

## **WORKPLACE COVID-19 SAFETY PLAN**

### **Challenges at the workplace**

As an immigration consultancy, we are visited by new clients and retained clients daily.

There are shared spaces in the office, such as the board room and break rooms that are used by most employees.

Some office machines such as microwaves, photocopiers and printers are commonly used by all employees.

### **Protocols to reduce the risk**

- ❖ Due to the outbreak of the COVID-19 pandemic, we have reduced the number of walk-ins to the office by taking in clients only by appointments and also consulting over the phone.
- ❖ We have revised the work hours and our new work timings are from 10 am to 5 pm (as opposed to 10 am to 6 pm earlier).
- ❖ The front desk and meeting room have safety shields as physical social distance barriers to protect the employees as well as the clients/visitors.
- ❖ Visitors and employees must wear face masks during business hours at the workplace.
- ❖ New masks are available for employees to use in the office every day.
- ❖ Hand sanitizers have been made available at every employee's desk and must be used after touching common areas or surfaces or after visiting the washrooms.
- ❖ Employees must avoid using washrooms when it is very crowded.
- ❖ Visitors must sanitize their hands, undergo temperature checks and fill up a COVID screening questionnaire after entering the office.
- ❖ Employees must sanitize and wipe all common areas such as photocopier/printers, microwave after every use.
- ❖ The chairs in the front desk/reception area, lunchroom and meeting room have been reduced to seat only limited number of people at a time.
- ❖ Only one employee at a time is allowed to use the break room.
- ❖ Employees who feel uneasy or sick must report immediately and not come to work.
- ❖ To prevent workplace violence (abusive), employees must immediately escalate/report the incident to the management and advise the perpetrator of violence to refer to the COVID related SOP of Work Safe BC or BC health authorities. If there is any physical violence, call the RCMP immediately.

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