



**COVID-19  
SAFETY PLAN**

**Amendment Record**

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## **1. BACKGROUND INFORMATION**

Coronavirus disease 2019 (COVID-19) is an infectious disease caused by Severe Acute Respiratory Syndrome Coronavirus 2 (SARS-CoV-2) which has spread globally, resulting in an ongoing pandemic.

The virus that causes COVID-19 spreads in several ways. It can spread in droplets when a person coughs or sneezes. It can also spread if you touch a contaminated surface and then touch your face.

## **2. PURPOSE OF SAFETY PLAN**

The purpose of this Safety Plan is to identify and communicate Halcyon Aviation's COVID-19 protocols and procedures protecting the health of all workers, customers, and anyone who visits, regarding COVID-19 (SARS-CoV-2) in an effort to minimize exposure and reduce the risk of transmission of COVID-19. This Plan is effective immediately.

This Safety Plan and its protocols will be periodically updated, as necessary, to align with evolving guidance from the Provincial Health Officer.

### **2.1. WORKING WITH LOCAL MEDICAL HEALTH OFFICERS**

To ensure that Halcyon Aviation receives the most current COVID-19 public health guidance, we consult the local B.C. medical health officer regarding the development of effective infection prevention and exposure control measures, COVID-19 case management and contact tracing protocols, and compliance with any new orders or guidance issued by the Provincial Health Officer.

Medical health officers in B.C. are responsible for monitoring and assessing the health status of the community including, but not limited to making recommendations for strategies to address health issues and implementing immediate actions when necessary to protect the health of the public.

## **3. GENERAL GUIDANCE**

This plan follows the six steps outlined by Work Safe BC in the COVID-19 and returning to safe operation resource.

Anyone with questions or concerns about exposure to the COVID-19 virus can call Work Safe BC's Prevention Information Line at (604) 276-3100 in the Lower Mainland (toll-free within B.C. at 1.888.621.SAFE). You'll be able to speak to a prevention officer to get answers to your questions. If required, a prevention officer will be assigned to assess the health and safety risk at Halcyon Aviation.

All workers, customers, and visitors must pay close attention to their own health at all times. Anyone experiencing symptoms related to COVID-19 shall immediately self-isolate and be excluded from duty, until cleared by local public health authorities.

Anyone with a high-risk exposure to COVID-19 (defined as exposure to a sick household member, partner, or providing care in a household to a person with a confirmed case of COVID-19) will also be excluded from assigned duties until deemed no longer at risk for becoming infectious.

#### **4. UNDERSTANDING THE RISK**

COVID-19 is a respiratory infection that is transmitted through person-to-person contact. Illness due to COVID-19 infection is generally mild. As with many other respiratory infections, the likelihood of severe illness is much higher in the elderly and among those with chronic medical conditions. COVID-19 has become an established human pathogen, and a certain level of transmission is now expected. The goal of COVID-19 prevention measures in Canada is to minimize societal disruption, protect the most vulnerable, and maintain adequate health services.

The virus that causes COVID-19 spreads in several ways, including through droplets when a person coughs or sneezes, and from touching a contaminated surface and then touching the face. Droplets vary in size from large droplets that fall to the ground rapidly (within seconds or minutes) near the infected person, to smaller droplets, sometimes called aerosols, which linger in the air under some circumstances.

Higher risk situations require adequate protocols to address the risk. The risk of COVID-19 depends on the amount of virus circulating in the community, which changes from place to place and over time. Community transmission is monitored by public health authorities in British Columbia.

##### **4.1. IMPORTANT CONSIDERATIONS**

- Halcyon Aviation will follow advice from local public health authorities, which can change based on the level of transmission.
- COVID-19 is spread by people who are infected with COVID-19. Isolating away from others when infected is very effective at mitigating risk.
- The risk of transmission is increased when many people contact the same surface, and when those contacts happen in short intervals of time. Frequent cleaning of high touch surfaces and following consistent hygiene practices help mitigate this risk.
- The risk of person-to-person transmission is increased the closer people come to other people infected with COVID-19, and the amount of time spent in close proximity. Reducing the number and duration of close contacts helps reduce the risk during times of high community transmission of COVID-19.
- Some Indigenous people face elevated health risks linked to social determinants (e.g. income, culture, access to health services, etc.). It is important to be aware of the elevated risks of COVID-19 infections and the potential for heightened anxiety for Indigenous people.

## 5. RISK ASSESSMENT AT HALCYON AVIATION FACILITIES

We have involved frontline workers, supervisors and managers to identify areas where there may be risks of exposure to the virus, either through close physical proximity or through contaminated surfaces.

The risk of person-to-person transmission increases the closer you come to other people, the more time you spend near them, and the more people you come near.

The risk of surface transmission increases when many people contact the same surface and when those contacts happen over short periods of time.

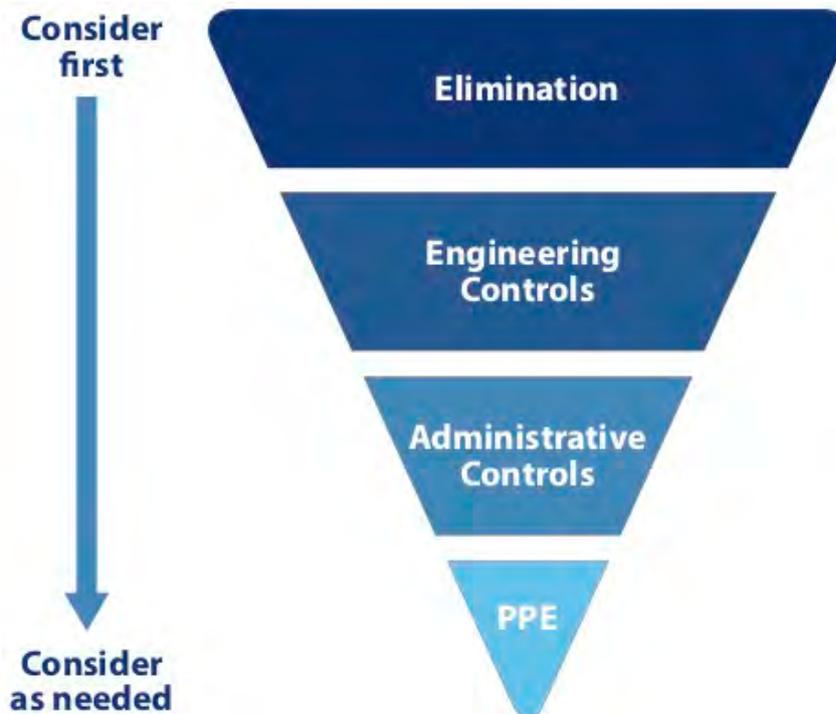
We have identified areas where people gather, such as reception area, lounge, office kitchen, upstairs office workstations, management office and airplanes.

We have identified job tasks and processes where staff members and customers are close to one another or members of the public.

We have identified the tools and equipment that staff members share while working. We have identified surfaces that people touch often, such as doorknobs, light switches, tools, equipment, aircraft covers, fuel dipsticks, fuel sampling cups, airplane controls and knobs.

## 6. SELECTING PREVENTIVE MEASURES

When selecting the current prevention measures, Halcyon Aviation considered the existing level of community transmission of COVID-19 as well as the feasibility and effectiveness of the intervention. We use the protocol that provides the highest level of protection.



### 6.1. FIRST LEVEL PROTECTION (ELIMINATION)

Halcyon Aviation promotes safe physical distancing between people as recommended by the Provincial Health Officer.

[Accessing Halcyon Aviation premises safely \(8.1\)](#) as well as [administrative areas \(8.2\)](#) protocols shall be followed.

### 6.2. SECOND LEVEL PROTECTION (ENGINEERING CONTROLS)

In situations where physical distancing cannot be maintained and a large number of contacts are expected, physical barriers will be used. Refer to [Appendix H](#) “Designing effective barriers”

### 6.3. THIRD LEVEL PROTECTION (ADMINISTRATIVE CONTROLS)

[Administrative Areas \(8.2\)](#), [Cleaning and Sanitizing \(8.3\)](#) as well as enhanced [Hand Hygiene \(8.4\)](#) protocols are in place.

### 6.4. FOURTH LEVEL PROTECTION (NON-MEDICAL MASKS OR PPE)

Everyone must properly wear a [non-medical mask \(7.2\)](#) while at CFC premises as well as in Halcyon Aviation’s reception area, lounge, office kitchen, upstairs office workstations and management office.

Aircraft Maintenance Engineers (AME), AME apprentices and anyone working in the hangar are exempt from wearing non-medical mask while performing maintenance duties; however, non-medical masks must be properly worn when leaving the hangar area into any of the common use areas such as reception, lounge, office kitchen, upstairs office workstations and management office.

[Appendix B](#), describes “How to use a mask”.

## 7. SAFETY

The protocols shown in [section 8](#) provide guidance on general safety practices. The most important safety intervention to stop the spread of the virus is for people to stay home if they are ill and get tested if they have COVID-19 symptoms.

### 7.1. HALCYON AVIATION WORKERS, CUSTOMERS AND VISITORS HYGIENE

- There are washrooms on site for workers, customers and visitors and the locations are visible and easily accessed.
- Everyone must perform the [Hand Hygiene \(8.4\)](#) protocol, upon arriving at Halcyon Aviation premises, before and after breaks, after handling cash, airplane fuelling cards, fuel sampling cups, fuel dipsticks or other materials, common tools and equipment, etc.
- [Cleaning and Sanitizing \(8.3\)](#) protocol must be applied when cleaning and disinfecting within Halcyon Aviation premises.

## 7.2. USE NON-MEDICAL MASKS

- At all times adhere to the Provincial Health Officer [requirements](#) regarding the use of non-medical masks. Masks are required in all indoor public spaces, including areas where people circulate freely, such as hallways, stairwells, etc.
- Everyone must properly wear a non-medical mask while at CFC premises as well as in Halcyon Aviation's reception area, lounge, office kitchen, upstairs office workstations and management office. Refer to [Appendix B](#), *"How to use a mask"*.
- Aircraft Maintenance Engineers (AME), AME apprentices and anyone working in the hangar are exempt from wearing non-medical mask while performing maintenance duties; however, non-medical masks must be properly worn when leaving the hangar area into any of the common use areas such as reception, lounge, office kitchen, upstairs office workstations and management office
- It is important to understand the limitations and risk associated with non-medical masks. Refer to [Appendix A](#), *"Selecting and using masks in non-health care settings"*.

## 7.3. SAFETY RESPONSIBILITY BY ROLE

Halcyon Aviation developed this COVID-19 Safe Work Plans in accordance with Work Safe BC's six-step process and in alignment with the sector Go-Forward Guidelines.

## 7.4. SENIOR EXECUTIVE AND MANAGERS

- Ensure that everyone understand the controls required to minimize their risk of COVID-19.
- Direct work in a manner that minimizes the risk to workers and customers.
- Where appropriate, jointly develop safety plans for community-based programs and experiential learning with partner organizations and communities.
- Post or relay educational and informational material in an accessible area for staff members to review and pass on to customers and visitors.

## 8. PROTOCOLS TO REDUCE THE RISKS OF EXPOSURE TO COVID-19

We have reviewed industry-specific protocols on worksafebc.com and applied the protocols applicable to offices, as applicable to our operation.

These protocols provide guidance to ensure that Halcyon Aviation is abiding by any orders, notices, or guidance issued by the Provincial Health Officer and the local health authority. The protocols will be periodically updated, as necessary, to align with evolving guidance from the Provincial Health Officer.

Key interventions to reduce COVID-19 transmission are early diagnosis and isolation of people with COVID-19 and identification and management of clusters of infection. General prevention measures such as frequent cleaning of high touch surfaces. Hand hygiene and reducing unnecessary close contact with large numbers of people add additional layers of protection.

### 8.1. ACCESSING HALCYON AVIATION PREMISES SAFELY!

#### 8.1.1. Covid-19 Self-Assessment

All workers, customers, and visitors must assess themselves daily for symptoms prior to accessing Halcyon Aviation premises. All workers, customers, and visitors will complete an online self-reporting daily health check questionnaire. <http://www.halcyon.aero/index.php/forms2>

Expectations for completing a self-assessment and/or declaration are made clear to all visitors before they enter Halcyon Aviation premises.

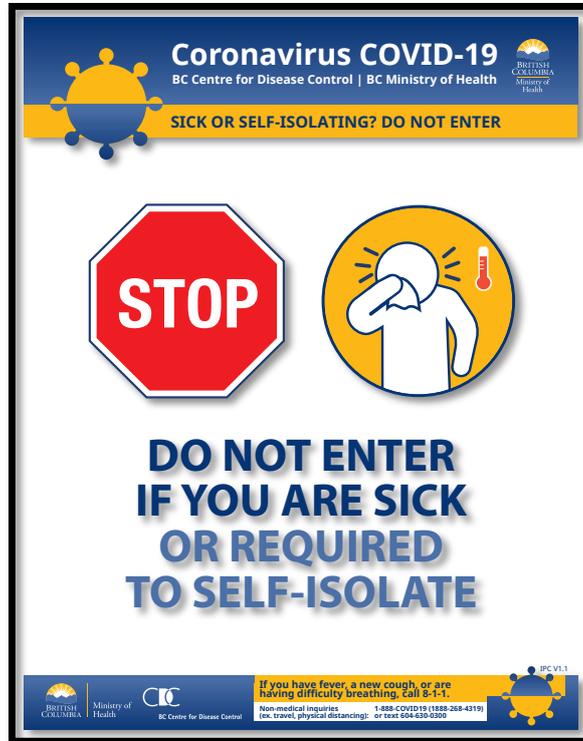
Anyone with [symptoms associated with COVID-19](#) as well as anyone who has travelled outside Canada in the previous 14 days, or anyone identified as a close contact of a person with a confirmed case of COVID-19 must self-isolate in accordance with guidance from the BC Centre for Disease Control.

The province of British Columbia provides non-medical information about COVID-19, including the latest information on travel restrictions. Information is available in more than 110 languages, 7:30 a.m. - 8 p.m. Pacific Standard Time at **1-888-COVID19** (1-888-268-4319) or via text message at **604-630-0300**. More information on COVID-19 (SARS-CoV-2) can be found in British Columbia by dialling 811, or through [Facebook](#)- @ImmunizeBC and [Twitter](#) - @CDCofBC

Please consult the applicable Regional Health Authority (Fraser Health) to find information about whether you need testing, how it is done, and where to get results. You can also visit the BCCDC testing page and the BC self-assessment tool for information on testing.

### 8.1.2. Signage provided to everyone who accesses Halcyon Aviation’s premises.

The following signage is provided to everyone who accesses Halcyon Aviation’s premises.



**8.1.3. COVID-19 symptoms.**

The symptoms of COVID-19 are similar to other respiratory illnesses including the flu and common cold. They include:

- Fever
- Chills
- Cough
- Shortness of breath
- Sore throat
- Stuffy or runny nose.
- Loss of sense of smell
- Headache
- Muscle aches
- Fatigue
- Loss of appetite

Symptoms can range from mild to severe. **Most people with COVID-19 have mild illnesses**, but symptoms can sometimes suddenly worsen in a few days. People infected with COVID-19 can also experience gastrointestinal symptoms such as diarrhea, nausea and vomiting a few days after the onset of the above symptoms.

**8.1.4. If workers, customers or visitors develop symptoms while at Halcyon Aviation:**

- Separate the symptomatic individual from others in a supervised area and direct the symptomatic individual to return to their place of residence. Arrangements for transportation should be coordinated, if required.
- Inform the [Person Responsible for Maintenance \(PRM\)](#).
- The PRM will contact local health authorities immediately upon learning that any worker, customer or visitor is or has been exposed to COVID-19 and are symptomatic.
- If symptoms persist, the individual should be instructed to contact 8-1-1 or their local healthcare provider for further direction.
- Staff responsible for facility cleaning must clean and disinfect the space where the individual was separated and any areas used by them (e.g., airplanes, bathroom, common areas, etc).

## 8.2. ADMINISTRATIVE AREAS

### 8.2.1. Building access

All workers, customers, and visitors must assess themselves daily for COVID-19 symptoms and complete the self-reporting Daily Health Check prior to accessing Halcyon Aviation premises as per [Covid-19 Self Assessment \(8.1.1\)](#) of this Safety Plan. The physical distancing requirement of at least 2 metres must be maintained.

There is posted signage indicating that anyone exhibiting COVID-like symptoms is not allowed to enter, as per [Signage provided to everyone who accesses Halcyon Aviation's premises \(8.1.2\)](#) of this Safety Plan.

Halcyon Aviation and CFC staff will be performing random temperature screenings to people entering the premises and a maximum temperature of 37.8°C (100°F) is set as the limit to allow access. Temperature check results will be recorded.

All staff members have been trained to address the risk of violence that may arise as customers and members of the public adapt to restrictions or modifications to the workplace. Any act of violence will be reported to the authorities.

### 8.2.2. Workplace operations

- Administrative personnel are currently working mostly from home.
- Monitor your health before, during and after assigned duty.
- Everyone must properly wear a non-medical mask while at CFC premises as well as in Halcyon Aviation's reception area, lounge, office kitchen, upstairs office workstations and management office. Refer to [Appendix B, "How to use a mask"](#).
- Aircraft Maintenance Engineers (AME), AME apprentices and anyone working in the hangar are exempt from wearing non-medical mask while performing maintenance duties; however, non-medical masks must be properly worn when leaving the hangar area into any of the common use areas such as reception, lounge, office kitchen, upstairs office workstations and management office
- Practice physical distancing of 2m (6ft), in conjunction with enhanced [Hand Hygiene \(8.4\)](#) and [Cleaning and Sanitizing \(8.3\)](#) protocols.
- Minimize contact with others.
- Avoid meetings or gatherings where physical distances cannot be maintained. Consider using larger rooms, moving meetings outside, or having all or some attendees attend virtually.

### 8.2.3. Workstations

- Workers will be in workstations at least 2 metres (6 ft) apart and away from communal pathways.

- Minimize sharing office space or workstations.
- If workers must share office space, frequently-touched surfaces such as computer keyboards and mouse, desk surface, and telephone will be sanitized frequently and before changing places with another employee.

#### **8.2.4. Human Resources and Training**

- The [Person Responsible for Maintenance \(PRM\)](#) is designated the COVID-19 Health and Safety Point Person.
- Halcyon Aviation has established work shifts reducing density of staff on site at any one time.
- COVID-19 prevention education and guidelines for all staff is available on the webpage as well as in this COVID-19 Safety Plan.
- Staff meetings will address and discuss new information related to COVID-19 as well as provide health advisory sessions.

#### **8.2.5. Communal spaces**

- All administrative staff will take breaks at their own desk or outside.
- We encourage staff members to eat outside or at their workstations.
- All staff members shall bring their own dishes and utensils.
- Halcyon Aviation will no longer be providing communal items such as candy, magazines, and complimentary phone chargers.
- Vending machine keypads and collecting box door must be sanitized after each use.
- Customers and visitors are asked to eat outside.
- Staff members are to use their own equipment, such as pens, staplers, headsets, and computers.
- Shared equipment such as photocopiers, 3 hole puncher as well as maintenance tools and equipment should be cleaned and disinfected after each use.
- Practice physical distancing of 2m (6ft), in conjunction with enhanced [Hand Hygiene \(8.4\)](#) and [Cleaning and Sanitizing \(8.3\)](#) protocols.

**8.2.6. Outside visitors**

- Visits to Halcyon Aviation premises must be prearranged and safety protocols will be communicated before entry as per [Building Access \(8.2.1\)](#).
- The physical distancing requirement of at least 2 metres must be maintained.
- There is signage informing everyone of the measures in place.
- When booking appointments, visitors will be reminded to reschedule if they experience symptoms typical of COVID-19 or are placed on self-isolation.
- Minimize non-essential in-person interaction between workers and visitors
- Waiting areas should be arranged to maintain physical distancing requirement.
- There are markings on the floor directing visitors where to stand when approaching lounge areas.
- Visitor are provided with hand sanitizer for their use.
- Visitors should attend appointments alone and will be asked to wait outside).
- Non-essential communal items, such as candy, magazines, and complimentary phone chargers have been removed.
- Visitors will dispose used sanitizing wipes, masks and other personal protective equipment in the garbage bin located at the entrance of the building.

**8.2.7. Deliveries**

- Delivery zones are clearly identified in the CFC entrance area and limited to receivers and deliverers only.
- Suppliers and/or delivery persons will drop off goods at the delivery zone located adjacent to the CFC's building entrance to avoid searching for business within the CFC and/or Halcyon Aviation premises
- When possible, contactless delivery option will be chosen when ordering supplies. This option will be limited for some deliveries requiring signing or proof of receipt.
- In the event that suppliers and/or delivery persons need to enter Halcyon Aviation premises, they will have to complete the [Covid-19 Self Assessment \(8.1.1\)](#) protocol of this Safety Plan.



**8.2.8. Ground Transportation**

- Non-essential ground transportation or business travel for staff members is limited and on an exceptional basis only.
- Travel between the main base in Pitt Meadows and other locations is limited to critical business functions and requires approval from management.
- Follow appropriate disinfection procedures before and after ground travel for vehicle surfaces such as the steering wheel, gear shift, and door handles.

### 8.3. CLEANING AND SANITIZING

The following protocol provide guidance regarding cleaning and disinfecting within Halcyon Aviation premises:

- Halcyon Aviation premises will be cleaned and disinfected in accordance with the BCCDC's Cleaning and Disinfectants for Public Settings. Refer to [Appendix H](#)
- High traffic areas and high-contact surfaces, such as doors and cabinet handles, stair railings, washrooms, shared office spaces, desks, keyboards, light switches, communications devices and other equipment will be clean and disinfected at least twice a day and when visibly dirty.
- Cleaning and disinfectant supplies are provided to sanitize communal spaces before and after being used.
- Washroom capacity is limited to one person at a time to ensure physical distancing.

### 8.4. HAND HYGIENE

- Wash hands frequently for at least 20 seconds using soap and water. Refer to [Appendix D](#).
- Everyone must wash their hands after arriving at the premises, before and after breaks, after handling cash, airplane fuelling cards, fuel sampling cups, fuel dipsticks or other materials, common tools and equipment, etc.
- If a sink is not available, 60-90% alcohol-based hand rubs (hand sanitizer) can be used to clean hands if they are not visibly soiled. If they are visibly soiled, you can use an alcohol-based disposable hand wipe to remove the dirt and then use an alcohol-based hand rub.
- Hand sanitizers are located at dispatch, in every briefing room and in the simulator room.
- Except for Aircraft Maintenance Engineers (AME), AME apprentices and anyone working in the hangar, do not use disposable gloves when in Halcyon Aviation premises.
- Do not touch your face/eyes/mouth with unwashed hands.
- When you sneeze or cough, cover your mouth and nose with a disposable tissue or the crease of your elbow and then wash your hands.

### 8.5. COMMUNICATION, REPORTING AND EDUCATION

#### 8.5.1. Communication Plan

- [Halcyon Aviation webpage](#) communicate what is being done to ensure safety and reduce the risk of COVID-19 transmission as well as emphasize that acts of discrimination against people will not be tolerated
- Relevant public health information is referenced in communications and training materials.
- The content of all communications will be consistent with provincial and local public health advice.

### 8.5.2. Communication Strategies

- Concise language with links to online resources and videos are included in [Halcyon Aviation's COVID-19 webpage](#).
- Different communication channels are used to distribute information (e.g. website, posters), including personal email addresses.
- Every update is made available through the Halcyon Aviation COVID-19 webpage.

### 8.5.3. Reporting COVID-19 positive test results

- Notification of COVID-19 cases and exposures is managed by public health authorities.
- Anyone having received a positive test result for COVID-19 is required to follow public health guidance and isolate, to prevent spreading the virus.
- Do not come to Halcyon Aviation premises.
- Incidents of exposure as well as positive COVID-19 test results must be immediately reported to the [Person Responsible for Maintenance \(PRM\)](#).
- Halcyon Aviation may be asked to assist public health authorities in notifying close contacts such as students, renters, or staff of a confirmed case by assisting in the identification of people who may have been exposed, distribution of materials prepared by the public health authorities, or supporting public notification efforts.
- Contact tracing will be carried out by public health authorities in order to determine how the individual was infected and who they were in close contact with. Halcyon Aviation does not carry out contact tracing.
- Close contacts that are at an increased risk are identified and notified and advised to self-isolate and monitor for symptoms for 14 days.
- **Only health authorities can determine who is a close contact.**
- Health authorities will work closely with Halcyon Aviation throughout the case and contact management process to enable appropriate communication with the community.
- To maintain personal information privacy rights, the public health authority will only disclose limited information about a confirmed case, when sharing the information is required to support effective contact tracing.

### 8.5.4. Communication to Staff Members

- Health, safety and wellness (including mental health) information is available to staff members before they return to the workplace.
- Upon first return to the workplace, staff members must review workplace practices relating to COVID-19 and other health and safety matters. Additional communication may be required as new information is made available that may affect work practices.
- Staff will address and discuss new information related to COVID-19 as well as provide health advisory sessions.

- Maintain and keep records on COVID-19 instruction and training provided to staff members.
- First aid reports and incidents of exposure must be immediately reported to the [Person Responsible for Maintenance \(PRM\)](#)
- Staff members must raise and communicate safety concerns to their supervisors or directly to the [Person Responsible for Maintenance \(PRM\)](#).
- Halcyon Aviation will not send out notifications of COVID-19 cases unless directed to do so by the local Medical Health Officer. Public health authorities are responsible for determining notification processes and requirements.
- Health authorities may provide online notification of possible exposures to COVID-19 within post-secondary institutions. This information is provided so everyone can be assured that public health is following up, and exposure risks are being mitigated to the best of their ability.
- Anyone who has been identified as a COVID-19 positive case or close contact will be contacted directly by the local health authority to provide further instruction.

#### **8.5.5. Communication with government authorities and the media.**

- All communications with government authorities and/or the media will be channelled through the [Person Responsible for Maintenance \(PRM\)](#).
- The PRM will contact local health authorities immediately upon learning if any worker, customer or visitor are or have been exposed to COVID-19 and are symptomatic.
- Any infraction or suspected violation of the federal Quarantine Act will be reported to the Royal Canadian Mounted Police (RCMP) or local police.

#### **8.5.6. Compliance Issues with the Federal Quarantine Act**

- The [Person Responsible for Maintenance \(PRM\)](#) will be in charge of maintaining daily communication with workers in quarantine or isolation.
- Anyone who leaves their place of quarantine or isolation will be breaking the Quarantine Act.
- Offences under the Quarantine Act could result in tickets with fines ranging from \$275 to \$1000, based on the seriousness of the conduct. They could also result in proceedings under the Criminal Code.
- Upon learning of any infraction or suspected violation of the federal Quarantine Act, the [Person Responsible for Maintenance \(PRM\)](#) will contact the Royal Canadian Mounted Police (RCMP) and local health authorities to report the occurrence.

## 8.6. MENTAL HEALTH

Workers, customers and visitors may be experiencing anxiety, depression or other mental health challenges arising from the COVID-19 pandemic.

- Resources are available to support the mental health and wellbeing of workers, customers and visitors including “[Here2Talk](#)” free, confidential counselling and community referral services, conveniently available 24 hours, 7 days a week via app, phone and web. <https://here2talk.ca/home>
- Culturally-aware crisis support is available 24 hours, 7 days a week to Indigenous people in B.C. through the [KUU-US](#) crisis response service. Crisis line for Adults/Elders (250-723-4050), Child/Youth (250-723-2040), Toll Free Line (1-800-588-8717).
- Workers can access counselling and wellness services through employee and family assistance programs.
- The Province offers a range of virtual mental health programs and services to support mental health and wellness.

## 8.7. RETAIL SERVICES

The following protocols provide guidance for the sale of parts and aviation supplies:

### 8.7.1. Payment and till area

- Apply the [Use Non-Medical Mask \(7.2\)](#) protocol.
- Practice physical distancing of 2m (6ft), in conjunction with enhanced [Hand Hygiene \(8.4\)](#) and [Cleaning and Sanitizing \(8.3\)](#) protocols.
- Physical barriers, such a plexiglass cover the area where the customer is expected to interact with the cashier at the CFC counter. Refer to [Appendix G “Designing effective barriers”](#)
- Alcohol-based hand sanitizer is available near the pay station.
- Some customers will need to pay with cash. For customers using credit cards and loyalty cards, have the customers scan or tap their cards and handle the card readers themselves where possible. Establish hygiene practices that include washing or sanitizing hands after handling cash or cards handled by the public.
- Reusable bags are not accepted.
- Customers will pack their items themselves.
- If a worker needs to help a customer handle or pack goods, the worker must the enhanced [Hand Hygiene \(8.4\)](#) and [Cleaning and Sanitizing \(8.3\)](#) protocols before helping other customers or returning back to his or her workstation.

## APPENDIX A – Selecting and using masks in non-health care settings.

# COVID-19 health and safety

## Selecting and using masks in non-health care settings

The most effective ways to prevent the spread of COVID-19 infection include having sick workers stay at home, physical distancing, handwashing, and cleaning and disinfecting work areas. Employers should only consider using masks as an additional control measure if physical distancing is not possible and workers are in close, prolonged contact with others.

This document provides guidance on using masks and single-use respirators in non-health care settings. For health care settings, refer to the [BC Centre for Disease Control](#).

### How COVID-19 spreads

COVID-19 is an infectious disease that mainly spreads between humans through direct contact with an infected person or their respiratory droplets. Respiratory droplets are generated by breathing, speaking, coughing, and sneezing. Your exposure risk is greatest when you have prolonged close contact with an infected person.

The virus can also spread if you touch a contaminated surface and then touch your eyes, mouth, or nose. A surface can become contaminated if droplets land on it or if someone touches it with contaminated hands.

### Should your workers use masks in the workplace?

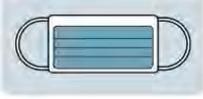
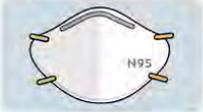
Some regulated industries or industry associations may recommend or require the use of certified medical masks or single-use respirators to protect workers against chemical, physical, or biological hazards, including COVID-19.

As an employer, you need to understand the limitations of masks as a protective measure. If masks are recommended, you must ensure

they are selected and used appropriately. If your workers are wearing masks, ensure they are aware of the following:

- Make sure you know how to wear your mask. Follow manufacturer or industry specifications and directions.
- Don't wear masks below the nose or chin. This can increase the risk of exposure.
- Keep your mask clean and dry. If it gets wet, it's less effective at preventing the spread of droplets.
- Change masks as necessary. You may need several masks available as they build up moisture during the day and become less effective. If your mask becomes wet, soiled, or damaged, replace it immediately.
- Make sure you know how to clean your mask. Wash cloth masks every day using the warmest water setting. Store in a clean, dry place to prevent contamination. Disposable masks cannot be laundered.
- Practise good hygiene even if you're wearing a mask. Don't remove your mask to cough or sneeze. After coughing or sneezing, wash your hands. Don't touch your eyes, nose, or mouth.

### Types of masks and their use in non-health care settings

Type	Use
<b>Cloth or non-medical masks</b> 	<ul style="list-style-type: none"> <li>• May offer some level of protection by preventing the spread of droplets from the wearer to others around them.</li> <li>• Not a proven method of protection for the wearer because they may not prevent the inhalation of droplets.</li> <li>• May be considered by employers for use by workers or customers as a protective measure when physical distancing is not practical or feasible.</li> <li>• Should never be relied upon as a sole protective measure.</li> </ul>
<b>Medical masks</b> 	<ul style="list-style-type: none"> <li>• Medical masks (also known as procedure or surgical masks) are used by health care workers for direct patient care where physical distancing can't be maintained.</li> <li>• May be used in other jobs where there's a risk of exposure to blood or bodily fluids.</li> <li>• When worn properly, can protect the wearer and others around them against droplets.</li> <li>• Are single-use items that are not designed to be cleaned and reused.</li> <li>• There is a variety of certified medical mask types, some of which may be difficult to source because of supply limitations.</li> </ul>
<b>Medical N95 respirators</b> 	<ul style="list-style-type: none"> <li>• Used primarily by health care workers where there is significant risk of exposure to very small airborne particles and aerosols.</li> <li>• Offer protection from droplets and splashes.</li> <li>• Most often used during and after aerosol-generating procedures performed on patients infected with COVID-19 or other infectious agents.</li> <li>• Fit closely over the nose and mouth to form a tight seal. Must be fit-tested and worn properly. Subject to the fit-testing requirements of the Occupational Health and Safety (OHS) Regulation.</li> <li>• Should not be used by non-health care workers.</li> </ul>
<b>Industrial N95 respirators</b> 	<ul style="list-style-type: none"> <li>• Used primarily in non-medical settings to protect workers from inhaling dust, fumes, and other hazardous aerosols.</li> <li>• When worn properly, can protect the wearer against droplets. If the respirator has a valve, droplets could be spread through the valve, so may not protect others.</li> <li>• Fit closely over the nose and mouth to form a tight seal. Must be fit-tested and worn properly. Subject to the fit-testing requirements of the OHS Regulation.</li> </ul>

### Let's all do our part

When workplaces in British Columbia are healthy and safe, they contribute to a healthy and safe province. As COVID-19 restrictions are lifted and more

businesses resume operations, let's all do our part. For more information and resources on workplace health and safety, visit [worksafebc.com](https://www.worksafebc.com).

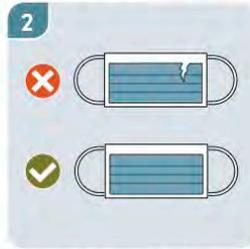
Revised June 2020

### APPENDIX B – How to use a mask.

#### Help prevent the spread of COVID-19: How to use a mask



1 Wash your hands with soap and water for at least 20 seconds before touching the mask. If you don't have soap and water, use an alcohol-based hand sanitizer.



2 Inspect the mask to ensure it's not damaged.



3 Turn the mask so the coloured side is facing outward.



4 Put the mask over your face and if there is a metallic strip, press it to fit the bridge of your nose



5 Put the loops around each of your ears, or tie the top and bottom straps.



6 Make sure your mouth and nose are covered and there are no gaps. Expand the mask by pulling the bottom of it under your chin.



7 Press the metallic strip again so it moulds to the shape of your nose, and wash your hands again.



8 Don't touch the mask while you're wearing it. If you do, wash your hands.



9 Don't wear the mask if it gets wet or dirty. Don't reuse the mask. Follow correct procedure for removing the mask.

#### Removing the mask



1 Wash your hands with soap and water or use an alcohol-based hand sanitizer.



2 Lean forward to remove your mask. Touch only the ear loops or ties, not the front of the mask.



3 Dispose of the mask safely.



4 Wash your hands. If required, follow the procedure for putting on a new mask.

Note: Graphics adapted from BC Centre for Disease Control (BC Ministry of Health), "How to wear a face mask."

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## APPENDIX C – Cover coughs and sneezes.

# 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

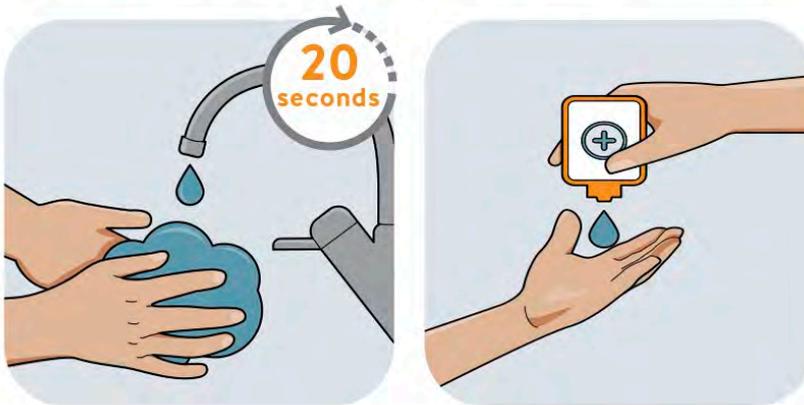


Clean hands with alcohol-based hand sanitizer.

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## APPENDIX D – Hand washing.

# Help prevent the spread of COVID-19



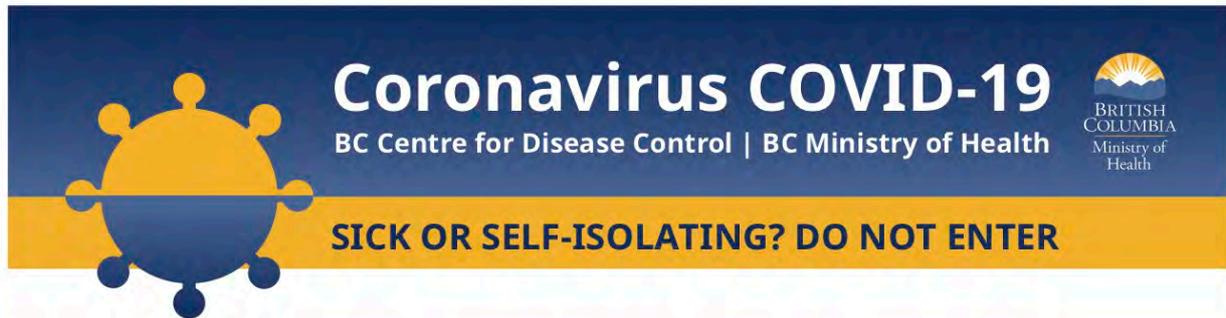
Wash your hands often with soap and water for 20 seconds. If soap and water aren't available, use an alcohol-based hand sanitizer.

### Wash your hands:

- When you arrive at work
- Before and after going on a break
- After using the washroom
- After handling cash or other materials that have come into contact with the public
- Before and after handling shared tools and equipment
- Before and after using masks or other personal protective equipment

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APPENDIX E – DO NOT ENTER poster.



**DO NOT ENTER  
IF YOU ARE SICK  
OR REQUIRED  
TO SELF-ISOLATE**



BRITISH COLUMBIA Ministry of Health  
BC Centre for Disease Control

**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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## APPENDIX F – Entry check visitors.

# Help prevent the spread of COVID-19

Please do not enter this workplace if you:

- Have travelled outside of Canada within the last 14 days
- Have been identified by Public Health as a close contact of someone with COVID-19
- Have been told to isolate by Public Health
- Are displaying any of the following new or worsening symptoms:

- Fever or chills
- Cough
- Loss of sense of smell or taste
- Difficulty breathing
- Sore throat
- Loss of appetite
- Extreme fatigue or tiredness
- Headache
- Body aches
- Nausea or vomiting
- Diarrhea

All other visitors, please wash your hands or clean them with hand sanitizer before and after your visit. Please maintain physical distancing of 2 metres.

**If you are displaying symptoms consistent with COVID-19, refer to HealthLink BC at 811.**

[worksafebc.com](https://worksafebc.com)

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**WORK SAFE BC**

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**APPENDIX G – Designing effective barriers.**

## Help prevent the spread of COVID-19

### Designing effective barriers

To help prevent the spread of the virus that causes COVID-19, employers must implement measures to reduce the risk of person-to-person transmission. Employers must also implement effective cleaning and hygiene practices. The first and most effective way to prevent person-to-person transmission is to ensure that workers keep at least 2 m (6 ft.) away from co-workers, customers, and others. When this is not possible, consider using barriers to separate people.

This document was adapted by research produced by the [National Collaborating Centre for Environmental Health](#), which may be reviewed for more detailed guidance.

#### When to use barriers

As an employer, you should consider barriers for jobs where workers will frequently be within 2 m (6 ft.) of co-workers, customers, or others for longer than brief interactions. Examples where barriers might be useful include retail checkouts or kiosks. Barriers can be an effective way to prevent the spread of COVID-19 through respiratory droplets.

As a protective measure, barriers may be preferable to masks in some circumstances because of the following:

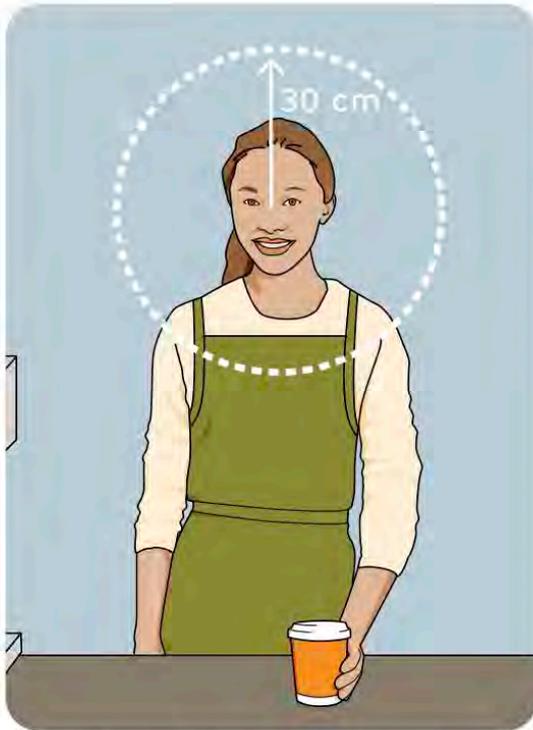
- Their effectiveness doesn't rely on correct usage, as is the case with masks.
- They don't need to be continually supplied.
- They protect people on both sides of the barrier from breathing the other person's droplets. (Non-medical masks offer limited protection to the wearer, although they may limit the spread of respiratory droplets from the wearer to others.)
- They can serve as a visual reminder of physical distancing requirements.

#### Materials and dimensions

Barriers can be made of any material that blocks the transmission of air. For many work tasks, barriers need to be transparent. Transparent barriers can be made of plexiglass, acrylic, polycarbonate, or similar materials. Opaque barriers may work for some applications, such as cubicles.

Barriers must be large enough to create an effective barrier between the breathing zones of the people on each side. A person's breathing zone has a diameter of about 60 cm (24 in.), which means it extends 30 cm (12 in.) in every direction from the person's nose.

A barrier should be positioned to accommodate the heights of the tallest and shortest people who will likely be near it. If one person is standing and the other is seated, the barrier should extend 30 cm (12 in.) below the seated person's nose and 30 cm (12 in.) above the standing person's nose. Barriers should also be wide enough to account for the normal movement of both people.



A person's breathing zone extends about 30 cm (12 in.) in every direction from that person's nose.

If a barrier needs an opening to pass documents, money, or other materials, that opening should be positioned so that it is out of the breathing zone of both people.

Barriers should not be designed or installed in such a way that they impede ventilation in the room.

### Installation

Some barriers are free standing and supported by brackets, wings, or side panels. You can also hang barriers from the ceiling or fasten them to walls, desks, or counters. When installing barriers, ensure the following:

- Free-standing barriers are stable so they won't fall and injure anyone.

- Hanging barriers won't swing, which can waft air from one side of the barrier to the other.
- The barrier won't hinder a person's escape in case of emergency.

When installing barriers in vehicles, ensure the following:

- Barriers should be installed in such a way that the vehicle remains in safe operating condition in accordance with the *Motor Vehicle Act Regulations*, Occupational Health and Safety Regulations 4.3 and 17.8, and the *Passenger Transportation Act* as applicable.
- The barrier is not mounted rigidly on the vehicle or in any way that might injure someone in the vehicle if there's an accident.
- The barrier will let the driver and passengers exit the vehicle if their doors become unusable.
- The barrier doesn't hinder the driver's vision or obstruct the safe operation of the vehicle.

### Cleaning and maintenance

Your **cleaning and disinfecting** process must include your barriers. The entire barrier needs to be cleaned regularly to prevent the accumulation and transmission of contaminants. Barriers with openings that people pass materials through should be included in your inventory of commonly touched surfaces and cleaned more frequently. Follow the manufacturers' instructions for both the barrier and the cleaning product used, to ensure they do not damage or degrade the barrier.

### Let's all do our part

When workplaces in British Columbia are healthy and safe they contribute to a safe and healthy province. As COVID 19-restrictions are lifted and more businesses resume operations, let's all do our part. For more information and resources on workplace health and safety visit [worksafebc.com](http://worksafebc.com).

APPENDIX H – Cleaning and disinfectants for public settings.



# Coronavirus COVID-19

BC Centre for Disease Control | BC Ministry of Health



**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.



**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.




**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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# Coronavirus COVID-19

BC Centre for Disease Control | BC Ministry of Health

### 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.

**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)



**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).

**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> Dellanno, 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/PICNet\\_Home\\_and\\_Community\\_Care\\_Guidelines\\_2014\\_.pdf](https://www.picnet.ca/wp-content/uploads/PICNet_Home_and_Community_Care_Guidelines_2014_.pdf)

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

**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**

APPENDIX I – Working from home.

## Working from home: A guide to keeping your workers healthy and safe

Working from home on a regular basis can benefit both you and your workers by reducing business expenses, allowing for a more flexible lifestyle, and improving the environment. Sometimes it can also be necessary to work from home temporarily while dealing with health concerns, child care arrangements, or other issues that may unexpectedly arise in daily life.

As an employer, you must ensure the health and safety of your workers when they work from home. It's important to understand that working from home is an extension of the workplace, and the *Workers Compensation Act* and *Occupational Health and Safety Regulation* still apply. With consideration and planning, working from home can be positive and safe for both workers and employers.

This guide discusses a health and safety policy for working from home and outlines some useful tips and resources to help ensure the health and safety of your workers.

### Develop a health and safety policy for working from home

As an employer, ensure you have a working from home health and safety policy in place, and that everyone understands their roles, duties, and responsibilities. This policy should require workers to assess their workspace and report any potential hazards to their manager. Your policy should also include the following information:

- Protocols for evacuating from the worker's home to a safe location if needed and how workers can contact you in case of emergency
- Safe work practices and how to report any work-related incidents or injuries
- Communication protocols and procedures for check-ins if a worker is working alone or in isolation
- Requirements for education and training
- Ergonomic considerations



### Reduce risks while working from home

Setting up a safe workspace at home will be different for everyone, but there are some common risks. As an employer, ensure that you and your workers adequately identify and control unsafe conditions and activities

that may cause injury or illness. Some factors to consider include the following:

- Environment (e.g., asbestos, mould, tobacco smoke)
- Electrical safety
- Ergonomics
- Slips, trips, and falls
- Violence
- Working alone

For more information on these topics and related resources, visit [worksafebc.com](https://www.worksafebc.com).

#### Find more information

- [Setting up, organizing, and working comfortably in your home workspace](#) (WorkSafeBC publication)
- [How to Make Your Computer Workstation Fit You](#) (WorkSafeBC publication)
- [Ergonomics](#) (WorkSafeBC webpage)
- OHS Guidelines on the [Definition of working alone or in isolation \(G 4.20.1\)](#) and [Procedures for checking the well-being of workers \(G.4.21\)](#)

**APPENDIX J – Setting up, organizing, and working comfortably in your home workspace.**

## Setting up, organizing, and working comfortably in your home workspace

Working from home can be safe, positive, and productive with a well-planned workspace.

It's important to use equipment in a way that helps you work in a healthy and safe manner. You will reduce the risk of injury if you maintain your body in a neutral position while sitting at a work surface. Maintaining a neutral position means you should be relaxed with your joints aligned (i.e., no twisting or awkward angles) to minimize stress on the body. Some relatively simple modifications can be made if you don't have the same adjustable equipment at home as in your workplace.

Here are some tips to help you achieve correct posture and reduce the risk of injury while working from home.

### Setting up your workspace

#### Choosing a chair

- The chair you use should be stable with a back rest. Try using a small cushion or rolled up towel behind your lower back for additional lumbar support.
- You should be able to put three fingers of space between the back of your knees and the front of the chair. If not, add a cushion to the back to shorten the seat depth.
- Sit with your buttocks all the way back against the backrest. Your back should be nearly upright.
- Make sure you sit with your knees and hips at the same height to avoid pressure on the back of your thighs. Consider using a raised footrest (for example, a stool, box, or book) to support your feet. Make sure your footrest does not raise your knees higher than your hips.



#### Using your keyboard and mouse

##### On a work surface:

- Make sure the work surface you choose allows for a neutral posture and is not too high.

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