# COMMISSARY & STOREROOM
## COVID-19 CHILD PLAN

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Overview of Operation:

Commissary & Store Room is located at the Lower level of AMS Building. At the start of the pandemic in March 2020, we shut down both the section. Identifying the presence of Students in the campus and in accordance with BC COVID-19 guideline, we opened the Kitchen and the Store room in June 2020. The following comprehensive “unit/child” safety plan outlines how we operate this location and what protocols have been put in place to mitigate the potential hazards to ensure everyone’s safety and wellbeing. This plan aligns with our broader AMS COVID-19 Overarching Plan, which provides the framework, guidance and expectations for the department.

Our goal is to ensure that all employees and students, guests can work and/or interact together in this area in a safe, kind and respectful manner. We will do our part to mitigate the potential spread of COVID-19 at this location by following “best practices” and current regulatory guidance/PHO orders, at all times. This plan is a living document and will be monitored, adjusted and updated as needed in the coming months.

As outlined in the COVID-19 Guiding Principles, the following are being used by The AMS to guide decision-making and processes related to a staged resumption of any on-site activities:

1. The health and well-being of staff, and the public is paramount.
2. The orders, notices and guidance of the Provincial Health Officer (PHO), Health Authorities and Work Safe BC, will be followed.
3. Approval of on-site activities will only be granted to those who require on-site resources, or are required to provide on-site services and cannot conduct this work remotely. All activities that can continue remote work must do so.
4. There will be a staged and coordinated approach across each department.
5. Staged resumption of activity may need to be reversed and stricter curtailment conditions imposed in response to public health guidance or changes to the public health situation at any particular site.
6. Equity and personal circumstances will be considered in evaluating how to plan and conduct resumption of on-site activities.
7. All Unit leadership, (management and supervisory staff) must know their roles, responsibility and accountability for ensuring compliance with their units COVID-19 Safety Plan (CSP). (See Appendix A: Roles, Responsibility and Accountability)
Regulatory Context

Federal Guidance

• Coronavirus disease (COVID-19): Awareness resources

Provincial and Sector-Specific Guidance

• BC Centre for Disease Control
• BC COVID-19 Go-Forward Management Strategy

Work Safe BC Guidance

• Guide to reducing the risk of COVID-19
• COVID-19 Safety Plan
• COVID-19 Forms and Resources
• COVID-19 and returning to safe operation – Phase 2
• WorkSafeBC COVID-19 Safety Plan
• WorkSafeBC: Designing Effective Barriers
• WorkSafeBC: Entry Check for Workers
• WorkSafeBC: Entry Check for Visitors
• WorkSafeBC Protocol: Offices
• WorkSafeBC Protocols: Post Secondary Education

AMS Guidance

• COVID-19 Resources | AMS of UBC
• COVID-19 Resources | AMS of UBC Finance
• COVID-19 Resources | AMS of UBC Class/Work/Programmes
• COVID-19 Resources | AMS of UBC Housing
• COVID-19 Resources | AMS of UBC Mental Health
• COVID-19 Resources | AMS of UBC Food Security
• AMS-COVID-19-Response-Plan-1-1.pdf
Risk Assessment

As an employer, the AMS of UBC Vancouver has been working diligently to follow the guidance of federal and provincial authorities in implementing risk mitigation measures to keep the risk of exposure as low as reasonably achievable. The Nest has re-opened from May 2020 on campus to support the students through these unprecedented times. These areas have been very active with respect to identifying and mitigating risks, and further re-evaluating the controls in place using the following risk assessment process.

Prior to opening or increasing staff levels:
Where your organizational unit belongs to a sector that is permitted to open, but specific guidance as to activities under that sector are lacking, you can use the following risk assessment approach to determine activity level risk by identifying both your organization’s or activity’s contact intensity and contact number, as defined below:

1. What is the contact intensity in your setting pre-mitigation – the type of contact (close/distant) and duration of contact (brief/prolonged)?
2. What is the number of contacts in your setting – the number of people present in the setting at the same time? As a result of the mass gatherings order, over 50 will fall into the high risk.

One or more steps under the following controls can be taken to further reduce the risk, including:

- Physical distancing measures – measures to reduce the density of people
- Engineering controls – physical barriers (like Plexiglas or stanchions to delineate space) or increased ventilation
- Administrative controls – clear rules and guidelines
- Personal protective equipment – like the use of respiratory protection
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Risk Identification:
The following risks have been considered in accordance with WorkSafeBC determining Safety Plan Risk assessment tool:

Risk #1 – Higher proportion of individuals from outside of the AMS community visit the Building/Unit; if employees or staff are exposed to more than 10 random people in a day; or if the unit is public facing
Risk #2 – Prolonged close interaction with others not in the usual cohort of colleagues; if contact lasts for more than 15 minutes and transient in nature
Risk #3 – The workplace or activity is indoors and windows cannot be opened.
Risk #4 – Employees/students/visitors have frequent contact with high-touch surfaces (service counters, card payment machines)
Risk #5 – The activity involves people who are at higher risk of severe illness (i.e., older adults or those with chronic health conditions)
Risk #6 – The activity involves people who are not able or likely to follow hygiene practices such as washing hands frequently, respiratory etiquette, and identifying when they feel and/or staying home

Applicable risk factors:
With operational levels and delivery models in use to date, most risks have been eliminated inside this child plan. These risks are subject to change based on Covid-19 developments and breadth of campus operations, and will be incorporated into plan updates as part of our regular monitoring requirements.

Identified Risk factors for this operation are: NONE

This “Child” Plan is determined to be “LOW” risk because None of 6 risk factors above have been identified as applicable to the operations of this unit. Commissary Kitchen and Storeroom is located in a secured area where general public do not have access. In commissary kitchen, we have a fixed cohort of people working, who do not have any interaction with students or any visitors. Just four colleagues who work in the kitchen maintaining safe distance. In Storeroom, we have the same situation; it is in a secured location with only 2 people working there.

This plan is developed under the direction Food and Beverage leadership group and H&S Committee.

Contact Density

Staff:
- Staff schedule is done to make sure that the colleague working in this area are of the same “cohort” with no Exception.
- Clear instructions provided for protocols on arriving and leaving work.
- Occupancy limits in specific areas with appropriate signage.
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- Uniform pick up – A rack of uniforms is prepared for each shift and staff will pick up their uniform at designated area

Contact Number
Commissary – 4
Storeroom – 2
Access to all public is restricted with exception of 1 senior manager, with not more than 5 min of interaction, maintaining social distancing and PPE protocols.

Employee Input/Involvement
- This plan will be presented to Commissary and storeroom staff, in person
- Staff will be encouraged to email or discuss any questions, concerns or suggestions for improvements with their supervisor or AMS Building Operations.
  buildingopsmanager@ams.ubc.ca

Worker Health
- All units are to inform supervisors on appropriate Workplace Health measures and supports for staff mental and physical health. Check in’s and supports can be made available via the following channels:
  - Regular team meetings
  - Portfolio and departmental communications and, one-on-one meetings with direct supervisors
  - H&S Meetings & Communications
- HR emails Wellness Newsletters at regular intervals

Plan Publication
- Plans are posted on the AMS of UBC Vancouver website. Additionally, hardcopies have been posted on Health and Safety boards.
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Section #3 – Hazard Elimination or Physical Distancing

Corona virus is transmitted through contaminated droplets that are spread by coughing or sneezing, or by contact with contaminated hands, surfaces or objects. UBC’s goal is to minimize COVID-19 transmission by following the safety hierarchy of controls in eliminating this risk, as below.

The following general practices are applied, for Commissary and Storeroom.

- Anybody who has travelled internationally, been in contact with a clinically confirmed case of COVID-19 or is experiencing “flu like” symptoms must stay at home.
- All staff are aware that they must maintain a physical distance of at least 2 meters from each other at all times
- Do not touch your eyes/nose/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
- All staff are aware of proper handwashing and sanitizing procedures for their workspace
- Management must ensure that workers have access to dedicated on-site supervision.
- All staff are required to wear non-medical masks and are aware of the risks and limitations of the face covering they have chosen to wear or have been provided with to limit the dispersion of respiratory droplets.
Work from Home/Remote Work
Kitchen staff members will have a fixed on site work schedule to meet operational needs. Storeroom staff will work from home whenever possible. Work from home policy in place. Appendix Com-1

Work Schedule Changes
Commissary and Storeroom schedule are fixed.
Monday – Friday 7:00am – 3:00pm
Storeroom colleague will work from home whenever possible.

Spatial Analysis: Occupancy limits, floor space, and traffic flows
The secured area of LL is divided into 2 section.
Commissary kitchen and Storeroom. Occupancy limit has been reduced so much that traffic flow diagram is not required.

Accommodations to maintain 2 meter distance
- Reduce the number of tasks that require workers to be within 2 metres of each other.
- Provide specific locations for staff meals/breaks with physical distancing markers/occupancy limits documented/marked as needed. Sanitizer and/or disinfectant is available for use by employee to clean the table after use. Workers must wash their hands properly before going back to work.
- Importance of communication and follow up with all team members re the standards and expectations at the back of house. Listen to employee feedback and make adjustments if plan specifics aren’t working as well as anticipated.

Transportation
- Not applicable, no shared transportation at Gallery.

Worker Screening
- Before coming to work, all personnel must check their health status online by following this link: Daily Health Declaration | AMS of UBC Personnel experiencing any symptoms of COVID-19 (cough, sneezing, shortness of breath, loss of sense of smell/taste, sore throat, tiredness, fever) must not come to work.
- Individuals displaying symptoms of COVID-19 (described above) must remain at home and isolated until they have been confirmed COVID-free by testing or have been symptom free for the length of time recommended by the BCCDC.
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- Personnel who have been in contact with a person confirmed or presumed to have COVID-19 must also self-isolate as per provincial health guidelines.
- Anyone returning from outside of Canada must follow the directions of the quarantine act, which specifies 14 days of self-isolation, regardless of whether or not they are experiencing COVID-19 symptoms.
- Every front and back entry door has signage for both workers and visitors/guests that prohibits entry if any of the above 3 criteria apply. WorkSafeBC provides such signage, as below:
  a. WorkSafeBC: Entry Check for Workers
  b. WorkSafeBC: Entry Check for Visitors

Workers will be encouraged to use the Thrive BC Self-Assessment Tool to monitor themselves for symptoms of COVID19 or other concerns prior to entering the workplace. An Employee Assistance Program (EAP) is available through Lifeworks to non-student employees. Students have access to a similar program through Empower Me.

Engineering Controls

Cleaning and Hygiene

- The standard UBC custodial standards will apply as AMS uses UBC Custodial – see Facilities COVID-19 website.
- Personnel must wash their hands regularly and avoid contact with one another.
- Individuals are asked to sanitize their hands when entering the building and beginning work and to frequently wash hands or use hand sanitizer throughout the day. In addition, the following practices are recommended.
- Greeting people with a wave instead of a handshake
- Avoiding touching your face except immediately after hand washing
- Coughing or sneezing into your arm
- Proving training materials in electronic form to avoid the passing of documents between participants
- Hand washing will be carried out:
  o Upon arriving to work
  o Upon arrival to and departure from work site or building
  o Prior to beginning a new job/task throughout the day
  o Before and after handling shared tools and equipment
  o Before and after using Personal Protective Equipment
  o Before and after going on a break
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- After using the washroom
- After sneezing or coughing

[Note: If workers sneeze or cough, they will cover their mouth and nose with a disposable issue or the crease of their elbow and then wash their hands]
- When hands are visibly dirty
- Before and after food prep or eating
- After handling items that have come into contact with the public

Equipment Removal/Sanitation
No equipment will be removed.

Partitions or Plexiglas installation
Not Applicable

**Administrative Controls**

Communication Strategy for Employees
It is important that all Commissary Kitchen and storeroom employees follow our COVID-19 safety rules:

- Planning and training is just the start of the process. Although there will be fewer people in this area, it is vital that we continue to follow public health and WorkSafeBC guidance.
- Assess yourself daily for COVID-19 symptoms and stay home if you are ill.
- If you have been exposed to someone or have symptoms of COVID-19, complete the BC self-assessment tool and follow the instructions provided.
- Stay physically distant as much as possible (together but apart).
- Importance of excellent hand hygiene at all times.
- Communication about Safety Plan, dress code and cleaning/personal hygiene best practices have been communicated to all employees and posted.
- Managers will keep a checklist of employees who have reviewed the plan, COVID-19 protocols and workplace rules in an in-house file. Provide updates to H&S as requested.

Training Strategy for Employees

- Managers/supervisors will review the Safety Plan binder contents with all team members to ensure they understand procedures and protocols; then record the date they did the review with them on a tracking log.
The Child COVID-19 Safety Plan is posted on-site in a binder located in Office. Safety Plans will be posted on line on the AMS website and available internally on F share drive. Safety Plans will be posted on line on the AMS website.

Signage
Appropriate signage are in place, in conjunction of WorksafeBC and AMS Overarching plan.

Emergency Procedures

Evacuation procedures:
There will be no change in the evacuation process. We will follow the existing protocol.

Some COVID-19 do’s and don’ts added in as a reminder of “best practices”:
- Fire safety plan is posted in all units.

Note: Physical distancing is not required during an emergency evacuation. The primary goal in an emergency situation will always be to evacuate the building/space in a safe and timely manner and meet at the designated meeting place outside.

- When all occupants have exited the building, our staff will meet at the designated meeting place for a head count by supervisor/manager, who will provide instruction/direction to all to maintain a 2-metre physical distance from each other while waiting.
- Refrain from touching your face after evacuating the building as you may have touched doors, handrails etc.
- Once permitted to re-enter the building, staff will maintain physical distance and wash their hands before returning to their work areas.

Handling Potential COVID-19 Incidents:
- Suspected positive incidents or exposure concerns are to be reported to the Supervisor who will follow the WorkSafeBC guidelines. Link what employees should do
- Direct people who are unsure about what they should do to the BC Self-Assessment Tool.

Monitoring/Updating COVID-19 Safety Plan
- AMS H&S Committee members and alternates are a great resource for bringing up safety concerns to after speaking with your manager /supervisor. have representatives from the staffing side to raise any concerns
- Staff are encouraged to discuss directly any concerns with their supervisor to be brought forward to management or at monthly AMS H&S Committee meetings
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- Plans will be monitored by operational leadership in AMS on a monthly basis for the next 12-18 months.
- If regulations/guidelines change, any applicable modifications will be incorporated into the respective COVID-19 Plans.
- Updated protocols will be reviewed with all team members on site in a timely manner.
- In the event of a COVID-19 outbreak, we would immediately follow AMS/VCH/Public Health Office direction to mitigate the hazard.

Addressing Risks from Previous Closure

- Employees have received a site-specific orientation when they returned to the workplace so they understand COVID-19 protocols and are trained on new practices and expectations including knowing where to find their units documented safety plan.
- Employees will receive training re the new cleaning/disinfecting protocols in place at all units.
- Employees will be shown, best practices and limitations around the use of non-medical masks as part of their site-specific orientation.
- Reinforcing the critical importance of excellent hand hygiene at all times and physical distancing practices where possible, ongoing reviews and reinforcement with all employees.

Personal Protective Equipment (PPE)

Personal Protective Equipment

Each location will determine their PPE needs relative to the job risk assessment and this will be reflected in their appropriate appendix.

Non-Medical Masks

All staff in portfolio will follow the requirements around mask-wearing described in AMS Policy I 7A - mandatory face covering
Responsibility of Supervisors and Managers

- Responsible for ensuring that their space either has a site-specific plan or has access to a plan that includes their specific location and communicate this to all personnel.
- Responsible for posting occupancy limitations on the doors or entrance area to their work areas.
- Where a workspace is shared by multiple groups, this maximum occupancy must be agreed upon by all supervisors/managers.
- Responsible for scheduling shifts / rotations of personnel as needed to ensure that physical distancing can be practiced and that the workspace.
- Acknowledge that all employees may not have the same comfort level or ability to return to work and there is a duty to understand each situation.
- Ensure the availability of all necessary PPE prior to assigning tasks requiring it.

Employee Responsibilities

- Before coming to work, all personnel must check their health status online Daily Health Declaration | AMS of UBC Personnel experiencing any symptoms of COVID-19 (cough, sneezing, shortness of breath, loss of sense of smell/taste, sore throat, tiredness, fever) must not come to work.
- Individuals displaying symptoms of COVID-19 (described above) must remain at home and isolated until they have been confirmed COVID-free by testing or have been symptom free for the length of time recommended by the BCCDC. Personnel who have been in contact with a person confirmed or presumed to have COVID-19 must also self-isolate as per provincial health guidelines. Personnel will be referred to the BC Health Self-Assessment tool to determine if they require testing and/or medical care.
- All work that can be done off campus must continue to be done off campus.
- Through communication from their Manager/Supervisor, all employees must know the location of the safety plans for their spaces. All identified health and safety issues should be brought to the supervisor’s attention. All employees are encouraged to consult with their AMS H&S Committee, where needed. However, they may also report concerns confidentially to the following email address: celiachung@ams.ubc.ca
- Prioritization of personnel within a work location will be determined by the supervisor/manager and approved by the Department Head.
APPENDIX – COM-1
Please See Separate Attachment.

APPENDIX COM-2: Health Check Questionnaire

- As a part of our health and safety protocol, each staff member has a temperature check before entering the establishment. In addition to that, a health and safety form is submitted electronically before the start every shift. All staff members have been asked to strictly stay home if they feel any symptoms.
- To ensure we are at the right capacity, a staff member keeps an updated count of customers with the use of a clicker.
- https://www.ams.ubc.ca/daily-health-declaration/

![COVID 19 HEALTH SELF QUESTIONNAIRE](image)
APPENDIX COM-3: Signage in regards to COVID-19 Protocol

- The following Signage is displayed around the restaurant for everyone’s safety:
  
  "http://www.bccdc.ca/health-professionals/clinical-resources/covid-19-care/signage-posters"