

ATTACHMENT 3



Oliver Woods Community Centre

COVID-19 Safe Operations Plan

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1.0 Introduction

City of Nanaimo is committed to providing a safe and healthy workplace for all of our staff. A combination of preventative measures will be used to minimize worker and public exposure to the COVID-19 virus, including the most effective control technologies available. Our procedures will protect not only our employees, but also other workers and/or the public who enter our facilities. All employees must follow the procedures outlined in this plan to prevent or reduce exposure to the COVID-19 virus.

The purpose of this Safe Operations Plan is to protect employees from harmful exposure to the COVID-19 virus, to reduce the risk of infection in the event of an exposure, and to comply with the WorkSafeBC Occupational Health and Safety Regulation 5.54 and 6.3, Exposure Control Plan.

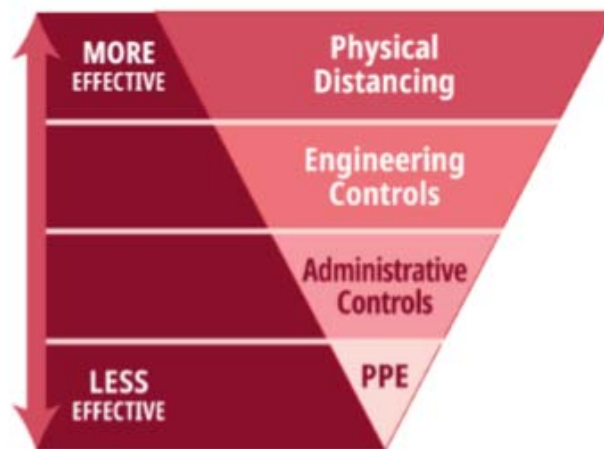
The City of Nanaimo will strive to find ways to control or eliminate exposure to the COVID-19 virus by developing and implementing proper risk controls, establishing safe work practices, raising awareness, and providing education and training for its employees. The City of Nanaimo will follow direction and controls as specified by the BCCDC, the Ministry of Health, and the Provincial or Island Health Medical Health Officer.

Image Source: BCRPA – The Recreation and Parks Sector Guidelines for Restarting Operations

Hierarchy of Controls For COVID-19

The hierarchy of controls is a framework for reducing transmission hazards. The most effective controls are at the top of the pyramid.

Source: Koehler, K, Rule A. Can a mask protect me? Putting homemade masks in the hierarchy of controls. [Internet] 2020 April 2. Johns Hopkins Education and Research Center for Occupational Safety and Health.



2.0 Staff Training Plan

Staff Training

The City of Nanaimo has staff training to re-activate staff prior to returning to work.

Training Topics – from site safety plan

1. Staff Safety
 - a. Site specific orientation Crew Talk - Site Safety Plan/City Exposure Control Plan
2. Facility Access
 - a. Public procedures
 - b. Front Desk Procedures
3. Building Schedules and Programming
4. Disinfection
 - a. Procedure and Video
5. First Aid Procedures

All training must be documented and signed by both the staff member and supervisor on the site specific orientation and/or Crew Talk.

3.0 Staff Health and Hygiene

COVID-19 Health Assessment

To avoid transmission between employees and patrons, every employee suspected or confirmed to have contracted COVID-19 must stay home.

Staff COVID-19 Self-Assessment

Anyone with COVID-19-like symptoms, such as sore throat, fever, sneezing, or coughing complete the [BC CDC self-assessment tool](#) or call 8-1-1 and inform your supervisor.

If directed, go for testing and self-isolate at home until test results are available. If testing is not possible, self-isolate for 10 days. After 10 days, if your temperature is normal and you feel better, complete the self-assessment tool again to determine if you can return to your routine activities. Coughing may persist for several weeks, so a cough alone does not mean you need to continue to self-isolate for more than 10 days.

Sick Workers

- Sick workers should notify their supervisor, go straight home and call the COVID-19 information line for further guidance related to testing and self-isolation.
- If the worker is severely ill (e.g. difficulty breathing or chest pain), call 911.
- Clean and disinfect any surfaces that the ill worker has come into contact to.

Daily records are kept of staff who work together in the event there is a need for contact tracing on the part of the Medical Health Officer.

Hygiene

Hand Hygiene

Employees must wash their hands upon entry to the building and before and after:

- Eating
- Breaks
- Blowing one's nose, coughing, or sneezing
- Using the toilet
- Using shared equipment
- Providing routine care for customers needing assistance or first aid
- Smoking
- Being in contact with animals or pets

Face Masks

- Staff should wear face masks if physical distancing cannot be maintained with other staff members.

- At this time, wearing a face mask at all times in the facility is not mandatory. This will be reviewed on an ongoing basis according to provincial health recommendations.
- Masks can become contaminated on the outside when touched by hands so employees should avoid touching or adjusting them often.
- Masks that become wet, soiled, or damaged are less effective and must be replaced immediately.
- Masks must be put on and taken off correctly, including not touching the front of the mask and washing hands before/after application and removal.
- Never share masks with others.

Personal Hygiene

- Avoid physical greetings such as handshakes and hugs.
- Employees must practice good hygiene throughout their shift including proper hand washing and cough/sneeze etiquette.
- There should be no sharing of cigarettes or vaping equipment or other personal products.

Keeping Shared Spaces and Equipment Clean

1. Washrooms
2. Kitchen
3. Meeting spaces
4. Office equipment
5. Offices

General directions for all spaces/rooms.

- Staff should arrive dressed in their work clothes or uniform.
- Personal items brought in (e.g. bags, shoes, jackets) must be kept to a minimum.
- Physical distancing between staff must occur at all times.
- All belongings must be brought home at the end of each shift unless a single user locker is available. Shared lockers are not permitted until further notice.

Shared Equipment at Oliver Woods – list examples of equipment here i.e. photocopiers, vacuums, floor machines, computers, etc:

1. Photocopiers
2. Front desk workstations
3. Custodial workstation
4. Custodial supplies & cleaning equipment
5. Key lanyard

Regarding shared equipment:

- Personal equipment and tools should not be shared between employees or must be disinfected between uses if sharing is unavoidable.
- Clean staff room table before and after each use.
- Do not share cups, glasses, or utensils.
- Avoid sharing common objects (e.g. pens).
- Uniforms and work clothes should be washed at the end of each shift.
- Avoid sharing uniforms

4.0 Disinfection and Cleaning Procedures

The disinfection procedures listed are in response to the COVID-19 pandemic. These cleaning measures are in addition to regular facility cleaning procedures. Please review the safework procedures for [Cleaning and Disinfecting](#) and [How to Clean and Disinfect Your Work Station](#).

Personal Protection

Although the risk of exposure to cleaning staff is inherently low, cleaning staff should wear disposable gloves and appropriate PPE for all cleaning tasks, including handling trash. PPE should be removed carefully to avoid contamination to the wearer and surrounding area. Work uniforms must be washed after each shift.

Cleaning Procedures

Surfaces frequently touched by hands are most likely to be contaminated. These surfaces include doorknobs, handrails, light switches, cabinet handles, faucet handles, tables, countertops, and electronics. These areas are high priority cleaning areas within the facility.

Lockers and cubbies used by patrons/employees to store personal belongings are cleaned and disinfected between use.

Oliver Woods Community Centre has a detailed cleaning log which includes where, what, and how often cleaning is occurring. Log sheets and procedures are posted in the lobby maintenance room and are completed/signed off each time cleaning occurs.

Chemicals Used for Disinfection/Cleaning

Product	Application	Who can use	PPE	Dwell Time	Rinse	Equipment
EP66 Disinfectant	Spray Bottle	All staff / gym patrons	Diluted no gloves for public Staff - gloves	5 minutes	Wipe off	Spray bottle Paper Towel
EP66 Disinfectant	Foamer attached to a hose	In Foamer Aquat. Custodians	Staff - gloves	15 minutes	Hose	Foamer / Hose floor squeegee
Perdiem Cleaner	Spray Bottle	All Staff Contractors	Diluted no gloves for public Staff - gloves	5 minutes	Wipe off	Spray bottle Paper Towel
Perdiem Cleaner	Foamer attached to a hose	In Foamer Aquat. Custodians	Staff - gloves	15 minutes	Hose	Foamer / Hose floor squeegee
Bleach 12%	Foamer attached to a hose Spray Bottle Mop Bucket	All Staff	Respirator Gloves / Goggles Apron	15 minutes	Hose Wash off	Foamer / Hose Spray bottle Mop bucket Mop heads cleaned daily
Ultra One Degreaser	Foamer attached to a hose Spray Bottle	All Staff	Gloves	15 minutes	Hose Wash off	Foamer / Hose Spray bottle

Product	Application	Who can use	PPE	Dwell Time	Rinse	Equipment
Oxivir Plus Disinfectant Cleaner	Spray Bottle Mop Bucket	All Staff	Gloves	15 minutes	Wash off	Spray bottle Mop bucket Mop heads cleaned daily
Sustainable Earth (SE) SE 64 Neutral Cleaner	Spray Bottle Mop bucket	Custodians	Gloves	10 minutes	Wipe off Wash off	Spray bottle Mop bucket Mop heads cleaned daily
Sustainable Earth (SE) SE 70 Washroom Cleaner	Spray Bottle Mop bucket	Custodians	Gloves	10 minutes	Wipe off Wash off	Spray bottle Mop bucket Mop heads cleaned daily
Sustainable Earth (SE) Glass Cleaner	Spray Bottle	Custodians	Gloves	None needed	Wipe off	Spray bottle Paper Towel Rags
Sustainable Earth (SE) SE 71 Toilet cleaner non acid	Ready to use container	Custodians	Gloves	None needed	Wipe off	Toilet Brush
Staples Washroom Cleaner	Spray Bottle Mop bucket	Custodians AMW	Gloves	None needed	Wipe off Wash off	Spray bottle Paper Towel Rags
Soap and Hot Water	Cloth Squeegee Scrub Brush	Custodians AMW	Gloves		Wash off	Rags Mop Buckets

Cleaning and Disinfecting Schedule:

Room/Space	Product	High Touchpoints	Frequency: hourly daily, weekly, on demand, before and after use	Staff Responsible	Date and time	Staff Initials
Example: work stations	Perdiem	Phones, keyboards, mice, desk tops	Before and after use	All staff		
Example: Washroom	Perdiem Staples Washroom Cleaner	Toilets, sinks, floors, paper towel holders, soap dispensers, door handles	Every two hours when facility is open to public and after facility closes	Custodians Arena Maintenance Workers		

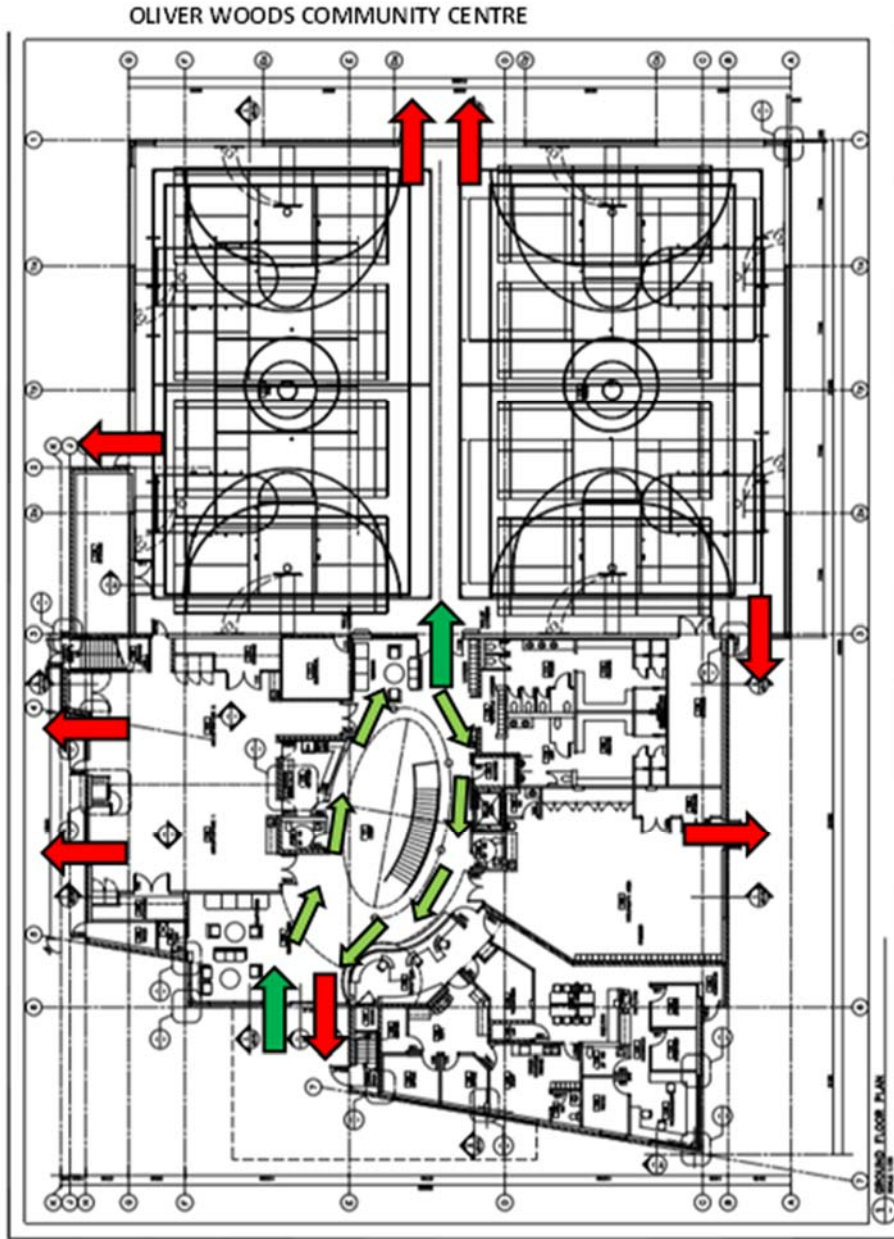
5.0 Facility Information

Facility Access, Egress and Traffic Flow

The following facility access protocols have been implemented:

1. At the entrance, signs are installed to inform patrons that:
 - a. Patrons must not enter if they are diagnosed or suspect they have COVID-19 or if they have any of the known COVID-19 symptoms.
 - b. Patrons must maintain a physical distance of two metres from other patrons and staff.
 - c. Patrons are to wash their hands with soap and water or use hand sanitizer upon entry to the facility. OR a hand sanitizing station will be made available upon entry to the facility.
2. Employees located at the front desk are protected by a plexiglass barrier.
3. Employees should wear gloves while handling cash.
4. A reservation system and rental/program time limitations are in place to avoid crowd gathering and wait times.
5. Facility access is provided with separate entry and exit points at the main entrance with a barrier ensuring physical distancing.
6. Signage, floor markings and barriers are installed to guide patrons in and out of the building.
7. Physical markers are installed on the lobby floor that indicate two metre physical distancing for patrons waiting in line.
8. Change rooms are closed until further notice.
9. Occupancy limits are posted in all public and staff spaces.
10. Public visitors are prohibited in staff areas. Staff must arrive no more than 15 minutes prior to their shift and leave the building immediately after their shift ends.
11. Allow time for staff shift changeover to minimize group gathering in staff areas.

Facility Floor Plans



12.

Occupancy Limits – Public and Staff Spaces – add rooms/spaces/facilities and capacities tables below

Public Spaces	Maximum Occupancy
Monarch room 1	12
Monarch room 2	12
Tree Frog room	15
Gym 1	25
Gym 2	25
Hemlock room	N/A
Salal room 1	N/A
Salal room 2	N/A
Salal room 3	N/A
Recumbent bikes	N/A
Lower lobby	8
Upper lobby	N/A
Staff Spaces	Maximum Occupancy*
Front Office	2
Back office/photocopier area	2
Individual staff offices	1
Lunch room/kitchen	2
Janitorial supply closets/storage	1
Staff washroom	1

*Staff spaces can have higher occupancy if masks are worn where 2m physical distancing cannot be maintained

6.0 Service Delivery

1. Program Delivery Information

To start, Oliver Woods will be opening the lower floor only: Monarch rooms 1 & 2, Tree Frog room, and Gym 1 & 2 for programs and rentals that can meet the requirements of the plan, and are allowable under the guidelines of VIASPORT, BCCDC, Island Health, and the Provincial Health orders.

The kitchen will not be available for use until further notice.

Food services/catering will not be allowed until further notice.

Upper floor will open as we move forward into the fall season, once we have mastered the COVID operating plan and new enhanced cleaning procedures downstairs and have enough demand to warrant opening up the upper level.

2. Facility Allocations (User Groups / Renter / Lease Holders)

User groups and renters will be permitted to rent space for meetings, workshops and casual sports and/or any other type of use where they will be able to maintain physical distancing of 6 feet. As per VIASPORT guidelines, sport group rentals will be permitted for skills and drills only; no competitive play or contact games permitted. Activities in the rooms such as cards, activities with shared equipment and/or large celebratory occasions with food services will not be allowed until further notice. Rentals must fit into capacity limits and must not be events that could encourage mass gathering.

3. Operating Schedules

Oliver Woods will be open for limited programs and rentals during the following hours:

Monday – Friday: 8am-8pm

Weekends: 10am-4pm

4. Preventative Measures Information for Oliver Woods program participants and user groups/private rentals:

Welcome Back!

The City of Nanaimo is pleased have Oliver Woods Community Centre open to the community. The City of Nanaimo continues to take its direction from the Public Health Officer (PHO) to inform decisions regarding the COVID19 pandemic. The health and safety of our employees and the public remains the top priority and we have worked very hard to ensure that is maintained as we reopen indoor recreation facilities.

General Information

1. Please follow the direction of our facility ambassadors while using the facility. The facility ambassadors are here to assist you.
2. Renters are required to provide an ambassador from their organization/group to assist participants during their rentals. An ambassador could be a coach, volunteer, parent or instructor.
3. All participants are required to follow all safety measures in place while using the facility.
4. **Max 25 people** are allowed in one gym at one time.
5. Participants are asked to arrive no earlier than 5 minutes prior to the start of their booking or program time and must leave immediately following their rental/program time via the outside doors.
6. 30 minutes is scheduled in between each booking/program to allow for group changeover and cleaning.
7. Fitness and program participants are required to arrive at the facility ready to participate in their activity. Changerooms are closed until further notice.
8. **Game play is not permitted.**
9. There is no seating or viewing area available. Parents must drop off at the door and return to the facility at the exterior exits to pick up children at the end of their slot.
10. **No competitive play** at this time. Activities and drills involving player to player **contact or checking is not permitted.**
11. Please bring your own filled water bottle. Water fountain will not be available.

Facility Information

1. Enter through front door of facility.
2. Follow one way arrows to your room/gym.
3. Exit via exterior doors.
4. Changerooms and showers are not available.
5. Water fountains are closed, please bring your own waterbottle.
6. Please do not gather in groups outside the facility.

Health and Safety Protocols

1. Stay home if you're sick.
2. Maintain physical distancing (6 ft.) in the facility at all times.
3. Follow the health and safety information posted throughout the facility.
4. Use hand sanitizer upon entry to the facility.
5. Please refrain from spitting.
6. Keep any/all sweat bands or sweat towels on your person at all times.

7.0 Public Communication

Safety Education

- When providing information to customers about new rules and COVID-19 guidelines, it is important for staff to remember that not all customers may be initially accepting of the new protocols.
- Staff should be patient and take a customer-focused approach to safety education. **We're Here to Help!**
- Staff should maintain physical distancing while providing effective and consistent messaging and expectations.

Applying the Guidelines

1. Prior to entering the facility, educate the public during the booking process about the new standards on entering and exiting the facility, signage, and other facility rules that are new as a result of COVID-19. Remind them of their responsibilities regarding physical distancing while using all facility amenities and the availability and use of the hand sanitization station.
2. Educate patrons concerning one-way traffic measures around the facility.
3. Educate patrons about coming for their rental at the time of their contract, and leaving immediately once their booking has ended.
4. Educate patrons about not sharing personal equipment such as water bottles, towels, , etc.
5. Staff working directly with the public should maintain physical distancing while providing effective and consistent communication & supervision.
6. Staff are to follow and maintain new protocols regarding disinfection of common contact surfaces throughout the day.

8.0 First Aid Procedures

Isolation Areas and Procedure

There is a requirement to provide a self-isolation containment area/space/room for employees and patrons showing symptoms of illness while waiting for transportation to a medical centre or home. Rental groups and programs must identify an isolation area during each program or rental.

First Aid Protocols have been updated by WorkSafeBC and the following apply:

OFAA protocols during the COVID-19 pandemic

A guide for employers and occupational first aid attendants

During the COVID-19 pandemic, occupational first aid attendants (OFAAs) continue to provide treatment to workers as necessary. Because of the possibility of community infection, you may need to modify your standard protocols for first aid treatment to reduce the potential for transmission. This document provides additional precautions you may take to include public health directives such as physical distancing, hand hygiene, and disinfection in your procedures.

1. When you receive a call for first aid, if possible, gather the following information:
 - What are the circumstances surrounding the call for assistance?
 - Are critical interventions likely required? If so, call 911 or have an emergency transport vehicle (ETV) prepared.
 - Are there any obvious signs of COVID-19? If so, send the patient home or to a hospital.
2. If no critical interventions are required, if possible and appropriate, interview the patient from a distance. Ask the following questions:
 - Is anyone sick or in self-isolation in your household?
 - Have you been in contact with anyone who has been sick?
3. When you arrive at the patient's location, assess the situation:
 - Does the patient have a minor injury that the patient can self-treat while you provide direction and supplies?

- If yes, direct the patient to self-treat per your OFA protocols (see the self-treatment scenario below).
4. If the patient can't self-treat, don the appropriate level of personal protective equipment (PPE) for the situation. PPE could include the following items:
 - Face shield or surgical-type mask
 - Pocket mask
 - Gloves
 - Coveralls (disposable or washable)
 - Apron or lab coat
 - Glasses or goggles

Because the global supply of PPE is scarce, you may need to consider other options. There are various types of masks, face shields, and respirators that you can consider.

5. After treatment, sanitize all equipment with either soap and water or 70% isopropyl alcohol. Remove and wash any PPE that is not disposable, as well as any exposed clothing. Wash your hands thoroughly. If critical interventions are required and there is no way of determining background information, don appropriate PPE and limit access to the patient to the number of people required to deal with the critical intervention. It is important to limit the exposure of others.

Scenario: Self-treatment with direction

A first aid attendant receives a call stating a worker has injured her hand. The attendant collects as much information about the severity of the injury as possible. The injury is deemed to be minor with no other concerns, so the attendant goes to the worker, but stays 2 metres (about 6 feet) away. On arrival, the attendant asks:

- Is anyone sick or in self-isolation in your household?
- Are you able to administer first aid to yourself if I tell you what to do and how to do it?

After the first aid attendant has conducted the interview, the attendant visually assesses the patient and the wound from a distance and asks the patient about underlying conditions relating to the injury.

The attendant then places the required first aid supplies on a surface 2 metres from the patient. The attendant steps back and directs the patient to pick up and apply the supplies. The first aid attendant then verbally conducts a modified secondary survey and documents the findings.

Scenario: OFA Level 1 and Level 2 with intervention

A first aid attendant receives a call about a worker who has been struck in the head and is unresponsive. The attendant immediately ensures that 911 is called. On approaching the scene, the first aid attendant conducts a scene assessment and dons appropriate PPE. Once PPE is on, the attendant approaches the patient and conducts a primary survey to determine what, if any,

critical interventions are required. The attendant positions the patient in the three-quarter-prone position to ensure that the airway is open and clear and no further interventions are needed. Only one person (the attendant) needs to be in contact with the patient; all others can stay 2 metres away. The attendant monitors the patient until the ambulance arrives.

Scenario: OFA Level 3 — employer ETV for transport with intervention

A first aid attendant receives a call about a worker who has been struck in the head and is unresponsive. The attendant immediately arranges for the ETV to be ready. On approaching the scene, the first aid attendant conducts a scene assessment and dons appropriate PPE. Once PPE is on, the attendant approaches the patient and ensures an open airway. Once the airway is open and clear, the attendant stabilizes the patient's head with an inanimate object (to free the attendant's hands) and inserts an oropharyngeal airway (OPA) to protect and maintain the airway. The attendant then conducts a primary survey to determine what, if any, further critical interventions are required. Only one person (the attendant) needs to be in contact with the patient; all others can stay 2 metres away.

Helpers will be needed to assist the first aid attendant in lifting the patient into the basket and ETV. Use any PPE or other measures available to provide a barrier between the helpers and the patient, including covering the patient with a blanket. Once the patient is loaded, ensure the helpers remove their PPE and wash their hands with soap and water.