



Who can be at the workplace?

1. Anyone who has had symptoms of COVID-19 in the last 10 days must self-isolate at home. Symptoms include:
 - a. fever,
 - b. chills,
 - c. new or worsening cough,
 - d. shortness of breath,
 - e. sore throat,
 - f. and new muscle aches or headacheFor medical-related COVID-19 questions regarding the above, call HealthLink BC at 8-1-1.
2. Anyone under the direction of the provincial health officer to self-isolate must follow those instructions.
3. Anyone who has arrived from outside of Canada or been in contact with a confirmed COVID-19 case, is to self-isolate for 14 days and monitor for symptoms.

Workplace measures to minimize the risk of transmission:

The virus that causes COVID-19 spreads in several ways, including through droplets when a person coughs or sneezes, or from touching a contaminated surface before touching the face. So:

1. Concierge are to ask residents to call or email, rather than visiting the desk in person.
2. Despite the above, If residents must visit the Concierge in person, they are to stand back 2 meters from and avoid touching the concierge desk. Markers indicating this distance are to be placed on the floor in front of the desk where possible.
3. 2 metres (6 feet) is to be kept between co-workers whenever feasible.
4. A plexiglass barrier is to be installed at the front of the concierge desk where possible.
5. Workers must wash their hands, upon arriving for work, before and after breaks, after handling cash or other materials, as well as before and after handling packages.
6. Signature pads are discontinued for the duration of the pandemic and should be removed from the countertop.
7. The concierge desk and associated work areas are to be regularly disinfected; with special attention paid to ensure pens, phones, and keyboards. (At a minimum clean the countertop, the phone, the keyboard, and mouse when you come on duty and again 30 minutes before your shift is over.)
8. Clean the above with sanitizing wipes, a bleach solution or with all-purpose cleaning solution and paper towels. Do not reuse cleaning rags, cloths, wipes, or paper towels.
9. Consider the use of non-medical masks, understanding that these have limitations.
10. Consider the use of gloves, understanding that these have limitations.
11. Avoid unnecessarily touching handrails, door handles and other surfaces in common areas whenever possible and establish a protocol for disinfecting them.



12. Carefully dispose of tissues, disinfectant wipes and paper towels in sealed plastic bags and placing them in the garbage (not composting or recycling bins).
13. Try to avoid touching your face.

Residents in self isolation

1. Notify all building staff, your supervisor and property manager about residents who are self-isolating in their units. This information to be strictly confidential and not to be shared with other residents.
2. Do not access the suites of persons in in self-isolation.
3. Consult your head concierge or area manager regarding acceptance of packages for such suites.
4. Do not deliver the packages to these suites without prior consultation and only do so using the 'knock, drop and go' method.

What happens if a team member is feeling sick at work?

A list of emergency contacts is to be kept on site. Staff are to provide names for this list of persons who should be called should they feel sick and should have a reasonable plan for travelling from the workplace to their home when ill.

Confidentiality

Do not disclose private information regarding COVID19 related matters. Respect everyone's privacy. If you have any concerns notify your head concierge or area manager.

Concierge Concerns

Team Members are asked to raise their health and safety concerns and suggestions with their Supervisor or Area Manager.

Additional Site-Specific Measures

Your site may have additional site-specific measures. Please consult your head concierge or area manager for more details.

Signage

Post the above rules at the concierge desk for reference.
Post signage about lobby and elevator occupancy limits for resident's information.
Post signage about effective handwashing practices.
Other notices as needed.



Appendix: Notice Samples

Notice 1

COVID19 Elevator Safety

Practicing physical distancing while waiting and taking the elevator can reduce your risk by minimizing contact with others.

- Avoid overcrowding – consider the stairs (if accessible) or wait for the next elevator.
- Limit the number of persons in the elevator to 2. (*number will depend on the size of the elevator*) unless persons are from the same household.
- Cover your cough.
- Avoid touching your face after pushing the call or elevator buttons.
- Wash with soap or sanitize your hands after leaving the elevator.

Notice 2

Reminder

CDC recommends practicing “social distancing” as a way that we can help us to slow the spread of COVID-19 by limiting close contact with others. Even though we are not sick, we should keep at least two meters (six feet) from one another when outside our homes.

Notice 3

REMINDER FOR TRAVELLERS: COVID-19

Please remember that if you have travelled outside of Canada, the Provincial Health Officer requires you to self-isolate for 14 days upon your return.

To self-isolate means:

- Stay at home
- Monitor for symptoms, even if mild (fever, cough, difficulty breathing)
- Avoid contact with other people to help prevent the spread of disease in your home and in your community in the event you become symptomatic
- Wear a face mask (surgical/procedure mask) if you are in the same room with anyone. Avoid face to face contact; friends or family can drop off food outside your room or home.
- If you develop a fever, cough or difficulty breathing within 14 days:
- Continue to isolate yourself from others
- Immediately call a health care professional or public health authority and:
- describe your symptoms and travel history
- follow their instructions carefully
- for medical-related COVID-19 questions call HealthLink BC at 8-1-1



Notice 4

Go to <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/reduce-spread-covid-19-wash-your-hands.html> for the Government of Canada's "Reduce the spread of COVID-19: Wash your hands infographic"

Step 1: Wet hands with warm water.

Step 2: Apply soap.

Step 3: Wash hands for at least 20 seconds (including your palms, back of each hand, between fingers, thumbs and under nails).

Step 4: Rinse well.

Step 5: Dry hands well with paper towel.

Step 6: Turn off tap using paper towel.