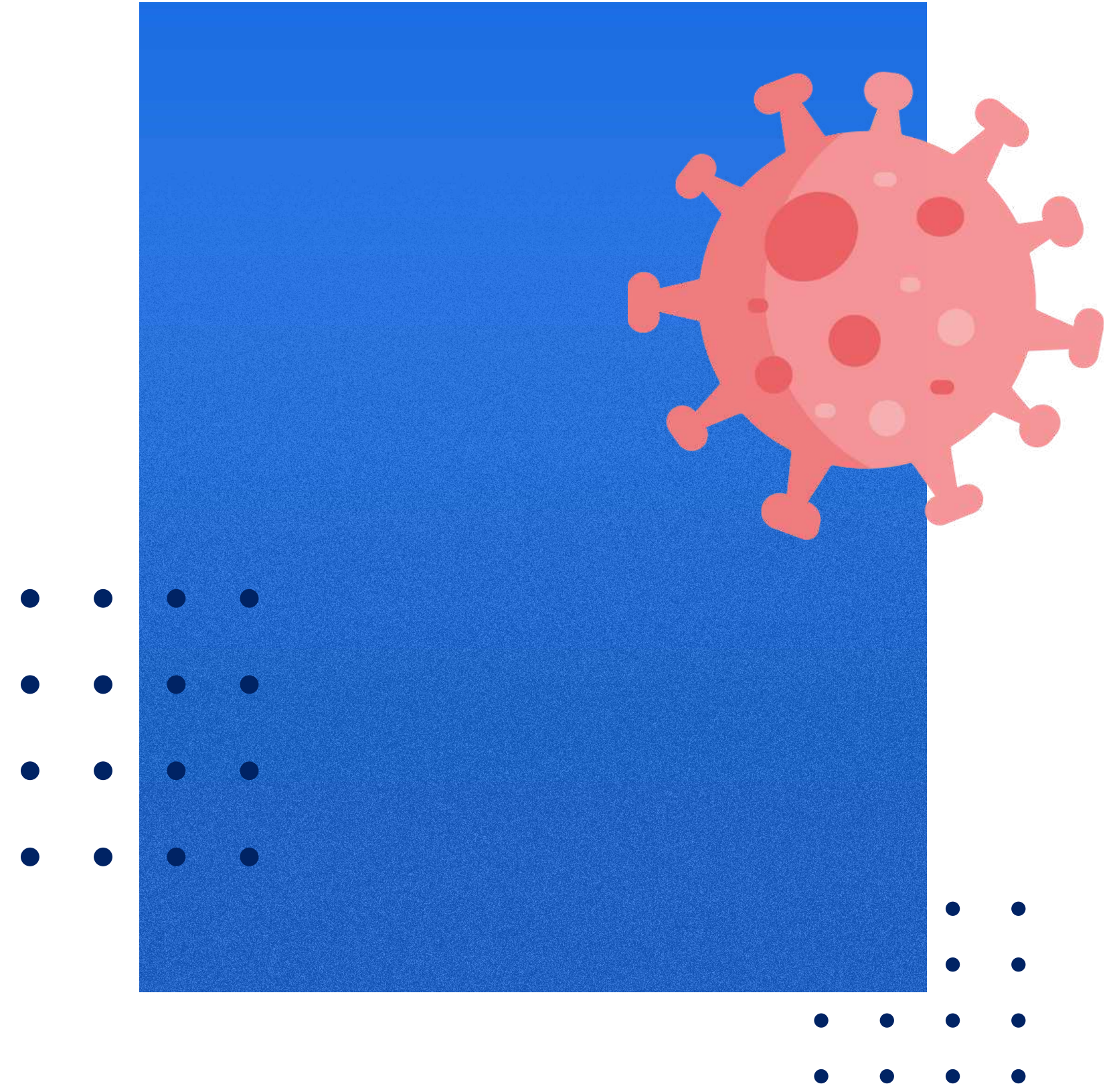




COVID-19 Safety Plan

POLICIES AND PROCEDURES

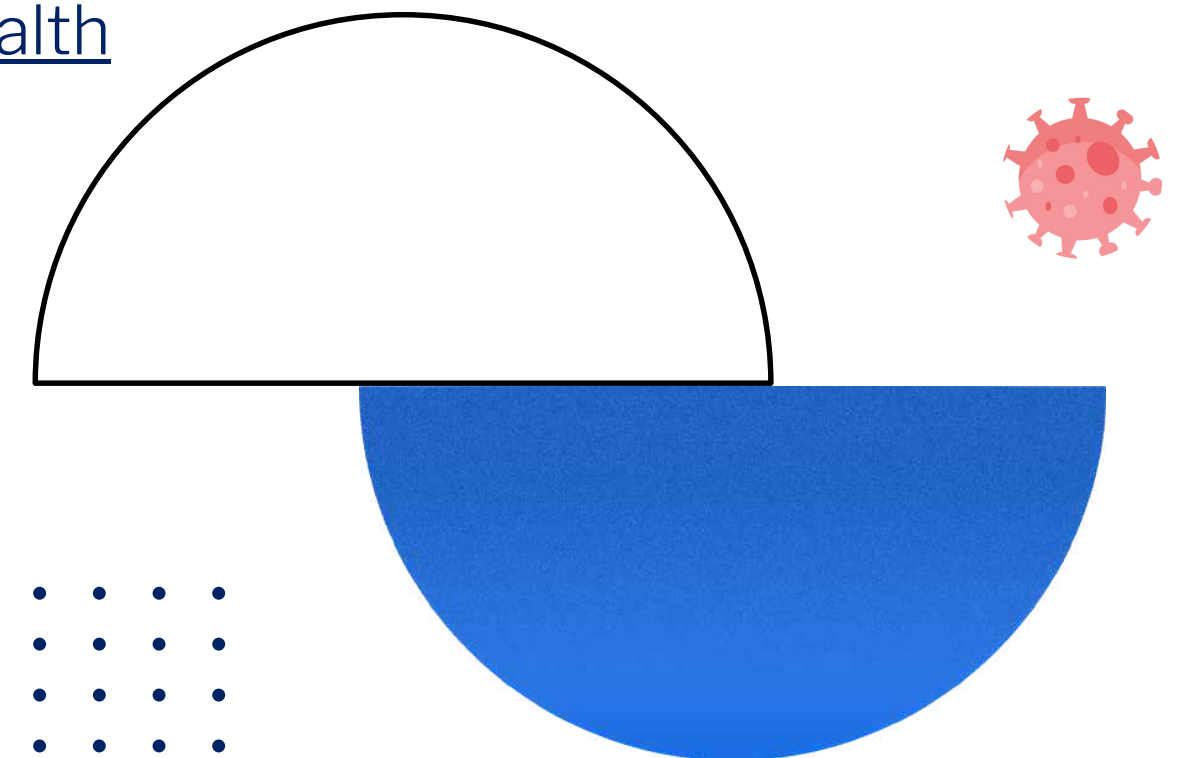
Updated: August 5, 2020



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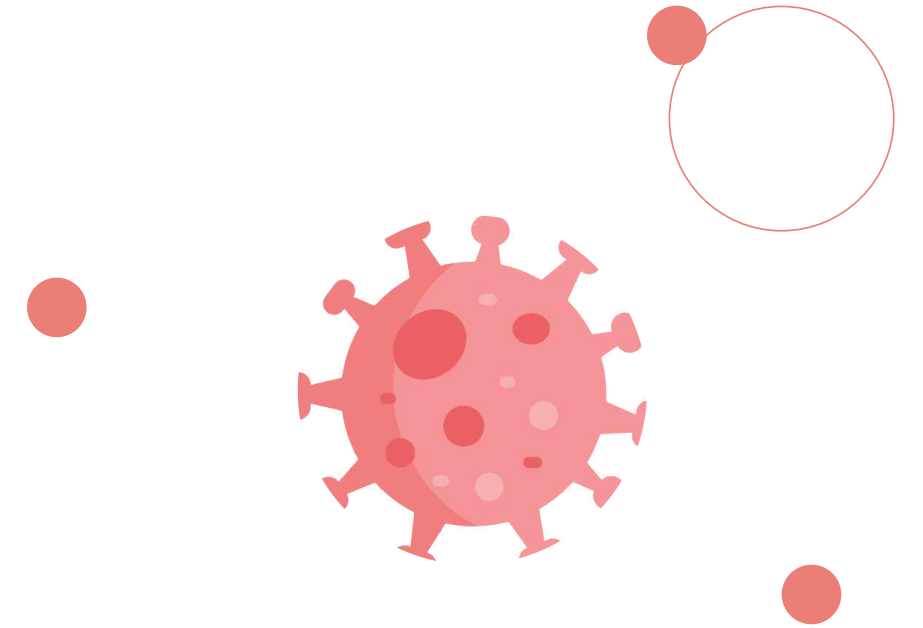
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North Van Arts recognizes the importance of worker and patron safety as we look to resume operations following COVID-19 related work stoppages and interruptions. North Van Arts' COVID-19 Safety Plan was developed with information outlined from the World Health Organization, in The Province of British Columbia's Restart Plan, WorkSafeBC's guidance for Offices and Arts and Cultural Facilities, and WorkSafeBC's Safety Plan policies, guidelines, and procedures, required by employers to put in place to reduce the risk of COVID-19 transmission.



What the New Normal means to you

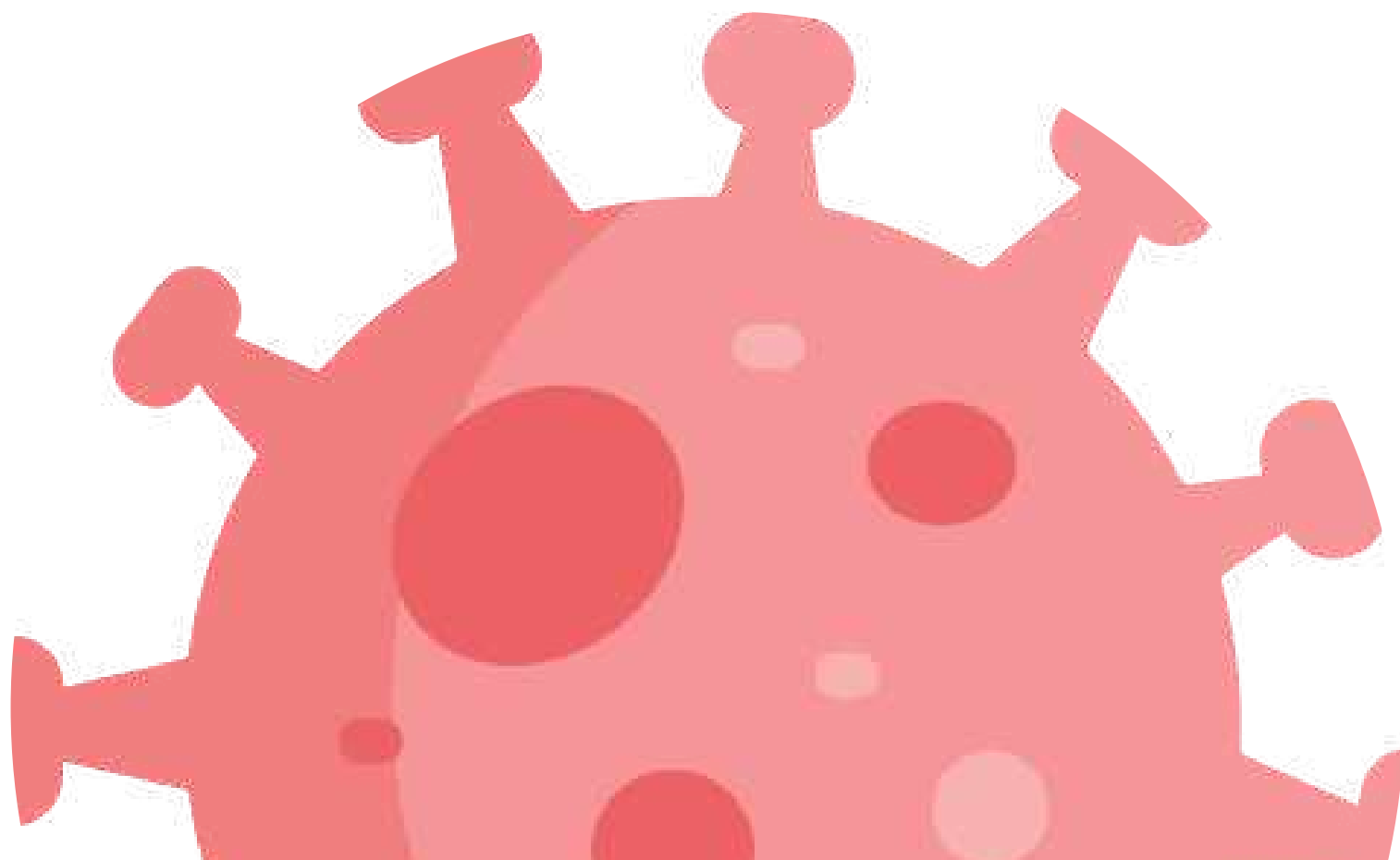


B.C.'s progress in the fight against COVID-19 is a direct result of the sacrifices and decisions that we have all made. To continue to protect seniors and at risk people and ensure that our health care system can respond to this dangerous virus, means that we all have to keep doing our part – at home, in the community, and at work. Together, North Van Arts will be modifying our behaviour and protective measures cautiously to allow for greater interactions without putting the health of our loved ones, friends, and neighbours at risk.

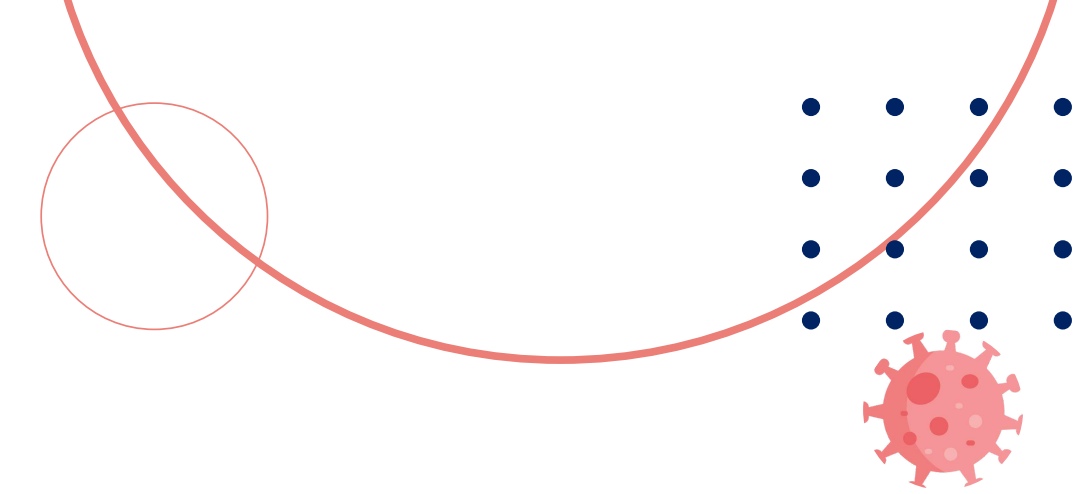
Understanding the risks in your workplace

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 before touching the face. Higher risk situations require adequate protocols to address the risk.

- The risk of person-to-person transmission is increased the closer you come to other people, the amount of time you spend near them, and the number of people you come near. Physical distancing measures help mitigate this risk.
- The risk of surface transmission is increased when many people contact same surface, and when those contacts happen in short intervals of time. Effective cleaning and hygiene practices help mitigate this risk.
- You should continue to assess the workplace after operations resume to ensure risks are identified and managed.

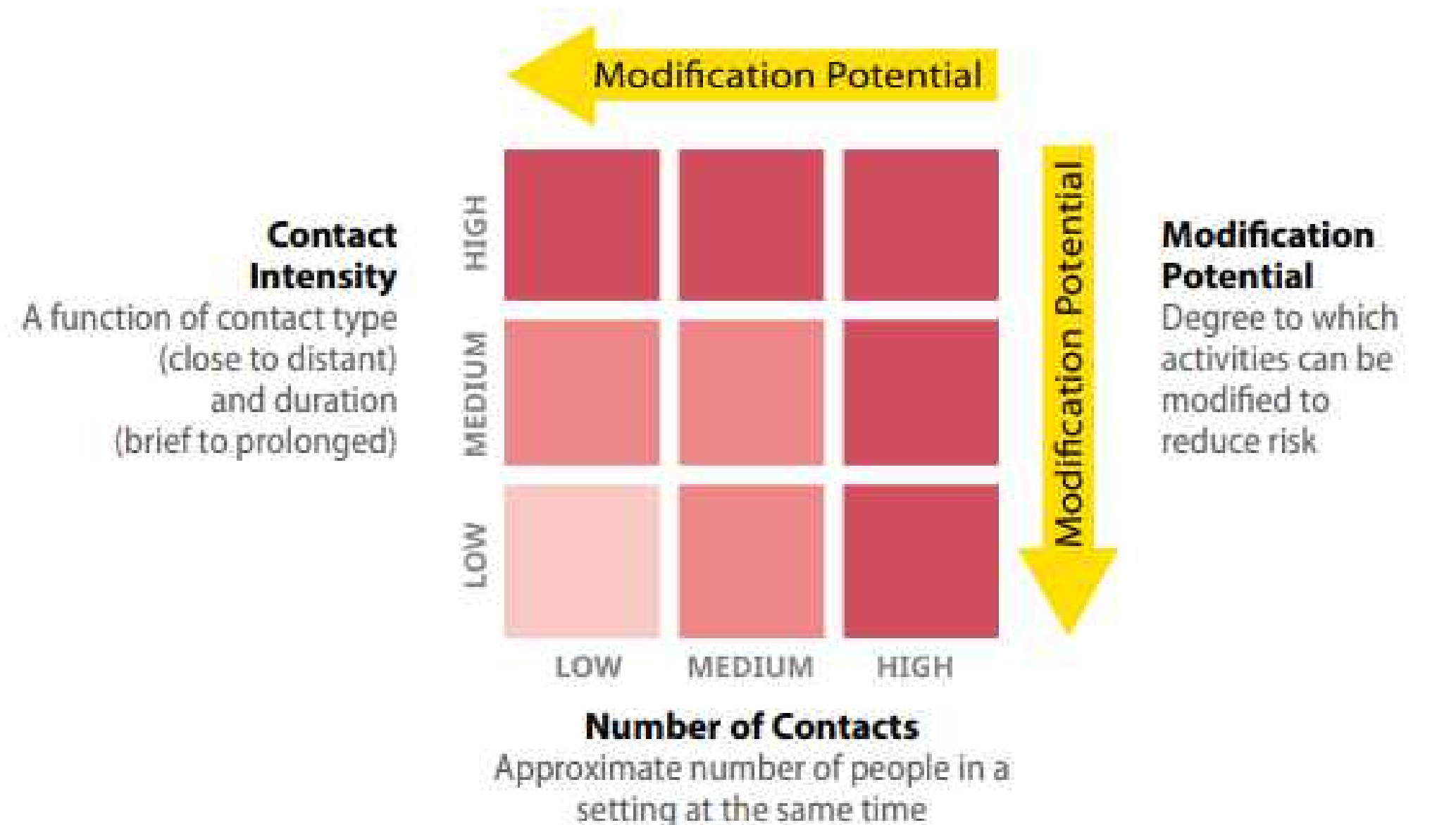


Reducing Transmission



The risk of transmission at a workplace is a direct function of two variables:

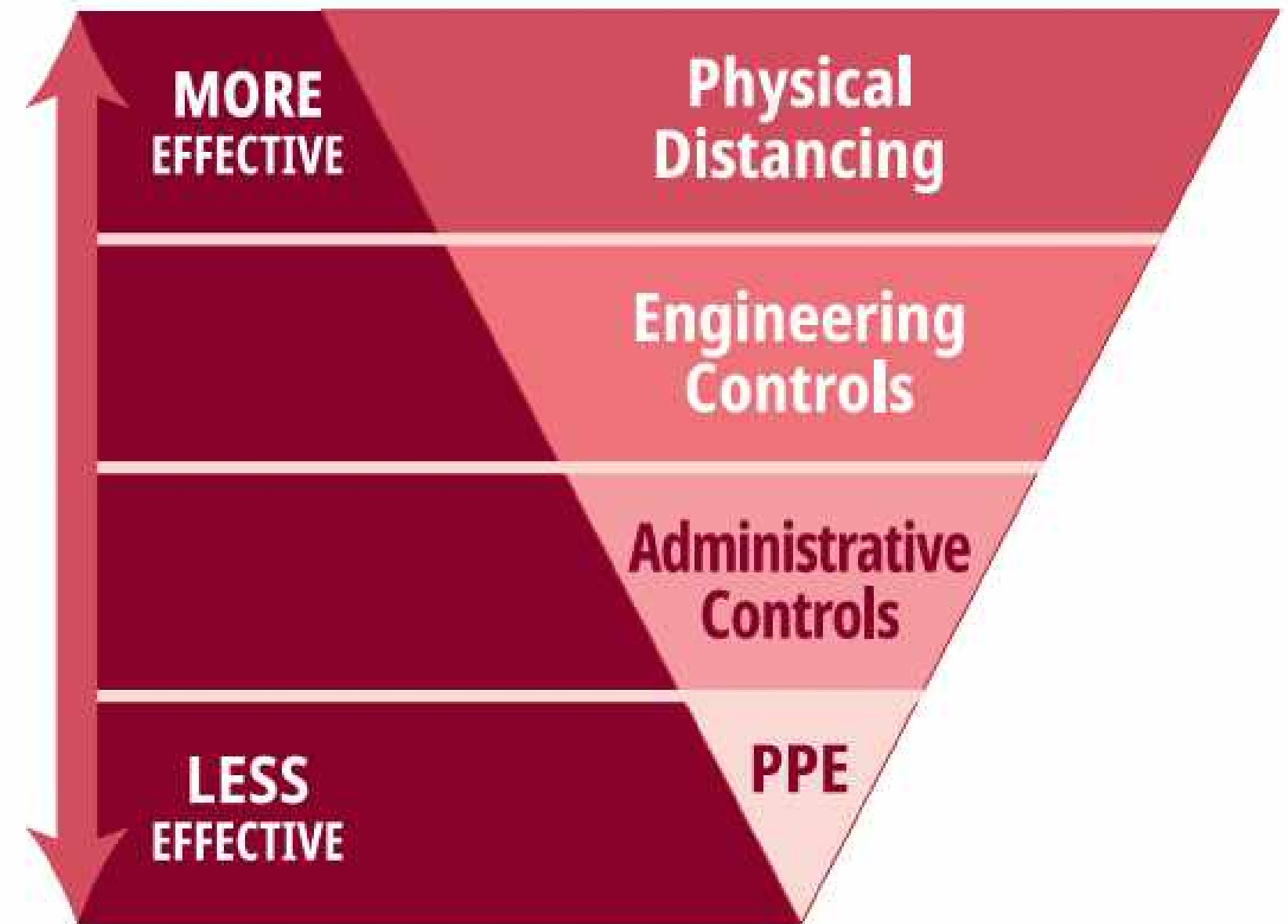
- The number of contacts (the number of people present at the same time)
- And the contact intensity (the type of contact ie. close or distant and the length of contact ie. brief or prolonged).



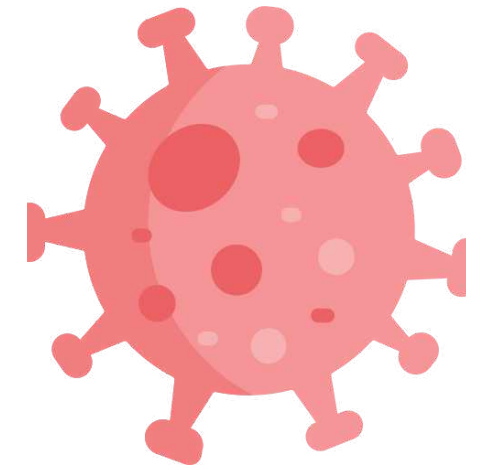
Hierarchy of Controls

Different protocols offer different protection. Wherever possible, use the protocols that offer the highest level of protection and add additional protocols as required. Based on these factors, steps can be taken to reduce the risk, including:

- Physical distancing measures – measures to reduce the density of people.
- Engineering controls – physical barriers (like plexiglass at checkouts) or increased ventilation.
- Administrative controls – clear rules and guidelines.
- Personal protective equipment – like the use of non-medical masks.



Resuming Operations

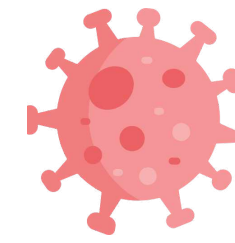


- • • • There may be risks arising from restarting our business that need to be managed.
- • • • Policies for physical distancing, cleaning and hygiene, and using necessary barriers
- • • • and PPE will create changes in how we operate.

POLICIES FOR REOPENING

- Returning workers and new workers are required to refer to this COVID-19 Safety Plan: Policies and Procedures to orient and adapt to changes in their workplace to reduce the risk of transmission.
- New equipment will be considered under the requirements of the COVID-19 Safety Plan: Policies and Procedures as needed.
- Managers will create WorkSafe BC Safety Plans for their programs and adjust or include any new processes that may arise with the start-up of programs and projects.

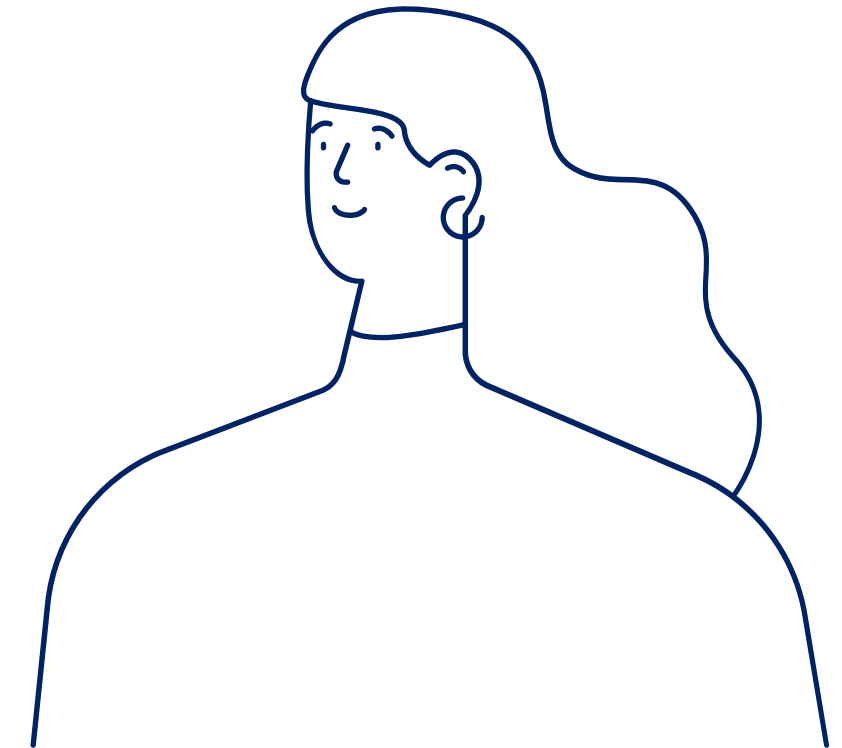
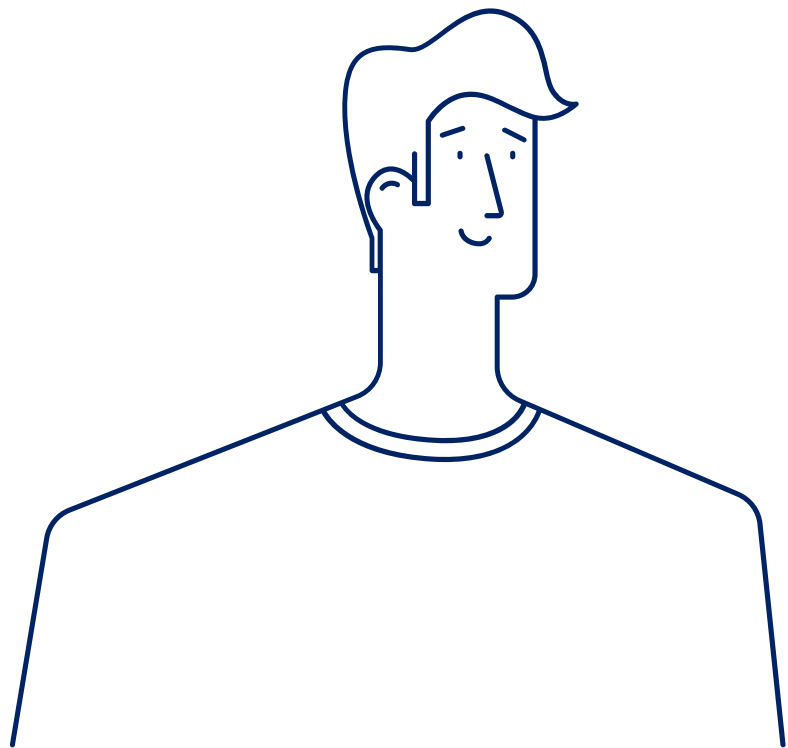
Physical Distancing



Physical distancing means limiting close contact with others. When at work, practicing social distancing by keeping two meters (six feet) away from one another is something we can all do to help stop the spread of COVID-19.

POLICIES FOR PHYSICAL DISTANCING

- Workers and members of the public must practice physical distancing (keep 6-feet apart) within the workplace.
- A capacity of 10 visitors are allowed in CityScape at a time.
- Workers and members of the public must practice a one-at-a-time policy for high contact and common areas and congested spaces (front desk, hallways, entryways, front ramp, kitchen, photocopy room).
- Workers and members of the public must follow the markers and signs to indicate where to stand to maintain physical distance (at volunteer desk, front desk, art rental and kitchen)

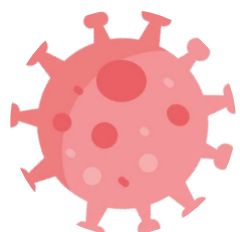


Cleaning and Hygiene

Effective cleaning and hygiene practices is essential to reducing the risk of surface transmission.

POLICIES FOR CLEANING AND HYGIENE

- Workers must practice good hygiene, including:
 - Regular hand washing
 - Avoiding touching your face
 - Covering coughs and sneezes
 - Disinfect frequently touched surfaces
- Workers must wash/disinfect hands upon entering the workplace, after exchanges with members of the public, before and after using shared spaces and equipment, and between all task transitions.
- All shared equipment and tools must be cleaned after use (including computer stations that are required to be shared and public facing, high-touch equipment including barriers).
- Workstations and stationary will be limited to individual workers and should be cleaned a minimum of once per week.
- Common areas should be cleaned a minimum of once per week.

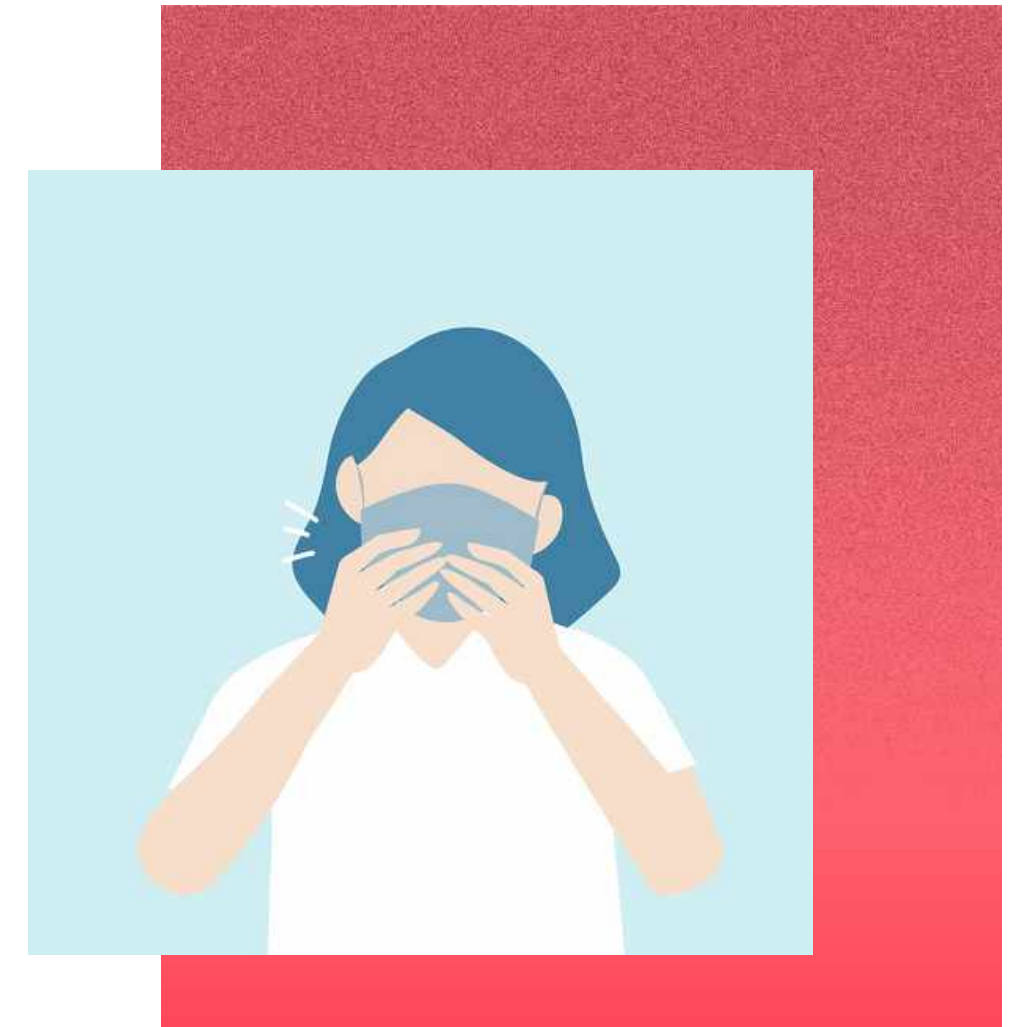


Engineered Controls & Personal Protective Equipment (PPE)

Where physical distancing measures are not possible, workers must use engineered controls and personal protective equipment to help reduce the risk of transmission.

POLICIES FOR ENGINEERED CONTROLS

- Barriers (plexiglass protective panels) are to be used where workers are serving the public.
- Keyboard and Moneris keypad covers are to be used to facilitate cleaning after use.
- Floor decals will be used to signify safe physical distancing.
- Prompts for visitors to report contact information will be implemented to facilitate Public Health officials in Contact Tracing.



POLICIES FOR PERSONAL PROTECTIVE EQUIPMENT (PPE)

- The appropriate PPE (masks, gloves, or hand sanitizer) are to be used in cases which workers are required to work together in close proximity.

POLICIES FOR PERSONAL PROTECTIVE EQUIPMENT (PPE) IN EMERGENCY SITUATIONS

- In emergency situations (medical, criminal, natural disaster) workers and/or members of the public may be required to come into close proximity. Call 911, as emergency personnel are properly equipped to provide support. Individual judgement is to be used in evaluating the risks for supporting persons in an emergency, when possible PPE (masks, gloves, or hand sanitizer) are to be used.





Communicating Policies to the Public

Signage will be the primary method of communicating our Safety Policies to the Public.

Signs will be posted at the main entrance indicating:

- Who is restricted from entering the premises (visitors and workers with symptoms in the last 10 days, anyone under the direction of the provincial health officer to self-isolate, or anyone who has arrived from outside of Canada or who has been a contact of a confirmed COVID-19 case within the past 14 days)
- Occupancy limits of 10 persons
- Prompts to disinfect hands
- Prompts to report contact info for Contact Tracing
- Directional walkways
- Maintain physical distance (6 feet apart)

Illness in the workplace



POLICIES FOR ILLNESS IN THE WORKPLACE

- Workers who start to feel ill at work must consult the [BC COVID-19 Self-Assessment Tool](#), or call 811 for further guidance related to testing and self-isolation.
- Sick workers should wash or sanitize their hands, wear a mask, and isolate from other workers while making arrangements to get home safely.
- Individual workers should prepare a plan for who to contact and how they will get home that mitigates risks of transmission, should they feel ill at work.
- Clean and disinfect any surfaces that an ill worker has come into contact with.
- If a worker is severely ill (e.g., difficulty breathing, chest pain), call 911 and the worker's emergency contact.

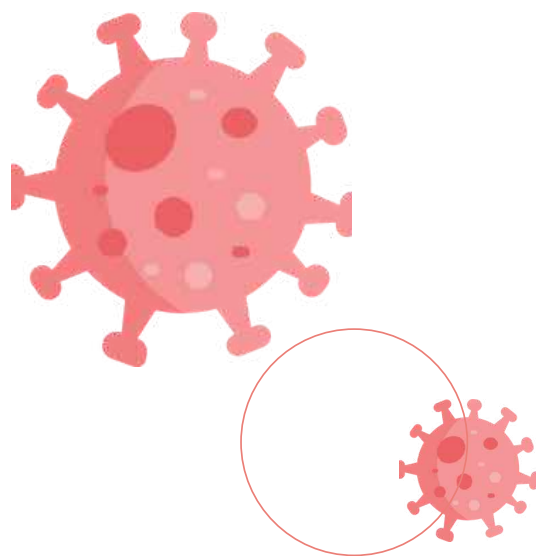


Self-Isolation

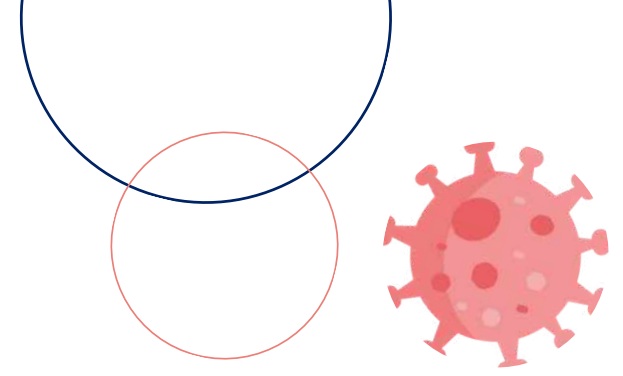
The Provincial Health Officer and BC CDC have issued the [following guidance](#) around self-isolation, which must be abided by all North Van Arts workers and contractors.

POLICIES FOR SELF-ISOLATION

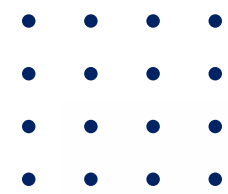
- Anyone who has had symptoms of COVID-19 in the last 10 days must self-isolate at home; symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache.
- Anyone under the direction of the provincial health officer to self-isolate must follow those Instructions.
- Anyone who has arrived from outside of Canada, or who is a contact of a confirmed COVID-19 case, to self-isolate for 14 days and monitor for symptoms.



Working Remotely



Working from home can be beneficial to both employers and workers to facilitate physical distancing and self-isolation. Workers' health and safety is a priority while working from home.



POLICIES FOR WORKING REMOTELY

- Workers that require self-isolation will work remotely.
- Workers are required to assess the risks within their home-work environments and adapt these policies as required.

TOOLS FOR WORKING REMOTELY

- [Setting up, organizing, and working in your home workspace](#) ([WorkSafeBC](#)).
- [Ergonomics](#) ([WorkSafeBC](#)).

Art Rental Policies

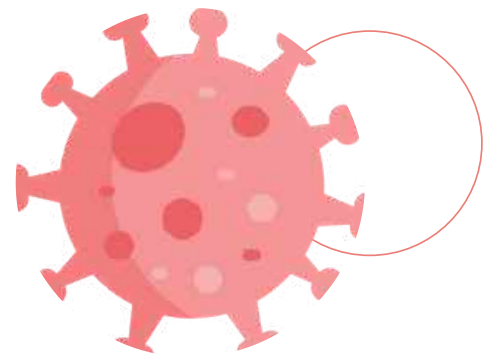


Due to capacity restrictions during the pandemic, we are encouraging in-person art rentals, art sales, and rental returns to be conducted by appointment, though walk-ins will be accommodated.

PROCEDURES FOR SETTING UP APPOINTMENTS BY TELEPHONE & EMAIL

1. By Telephone: The staff person responsible for art rental will set up all appointments based on their schedule. If anyone else takes a call from a potential client, they should record the caller's contact information and forward it to the staff person responsible for them to return the call.
 2. By Email: Requests for appointments can be directed to artrental@northvanarts.ca. The Art Rental Manager will forward the request to the current art rental attendant for them to contact the client directly to set up the appointment. It is important to remind clients that we are operating on a reduced staff rotation during the pandemic. Scheduled appointments and times should not be missed or delayed as rescheduling may be difficult to accommodate.
- In phone calls and email communications, clients will be encouraged to browse the online art rental catalogue to make their selections (using the 'Available' menu) prior to their appointment. We will also suggest they bring their own pen to fill out the required paperwork.

PROCEDURES FOR CONDUCTING APPOINTMENTS FOR ART RENTAL:



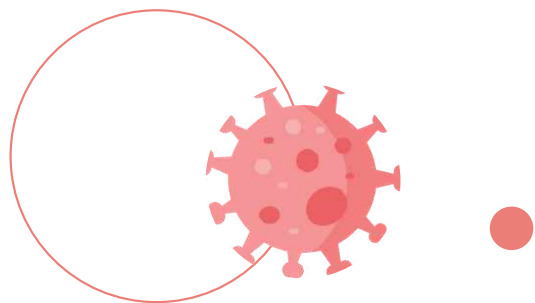
Following North Van Arts safety protocols and distancing procedures:

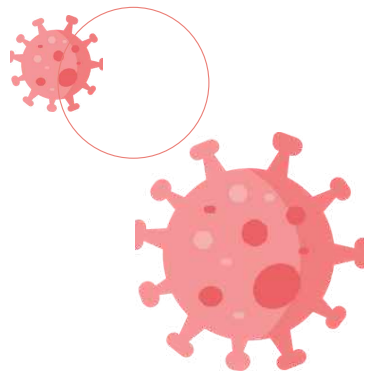
1. Clients enter the gallery from the Lonsdale Avenue entrance/exit* and will be directed by a gallery attendant or the Front Office Desk person to the Art Rental Hallway area where they will be met by the art rental attendant (a decal to remain 6 feet apart will prompt clients and staff to maintain physical distance when proceeding to the art rental panels). A maximum of one client (or two persons from the same household) will be permitted in the area at the same time.
2. If a client has come prepared with their selection the art rental attendant will retrieve the artwork(s) while the client remains in the designated Client Waiting area. Otherwise, clients will be invited to view artworks on the adjacent Art Rental Panels while the attendant remains in the office area. Hand sanitizer will be used by both the art rental attendant and clients prior to moving the art rental panels, handling artwork and paperwork.
3. Once selections have been identified, clients will be required to remain in the Client Waiting area as the art rental attendant retrieves and wraps the artwork(s). While they wait, clients will complete and sign the art rental contract and a membership form (if required). The attendant will remove the front and back tags, complete the client record, and wrap the artworks.

4. After the client has completed the required paperwork, they will proceed through the Gallery to the Front Office Desk. The art rental attendant will bring the artwork(s) via the kitchen hallway to place in the Artwork Pickup area near the Front Office Desk. The attendant will return to the Front Office Desk workstation to attend to the client from behind the glass partition.

5. To finalize the transaction, the client will hand the completed contract* to the art rental attendant who verifies the client ID (valid driver's licence) and credit card and ensures the contract is complete and correct. Payment is made using the Front Office Desk Pin Pad which is operated by the client. Copies of the receipt and contract can be printed* or emailed. **Note that the client must hand the contract to the art rental attendant, and the art rental attendant may have to hand the printed receipt and contract to the client. The risk of COVID-19 transmission at this point is mitigated if both individuals use hand sanitizer and the paperwork is passed through the gap in the glass panels.

6. The client takes the artwork(s) and leaves via the Lonsdale Avenue exit/entrance. (*See floorplan)
Prior to each appointment, the art rental attendant must ensure that the waiting area has a blank copy of the contract and membership form (if required). All surface areas, including chair arms, the writing table, wrapping table, the art panel handles, and pin pad must be wiped down after every appointment.





PROCEDURES FOR APPOINTMENTS TO RETURN ARTWORK:

Due to COVID-19 safety procedures, all returned artwork must be set aside by the returning client in a designated Quarantine Area prior to being handled by staff or other clients. The returned artwork will be inspected after 24-hours and the returning client will be notified if there is any damage found at that time.

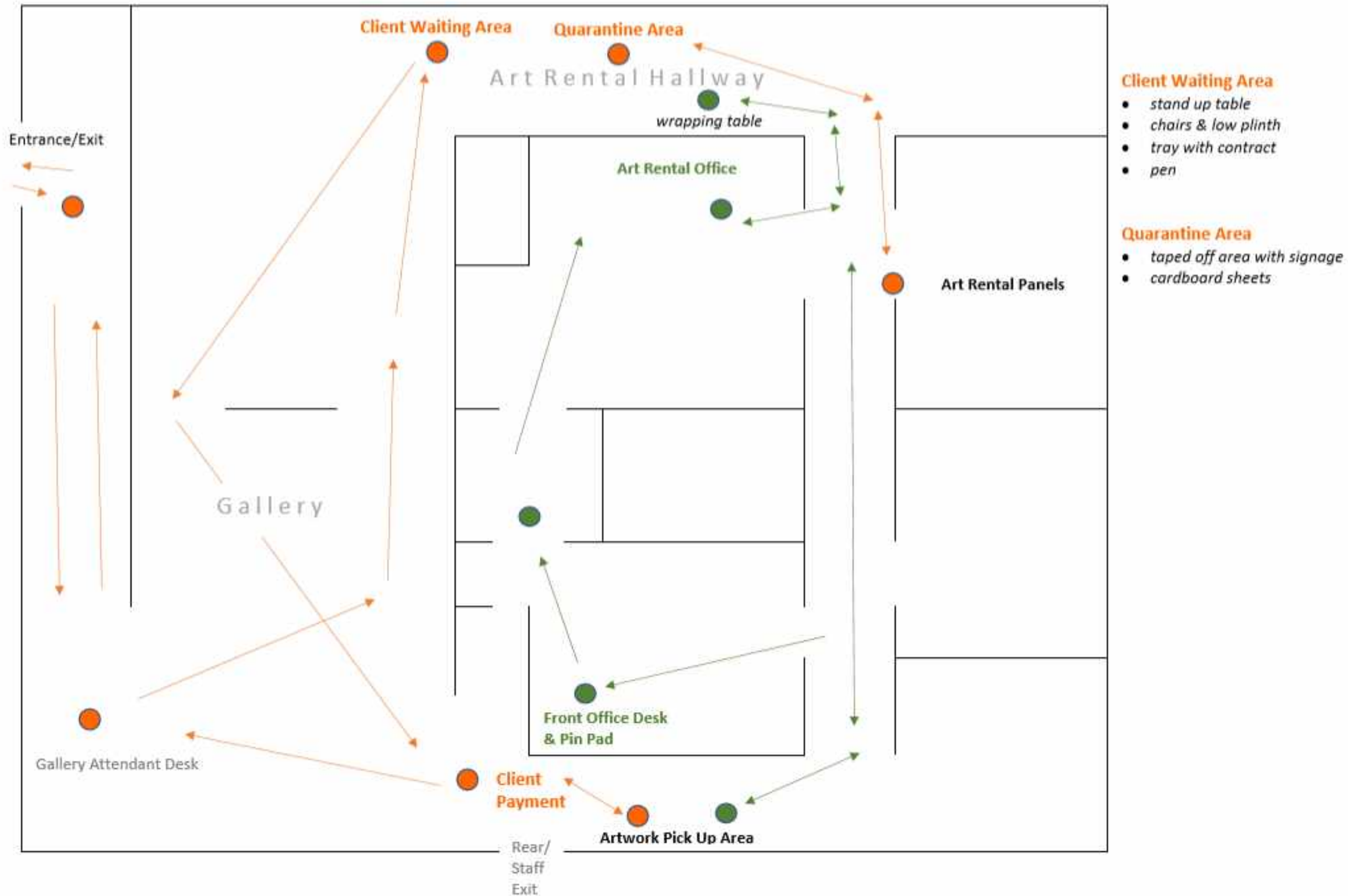
Following North Van Arts safety protocols and distancing procedures:

1. Clients returning artwork enter the gallery from the Lonsdale Avenue entrance/exit and will be directed by a gallery attendant to the Art Rental Hallway area where they will be met by the art rental attendant (who will remain 6-feet apart). A maximum of one client (or two persons from the same household) will be permitted in the area at the same time.
2. The returned artwork will be placed by the client in the designated Quarantine Area within the Art Rental hallway. Individual artworks must be separated from one another (to prevent damage) using the cardboard sheets provided.

3. After the client has finished returning the artwork, the art rental attendant will make a notation in the client record. Receipt of the returned artwork will be acknowledged by email on completion of the damage inspection after the quarantine period has expired.

4. The client leaves via the Lonsdale Avenue exit/entrance. (*See floorplan) A Quarantine Area will be designated within the Art Rental Hallway. This area will be a section of the floor and wall marked off by tape and indicated by signage. Several large sheets of cardboard should be stacked against the wall for use by clients to separate the returned artworks to prevent damage. It may be necessary to designate another 'overflow' quarantine area elsewhere in the office should there be a large number of returned artworks.

FLOORPLAN FOR ART RENTAL CLIENT EXPERIENCE:



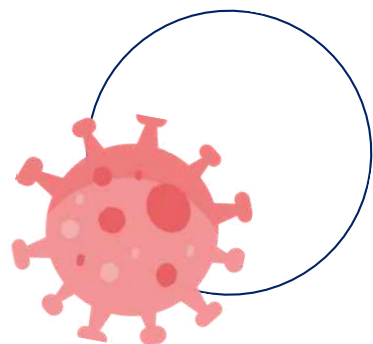
Maplewood House Summer Camp Policies

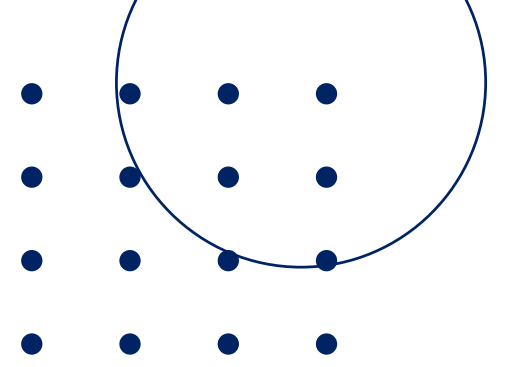
PHYSICAL DISTANCING

- Our group size of maximum 12 campers will be divided into two groups of maximum 6 each.
- The groups will alternate between indoor art activities with our art instructor, and outdoor games and explorations with our camp leader; this way we reduce the number of children indoors at any given time.
- Each camper will have their own table (set 6 feet distance apart) when working on art activities.
- Each camper will have their own cubby for their belongings and their own art supply kit.
- We will minimize sharing supplies as much as possible.

PERSONAL PROTECTIVE EQUIPMENT

- Staff will use masks when physical distancing is not possible.



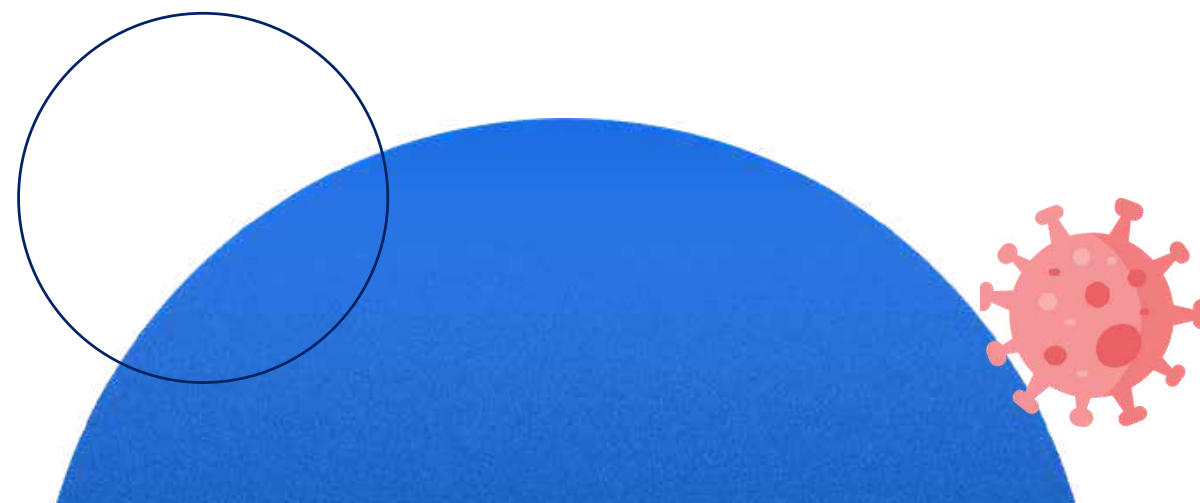


CLEANING AND HYGIENE

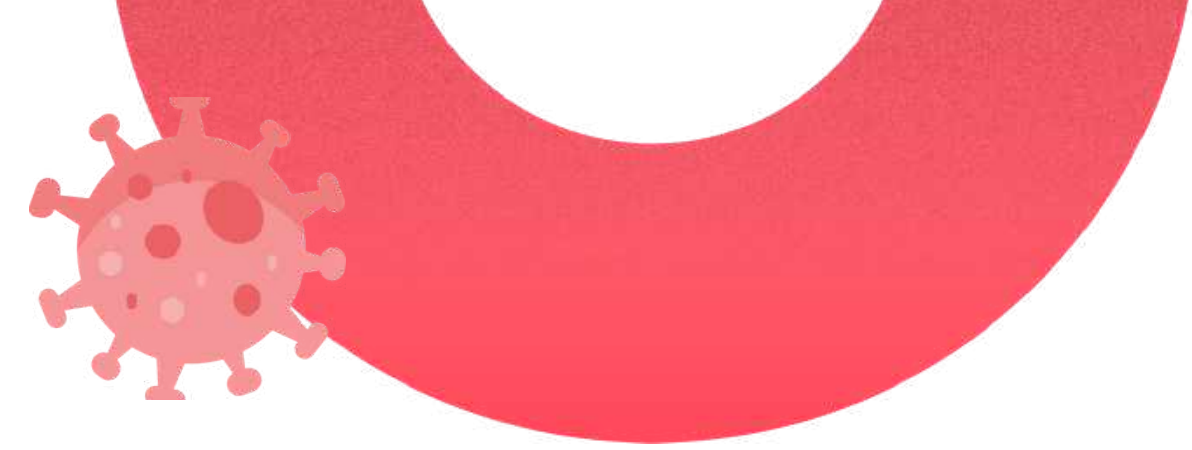
- All campers and staff will wash hands with soap or sanitize hands:
 - Upon entry into the building and at the end of the day.
 - Before and after any washroom visits.
 - Before and after mealtimes.
 - Maplewood House will be cleaned twice daily, disinfecting commonly touched surfaces.

SELF-ISOLATION

- Staff are not permitted to work if they are showing symptoms of COVID-19.
- All parents are asked NOT to send their child to camp if they are showing COVID-19 symptoms.
- All parents of campers and staff will sign a waiver daily stating that they have experienced no symptoms of COVID-19 before entering camp.
- Any camper showing COVID-19 symptoms will be immediately sent home.



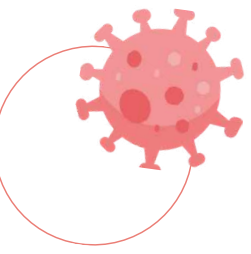
Exhibitions Policies



- All visitors, artists, and contractors will be required to sanitize their hands upon entering and leaving the gallery with the hand sanitizer provided.
- Visitors in the gallery will be monitored as not to exceed the allowable limit of 10 people in the space at any one time.
- Visitors viewing exhibitions will be guided around the exhibition with distanced markers indicating the direction they should take. People viewing the exhibit should maintain a distance of 2 meters when viewing exhibitions at CityScape Community ArtSpace.

PROCEDURES FOR ARTWORK DELIVERY AND COLLECTION - CITYSCAPE COMMUNITY ARTSPACE

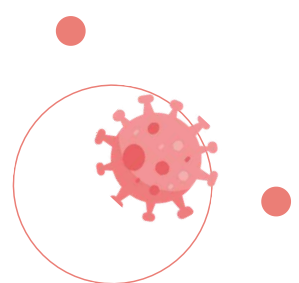
1. Artists will drop off artwork individually at a specified time. Artists will be reminded it is very important to be on time for their delivery/collection appointment. If they are late, or their appointment cannot be met, they should call us to reschedule.
2. Upon entering the gallery, each artist will be asked to sanitize their hands with the hand sanitizer provided. Artists will be encouraged to wear a face mask when delivering their artwork.

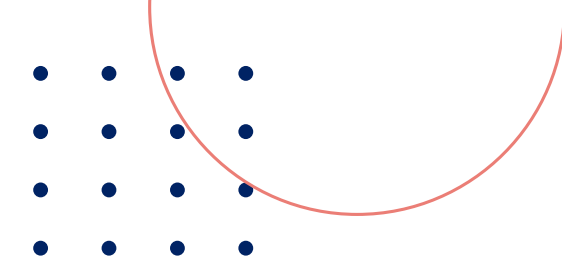


3. Each exhibiting artist will be asked to leave their artwork in a designated quarantine area where it will be left for a 24-hour period.
4. After the 24-hour period, the artwork will be un-wrapped and condition checked.
5. Artist contracts will be laid out in a folder on the front desk where they can sign the art-work release form. Pens and surfaces used while signing the contracts will be routinely wiped down and sanitized after each use.
6. Artists will be told that their artwork will be conditioned checked in 24 hours.

PROCEDURES FOR EXHIBITION INSTALLATION

1. The exhibition installer will be informed of the North Van Arts COVID-19 policy and procedures before commencing work.
2. The exhibition installer will be asked to make-good walls and take down the exhibition as usual on Mondays during exhibition installs/takedowns.
3. On occasion, a member of staff (usually the Exhibitions Manager) may be required to assist the installer to hang artwork or hold a ladder. In these instances, both the Exhibition Installer and Exhibitions Manager must try to maintain as much distance between each other as possible. Also, both the Exhibition Installer and Exhibitions Manager must each wear a mask and gloves when assisting each other closely with tasks.
4. If an artist does need to be present to install their work, they will be asked to do this at a pre-arranged time and will be required to wear a mask and gloves to do so.





PROCEDURES FOR EXHIBITION OPENINGS AND EVENTS

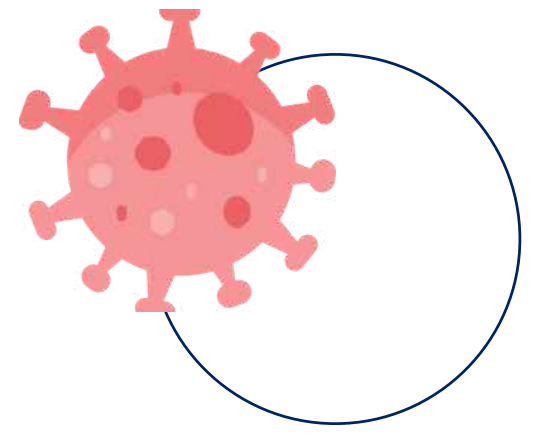
1. There will be no Exhibition Openings for CityScape exhibitions and no alcoholic beverages, soft drinks, or food will be served at events until it is deemed safe by Health Authorities.

PROCEDURES FOR ARTWORK DELIVERY AND COLLECTION ART IN THE COMMUNITY

1. We will adopt the same procedure as above for Art in the Community. Instead of artists delivering works to the AIC premises. AIC artists will be asked to drop their artwork off at CityScape Community ArtSpace before exhibition installation to allow for a 24-Hour quarantine period. Artwork will then be transported a member of North Van Arts staff to the AIC premises.
2. North Van Arts will adopt COVID-19 policy and procedures of Art in the Community venues for installations.
3. There will be no exhibition openings at Art in the Community venues until it is deemed safe to do so and approved by the venue.
4. On occasion, two members of staff (usually the Exhibitions Manager) may be required to hang artwork for Art in the Community. In these instances, both staff members must try to maintain as much distance between each other as possible. Also, both staff members must each wear a mask and gloves when assisting each other closely with tasks.



Volunteer Policies



ENGINEERED CONTROLS

- Volunteers will assist staff in communicating COVID-19 safety procedures to the public at CityScape. Staff will provide this information to volunteers.
- Staff will update these procedures as the BC CDC and/or provincial health authorities make announcements. Volunteers may suggest changes and/or speak with staff to recommend updates to policies or procedures.
- If volunteers feel uncomfortable at any time they should inform staff first and discuss any concerns.
- When visitors return Art Rental works, volunteers will guide them to the Art Rental Salon connecting them with staff before returning to the front desk.
- Volunteers will assist staff in counting visitors and ensuring there are no more than 10 visitors inside CityScape at any time.
- If CityScape reaches its maximum capacity, volunteers will speak with staff first, and then instruct other visitors to remain outside CityScape in a 6ft/2M distanced lineup until there is space to allow more individuals inside. Staff are responsible for designating and drawing the lineup outdoors.

CLEANING AND HYGIENE

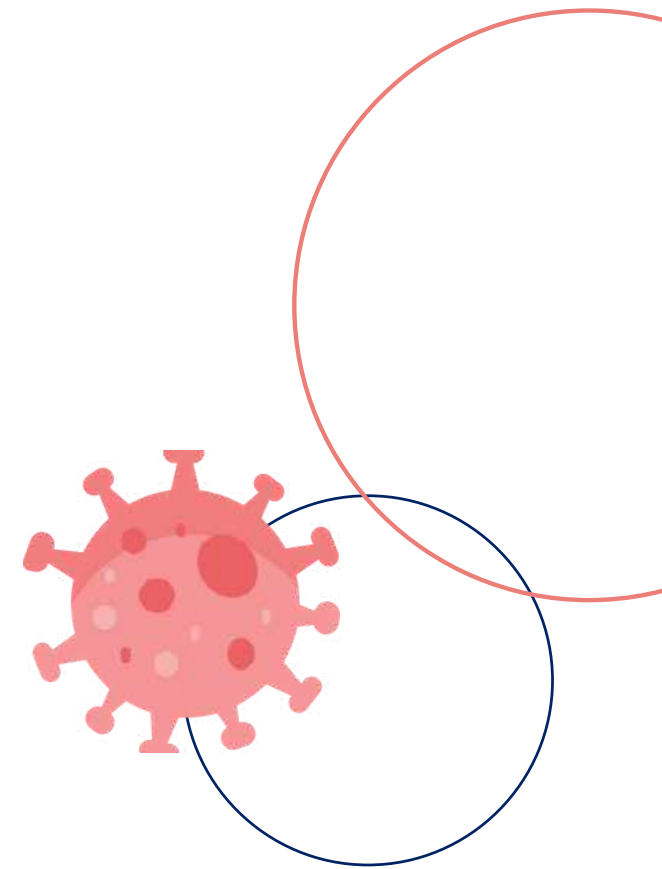
- Volunteers must sanitize or wash their hands immediately upon entering/exiting CityScape.
- Volunteers must sanitize or wash their hands before interacting with exhibitions and any materials (notebooks, clicker, etc.) on the volunteer's desk.
- If there is more than one volunteer scheduled on the same day, each volunteer must sanitize the volunteer desk area before they leave. Staff are sanitizing the volunteer desk and public surfaces every morning.

PERSONAL PROTECTIVE EQUIPMENT

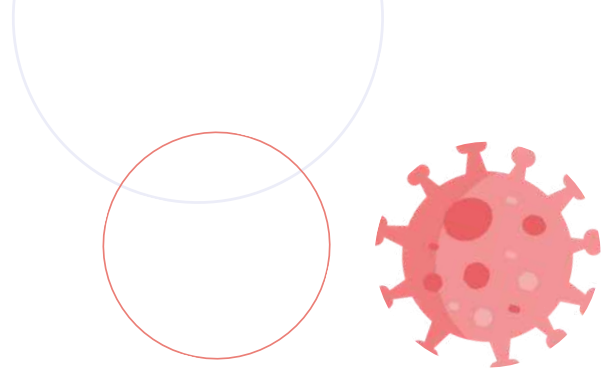
- In emergency situations (medical, criminal, natural disaster) staff, volunteers, and/or members of the public may be required to come into close proximity. Volunteers should speak to staff, who will call 911, as emergency personnel are properly equipped to provide support.
- Individual judgement is to be used in evaluating the risks for supporting persons in an emergency, when possible PPE (masks, gloves, or hand sanitizer) are to be used.

SELF-ISOLATION

- Volunteers are required to stay at home and call staff if they feel unwell and/or show symptoms of COVID-19. Volunteers must self-isolate for 10 days in accordance with BC CDC guidelines.



Protecting Mental Health



Workers in the workplace may also be affected by the anxiety and uncertainty created by the COVID-19 outbreak. It's important to remember that mental health is just as important as physical health, and to take measures to support mental well-being. Here are some resources that can assist with maintaining mental health in the workplace during this time.

- [COVID-19 Psychological First Aid Service: Information and Signup \(British Columbia Psychological Association\)](#) – Free virtual counselling provided by registered psychologists.
- [COVID-19: Staying Well In Uncertain Times \(Canadian Mental Health Association – B.C.\)](#) – Tips and information on how to reduce and manage anxiety in the workplace due to the COVID-19 outbreak.
- [Managing COVID-19 Stress, Anxiety and Depression \(Ministry of Mental Health and Addictions\)](#) - Tips and resources on things we can do as individuals and collectively to deal with stress and support one another during these challenging times.
- [Mental Health and Psychosocial Considerations During COVID-19 Outbreak \(World Health Organization\)](#) – These mental health considerations were developed by the WHO's Department of Mental Health and Substance Use as messages targeting different groups to support for mental and psychosocial well-being during COVID-19 outbreak.