



20 MAY 2020: PAIN BC COVID-19 SAFETY PLAN

The purpose of this paper is to provide directions for Pain BC staff to make use of the office space on 320-1508 West Broadway during the COVID-19 pandemic in a responsible and safe manner, informed by Provincial, Federal, and other evidence-based guidelines.

This paper also serves as Pain BC's compliant response to the [Order of the Provincial Health Officer](#) issued on May 14th.

CHANGING PURPOSE OF THE OFFICE

Remote work has been a part of Pain BC's working culture since its inception. Once we began having an office, and especially when the team grew beyond the office's capacity, the most important uses of this space have been: (1) to provide a space for collaboration between staff, (2) to host volunteers supporting our work, and (3) to host external stakeholders for meetings and events.

With the arrival of the pandemic, the Province of BC has issued [general guidelines](#) for workplaces to reduce the number of people in a setting at the same time as well as the proximity and duration of the contacts between them.

Given this, the previous uses of the space are no longer possible. The purpose of the office must now be simply to provide a more appropriate space for individual work for those staff who require it.

DURATION

As the order of the Provincial Health Officer has no end date, these guidelines will be in place until a formal notice is given at an all-team meeting or some other form of formal communication from the Executive Director or Ops Director.

GUIDELINES

The work involved to deliver the Pain Support Line, Coaching for Health, and Pain Support and Wellness Groups programs requires a quiet and private space in which to have sensitive conversations with clients. Working remotely from home, especially at a time when other family members will also be present, can often be disruptive for both staff and clients. Given this, our office space will now be dedicated to Support Services team members delivering these programs.

All other staff must continue to work and hold meetings remotely to minimize risk of infection. Work meetings may not be held in person if they can be held remotely, irrespective of physical distancing and/or use of face masks and other precautions. If other staff members require access to the office, they will make a timely request to the Director of Operations and will await clearance before going.

The following guidelines must be followed by all staff working in the office:

- Staff showing any signs of illness (high temperature, respiratory or gastrointestinal symptoms, etc.) must avoid using the office at any time
- Staff are advised to use the two stairwells in the building and not the elevators. The stairwell that is connected to the main floor lobby will be for upward travel. The stairwell that exits near the rear lobby door will be for downward travel. Signage will be placed on each stairwell door to assist with the traffic flow. In the event of an emergency all stairwells will be for downward travel. Use of the elevator should be restricted to staff who are unable to use the stairs. Building management has requested that no more than 4 people use the elevator at any given time.
- To facilitate one-way traffic in the building lobby, staff must follow the signage that has been placed on the doors to assist with the traffic flow
- To assist with social distancing, building management have asked that only one person be in each washroom at a time. Please open the door and ask if anyone else is in the washroom before entering
- No more than three persons will be in the office at any one time – each person must remain in each of the three rooms (Pain Support Line, Support Services, and the Board Room)
- Staff working in the office will be required to wear face masks except when they are in their separate rooms with the door closed
- Staff must observe physical distancing while in the office. Staff must remain at least 2 meters apart from each other and wear face masks when in each other's presence
- The use of the water cooler, communal tea kettle, coffee machine, microwave oven, communal plates and cutlery, and any other communal kitchen appliance is prohibited. Arrangements to provide staff with access to hot and cold water will be made.
- Staff will be responsible for cleaning and disinfecting objects and surfaces that are frequently touched (e.g., doorknobs, desk surfaces, computer keyboards, etc.) at least two times per day.

Over the coming weeks, we will make adjustments to the office to make it easier to follow these guidelines (e.g. removing unnecessary surfaces and appliances, ensuring spare face masks are available, marking distances on the floor, etc.)