds
- Not leaving personal dishes or items on countertops or on tables in shared break spaces
- Not sharing food with other team members

All meetings, work gatherings and/or training sessions that bring team members together are required to follow workplace standards including:

- Adhering to room size limits that have been posted for every meeting room, office and workspace at the Convention Centre
- Meeting virtually using video meeting software and/or conference lines to hold meetings if meeting rooms are not available or are at capacity

FOURTH LEVEL PROTECTION (USING PERSONAL PROTECTIVE EQUIPMENT)

Face masks are an appropriate part of infection prevention and control in situations where physical distancing cannot be maintained, you have symptoms of COVID-19, or you are caring for a person with symptoms. The mask acts as a barrier and helps stop droplets from spreading when you cough or sneeze. Masks have minimal effect if not used together with other preventative measures such as frequent hand washing with soap and physical distancing.

Masks need to be changed frequently and **never** used as a substitute for staying home if experiencing COVID-19 symptoms.

In accordance with the [Provincial Health Officer's order issued November 19, 2020](#), face masks covering the mouth and nose are *mandatory* for all persons – including workers, clients, event attendees, and visitors – while on-site at the Vancouver Convention Centre. Masks may be removed for the purposes of eating or drinking in assigned dining areas, such as guest seating in [LOT185 Café + Wine Bar](#) or in designated staff break rooms (masks must be worn by all people in dining areas when *not* eating or drinking). Masks may also be removed when an individual is alone in a fully enclosed workspace.

All people required to wear masks are expected to follow these guidelines:

- Wash hands with soap and water before putting on or taking off a mask
- Dispose of used disposable masks in a wastebasket lined with a plastic bag
- Wash hands again with soap and water after taking off the mask and before touching anything else
- Take care not to touch used masks or tissues with their hands when emptying waste baskets

Anyone who fails to comply with the face mask order will be denied entry or required to leave the premises.

The Convention Centre has made efforts to ensure tasks and duties assigned to any team member can be performed while physically distancing. Should a team member have any concerns about a task or duty that cannot be performed while maintaining distancing guidelines, the team member is required to notify their Manager, HR, or the Health & Safety Committee. If the Manager, HR or the Health & Safety Committee determines that the task can not be performed while distancing, the use of non-medical masks and/or other Personal Protective Equipment (PPE) may be necessary and will be provided by the Convention Centre.

If a team member chooses to wear gloves, they should adhere to the following guidelines:

- Washing their hands thoroughly before putting on the gloves
- Changing the gloves before handling money, credit card machines, cleaners and after any other possible contamination

REDUCE THE RISK OF SURFACE TRANSMISSION THROUGH EFFECTIVE CLEANING AND HYGIENE PRACTICES

- As part of enhanced daily protocols, the housekeeping team has increased used of eco-friendly industrial disinfectants approved by Health Canada for use against COVID-19



- Housekeeping staff disinfect all high-touch points throughout the facility at regular intervals, including countertops, tables, chairs, sink tap handles, doorknobs, light switches, toilets, and elevator buttons
- Housekeeping utilizes “Clorox Total 360” system for electrostatic disinfectant delivery that completely covers the front, back and sides of surfaces in a one-step treatment – the system is used to disinfect spaces as required
- Housekeeping maintains a supply of “Oxivir TB Wipes” to assist with sanitizing surfaces and equipment on-site, including radio units deployed from GSOC – Oxivir Tb Wipes contain a hospital grade disinfectant that kills the COVID-19 virus in only one minute
- Housekeeping has deployed additional alcohol based hand sanitizing stations throughout the building, and these will be strategically placed in spaces as attendance on-site requires
- All team members on-site must disinfect all tools and equipment prior to use and at end of day (pen, keyboard, mouse, wrenches, radio, printer touchscreens, etc.)
- All team members must wipe down shared surfaces in mobile work spaces, meeting rooms, and common areas
- All team members are to use automatic door openers (where possible) to avoid touching door handles

Frequent and proper handwashing is encouraged as the best way of preventing all viral, respiratory infections and other illnesses including COVID-19. Team members should follow these guidelines:

- Regularly washing hands thoroughly with soap and water for 20 seconds
- Hand washing should occur before and after the following (not limited to):
 - Entering or leaving the Convention Centre
 - Removing or putting on PPE
 - After sneezing, coughing or inadvertently touching eyes, mouth or nose
 - Before and after breaks
- If soap and water are not available, an alcohol based hand rub or hand sanitizer can be used to clean hands as long as they are not visibly soiled
- After washing hands, use a clean paper towel to turn off the taps
- Do not touch your face, eyes, nose or mouth with unwashed hands
- Cover your mouth and nose with a disposable tissue or elbow crease when you sneeze or cough
- Regularly clean and disinfect frequently touched surfaces
- Do not share food, drinks, utensils, etc.

STEP 3: DEVELOP POLICIES

All team members must be self-monitoring on a daily basis for the signs and symptoms of COVID-19 to ensure they are free of symptoms before entering the Convention Centre. As of May 2020, the BC Centre for Disease Control has outlined the following as being possible symptoms of COVID-19: fever, chills, cough, shortness of breath, sore throat and painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches, fatigue, and loss of appetite.

If a team member is feeling ill, suspects they have COVID-19, or has symptoms associated with COVID-19, it is imperative that they **not** come into work. The team member must notify their Manager and/or Human Resources prior to the start of their shift. The team member should contact Health Link BC at 8-1-1 or a physician for assessment and guidance on requirements to self-isolate and/or testing.

For team members working on-site who start showing even mild symptoms of COVID-19:

- The team member should take immediate precautions to wash their hands and put on a mask right away as a proactive measure
- The team member, upon contacting their Manager or HR, will be sent home and the team member should seek medical guidance
 - If they is not able to leave the facility immediately, the team member will be required to isolate in the designated isolation area in the West or East nursing room
- The team member and their Manager should be in touch regarding next steps once the team member has received medical guidance
- Should the medical professional recommend further isolation, the Manager and team member should discuss options to either:
 - Have the team member work remotely from home during the isolation period, provided they have a role that allows them to do so, OR
 - Provide sick time for the isolation period.
- The team member's workspace will be closed off, cleaned, and disinfected immediately as well as any other surfaces that could have potentially been infected/touched while the team member was on-site

Any team member who tests positive for COVID-19, or has been in contact with someone with COVID-19, must follow direction from Vancouver Coastal Health Public Health. This includes not returning to work until directed to do so. They may also contact Health Link BC at 8-1-1 for further guidance.

Team members who are ill and have symptoms, but have not tested positive, will not be permitted to return to the workplace until they have met the following criteria:

- At least 10 days have passed since the start of symptoms, AND
- The fever is gone without the use of fever-reducing medications, AND
- Team member is feeling better (e.g. improvement in runny nose, sore throat, nausea, vomiting, diarrhea, fatigue).

If a team member tests positive or is required to self-isolate, and they have been in the workplace, they are required to notify medical professionals. The team member should also notify their Manager or HR to notify of absence and to allow for further assessment of the workplace risks and exposure that may have occurred. It is likely that Public Health will also proactively contact the Convention Centre to conduct further contact tracing. The Convention Centre will work under the guidance of Public Health to determine level of risk. More detailed policies related to illness, isolation, and time away from work available from PavCo HR in the COVID-19 Pandemic Workplace Standards Plan.



STEP 4: DEVELOP COMMUNICATION PLANS AND TRAINING

Safe work guidelines for on-site and returning staff will be communicated clearly and consistently. On-site protocols that are straightforward and unambiguous will be easier to convey, understand and enforce. Details of all the health and safety measures in place to protect against the spread of COVID-19 on-site – including the strict control of on-site staffing levels, enhanced cleaning and disinfecting throughout the facility, procedures for everyone working on-site, and specialized first aid protocols – will be made available to all staff to help establish a sense of personal comfort and safety when returning to work. Similarly, staff will be reminded of the many valuable resources available to assist with health, mental well-being, and financial support during this unprecedented time.

A new “Meeting Again, Safely” staff training/onboarding video has been developed for all staff and official suppliers to review and acknowledge before working on-site. This training video includes an overview of on-site COVID-19 safety protocols, PPE instructions, emergency procedures, and modified service standards to reflect the need for physical distancing, face masks and physical barriers.

Managers are responsible for ensuring the communication, training, understanding and compliance of these workplace standards with their team members. Managers must ensure they have reviewed these standards with every team member who is working on-site. Any team member who breaches compliance and/or who deliberately or willfully disregards these standards may be subject to discipline, up to and including termination of employment.

STEP 5: MONITOR THE WORKPLACE AND UPDATE PLANS AS NECESSARY

As with all health and safety procedures, it is imperative that supervisors monitor their team members to ensure their understanding of, and adherence to, COVID-19 guidelines. It is equally important that staff be able to communicate *their* health and safety concerns, and that staff concerns are shared with the Health & Safety Committee so they may be reviewed and addressed.

Staff will be instructed to please report any *immediate* health and safety concerns to Guest Services Operations Centre (GSOC) at 604-647-7299 (604-647-7500 in an Emergency). Non-urgent health and safety concerns, questions and suggestions may be shared with the Health & Safety Committee via email at [_CCHealth&Safety@vancouverconventioncentre.com](mailto:CCHealth&Safety@vancouverconventioncentre.com). Should any team member require additional information or clarification or have any concerns about their safety, they are required to contact their Manager or HR Representative.

STEP 6: ASSESS AND ADDRESS RISKS FROM RESUMING OPERATIONS

The process of identifying potential risks for COVID-19 exposure on-site will be continually ongoing, and additional controls will be developed in response to newly recognized hazards. As the situation and guidance from federal and provincial health authorities continues to evolve, these Workplace Standards will be updated and information will be shared with team members about any changes as they occur.