



COVID-19 ADMINISTRATIVE RESTART PLAN

Wa chexw yúustenamut

Safety is Everyone's Responsibility

August 10, 2020

The Squamish Nation continues to respond to the Province's Restart Plan and WorkSafe BC protocols for workplace health and safety.

On July 23, 2020, Council approved the COVID-19 Safety Plan/Policy. The Policy brings together new and existing protocols, safety measures and processes to create a robust set of standards that must be consistently met by all of our workplaces.

This update to our community outlines the steps we are taking to keep staff and visitors safe, including what you need to know if/when you visit any of our Nation offices and facilities.

Please help keep
our workplace
SAFE

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VISITORS
MAY BE
REQUIRED TO
WEAR A MASK
Stay Safe

SANITIZE HANDS
UPON ENTERING
BUILDING
Stay Safe

WHAT MEMBERS NEED TO KNOW ABOUT VISITING OUR OFFICES

- **Sign-in sheet & questionnaire:** All clients/visitors to Squamish Nation buildings, as well as staff, will be required to sign in and complete a brief screening questionnaire. The sign in sheet will be used to monitor occupancy levels in the premises and to facilitate contact tracing in the event of a possible COVID-19 exposure. Completed records will be reviewed regularly and retained by the department and/or program supervisor/director. **If visitors refuse to complete the screening questionnaire, they will not be permitted access to the facility.**
- **Sanitizing hands:** All clients/visitors to Squamish Nation buildings will be asked to use the hand sanitizer provided and/or wash their hands upon entry.
- **Masks:** All clients/visitors to Squamish Nation buildings, moving beyond the entry/reception area, must wear a mask for the duration of their visit. If clients/visitors do not have a mask, a mask will be provided. **If clients/visitors refuse to wear a mask, they will not be permitted access to the facility.**
- **Floor markers:** Visitors to our buildings will notice floor markers indicating designated waiting places to maintain a minimum of 6 feet of physical distance, as well as directional markers indicating one-way traffic in areas where physical distance may be a challenge. Please pay attention to, and follow, these floor markers.



- **In-person services:** Until further notice, the Squamish Nation will, where practicable, restrict in-person client services and instead will provide client services remotely using video conferencing (e.g. Zoom, Skype, etc.) and telephone.
 - Services that cannot be provided remotely will continue to be provided but will be subject to the other general control measures outlined later in this Safety Plan and any additional workplace-specific and/or program-specific safety plans and protocols that may be prepared by individual Squamish Nation departments.

- **Controlling access to buildings/offices:** Until further notice all publicly accessible entrances to Squamish Nation buildings/offices must have signage that includes the following:
 - Provides contact information for the office;
 - Notifies clients/visitors that when possible, all office visits are by appointment only;
 - Politely requests that clients/visitors make contact by telephone or email to receive service;
 - Politely requests that clients/visitors not enter the building if they are ill or are exhibiting symptoms of COVID-19, cold or flu, even if they have an appointment;
 - Advises clients/visitors to call 8-1-1 for medical advice if they are concerned that they may have been exposed to, or are experiencing symptoms of COVID-19. Alternatively, you can call Yustway Health Services at 604-982-0332 for guidance related to symptoms, testing and self-isolation.
 - Indicates the office is open but that public entry is limited as a result of the COVID-19 Pandemic.
 - Provides hours of operation and whether there is someone currently present in reception to receive a delivery; directions on how to make a delivery and whether the deliverer should knock, wear a mask, phone the office, etc.
 - Instructs that upon entry into Squamish Nation facilities, any visitors will be required to complete a screening questionnaire. If visitors refuse to complete the screening questionnaire, they will not be permitted access to the facility.
 - Advises that upon entry into Squamish Nation facilities, any clients/visitors to the workplace that need to enter beyond the front reception area, will be required to wear a mask. If clients/visitors do not have a mask; a mask will be provided. If clients/visitors refuse to wear a mask, they will not be permitted access to the facility.

BACKGROUND

The Squamish Nation was very quick to “pivot” when the COVID-19 Global Pandemic was announced on March 11, 2020. Effective March 16, 2020, staffing was reduced to core/essential staff at all Squamish Nation workplaces. The majority of all other staff were able to transition quickly to working from home. On April 9, 2019, Council approved the Working from Home Policy.

A Squamish Nation Emergency Response Team (ERT) was formed and all departments pulled together to ensure the continued health and safety of staff and the community. The Squamish Nation is now four months into a pro-active campaign to “COVID-19 Proof” workplaces. Since the pandemic was announced, many COVID-19 workplace safety measures and processes have been either initiated or developed, including but not limited to:

- COVID-19 Safety Bulletins to all staff;

- Where possible, workers scheduled to work from home and a Working from Home Safety Orientation was developed to accompany the Work from Home policy;
- Enhanced cleaning & disinfecting protocols for all workplaces;
- COVID-19 Workplace Safety Guidance and Safe Work Protocols;
- COVID-19 safety signage installed;
- Installation of physical distancing floor markers;
- Installation of physical barriers (Plexiglas) at reception areas;
- COVID-19 Screening Questionnaire for Squamish Nation workers & visitors; and
- Squamish Nation Safe Work Instructions for the Workplace were provided to directors, to share with and discuss with their staff.

On July 23, 2020, the Squamish Nation Council approved a COVID-19 Safety Plan Policy (the "Policy") to ensure the continued health & safety of employees, community members and visitors, with an effective date of August 6, 2020.

Per the Policy, all Directors must prepare and submit a COVID-19 Safety Plan for approval by the Managing Directors and the Senior Health and Safety Officer for approval before any additional staff are allowed to return to the office.

MORE ABOUT THE COVID-19 SAFETY PLAN/POLICY

Below are some of the highlights of the COVID-19 Safety Plan/Policy.

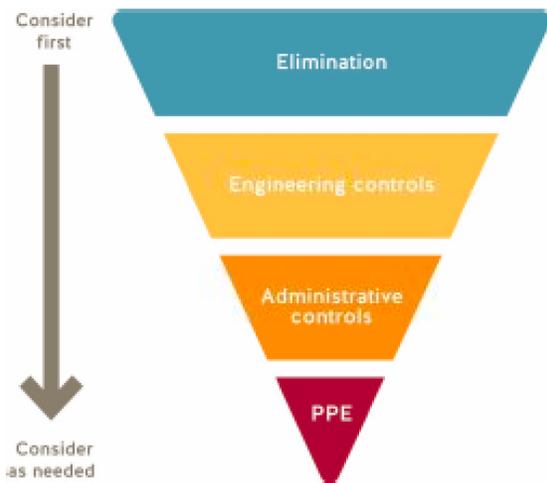
To review the full COVID-19 Safety Plan/Policy, visit: www.squamish.net/covid-19

Reducing the Risk of Person-to-Person Transmission

To reduce the risk of COVID-19 transmission in the workplace, Squamish Nation departments and programs need to implement protocols to protect against identified risks. Different protocols offer different levels of protection or hazard "control". Wherever possible the protocol offering the highest level of protection should be considered first. Second, third or fourth level protocols should be considered if the first level of protection is not practicable or does not completely control the risk. In some cases more than one level of protection may be needed to deal with a risk – for example, physical distancing and masks. Departments and programs are required to monitor their COVID-19 Safety Plans and make appropriate adjustments to safety control measures as necessary.

Four Levels of Protection

First level protection (elimination): Use policies and procedures to keep people at a safe physical distance from one another. Limit the number of people in your workplace at any one time, and implement protocols to keep workers at least 2 metres from other workers, customers, and members of the public.



Second level protection (engineering controls): If you can't always maintain physical distancing, install barriers such as Plexiglas to separate people, increase ventilation.

Third level protection (administrative controls): Establish rules and guidelines, such as cleaning protocols, telling workers to not share tools, or implementing one-way doors or walkways.

Fourth level protection (Personal Protective Equipment): 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 limitation of non-medical masks to protect the wearer from respiratory droplets. Ensure workers are using masks appropriately.

General Safety Protocols

- Hand-washing procedures
- Cough/sneeze etiquette
- Physical or "social" distancing
- Use of paper or cloth masks

Detailed information about each of these safety protocols is provided for staff in the COVID-19 Safety Plan/Policy.

Maximum occupancy – buildings/offices/meeting spaces

- The number of employees, clients and other visitors allowed in any Squamish Nation building or shared space within any building (e.g. meeting rooms, break rooms, washrooms, etc.) at one time is to be limited in accordance with public health guidance so as to ensure that physical distancing may take place.
- Each Supervisor/Director must establish maximum occupancy for each room in their building/workplace.
- Signs must be posted communicating the maximum occupancy for each room and shared space within each building. Employees and visitors are required to follow maximum occupancy signage for a room they may want to enter.

Working from the office

- Scheduling employee attendance at the office:

- Squamish Nation department and/or program supervisors/managers must develop a schedule for their employees who will be working from the office. The schedule must be designed to ensure that any maximum occupancy for their building or shared spaces within their building is not exceeded and to facilitate physical distancing in the workplace.
 - Flexible scheduling (e.g. different days or different shifts) may be required in the case of employees working in cubicles that are close together and don't allow for required physical distancing.
- Office access:
 - Employees are to wash or sanitize their hands before entering the office. Hand sanitizer will be provided at all office entrances.
- Symptom-free confirmation upon attending office:
 - Employees who are pre-scheduled to attend at the office and who do not have COVID-19 symptoms are required, on each day of attendance at the office, to complete and sign a form confirming that they are symptom free.
- Maintaining physical distancing in the office:
 - Signs must be posted conspicuously throughout all Squamish Nation workplaces reminding employees, members and clients/visitors of the physical distancing requirements.
 - Floor markers should be installed to indicate 2 metre distance. Where possible hallways and stairwells (e.g. where there are 2 stairwells) should be one-directional with signage posted to indicate the designated direction of travel.
- Plexiglass and other barriers:
 - Plexiglass/other barriers are used to provide protection to employees whose job requires close interaction with clients and the public (e.g. reception counters). Plexiglass and other barriers will be installed at the following locations:
 - At reception counters in all Squamish Nation buildings; and
 - Anywhere else where physical distancing requirements cannot be adhered to.
- Daily sanitizing routines:
 - All Squamish Nation departments and programs must establish strict workplace-specific or program-specific cleaning protocols requiring regular cleaning and sanitizing of common areas (e.g. meeting rooms, lunch rooms, washrooms, etc.) and high touch surfaces (e.g. doorknobs, computer keyboards, printers, copiers, other shared equipment, etc.).

Provision of in-person client services

- In-person client services to be limited
 - In-person client services will be provided where the services cannot be provided remotely.

- Procedure for in-person client services:
 - Clients who contact a Squamish Nation department or program to arrange for an in-person appointment must complete the screening questionnaire to ensure they are not currently exhibiting COVID-19 symptoms. If the client does not agree to complete the screening questionnaire or confirms that they are exhibiting COVID-19 symptoms the in-person meeting must not occur.
 - Clients who walk up to a Squamish Nation office seeking services without first having been pre-screened (e.g. clients that do not have a phone or who just show up at the door) must be pre-screened by the department or program supervisor/manager at the door (i.e. before the client is allowed to enter the premises) to ensure that the client is not currently exhibiting COVID-19 symptoms. If the client does not agree to be pre-screened at the door or is exhibiting COVID-19 symptoms the in-person meeting must not be approved or scheduled.
 - In cases where an in-person client appointment is approved by the department or program supervisor/manager, workplace COVID-19 exposure will be controlled through the implementation of a number of specific measures described in the Policy.

Provision of services in the community

- Each department or program must establish clear procedures in their workplace-specific or program-specific safety plans to minimize the risk of employee exposure to COVID-19 while the employee is providing services in the community.

Please visit www.squamish.net/covid-19 to view the complete COVID-19 Safety Plan/Policy.

**IS THE STRESS OF COVID-19 NEGATIVELY
IMPACTING YOU? ARE YOU HAVING
DIFFICULTY COPING?**

Support is available!

During regular business hours, please call the Yúustway Health & Wellness office at 604-982-0332 to request a counselling appointment.

If you are in crisis or require after-hours support, please call the Kuu-Us Crisis Line at 250-723-4050 (Adults/Elders), 250-723-2040 (Children/Youth), or toll-free at 1-800-588-8717.

If you are experiencing symptoms of COVID-19, or are concerned you may have been exposed to COVID-19, please call 8-1-1.

Alternatively, you can call Yuustway Health Services at 604-982-0332 for guidance related to symptoms, testing and self-isolation.