

 IMMIGRANT SERVICES SOCIETY OF BC POLICY AND PROCEDURES MANUAL	APPROVED BY: DATE:	PAGE:
SECTION SUBJECT Infectious Disease Procedure	REVISION DATE:	EFFECTIVE: March 2020

PROCEDURE:

ISSofBC will take the following actions to minimize to the extent practicable exposure to and spread of infection in the workplace.

1. Stay Up To Date

In the situation of a declared outbreak, epidemic, or pandemic, updates will generally occur on a daily basis. ISSofBC will rely on local and/or provincial directives for any planned service disruption or site closures(s). ISSofBC will provide periodic updates, service protocols and communication tools to employees, as appropriate. Staff to stay up to date on the latest official news, updates, and advisories by visiting credible sources, such as:

[BC Centre for Disease Control](#)
[Public Health Agency of Canada](#)
[World Health Organization](#)

2. Education

ISSofBC will provide information to employees encouraging employees to follow good hygiene practices as noted below, as first step. These practices are applicable to all types of contagious illnesses, especially during cold/flu season:

Wash hands often with soap and water for at least 20 seconds.
Cover your mouth and nose when coughing or sneezing using your bent elbow or a tissue.
Discard used tissues immediately after use.
Avoid touching your face (eyes, nose, and mouth).
Use a paper towel to turn off the tap in the washroom and to open the door so you do not contaminate your hands again.
Use alcohol-based sanitizers where water basin is not available.
If you share a workspace, clean telephones, keyboards, and other office tools

Employees experiencing cold/flu symptoms should stay home. Symptoms include cough, sneezing, fever, runny nose, sore throat and breathing difficulties.

Avoid contact with anyone who is demonstrating symptoms of illness, especially someone who is coughing

or sneezing.

Maintain a physical/social distance of at least two meters from anyone who is coughing or sneezing.

Seek medical attention early if you have a fever, cough or difficulty breathing. Call ahead to your health care professional or call 811 for advice on where to seek help.

3. Building/Office Space Cleanliness

ISSofBC will coordinate with cleaning and waste-removal contractors to maintain physical space in top condition, requesting extra services as required and approving the use of equipment or cleaning methods to guard against the spread of infection in the workplace. ISSofBC will regularly take actions to make sure the workplace remains clean and hygienic by ensuring:

Ensuring public such as reception counter tops, elevator buttons, light switches etc. are disinfected regularly.

Ensuring that anyone who cleans the workplace uses fresh wipes, towels and cleaning supplies and discards used materials to prevent transmission from one location to another.

Putting hand-sanitizer in prominent places around the workplace.

Making sure soap and hand sanitizer dispensers are replenished regularly.

Employees will refrain from using DIY cleaning and/or sanitizing products brought from home to be used in the workplace as their ingredients may not meet effective criteria standards and therefore provide a false sense of security and failure to perform to designated standard

4. Take Reasonable Precautions

To minimize the potential risk to employees during a declared health emergency the following actions may be taken:

Minimize and/or eliminate large group gatherings, meetings, and events.

Use video conferencing or teleconference options either more frequently or exclusively.

Restrict non-essential business travel, especially to areas of high risk.

Displaying posters in prominent places around the workplace to promote hand washing and other healthy habits.

Issuing client service protocols.

Where feasible and if deemed necessary, encourage working from home or modifying work schedules to minimize interactions with those at risk.

7. Employee Assistance Program Services

ISSofBC's Employee Assistance Program (EAP) remains available to employees to the extent it is practical and reasonable for them to provide services. Employees who feel the need for additional emotional support should contact the EAP provider for assistance.