

# COVID-19 SAFE WORK PROCEDURES

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This document highlights safe work procedures that all staff, volunteers, contractors and subcontractors are required to practice once they enter the Kiwassa spaces.

These work protocols and prevention measures are in accordance with the advice and guidelines provided from:

- The Canadian Federal Government and its designates such as Public Health Authorities
- The British Columbia Provincial Government and its agencies such as The Ministry of Health, B.C Centre for Disease Control and WorkSafe B.C.

As the pandemic evolves, the Public Health Authorities may modify the current guidelines. We will continue to keep the Kiwassa team updated on any changes regarding safe work practices in the office.

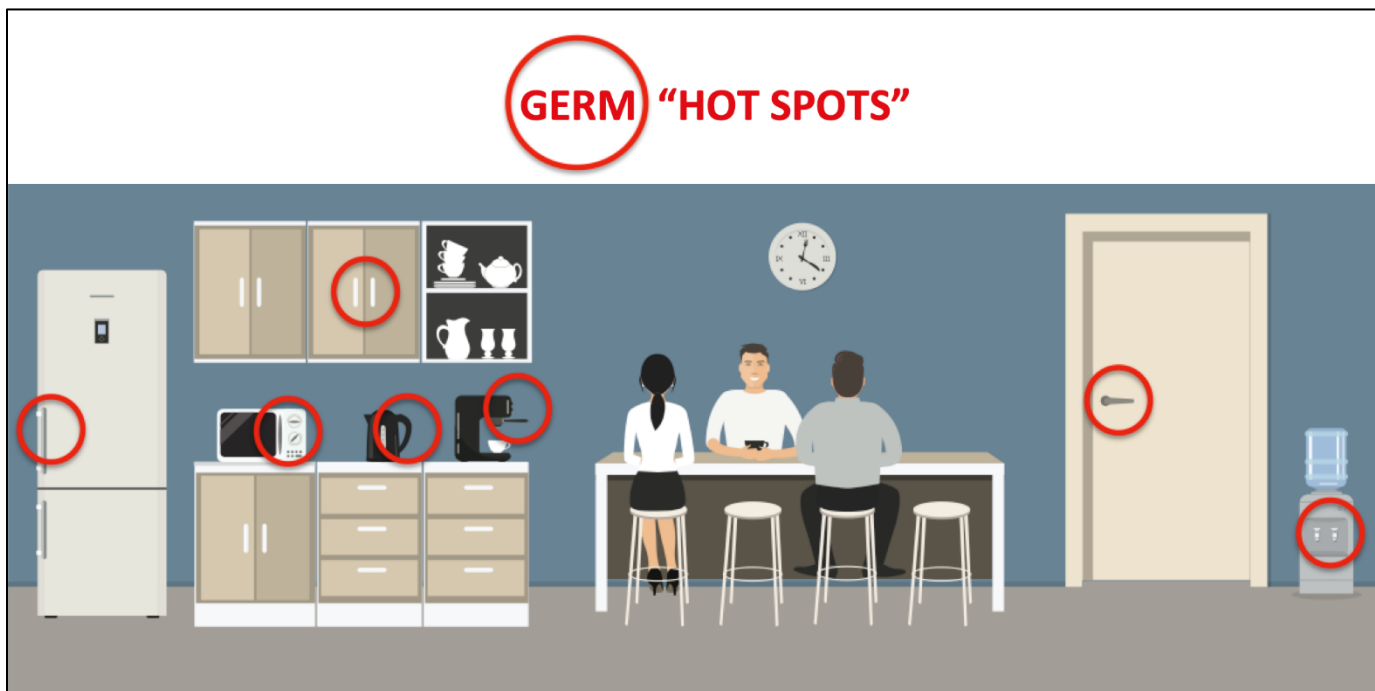
## HAND HYGIENE

Following good hand hygiene is imperative to prevent the spread of COVID-19.

- Key times to clean hands
  - When arriving to work and going home
  - After blowing one's nose, coughing, or sneezing
  - After using the restroom
  - Before eating or preparing food
  - After contact with animals or pets
  - Before and after providing routine care for another person who needs assistance (e.g. a child)
- Wash your hands often with soap and water for 20 seconds, as shown in [Appendix A](#).
- Hand sanitizer: If soap and water are not readily available and hands are not visibly dirty, use a hand sanitizer that contains at least 70% alcohol. However, if hands are visibly dirty, always wash hands with soap and water.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- If you are using disposable gloves, ensure that you throw them away once used, do not walk around with gloves on or touch other objects with used gloves to prevent cross contamination of any germs. Be sure to remove and dispose of them safely as shown in [Appendix B](#).

## SANITIZING HARD SURFACES

Health Canada approved disinfectants will be available for use by persons in the Kiwassa building. These guidelines shall apply to office spaces, activity rooms, meeting rooms and lunchroom. Below are some “germ hot spots” that are found in office spaces.



If you have to open the fridge door to store your lunch, remember your co-worker does too. As you can see, there are many surfaces you and your co-workers may touch in common areas such as the lunchroom. It is important to sanitize these surfaces upon use and ensure you are keeping the space clean and tidy for others to use.



For sanitizing hard surfaces such as tables, chairs, desks, monitors, mice, keyboard, and electronics such as tablets, mobile phones, and remote controls, door handles, fridge handles, microwave, and beverage dispenser buttons:

- First, remove visible dirt, grease, etc.
- Use alcohol-based wipes containing at least 70% alcohol. Air dry the surface thoroughly.
- If alcohol-based wipes are not available, use a spray containing at least 70% alcohol, dampen a paper towel with it and wipe the hard surfaces. Air dry surface thoroughly.
- For more information on cleaning and disinfecting practices, see [Appendix C](#).
- For a guide on cleaning and sanitizing workstations, see [Appendix D](#).

All staff working in Kiwassa offices on their set schedules are encouraged to sanitize their desks or workstations as per directions above. **All staff using common areas or any equipment in common areas such as photocopier, microwave/fridge/coffee maker in the lunchroom, MUST sanitize the equipment after each use.**

## RESPIRATORY HYGIENE/COUGH ETIQUETTE

It is important to educate and encourage all individuals (staff, volunteers, contractors, clients and visitors) to practice proper respiratory hygiene to prevent the spread of COVID-19. Wearing masks or face coverings indoors helps us to prevent spreading our germs to others as cloth masks can reduce the spread of respiratory droplets into the air and landing on surfaces.

- We will post signage all around the Kiwassa building to remind all persons to practice good respiratory etiquette - see [Appendix E](#).
- If you are suffering from cough, cold or sneezing regularly, please do not come to Kiwassa, speak with your supervisor and work from home.

- Cover your mouth and nose with a tissue when coughing or sneezing or sneeze in your elbow, dispose of the tissue immediately after use.
- Maintain 2-meter distance and turn the head away from others when coughing or sneezing.
- Perform hand hygiene with soap and water or alcohol-based hand rub immediately after coughing or sneezing to prevent cross contamination.
- Wear a mask to protect others, especially when coughing or sneezing.

## MASKS & FACE SHIELDS

The use of masks/face coverings is non-invasive, inexpensive, and can help save lives. Masks may also serve as a visual reminder to everyone that we need to be vigilant and continue to maintain physical distance. It is important to use and clean a mask properly (see below). Using a mask incorrectly can accidentally spread infection to the wearer. See [Appendix F](#) for instructions on donning and removing a face mask.

A good cloth mask or face covering should:

- Be at least two layers of tightly woven cotton or linen.
- Cover over nose, mouth and chin, and be easy to breathe through.
- Fit securely to the head with ties or ear loops without gaping or impairing vision.
- Be comfortable to avoid the need for adjustments when wearing.
- Maintain their shape after washing and drying.
- Not contain non-breathable materials such as plastic
- Do not leave your mask tucked under the chin, hanging from your ear, or on your forehead.
- Do not share your mask with others

A face shield is not an alternative to a mask. The Centre for Disease Control (CDC) has stated that they “do not recommend use of face shields as a substitute for cloth face coverings. It is not known if face shields protect others from the spray of respiratory particles. The CDC does not recommend use of face shields for normal everyday activities or as a substitute for cloth face coverings.”



## PRACTICE PHYSICAL DISTANCING

As we adjust to this new normal, seeing our team members after so long, we may sometimes forget to maintain physical distancing. Please ensure you are sitting or standing at least 2 metres apart in all areas of the Kiwassa building, and if your coworkers forget, that is okay, gently remind them.



## REMEMBER...

- Wash your hands effectively with soap and water for minimum 20 seconds throughout the day.
- Do not touch your face with unwashed hands, avoid touching your nose, eyes or mouth areas altogether.
- Wear a face mask within the Kiwassa building, masks do not need to be worn in your own designated office areas.
- Use a tissue or the inside of your elbow to sneeze or cough into. Dispose of used tissue immediately and properly into a garbage or other designated container.
- Sanitize frequently touched surfaces before and after use.
- Practice physical distancing: Maintain a minimum 2 metre distance between you and others whenever possible and follow occupancy limits posted in all public areas.
- Avoid public gathering areas and crowds outside the office.
- Stay away from people who are sick and stay home if feeling sick.

**Lastly, be kind, be calm, and be safe.**



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## Hand Hygiene

**SOAP OR ALCOHOL-BASED  
HAND RUB: Which is best?**



**Either will clean your hands:  
use soap and water if hands  
are visibly soiled.**



**Remove hand and wrist jewellery**

### HOW TO HAND WASH



1  
Wet hands with warm  
(not hot or cold)  
running water



2  
Apply liquid or foam soap



3  
Lather soap covering  
all surfaces of hands  
for 20-30 seconds



4  
Rinse thoroughly  
under running water



5  
Pat hands dry thoroughly  
with paper towel



6  
Use paper towel  
to turn off the tap

### HOW TO USE HAND RUB



1  
Ensure hands are visibly  
clean (if soiled, follow hand  
washing steps)



2  
Apply about a loonie-sized  
amount to your hands



3  
Rub all surfaces of your hand  
and wrist until completely  
dry (15-20 seconds)

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Ministry of  
Health



BC Centre for Disease Control

**If you have fever, a new cough, or are  
having difficulty breathing, call 8-1-1.**





## Appendix B

# How to Remove Gloves

To protect yourself, use the following steps to take off gloves



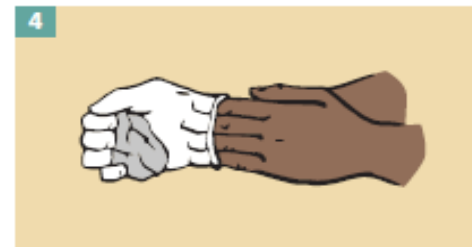
Grasp the outside of one glove at the wrist.  
Do not touch your bare skin.



Peel the glove away from your body,  
pulling it inside out.



Hold the glove you just removed in  
your gloved hand.



Peel off the second glove by putting your fingers  
inside the glove at the top of your wrist.



Turn the second glove inside out while pulling  
it away from your body, leaving the first glove  
inside the second.




Dispose of the gloves safely. Do not reuse the gloves.



Clean your hands immediately after removing gloves.

## Appendix C



# Coronavirus COVID-19



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## CLEANING AND DISINFECTANTS FOR PUBLIC SETTINGS

**Good cleaning and disinfection are essential to prevent the spread of COVID-19 in BC.**

This document provides advice to public groups, transit, schools, universities, child care and other institutions in BC on cleaning for non-health care settings.

Make sure to wash hands with plain soap and water after cleaning or use an alcohol-based hand sanitizer.


OR


**Cleaning:** the physical removal of visible soiling (e.g. dust, soil, blood, mucus). Cleaning removes, rather than kills, viruses and bacteria. It is done with water, detergents, and steady friction from cleaning cloth.

**Disinfection:** the killing of viruses and bacteria. A disinfectant is only applied to objects; never on the human body.

**All visibly soiled surfaces should be cleaned before disinfection.**

**Cleaning for the COVID-19 virus is the same as for other common viruses.** Cleaning products and disinfectants that are regularly used in households are strong enough to deactivate coronaviruses and prevent their spread.

**Recommendations:**


- General cleaning and disinfecting of surfaces should occur at least once a day.
- Clean and disinfect highly touched surfaces at least twice a day and when visibly dirty (e.g. door knobs, light switches, cupboard handles, grab bars, hand rails, tables, phones, bathrooms, keyboards).
- Remove items that cannot be easily cleaned (e.g. plush toys).

**Cleaning .....**


For cleaning, water and detergent (e.g. liquid dishwashing soap), or common, commercially available cleaning wipes should be used, along with good physical cleaning practices (i.e. using strong action on surfaces).

**Disinfection .....**

For disinfection, common, commercially available disinfectants such as ready-to-use disinfecting wipes and pre-made solutions (no dilution needed) can be used. Use the figure and table below for guidance. Always follow the manufacturer's instructions printed on the bottle.




Ministry of Health



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**If you have fever, a new cough, or are having difficulty breathing, call 8-1-1.**

Non-medical inquiries (ex. travel, physical distancing): 1-888-COVID19 (1888-268-4319) or text 604-630-0300



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## CLEANING AND DISINFECTANTS FOR PUBLIC SETTINGS

See Health Canada's **List of hard-surface disinfectants for use against coronavirus (COVID-19)** for specific brands and disinfectant products.

### IMPORTANT NOTES:

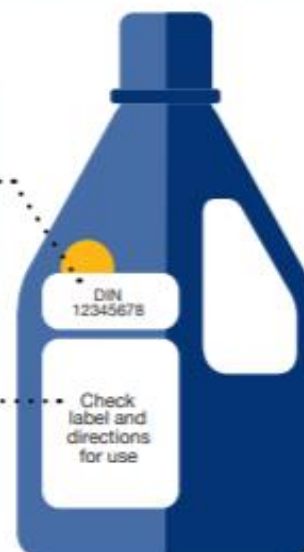
- Ensure disinfectant product has a Drug Identification Number (DIN) on its label.
- Follow product instructions for dilution, contact time and safe use.
- All visibly dirty surfaces should be cleaned **BEFORE** disinfecting (unless otherwise stated on the product).

### Drug Identification Number (DIN):

A DIN is an 8-digit number given by Health Canada that confirms it is approved for use in Canada.

### Agents effective against coronavirus:

- Bleach: sodium hypochlorite (5.25%)
- Hydrogen peroxide (0.5%)
- Alkyl dimethyl benzyl ammonium chlorides (QUATs)



### List of disinfecting agents and their working concentrations known to be effective against coronaviruses<sup>1,2</sup>:

Agent and concentration	Uses
1. <b>1:100 dilution Chlorine: household bleach – sodium hypochlorite (5.25%)*</b> 10 ml bleach to 990 ml water	Used for disinfecting surfaces (e.g. hand railings, grab handles, door knobs, cupboard handles). Make fresh daily and allow surface to air dry naturally.
2. <b>1:50 dilution Chlorine: household bleach – sodium hypochlorite (5.25%)*</b> 20 ml bleach to 980 ml water	Used for disinfecting surfaces contaminated with bodily fluids and waste like vomit, diarrhea, mucus, or feces (after cleaning with soap and water first). Make fresh daily and allow surface to air dry naturally.
3. <b>Hydrogen Peroxide 0.5%</b> <b>Do not dilute your own.</b>	Used for cleaning and disinfecting surfaces (e.g. counters, hand rails, door knobs).
4. <b>Quaternary Ammonium Compounds (QUATs):</b> noted as 'alkyl dimethyl benzyl ammonium chlorides' on the product label <b>Do not dilute your own.</b>	Used for disinfecting surfaces (e.g. floors, walls, furnishings).

<sup>1</sup> Delavann, Christine, Quinn Vega, and Diane Boesenberg. "The antiviral action of common household disinfectants and antiseptics against murine hepatitis virus, a potential surrogate for SARS coronavirus." *American journal of infection control* 37.8 (2009): 649-652.

<sup>2</sup> Provincial Infection Prevention Control Network of British Columbia. "Infection Prevention and Control Guidelines for Providing Healthcare to Clients Living in the Community." (2014). [https://www.picnet.ca/wp-content/uploads/PIChet\\_Home\\_and\\_Community\\_Care\\_Guidelines\\_2014\\_.pdf](https://www.picnet.ca/wp-content/uploads/PIChet_Home_and_Community_Care_Guidelines_2014_.pdf)

The BC Ministry of Health does not endorse or promote any specific brands of disinfectant products.

## Appendix D

# How to properly clean your workspace

### Phone Clean Daily

Of everything on your desk, the phone is the dirtiest

1. Turn off or unplug your phone.
2. Wipe it with a microfiber towel that has been lightly sprayed with a solution of 50 per cent rubbing alcohol and 50 per cent water.
3. Dry with a clean microfiber cloth.

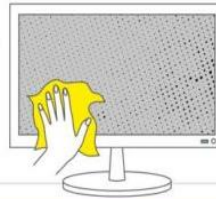
Cleaning your phone every day is good for your health. If that's not possible, be sure to clean it at least once a week.



### Screen Clean Weekly

Monitors can be damaged if liquids seep beneath the screen

1. Instead of using cleaning spray, unplug your monitor and wipe it with a dry microfiber cloth.
2. For tough spots, use a microfiber cloth lightly dampened with distilled water.
3. Do not use paper towels, which can scratch the surface of the screen.



### Desk Clean Weekly

Clean it before lunch or at the end of the day so it can dry while you're away

1. Remove everything from the surface.
2. Wipe it down with an antibacterial wipe or a cloth and spray.
3. Dry with another cloth.

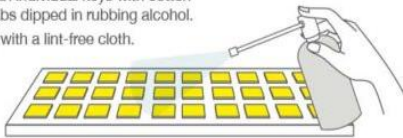
Spot clean your desk if you spill anything. This is especially important if you eat at your desk.



### Keyboard Clean Weekly

Clean it at the end of the day when you turn off your computer

1. Shut down your computer and hold your keyboard upside down and shake out loose debris.
2. Use a can of compressed air to remove trapped dirt.
3. Clean individual keys with cotton swabs dipped in rubbing alcohol.
4. Dry with a lint-free cloth.



### Mouse Clean Monthly

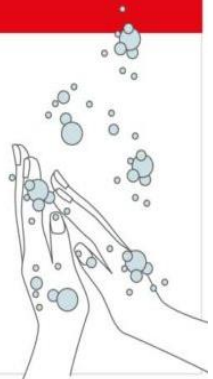
1. Turn it off and wipe with a damp cloth or antibacterial wipe, avoiding the areas with openings such as buttons.
2. Use a dry microfiber cloth to remove moisture.
3. Check the wheel for particles, rolling to dislodge them.

Clean your mouse every day it's shared or you're sick.



### Most importantly

A clean work area can boost productivity, but if your hands are dirty then it seriously reduces the effects of your efforts! Good hand hygiene—wet, lather, scrub, rinse, dry—helps you stay healthy and stops the spread of germs.



# Help prevent the spread of COVID-19

## Cover coughs and sneezes



Cough or sneeze into your sleeve, not your hands. Avoid touching your face with your hands.

Or



Cover your mouth and nose with a tissue and put your used tissue in a wastebasket.



Wash your hands with soap and water for at least 20 seconds.

Or



Clean hands with alcohol-based hand sanitizer.



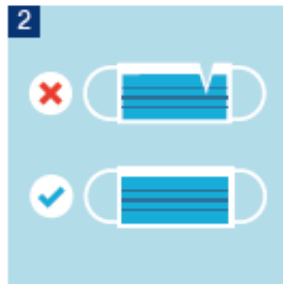
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## How to Wear a Face Mask



1 Wash your hands with soap and water for 20-30 seconds or perform hand hygiene with alcohol-based hand rub before touching the face mask.



2 Check the new mask to make sure it's not damaged.



3 Ensure colour side of the mask faces outwards.



4 Locate the metallic strip. Place it over and mold it to the nose bridge.



5 Place an ear loop around each ear or tie the top and bottom straps.



6 Cover mouth and nose fully, making sure there are no gaps. Pull the bottom of the mask to fully open and fit under your chin.



7 Press the metallic strip again to fit the shape of the nose. Perform hand hygiene.



8 Do not touch the mask while using it, if you do, perform hand hygiene.



9 Replace the mask if it gets wet or dirty and wash your hands again after putting it on. Do not reuse the mask.

### Removing the Mask

1 Perform hand hygiene.

2 Do not touch the front of your mask. Lean forward, gently remove the mask from behind by holding both ear loops or ties.

3 Discard the mask in a waste container.

4 Perform hand hygiene.