



**Vancouver Whale Watch**  
**COVID-19 Operational & Safety Plan**



Photos by Joan Lopez and Sandra Baumgaertel



## **COVID-19 OPERATIONAL & SAFETY PLAN**

### **Tables of Contents**

Reopening Guidelines for Vancouver Whale Watch .....	3
Company Guidance .....	3
Monitoring Employee Health .....	4
Health Hygiene Practices .....	5
Social Distancing .....	6
Safety Equipment .....	6
Cleaning and Disinfecting .....	7
Passenger/ Public Interface .....	8
Violence Protecting Program .....	9
COVID-19 Signage in Public Areas .....	10-11
Physical Distancing Measures .....	11
Cleaning and Disinfection Procedures .....	12
Employee Wellness and Hygiene .....	13
Screening of Employees before Every Shift .....	14
Resource Links .....	15
Appendix .....	16-22



## COVID-19 OPERATIONAL & SAFETY PLAN

Planned date of continued operation: July 1<sup>st</sup>, 2020

### REOPENING GUIDELINES FOR VANCOUVER WHALE WATCH

When Vancouver Whale Watch (VWW) is permitted to return to service, the health and safety of our staff and guests must remain at the forefront of our company operations. We have developed and implemented written procedures and best practices for how we will provide service. Cedric Towers, the owner and the management team have assessed the impact of applicable health and safety directives and guidance when determining appropriate mitigation strategies. The goal (aspiration) of VWW is to exceed employee and guest expectations related to health & safety while providing high quality wildlife experiences.

Vancouver Whale Watch will monitor our workforce for symptoms associated with COVID-19.

- Prior to our reopen date VWW will be sending out to each staff member a COVID-19 Screening Form. This will inform our office of the person's current medical state and history of recent travel. With this information, VWW will determine if the staff member is fit to return to work. See appendix PAGE 17-23
- Will not allow symptomatic people to physically return to work until cleared by their medical provider.
- Develop and implement policies and procedures for contact tracing following an employee testing positive.

### COMPANY GUIDANCE

With the safety of our valued staff, and passengers in mind, Vancouver Whale Watch has established and implemented policies and procedures in accordance with the guidelines and recommendations from the Passengers Vessel Association (PVA), Public Health Authority of Canada (PHAC), WorkSafe BC and Transport Canada. VWW will monitor employee's health, reinforce healthy hygiene practices, establish strict social distancing rules, recommended use of facial masks, and to ensure vessels, shuttles and office are cleaned and sanitized frequently with the approved cleaning supplies. The new policies and procedures will be incorporated into our existing company health and safety policies and vessel operations.

## MONITORING EMPLOYEE HEALTH

Vancouver Whale Watch has developed health screening procedures for employees, and has implemented continuous employee self-monitoring protocols for symptoms and temperature measurement, so to be able to identify if an employee is starting to exhibit symptoms.

- If an employee feels sick they have to stay home and notify the management team as soon as possible.
- If an employee begins to feel sick on shift, they need to immediately self-isolate and inform management immediately if they develop a fever, begin to feel feverish, or develop any other signs or symptoms of the virus including coughing or shortness of breath.
- Vancouver Whale Watch will be implementing mandatory temperature checks for staff at the beginning of their shifts.

Vancouver Whale Watch has implemented a Response Plan that will help report and manage ill personnel, including staff members and passengers.

Protocols for employees who have been or may have been exposed to COVID-19 positive individuals:

- Advised to stay home until cleared by a medical doctor.

Actions to be taken if crew/ employees test positive:

- If an employee is home they will stay home until they get an authorization from their doctor.
- If an employee becomes sick during the work day, they will be sent home immediately.
- Surfaces that the employee came in contact with will be cleaned and disinfected immediately.
- VWW will report to Public Health and work with officials to assist with contact tracing when necessary.
- Vancouver Whale Watch will compile information on persons who had contact with the ill employee during the time they had symptoms and two days prior to their symptoms.
- Other persons at the facility who had close contact (within 2 metres) of the employee during this time should also be considered exposed.
- For a full list of symptoms and self-assessment tools, visit <https://bc.thrive.health/> and <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/symptoms.html>

Vancouver Whale Watch will establish an employee travel policy to keep all staff safe.

- Limit of non-essential business travel.

## HEALTH HYGIENE PRACTICES

To reduce the spread of respiratory infections including COVID-19 we recommend the following to all employees:

- Perform recommended and posted hand hygiene by washing hands often with soap and water for at least 20 seconds or use an alcohol based hand sanitizer (this must contain 60-95% alcohol content.)
- Avoid touching your face (eyes, nose & mouth) with unwashed hands.
- Vancouver Whale Watch is implementing protocols for the recommendation that all staff to wear non-medical cloth face masks. (as of July 1<sup>st</sup>, 2021, previously it was mandatory.)
- All staff will be asked to cover their nose and mouth with a tissue or use the inside of their elbow whenever they cough or sneeze. Please be sure to wash your hands immediately after for at least 20 seconds or use an alcohol based hand sanitizer (of at least 60% alcohol content).
- All office staff will be required to clean AND sanitize high touched surfaces (work spaces, door knobs, light switches, counter spaces etc.) Please refer to cleaning check list for full list.
- Employees will be assigned their own work space and a phone to use throughout the day. Please refrain from using other people's workspaces. If necessary clean and disinfect all items before and after use.
- Garbage bins with lids will be kept open to limit items that are touched frequently.
- We have removed unnecessary tools to simplify the cleaning progress. Counter spaces will be kept as clutter free as possible. e.g. coffee machines, shared utensils & plates
- All vessel crew will be required to clean AND sanitize all high touched surfaces on each vessel (railings, all seats, bathroom door, stair railings to upper observation deck, and garbage lids.)
- All vessel crew will be required to perform a thorough cleaning and sanitizing of all areas of the vessel after each tour, including all switches and gages on the bridge used by the captains, and all mic/ radio equipment used by the wildlife guides.
- Mustang suits used on-board the zodiac vessels will be isolated for 24 hours after tour.

## SOCIAL DISTANCING

Due to the size of our vessels and the nature of our tours it may be challenging to implement social distancing protocols. At this time, recommended spacing between people is six feet even with a mask. This issue will also arise not only on our boats but also in our shuttle buses. However, we have implemented set measures to ensure our passengers and staffs safety:

- We have reduced the amount of passengers permitted on board to help maintain social distancing.
- Any social distancing measures we put in place based on square footage will also take into account crew areas as well as passenger ones.
- We will be designing a process to ensure guests stay separate while waiting to board the vessel. On the docks there will be signage as well as floor markings to help maintain social distancing measures.
- Work stations in the office will be staggered so employees avoid standing directly opposite of one another or next to each other. When six feet is not possible all staff will be wearing masks.
- We will be using on board vessel announcements and signage to request passengers adhere to all social distancing measures while on board our vessels.
- Wildlife Guides will be using the mic system to relay their commentary and safety speeches.

Social distance measures will be implemented in our office as well with a max occupancy listed on our office door limiting the capacity to 15 people at a time.

## Safety Equipment

Vancouver Whale Watch will ensure all employees are trained and have access to appropriate protective equipment as needed. This includes but is not limited to face protection, disposable gloves and masks.

- All of our crew and staff will be instructed on the proper storage, use and disposal of this equipment.
- Instructions are also posted in staff areas.

We will also have updated policies in place for our passengers.

- All passengers are recommended to wear a non-medical cloth mask. If they do not have their own and want one limited quantities will be available in our office.

## CLEANING AND DISINFECTING

Vancouver Whale Watch has implemented a strict sanitation and disinfection routine for the office, all boats, and all buses. The main focus of cleaning will be the high touched surfaces, including but not limited to: common areas, passenger's seats, railings, door handles, light switches and washrooms.

- VWW has installed touchless hand sanitizations stations at our office entrance, all vessels, and buses.
- Signage is displayed in multiple areas for staff and visitors.
- We have purchased the proper chemicals for cleaning and disinfecting various surfaces.
- All disinfectants that will be used are on the Canadian's Governments approved list of disinfectants that are effective against the virus.
- Dirty Surfaces will be cleaned prior to disinfection.

Best practices focus on increased accountability and transparency while ensuring awareness and frequency of cleaning procedures. VWW will be conducting thorough cleaning/disinfecting of high touch surfaces throughout the day. A cleaning sheet will be posted in the office washrooms, on the buses and on the vessels outlining all areas to be cleaned and disinfected. Staff will sign the sheet with their initials and the time that they cleaned. Below we have listed the high touch areas that will be cleaned frequently:

- Door handles
- Faucet and toilet handles
- Vessel railings
- Passengers seats
- Check in areas
- Common areas (seats etc.)

We will be using soap and water as well as a fogger to clean and disinfect the boat after each tour.

## PASSENGER/ PUBLIC INTERFACE

Vancouver Whale Watch is committed to providing a safe environment for our passengers and to demonstrate to our visitors that we have adopted safety measures that are above the minimum requirements in order to mitigate further spread of COVID-19.

- We will be reducing cash handling between passengers & staff by requesting pre-payment from all passengers booking, but cash transactions are still accepted.
- Cash tips will still be allowed as it is put into a jar. Staff will handle all tips with gloves when distributing them.
- Pre-purchased ticket sales will allow for an almost touchless check in.
- If a passenger needs to pay in the office and needs to use the pin pad we will disinfect the POS between each transaction.
- Plexiglas barriers have been installed in front of the cash registers to provide a protective barrier between staff and passengers.
- We will be putting all of our updated measures on our website and social media platforms so we can improve communications with our guests. We will also include new measures in all of our email communications.
- We will be encouraging passenger's commitment to staying home when they are sick by providing a more flexible cancellation policy. Passengers that are cancelling outside our cancellation policy will not get a refund but will be able to rebook or be provided a credit for a future tour.
- Signage will be posted in our office and on our boats and buses about the best practices to prevent the spread of infection.
- A brief health questionnaire was added to our waiver, asking passengers questions regarding their current health and related issues to COVID-19 symptoms.
- We are recommending that our passengers wear non-medical facial masks, however it is not mandatory as of July 1<sup>st</sup>, 2021.

VWW is committed to keeping visitors informed regarding what we are doing to keep them safe and assured, and also what we expect of them as our guests. The goal is to establish trust and mutual respect, and to ensure that best practices are developed and implemented.



## VIOLENCE PROTECTION PROGRAM

Vancouver Whale Watch is committed to providing a safe environment for our passengers and staff.

- All staff are made aware to direct any escalating issues to the management team.
- Staff are not expected to deal with any issues that involve angry, frustrated, or verbally abusive customers.

**Pandemic Operational Plan – Vancouver Whale Watch.**

Date: May, 15<sup>th</sup> 2020

Business address: Suite 210 12240 Second Ave. Richmond, BC V7E 3L8

At Vancouver Whale Watch, the health of our employees and customers are important to us. We have created this document to clarify the actions that Vancouver Whale Watch will take in order to ensure the wellbeing of everyone in our place of business and community. This document can be found in the staff room area and will regularly be updated by management. Should you have any questions, recommendations or concerns, please contact us at 604-274-9565 or info@vancouverwhalewatch.com.

## COVID-19 SIGNAGE IN PUBLIC AREAS

Vancouver Whale Watch will affix signage on proper hand hygiene, respiratory hygiene, physical distancing and resources throughout the facility, vessels, buses and outdoor settings as applicable. At a minimum, signage must be placed at any common entrance and location where people tend to congregate. Should you have any questions, recommendations or concerns, please contact Tammy at 604-274-9565 or info@vancouverwhalewatch.com.

The required signage has been affixed in this location in the appropriate locations:	Yes	No	N/A
<a href="#">Public Health Authority Sign</a> (throughout the facility and outdoor as applicable)	X		
<a href="#">Physical Distancing Sign</a> (throughout the facility and outdoor as applicable)	X		
<a href="#">Occupancy Limit Sign</a> (customer points of entry)	X		
<a href="#">Customer Screening &amp; Symptoms Sign</a> (customer points of entry)	X		
<a href="#">Employee Screening Sign</a> (if different from customer screening sign, should be at employee points of entry & common employee spaces if applicable)	X		
<a href="#">Employee Symptoms Sign</a> (employee points of entry, employee rooms if applicable)	X		
<a href="#">How to Wear a Face Mask</a> (employee points of entry, employee rooms if applicable)	X		
<a href="#">Hand Washing and Sanitizer Sign</a> (washrooms, handwashing stations, entries, exits, and other sanitizing stations if applicable)	X		
<a href="#">Use the Stairs Sign</a> (stairwell entries and elevators if applicable)			X
Company Name's Best Practices Guide for Safety (manager's office and/or common employee spaces if applicable)	X		
<a href="#">Cleaning and Disinfecting Public Spaces</a> (common employee spaces if applicable)	X		

<a href="#">Debit/Credit Terminal Sign</a> (all point-of-sale terminals & customer points of entry)	X		
A list of important emergency resources (This would include a list of local public health screening centres, mental health resources, self-screening links and the contact information for public health authorities)	X		

## PHYSICAL DISTANCING MEASURES

Vancouver Whale Watch will ensure the physical distancing of 2 meters (6 feet) at all times for both our clients and employees inside our business as well as any lines entering our place of business. Should you have any questions, recommendations or concerns, please contact us at 604-274-9565 or [info@vancouverwhalewatch.com](mailto:info@vancouverwhalewatch.com).

The following physical distancing measures are in place at this location:

Detail in this space the physical distancing measures put in place at this location such as:

- Clients and employees must not be permitted to congregate in groups;
- Clients and employees will avoid common greetings, such as handshakes;
- Designated employee should monitor adherence to physical distancing requirements on premises;
- The number of employees on-site will be restricted
- Customers may partake in their activity while maintaining physical distancing requirements;
- The workplace has been be altered to ensure physical distancing requirements (I.e. arrange furniture position to allow 2-meter rule, provide visual cues on floor for distancing and for directional movement of clients);
- Situations where interfacing between employees and customers is common, to add additional protections we have installed Plexiglas screens.
- The number of people getting into each car to no more than 2 at a time, unless they live within the same household.

## CLEANING AND DISINFECTION PROCEDURES

Vancouver Whale Watch has developed cleaning protocols to ensure that all common areas are cleaned and disinfected multiple times daily, or more often as required (i.e. if soiled). Health and Safety is a responsibility that belongs to everyone in the workplace. Should you have any questions, recommendations or concerns, please contact us at 604-274-9565 or [info@vancouverwhalewatch.com](mailto:info@vancouverwhalewatch.com).

The following cleaning and disinfection procedures are in place at this location:

- Vancouver Whale Watch will ensure that all the necessary supplies such as hot/cold potable running water, liquid soap, paper towel, and garbage bins, for handwashing; or minimum [60% alcohol based hand sanitizer](#); toilet paper, [cleaning and disinfecting supplies](#) and personal protection equipment (non-medical masks and disposable gloves) are available as appropriate.
- Vancouver Whale Watch will ensure that employees are trained on how to clean and disinfect surfaces and use personal protection equipment if needed.
- Employees cleaning the workspaces should read and follow manufacturer's instruction for safe use of cleaning and disinfection and the direction from these will be used according to the label directions and instruction from Wood Wyant. [Cleaning and disinfecting supplies](#) that clean and disinfect all at once may require the use of disposable gloves, these should be [disposed of appropriately](#) after cleaning. More information on cleaning and disinfection can be found on the [Government of Canada website](#).
- Employees and clients should not be present in the area during the cleaning of the workplace to allow enough contact time for disinfectants to kill germs based on the product being used.
- Items such as countertops, chairs (including below the front of the seat), rental/shared tools and equipment, phones, whiteboard markers, cashier equipment, light switches, public washrooms, doorknobs, handrails, elevator buttons, cabinet handles, faucet handles, tables, vending machines, and furniture need to be disinfected more frequently throughout the day.

The following [cleaning and disinfection supplies](#) are available at this location:

All cleaning supplies can be found underneath the kitchen sink. The supplies available here that can be used for cleaning up during COVID-19 are Saber Wipes & Saber Concentrated Disinfectant. The Concentrated Disinfectant comes in a large 4 litre bottle but will be rationed into a smaller spray bottle that will be mixed with water. This will also be clearly labelled as Saber Disinfectant. As well, there is Mr. Clean solution, Zepps for cleaning the floor & Windex for the windows.

## EMPLOYEE WELLNESS AND HYGIENE

Vancouver Whale Watch will ensure that all employees are informed of the best practices to encourage proper hygiene etiquette. Additionally, the necessary products and equipment will be available to employees in the workplace to follow these best practices. Health and Safety is a responsibility that belongs to everyone in the workplace and we encourage all employees to review WorkSafe BC resources like [COVID-19 Industry Information](#). We have also reviewed our sick leave policy & Health and safety policy to ensure employees are not coming to work unless they are healthy. Should you have any concerns about your wellbeing in the workplace, please contact your Management Team at 604-274-9565 or [info@vancouverwhalewatch.com](mailto:info@vancouverwhalewatch.com).

The following employee wellness and hygiene procedures are in place at this location:

While at work to help stop the spread of germs:

- Avoid touching your eyes, nose or mouth
- Cover your mouth and nose with a tissue when you cough or sneeze and throw the used tissue in the trash;
- If you do not have a tissue, cough or sneeze into your elbow, not in your hands and then wash your hands immediately afterwards;
- When coming into work and leaving work, please wash/sanitize your hands for 20 seconds
- You are encouraged to clean your cell phone upon arriving at work with a sanitizer wipe (if available);
- Respect the 2-meter physical distancing measures with all your colleagues and clients;
- Handshakes, hugs and direct contact are not permitted;
- Avoid contact with people who are sick
- Indicate your arrival and departure times with the reception desk logbook/timesheet.
- We encourage you to remind your colleagues and clients of the wellness and hygiene measures put into place.

Should you feel unwell (i.e. coughing, sneezing, fever, shortness of breath, runny nose, etc.), think you have come into contact with someone with COVID-19, or have someone from your household return from travelling abroad:

- If you have symptoms or think that you might have COVID-19, please use the [Screening Questionnaire](#) for COVID-19 at <https://ca.thrive.health/covid19/en>.
- Please notify your management team at [info@vancouverwhalewatch.com](mailto:info@vancouverwhalewatch.com);
- We ask that you do not present yourself at work with COVID-19 symptoms and self-isolate for 14 consecutive days
- To reduce the burden on the health care system and reduce additional exposure to ill individuals, the company's sick note policy has been temporarily reviewed to no longer require a medical practitioner's note. Please be aware that you will be required to provide a [fit-to-work assessment](#) before coming back into the workplace;

## SCREENING OF EMPLOYEES BEFORE EVERY SHIFT

Vancouver Whale Watch will be pre-screening all those who enter the workplace with educational posters and contactless temperature checks.

As a second step to assure the wellbeing of those in the workplace, VWW will be actively pre-screening all employees before the beginning of each shift. This pre-screening will be to visually check if the employee/customer displays any symptoms, along with filing out a daily Employee Health Log. The provincial health officer of BC and the BC CDC have issued that anyone with symptoms of COVID-19 including fever, chills, cough, shortness of breath, sore throat and painful swallowing, must self-isolate at home for a minimum of 10 days. This order will be reflected in Vancouver Whale Watch's policies. Should you feel ill at any point while at work, you must notify your supervisor immediately.

- These protocols will vary depending on the business and could include:
  - Instructing employees to use a self-assessment tool if they need help determining whether they should seek further care;
  - Requiring the employee to go home to self-monitor should they show reasonable signs of symptoms;
  - Consider having a screener at the facility entrance(s) to conduct active screening of employees and visitors and/or reminders of protocol within the workplace.
  - Please remember that any screening should have reasonable cause before acting on consequences.
  - Suggestions for consideration might be:
    - Pre-screening employees before the beginning of each shift by using the [Screening Questionnaire](#) for COVID-19 at <https://ca.thrive.health/covid19/en>
    - Advising those who are either symptomatic and/or have been advised by Public Health to self-isolate, to remain home and not enter the premises
    - Provide mask, face coverings.
    - Ensure to protect all personal information in such a manner as to protect the personal privacy of employees
    - Temperature checks (only with reasonable cause)
    - Contact the local public health authority and business owner/HR contact should there be a confirmed or suspected case
    - Should you feel unwell (i.e. coughing, sneezing, fever, shortness of breath, runny nose, etc.), think you have come into contact with someone with COVID-19, or have someone from your household return from travelling abroad:

## Resource Links

The best way to combat the return of COVID-19 or other airborne pathogens is through simple practices at home, in public and of course the workplace. These steps include reducing touching, through social distancing, thus ensuring personal health and well-being.

There are many sources of educational material available to operators, however we have included some links as well as basic checklists to assist with ensuring a culture of safety and wellness moving forward as we prepare to open.

- BC Centre for Disease Control: latest Provincial data: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/data>
- Worksafe BC: Covid-19 updates: <https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation>
- Canadian Mental Health Association: Staying well in uncertain times: <https://cmha.bc.ca/covid-19/>
- BC Ministry of Health: Covid-19 Self-assessment tool: <https://bc.thrive.health>
- First Response Training International: Airborne Pathogens Workplace Training (No charge) <https://www.firstresponse-ed.com/stay-safe/>
- Worksafe BC COVID-19 Safety Plan: <https://www.worksafebc.com/en/resources/health-safety/checklist/covid-19-safety-plan?lang=en>
- CDC COVID-19 Symptoms & Self-Assessment Tool: <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

**Appendix**

**COVID-19 Screening Tool**

Name (Print): \_\_\_\_\_ Department: \_\_\_\_\_

In-Person (Yes/No): \_\_\_\_\_ Telephone Call (Yes/No): \_\_\_\_\_

Date: \_\_\_\_\_ Time In: \_\_\_\_\_

**IF YOU OR ANY MEMBERS OF YOUR HOUSEHOLD HAVE TRAVELED OUTSIDE OF CANADA WITHIN THE PAST 14 DAYS YOU ARE NOT PERMITTED TO ENTER THE \_\_\_\_\_ FACILITY.**

**SECTION A:**

Are you experiencing any of the following symptoms with unknown cause?

• fever	<input type="checkbox"/> Yes	<input type="checkbox"/> No
• cough	<input type="checkbox"/> Yes	<input type="checkbox"/> No
• shortness of breath	<input type="checkbox"/> Yes	<input type="checkbox"/> No
• difficulty breathing	<input type="checkbox"/> Yes	<input type="checkbox"/> No
• chills	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Have you had contact with any person with, or under investigation for, COVID-19 in the last 14 days?  Yes  No

Have you or anyone from your household travelled outside of Canada?  Yes  No

**OFFICE USE ONLY**

In-person, the person being screened was:

• Unfit to work and sent home.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
• Sent back to work.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
• Referred to a doctor or Public Health with benefit forms (if applicable).	<input type="checkbox"/> Yes	<input type="checkbox"/> No

On the telephone, the person being screened was:

• Instructed to stay or remain at home.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
• Referred to go see a doctor or Public Health and sent benefit forms (if applicable).	<input type="checkbox"/> Yes	<input type="checkbox"/> No
• Advised they can come to work	<input type="checkbox"/> Yes	<input type="checkbox"/> No

**SECTION B:**

If the person being screened was directed to self-quarantine for 14 days post-travel/exposure risk, indicate the start date: \_\_\_\_\_ and the end date: \_\_\_\_\_

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Date Quarantine Was Completed





# COVID-19 Screening Tool

Comments:

---

---

---

---

---

---

---

---

---

---

---

---

**IF YOU ARE BEING REFERRED TO PUBLIC HEALTH FROM THIS SCREENING,  
CONTACT THE PUBLIC HEALTH DEPARTMENT FOR YOUR AREA OR TELEHEALTH  
ONTARIO AT 1-800-797-0000 (FOR THOSE IN ONTARIO).**

Facility Representative or H&S Designate: \_\_\_\_\_ Date: \_\_\_\_\_

Please call Plant Manager, H&S Designate, or Production Manager for assistance.

Reference: Centers for Disease Control and Prevention website <https://www.cdc.gov/>

Version Date: March 15, 2020

For further information on COVID-19, refer to the Public Health Agency of Canada

<https://www.canada.ca/coronavirus>



### Coronavirus (COVID-19) Tips

## Preventing Stigma

### Supporting Someone with COVID-19 Symptoms, or who is in Quarantine or Self-Isolation

- Be a part of the solution. Correct misinformation, challenge myths, and show empathy.
- Keep in regular contact with the individual.
- Acknowledge the impact on the team, productivity, and morale.
- Address fears and concerns.
- Offer to support them or their caregivers:
  - Maintain social contact through phone calls, video chats, etc.
  - Arrange for food or essential supplies to be delivered to them.

### Coping with Social Isolation, Microaggression or Stigma

- Talk to your employer or supervisor, someone trained in mental health first aid, or someone else you trust about what you are experiencing.
- Contact your employee assistance service, if available.
- Contact your local public health or community resources that offer mental health services.
- Check out organizations online:
  - Canadian Mental Health Association <https://cmha.ca/news/covid-19-and-mental-health>
  - Canadian Psychological Association <https://cpa.ca/psychology/factsheets/>
  - Kids Help Phone <https://kidshelpline.ca/get-info/where-here-for-you-during-covid-19-novel-coronavirus/>

If you or someone you know is in crisis, please contact to your local hospital, call 911 immediately, or contact a Crisis Centre in your area.  
<https://suicideprevention.ca/need-help/>



For further information on COVID-19, refer to the Public Health Agency of Canada  
<https://www.canada.ca/coronavirus>

Note that this guidance is just some of the adjustments organizations can make during a pandemic. Adapt this list by adding your own good practices and policies to meet your organization's specific needs.



### Coronavirus (COVID-19) Tips

## Preventing Stigma

### Protecting Yourself and Others

- Continue to follow all safe work procedures. If it is unsafe to work, talk to your supervisor, health and safety committee or representative, and/or union.
- Practice physical distancing by working more than 2 metres (6 feet) apart from others.
- Stay home if you are sick or might be sick. Follow the Public Health Agency of Canada's steps for self-assessment: <https://www.canada.ca/coronavirus>
- Employers should provide daily reminders and education to all workers about COVID-19 prevention, signs and symptoms.

### Social Stigma and Microaggression

Stigma occurs when people associate a risk with specific people, places, or things, such as a minority population group. Stigmatization is common in disease outbreaks. Groups that may be experiencing stigma during the COVID-19 pandemic include those that have travelled, persons of Asian descent, emergency or health care professionals, and other essential workers.

Microaggressions are everyday verbal, non-verbal, and environmental snubs or insults that communicate hostile, derogatory, or negative messages. These messages target persons based on the group the other person perceives them to belong to. Individuals who may be experiencing microaggressions during the COVID-19 pandemic include truck and delivery drivers, hospital workers, retail clerks, individuals perceived to be ignoring or downplaying public health advice, and individuals closely connected with someone who has been confirmed as having the virus.

The language we use can reinforce false assumptions and harm individuals' well-being. Be mindful and use factual language when referring to the virus and people who have or may have it.

### Workplace Violence and Harassment Policies

During the stress of a pandemic, the risk of violence or harassment toward certain individuals, those working alone or people performing critical tasks (e.g., providing care or other services to the public, working with vulnerable individuals, etc.) may be greater.

Employers are encouraged to establish or review risk assessments and policies on violence and harassment prevention in the workplace. Employees who are experiencing or have witnessed harassment or violence are asked to report the circumstances to their employer or supervisor as soon as possible.

### Education

Everyone has a role to play in preventing microaggression and social stigma related to COVID-19. Employers can provide information from reliable sources about virus transmission and steps that workers can take to protect themselves and their families. Display posters or send email updates to staff.

Know the facts:

- Diseases (including COVID-19) can make anyone sick, regardless of their race or ethnicity.
- Someone who has completed quarantine or has been released from isolation is not a source of infection to other people.
- There are steps everyone can take to protect themselves and others.
- Know the symptoms and monitor your health.

**HOW TO SAFELY REMOVE PERSONAL PROTECTIVE EQUIPMENT (PPE)  
EXAMPLE 2**

Here is another way to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. Remove all PPE before exiting the patient room except a respirator, if worn. Remove the respirator after leaving the patient room and closing the door. Remove PPE in the following sequence:

**1. GOWN AND GLOVES**

- Gown front and sleeves and the outside of gloves are contaminated!
- If your hands get contaminated during gown or glove removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp the gown in the front and pull away from your body so that the ties break, touching outside of gown only with gloved hands
- While removing the gown, fold or roll the gown inside-out into a bundle
- As you are removing the gown, peel off your gloves at the same time, only touching the inside of the gloves and gown with your bare hands. Place the gown and gloves into a waste container



**2. GOGGLES OR FACE SHIELD**

- Outside of goggles or face shield are contaminated!
- If your hands get contaminated during goggle or face shield removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Remove goggles or face shield from the back by lifting head band and without touching the front of the goggles or face shield
- If the item is reusable, place in designated receptacle for reprocessing. Otherwise, discard in a waste container

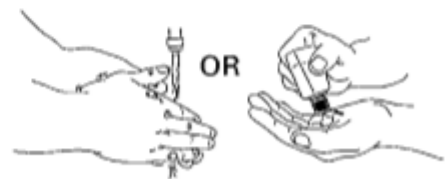


**3. MASK OR RESPIRATOR**

- Front of mask/respirator is contaminated --- DO NOT TOUCH!
- If your hands get contaminated during mask/respirator removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp bottom ties or elastics of the mask/respirator, then the ones at the top, and remove without touching the front
- Discard in a waste container



**4. WASH HANDS OR USE AN ALCOHOL-BASED HAND SANITIZER IMMEDIATELY AFTER REMOVING ALL PPE**



**PERFORM HAND HYGIENE BETWEEN STEPS IF HANDS BECOME CONTAMINATED AND IMMEDIATELY AFTER REMOVING ALL PPE**



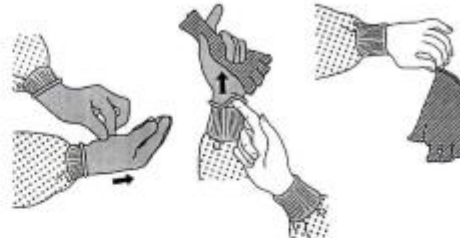
CE060774

**HOW TO SAFELY REMOVE PERSONAL PROTECTIVE EQUIPMENT (PPE)  
EXAMPLE 1**

There are a variety of ways to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. Here is one example. **Remove all PPE before exiting the patient room** except a respirator, if worn. Remove the respirator **after** leaving the patient room and closing the door. Remove PPE in the following sequence:

**1. GLOVES**

- Outside of gloves are contaminated!
- If your hands get contaminated during glove removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Using a gloved hand, grasp the palm area of the other gloved hand and peel off first glove
- Hold removed glove in gloved hand
- Slide fingers of ungloved hand under remaining glove at wrist and peel off second glove over first glove
- Discard gloves in a waste container



**2. GOGGLES OR FACE SHIELD**

- Outside of goggles or face shield are contaminated!
- If your hands get contaminated during goggle or face shield removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Remove goggles or face shield from the back by lifting head band or ear pieces
- If the item is reusable, place in designated receptacle for reprocessing. Otherwise, discard in a waste container



**3. GOWN**

- Gown front and sleeves are contaminated!
- If your hands get contaminated during gown removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Unfasten gown ties, taking care that sleeves don't contact your body when reaching for ties
- Pull gown away from neck and shoulders, touching inside of gown only
- Turn gown inside out
- Fold or roll into a bundle and discard in a waste container

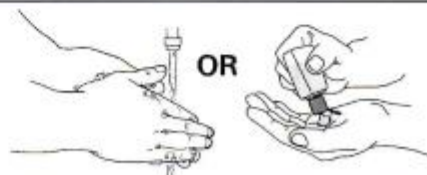


**4. MASK OR RESPIRATOR**

- Front of mask/respirator is contaminated — DO NOT TOUCH!
- If your hands get contaminated during mask/respirator removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp bottom ties or elastics of the mask/respirator, then the ones at the top, and remove without touching the front
- Discard in a waste container



**5. WASH HANDS OR USE AN ALCOHOL-BASED HAND SANITIZER IMMEDIATELY AFTER REMOVING ALL PPE**



**PERFORM HAND HYGIENE BETWEEN STEPS IF HANDS BECOME CONTAMINATED AND IMMEDIATELY AFTER REMOVING ALL PPE**



**SEQUENCE FOR PUTTING ON PERSONAL PROTECTIVE EQUIPMENT (PPE)**

The type of PPE used will vary based on the level of precautions required, such as standard and contact, droplet or airborne infection isolation precautions. The procedure for putting on and removing PPE should be tailored to the specific type of PPE.

**1. GOWN**

- Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back
- Fasten in back of neck and waist



**2. MASK OR RESPIRATOR**

- Secure ties or elastic bands at middle of head and neck
- Fit flexible band to nose bridge
- Fit snug to face and below chin
- Fit-check respirator



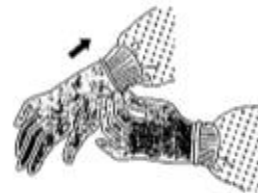
**3. GOGGLES OR FACE SHIELD**

- Place over face and eyes and adjust to fit



**4. GLOVES**

- Extend to cover wrist of isolation gown



**USE SAFE WORK PRACTICES TO PROTECT YOURSELF AND LIMIT THE SPREAD OF CONTAMINATION**

- Keep hands away from face
- Limit surfaces touched
- Change gloves when heavily contaminated
- Use hand sanitizer

