

SMS-P097


TransLink COVID19 Safe Operations Program



Safety Program



COVID-19 Safe Operations Program

COVID-19 Safe Operations Program			
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Owner	TransLink Safety & Emergency Management Department		
Purpose of the SOP	The purpose of this Standard Operating Procedure is to provide guidance on the protection of employees and members of the public from the COVID-19 virus in the Metro Vancouver transit system.		
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Approved by	Chief Executive Officer	Kevin Desmond	 Signature

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TransLink Safety Commitment

TransLink operates on a foundation that includes *Safety, Sustainability and Resiliency*. These pillars are fundamental to everything we do.

To demonstrate our dedication to safety, we have developed the TransLink Safety Commitment.

Our Safety Commitment applies to all employees of TransLink, its subsidiaries, and service contractors. It includes safety-related policies and practices for our customers, employees, vehicles and infrastructure.

SETTING GOALS

Our Safety Commitment includes three guiding principles:

- **Eliminate injuries** to both our customers and employees
 - **Empower employees** and hold them accountable to work safely
 - **Influence others** to improve safety for people across Metro Vancouver
-

THE PATH FORWARD

Establishing our Safety Commitment is the first step in a journey.

As we embark on this journey, we will take the following steps to achieve our safety goals.

To **eliminate injuries**, we will:

- Set ambitious safety objectives and annual targets that are industry-leading
- Use data and identify root causes of injuries to proactively reduce safety risks
- Prioritize safety, security and resiliency when building infrastructure or expanding our fleet

To **empower employees**, we will:

- Increase training opportunities for staff across the enterprise
- Introduce accountability measures to ensure safe transit operations
- Cultivate strong partnerships with our employees and unions in the pursuit of safety

To **influence others**, we will:

- Work with the communities we serve to improve safety
- Conduct customer safety campaigns to promote hazard awareness
- Establish industry-leading benchmarks and influence new safety technology

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Introduction

TransLink and its operating subsidiaries are committed to providing a safe and healthful environment for our employees, customers, and contractors. We are additionally committed to maintaining as high a level of transit service as possible and to working with our internal and external stakeholders to contribute positively to the resiliency of the Province of BC, supporting Metro Vancouver region's response and recovery to the Provincial Health Emergency.

The COVID-19 Pandemic and the necessary response to it has proved challenging to our modern society. TransLink and its Operating Companies have adapted their operations throughout the pandemic, from prior to the declaration of a Public Health Emergency through to the launch of BC's Restart Plan¹ and beyond.

TransLink will continue to adapt its Safe Operations Plans based on guidance from BC's Public Health Office, WorkSafeBC COVID-19 Transit Industry Protocols², and best practices within the transit industry worldwide.

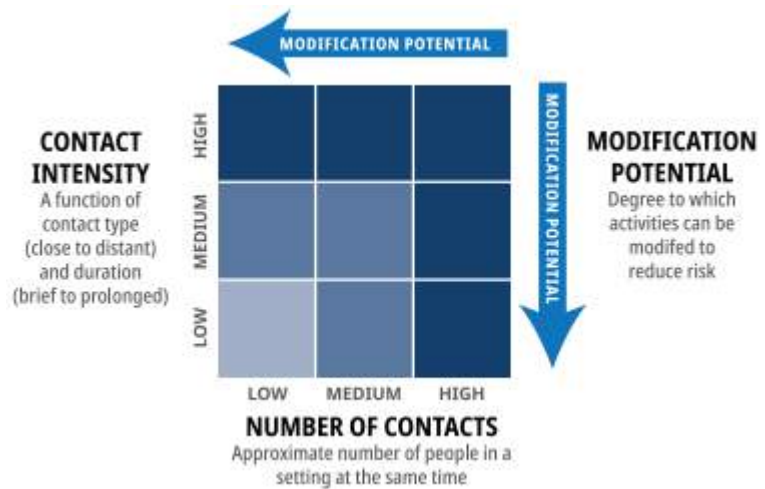


Figure 1 BC's Restart Plan - Reducing Transmission

Guiding Principles

The approaches described in this document are based on presumptions that:

- ❖ Efforts to protect employees from exposure will meet obligations for health and safety in the workplace
- ❖ Efforts to reduce exposure potential for customers will help meet the public health goals as determined by the Province
- ❖ Public transit is an essential service in the Province during the COVID-19 pandemic
- ❖ Personal Hygiene is an individual effort critical to containment of COVID-19 through both droplet and contact transmission
- ❖ Cleaning and disinfecting of surfaces is beneficial in reducing the risk of contact transmission
- ❖ Physical distancing to reduce exposure is desirable but not always practicable
- ❖ Where physical distancing is not practicable, it is preferable to limit the number of contacts in other situations

Purpose

This program is meant to communicate TransLink's commitment to customer safety, and to provide direction with respect to employee safety for TransLink, BC Rapid Transit Company (BCRTC), Coast Mountain Bus Company (CMBC), and guidance for TransLink's service contractors. This Safe Operations Program will assist each affected company to identify, assess, and manage the risk of employee's exposure to COVID-19 in their respective workplaces. Strategic guidance for the protection of customers and the public is also described and is intended to support the phased approach to recovery in BC.

¹ https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/gdx/bcs_restart_plan_web.pdf

² <https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-industry-information/transportation>

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Specific to employees, this document is intended to capture minimum expectations for TransLink Enterprise staff in order to prevent harmful exposure of workers to the SARS-CoV-2 virus that can cause COVID-19. It is not intended to supplant or conflict with any other corporate, public health, or other regulatory requirements. Individual TransLink Enterprise Operating Companies and their department and facility managers should use this program to develop specific COVID-19 Safety Plans for their work areas and work groups. Templates and instructions are included as appendices to this document, as well as sample handouts and posters. Each company will establish and maintain an inventory of what COVID-19 Safety Plans are required and update as necessary.

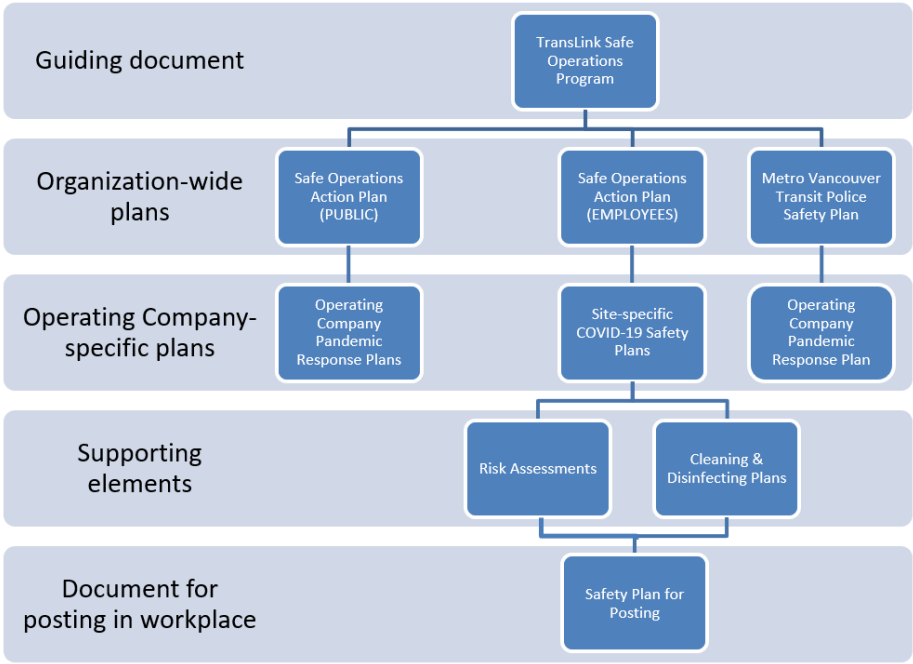


Figure 2 Safe Operations Program Layout

Scope

This document applies to TransLink Enterprise, TransLink Corporate, BCRTC, and CMBC staff, and consultants or contractors while engaged on TransLink work. This document will be in place until such time as it is rescinded due to the risk of COVID-19 exposure having been sufficiently reduced that it is no longer considered a pandemic, when it is replaced by other corporate or regulatory programs, or when it is no longer applicable for any other reason.

When used singularly, TransLink refers to the TransLink Enterprise including the corporate organization, wholly owned subsidiaries, and contractors, but not Metro Vancouver Transit Police. TransLink Corporate refers to the company itself and employees exclusively.

This *Safe Operation Program* is intended as an overarching plan to provide for the safety of TransLink’s customers across our system and to provide guidance in the development of the *Safe Operations Plans* by each employer, in relation to the COVID-19 pandemic. Within each employer, there may be multiple *Safe Operations Plans* or sub-plans that cover work areas with unique risk and control environments.

Safe Operations Action Plan – Public Protection

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We've launched our Safe Operating Action Plan which outlines measures to keep Metro Vancouver moving safely as British Columbia's economy restarts. Customers will notice several changes at stations and on vehicles designed to improve sanitation, promote physical distancing, and avoid overcrowding where possible, as outlined throughout this page. Please check back often for updates as we continue to evolve our response strategies³.

May 21: An Open Letter to our Customers

This week marks a new chapter in British Columbia's response to COVID-19.

As we turn the page, TransLink is stepping up to support Phase 2 of British Columbia's Restart Plan.

Throughout the pandemic, thousands of essential workers have relied on our services every day. Over the coming weeks and months, we expect that many of our customers will be returning to the transit system as they go back to work, to school, and to get to the people and places that matter to them.

That's why we are announcing new and enhanced measures today to improve safety and meet the needs of you, our customers.

In the weeks ahead, you will start to notice changes at transit stations and on vehicles designed to improve sanitization, create physical space where possible, and enhance your safety.

These initiatives, many of which have been taken since the beginning of the pandemic, are now part of the Safe Operating Action Plan. This plan will be implemented in phases to meet the needs of our customers as B.C.'s economy restarts.

One of the key things you will see is an increase in our cleaning and sanitization efforts. We have already implemented regular spray disinfection on our vehicles as well as daily cleaning on SkyTrain. Now, we will deploy cleaning "pit crews" to disinfect SkyTrain cars at high-traffic stations and we are doubling the spray disinfection of buses and SeaBuses to twice a week.

To help reduce the number of people on any given SkyTrain, we are going to limit the flow through fare gates at busy SkyTrain stations. This might mean you can't make the train just entering a station, but please remember that the next train is only minutes away.

We will also be adding service to create more opportunities for space. This includes restoring service to nearly the same levels as before the COVID-19 pandemic on many routes. And please take transit off-peak if you can.

Safety on transit will take all of us working together.

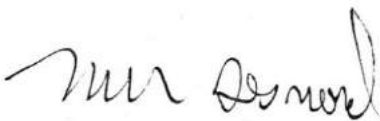
To help keep yourself and your fellow passengers safe, please wear a non-medical mask or face covering while waiting or travelling on transit. And please stay home if you are sick.

It's no secret that, like everyone else, the past few months have been a challenge for our organization. We have had to adapt to rapidly changing circumstances due to the pandemic.

As our customers gradually return to their daily routines over the coming weeks and months, we want you to know that we are here for you and are ready to welcome you back.

At TransLink, we have adopted a saying: Together all the way. It means that we are here to help our customers reach their destinations and get home again – safely, reliably and affordably. Today, it also means we are working together – all of us – to get us all the way through this pandemic period and ensure our transit service is here for you as we restart the economy and bring some normalcy back to our lives.

Thank you again for your trust and support.



Kevin Desmond

³ <https://new.translink.ca/rider-guide/coronavirus-precautions>

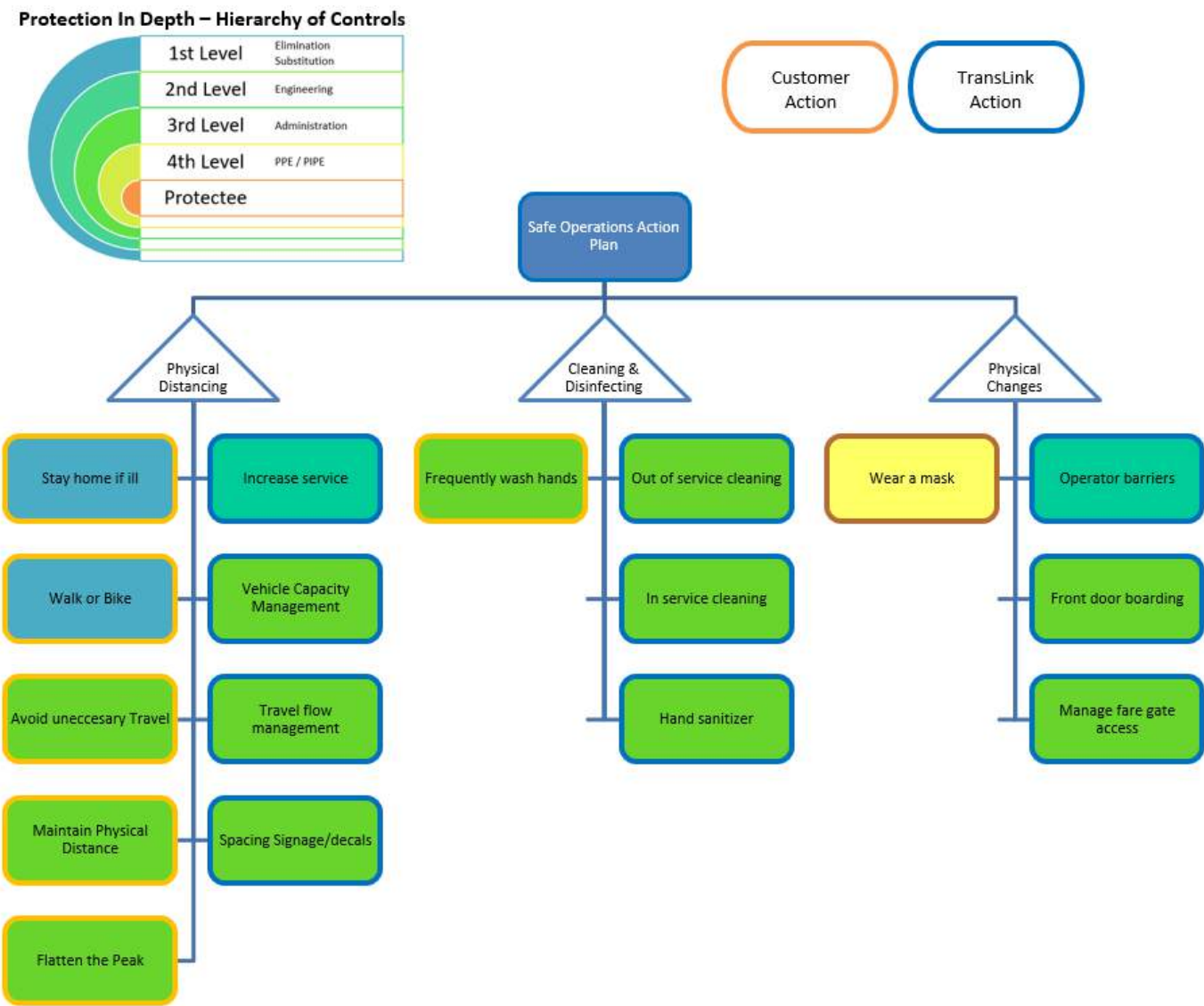
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CEO, TransLink

Public Protection Strategies

Following the concepts of *Protection in Depth* and the *Hierarchy of Controls*, TransLink is using a variety of measures in support of the Public Health Office’s expectations and to provide for the health and safety of our passengers during the current pandemic. The following list of examples is not exhaustive and may change depending on the advice or requirements of Public Health, availability of resources, or changes in understandings of the effectiveness of the individual controls.


Recognizing that transmission of COVID-19 is primarily through droplet and contact transmission, the following measures aim to support our customers in reducing their overall close contacts as they go about their lives including using public transit, and reduce the likelihood of their coming into contact with droplets containing COVID-19 while in the transit system. Individual operating companies and services, CMBC, BCRTC, Canada Line, HandyDART have incorporated these




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measures into their company-specific Pandemic Response Plans.


Figure 3 Public Protection Strategies

Tip #1 – Transit etiquette



Stay home when unwell, avoid touching your face, cough/sneeze into your elbow and disinfect your hands often using hand-sanitizer dispensers at various hubs across the transit system.

Tip #2 - Timing is key



Please travel during non-busy times. Refer to the [peak periods](#) when travelling, so space remains available for essential service workers.

Tip #3 - Plan your trip



Use the [Trip Planner](#) to plan your trips in advance and allow for extra travel time.

Tip #4 - Bus fares & boarding



Beginning June 1, front-door boarding and fare collection will resume on all buses.

Tip #5 - Physical distance



Please maintain physical distance from other passengers and transit staff when possible and follow our physical distancing markers where outlined.

Tip #6 - Wear a face covering



For everyone's safety, please wear a face covering when riding transit. Non-medical masks, bandanas, scarves and cloth can all be used.

Tip #7 - Active transportation



Walking or cycling are great for your health, the environment, and help reduce congestion in transit and on the road. Visit the [Active Transportation Options](#) page for more.

Tip #8 - News and updates


Sign up for [Transit Alerts](#) and Follow [TransLink News](#) on Twitter. For health updates, visit gov.bc.ca/covid19.

Tip #9 - Submit feedback and suggestions


Use the [Feedback Form](#) or call Customer Information at 604.953.3333.

Tip #10 - Please be patient


If all bus seats are taken, please wait for the next bus. If you can't maintain physical distancing on SkyTrain, West Coast Express or SeaBus, please wait until safe space is available.

PHYSICAL DISTANCING

SkyTrain

Fare gates will be limited to enter or exit only to support physical distancing on platforms and trains. Please follow fare gate directional signage to use the appropriate gate.

Bus

Please sit only in unmarked seats. Once restricted capacity is reached, the bus will not pick up any further passengers.

SeaBus

SeaBus will run at half-capacity. Please board using the turnstiles at the terminals to ensure each vessel abides by the capacity limit.

Bus stops and station entrances

Please stand on the 2 metre spaced decals while waiting to enter SkyTrain stations or for the next bus.

HOW WE'RE KEEPING THE SYSTEM CLEAN

Cleaning Pit Crews

We've deployed cleaning "pit crews" to disinfect SkyTrain cars at high traffic stations. Pit crews will be stationed at major hubs to disinfect high-touch surfaces on trains during peak hours. Crews will also clean on board trains between stations.

Daily cleaning and disinfecting schedules

Across SkyTrain, West Coast Express and HandyDART vehicles we'll be performing daily cleaning routines including a disinfectant spray down of poles, seats, ceilings, handles, windows, sills, and all other high touch surfaces.

Increasing bus and SeaBus disinfection schedules

Vehicles and vessels will be spray disinfected twice per week, in addition to daily cleaning schedules.

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Figure 4 Safe Operations Action Plan (translink.ca website)

FAQs

What does "physical distancing" mean when I'm taking transit?

According to BC Centre for Disease Control, physical distancing means keeping a minimum distance of two metres (or six-and-a-half feet) from one another.

On transit, give as much space as possible between others and wear a mask when this isn't possible. We are also encouraging [additional physical distancing changes](#) to ensure everyone feels safe.

How can I protect myself while using transit?

We understand this is an anxious time for our customers, and we are working closely with health officials to do our part to keep our employees and riders safe.

While you are in stations, riding buses or trains, remember these tips to help us keep the system safe and clean. Together, we can "flatten the curve."

Do:

- For everyone's safety, please wear a face covering when riding transit. Non-medical masks, bandanas, scarves and cloth can all be used.
- Stay home if you're feeling unwell
- Sneeze or cough into your sleeves, elbow or tissue.
- Disinfect your hands often using hand-sanitizer dispensers at various hubs across the transit system.
- Practice physical distancing where possible.
- Refer to the [safety tips section](#) on this page for more information.

Do not:

- Touch your face
- Use the single seat behind bus drivers
- Use seats close to the crew onboard the SeaBus

What if I am not able to wear a mask or face covering?

TransLink is recommending the use of masks while on transit but acknowledges there are situations where some individuals may not be able to wear a mask. This recommendation only applies to those who are able to wear a mask.

What is TransLink doing to keep the system clean?

During this period, TransLink has increased cleaning efforts across our entire system. You can find more information on how we are keeping our stations, vehicles and facilities. Refer to the [how we're keeping the system clean section](#) on this page for more information.

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How are the employees, operators and frontline staff protected?

The wellbeing and safety of our staff and customers is a priority for us. Here are some measures we've implemented to support physical distancing on transit:

- Accelerating installation of operator protection barriers
- Encouraging rear door boarding on buses where it's possible
- Restricting the use of single seat behind the operator on certain buses and seats close to SeaBus crew

Does the ban on public gatherings affect public transit?

Not at this time. Over the past several weeks we have seen ridership in decline, meaning that transit services have fewer passengers, which allows for more physical distancing. We have launched an education campaign promoting hygiene and asking customers to allow extra space for fellow passengers when on board transit.

Will TransLink be refunding monthly pass holders?

If customers are not using their monthly pass due to the COVID-19 pandemic, they can call Compass Customer Service and discuss options which may be available to them.

Compass Customer Service can be reached at 1-888-207-4055.

Resources

For more information on COVID-19, please see any of the following pages:

- [Public Health Agency of Canada - Coronavirus disease \(COVID-19\)](#)
- [BC Centre for Disease Control - Novel coronavirus \(COVID-19\)](#)
- [Vancouver Coastal Health - Information on Coronavirus Disease \(COVID-19\)](#)
- For interpretation services, call the Health Canada COVID-19 information line at [1-833-784-4397](tel:1-833-784-4397) or email phac.info.aspc@canada.ca

Safe Operations Action Plan – Employee Protection

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Responsibilities

Employer Responsibilities

Senior leadership of TransLink will:

- Employee Specific
 - Work with WorkSafeBC to establish and meet Transit Safety Protocols during the COVID-19 pandemic
 - Educate workers on the hazards and risks of COVID-19 exposure in the workplace
 - Educate workers on Safe Operational Plans plan and any efforts or requirements relating to preventing spread of the virus in TransLink operations and workplaces
 - Where practicable and sustainable, support working remotely
 - Support workers maintaining physical distancing (2m separation) in the workplace
 - Provide for handwashing facilities or sanitation methods in TransLink facilities
 - Requiring TransLink contractors to have COVID-19 Safe Operational Plans appropriate to their work and exposure potentials
 - Making this plan and supporting plans and documentation available to workers
 - Reviewing and updating this plan periodically for the duration of the COVID-19 pandemic
- Customer Specific
 - Work with the Public Health authorities to understand and support efforts to limit the impact of COVID-19 to customers and public
 - Investigate and provide resources to deliver the service and supports necessary to achieve the above
 - Provide strategic direction to staff on customer-facing initiatives

Manager Responsibilities

TransLink's managers will:

- Ensure workers can access this plan, sub-plans and supporting documentation and are familiar with the contents
- Support remote working arrangements where practicable and sustainable
- Communicate regularly with their direct reports regarding maintaining safe practices for COVID-19
- Contact Occupational Health if a worker reports having flu-like symptoms
- Ensure physical distancing measures are communicated and complied with when in-person meetings are held

Worker Responsibilities

TransLink's workers will:

- Stay home if they are sick
- Wash hands with soap and water frequently or use hand sanitizer when soap and water are not available
- Maintain physical distancing measures as much as practicable
- Know the hazards and control procedures of the workplaces they visit
- Follow procedures for exposure control contained in this plan and sub-plans
- Communicate unsafe conditions and practices to their supervisor, Safety personnel, and/or their Joint Occupational Health & Safety Committee
- Report exposure incidents to their supervisor, and Safety personnel or First Aid Attendants

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Risk Identification & Assessment

Routes of Transmission

Exposure to COVID-19 may occur in several different ways, including through droplet transmission and contact transmission. The following section describes these in more detail. Note that at this time airborne transmission is not known to occur with COVID-19⁴.

Droplet Transmission

While COVID-19 is not believed to be transmitted through airborne transmission, the droplets expelled when a person coughs or sneezes can be inhaled before they fall to the ground or other surface, resulting in possible exposure.

Physical distancing of 2m between individuals is intended to reduce this exposure mechanism. Additional protections include facing away from others when sneezing or coughing, sneezing or coughing into one's elbow or a tissue, wearing a non-medical mask (not a respirator) to contain droplets, and anything else that limits the spread of droplets (i.e. face covering).

Contact Transmission

Contact transmission of COVID-19 can occur directly or indirectly.

Direct transmission can occur for example if droplets containing the virus move from one person to another when they contact each other such as when shaking hands or hugging. The virus enters the recipient when they then touch their eyes, nose or mouth with a contaminated hand, sleeve, etc.

Indirect transmission occurs when a person touches a surface that has droplets on it such as an elevator button, table, document, etc. and then touches their eye, nose, mouth, etc. Surface contact is of note as the virus that causes COVID-19 can survive on many surfaces for days.

Frequent hand washing, physical distancing, and avoiding touching one's face are meant to reduce the likelihood of these forms of transmission. Frequently touched surfaces should be sanitized regularly.

Risk Assessment

The following high-level assessment provides basic information for personal protection of workers in some but not all types of work situations.

- TransLink Enterprise workers will be considered at **Low Risk** when working in locations where physical distancing is able to be generally maintained.
- Workers driving/riding public transit vehicles, visiting project worksites or otherwise unable to consistently maintain physical distancing will be considered at **Moderate Risk**.
- Transit Security and Metro Vancouver Transit Police are expected to have occasional work in **High Risk** scenarios, in particular involving non-compliant subjects who may be infected with COVID-19.

The table below focuses at a high-level on PPE and personal hygiene considerations for different levels of risk exposure for COVID-19 in the workplace, but not on work procedures or engineering controls, which are considered later in this

⁴ BC Center for Disease Control, May 20, 2020 (<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/how-it-spreads>)

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document.

COVID-19 RISK ASSESSMENT	LOW RISK Workers who typically have no contact with possibly COVID-19-infected persons ¹	MODERATE RISK Workers who may be exposed to potentially COVID-19-infected persons from time to time in relatively large, well ventilated workspaces ²	HIGH RISK Workers who may have contact with potentially COVID-19-infected persons, or with infected persons in small, poorly ventilated workspaces ³
Hand hygiene	Yes (washing with plain or antimicrobial soap and water; or use of hand wipes or sanitizer that contain effective disinfectant)		
Disposable gloves	Not required	Not required (unless handling contaminated objects on a regular basis)	Yes in some cases- e.g., when working directly with non-compliant subjects or treating patients.
Body protection (eg. Gown, coveralls, Tyvek suit)	Not required	Not required	Not required
Eye protection - Goggles or Face shield	Not required	Not required	Yes in some cases- e.g., when working directly with non-compliant subjects or treating patients.
Face protection	Not required. Face mask use encouraged.	Yes (in some cases, eg. face mask required when within 2m unless protected by a barrier)	Yes (face mask or face shield)
Airway Protection - respirators	Not required	Not required (unless likely to be exposed to coughing and sneezing)	Yes (minimum N95 respirator or equivalent)
<p>¹ This category would typically apply to workers who do not have contact with the public, for example, in locations such as maintenance facilities or administrative clerical areas.</p> <p>² This category would typically include workers who routinely deal with the public, some of whom may be infected with the COVID-19 virus, in circumstances where typically the contact is of a short duration, and the workspace is relatively large and well ventilated. Examples include receptionists, and field-based customer service workers. Protective measures may be required if workers handle, on a regular basis, objects that may be contaminated (eg. Inside transit vehicles or stations) or are exposed to coughing or sneezing.</p> <p>³ High-risk activities typically involve workers (e.g. security, first aid, and emergency response) who interact with non-compliant subjects within 1m or treat patients who may be COVID-19-infected. They may also include other circumstances where there is extensive contact with the public in small enclosed areas where ventilation is poor.</p>			

Figure 5 COVID-19 Risk Assessment Table (based on table courtesy WorkSafeBC)

Detailed Risk Assessment

Appendix A – Job Aids for Safety Plan Creation, includes a flowchart to use in assessing the appropriate control measures for protection of employees in the workplace from COVID-19. It is intended to be used in conjunction with the **Safety Plan for Posting** template, with the completed documents produced being maintained by each Enterprise Operating Company. Given the nature of individual companies, multiple location or work group-specific plans will be created, supported by an overarching company plan, which is in turn supported by this program. It is recognized that the assessment may change as recommendations from Public Health authority (PHA), WorkSafeBC, and TransLink Corporate

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Safety evolve through the life of the COVID-19 pandemic.

Customer-facing protections have been identified for various scenarios and are reflected in the section **Protections In Depth Worksheets** at the end of this document. It is recognized that these scenarios and the associated controls will be fluid in their application, with changes being driven by the same reasons as above, as well as variability in passenger loading and other factors relating to the day-to-day operation of the transit system.

Risk Control

TransLink uses a variety of means to provide protection for employees and passengers in locations and workspaces under its control. The concept of a Hierarchy of Controls is employed where the highest practicable level of protection available is used. This concept is combined with the concept of Protection in Depth, where multiple levels of protection from the Hierarchy are layered, providing the most protection practicable for the circumstance. This layering also allows flexibility in determining the protections to employ.

A key aspect of the Hierarchy in containing the risk of COVID-19 is the combination of actions taken by individuals to ensure their own personal hygiene and protection. In this document the acronym PIPE is used to refer to:

Personal
Infection
Prevention
Efforts

PIPE up for Safety!

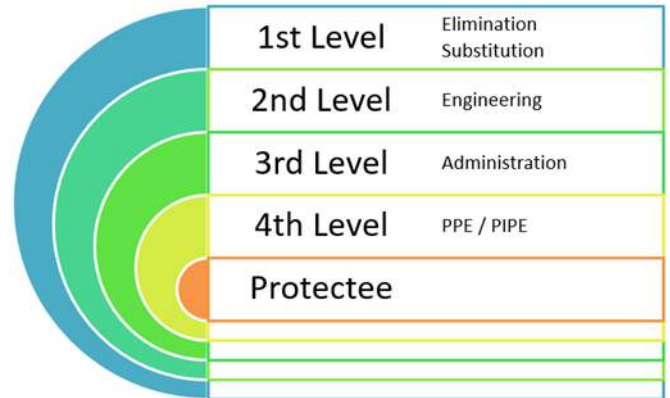


Figure 6 Protection In Depth - Hierarchy of Controls

PIPE refers to the use of masks or face coverings worn in an effort to contain a person's droplets they expel when breathing, speaking, coughing and sneezing, with the understanding that they may be infected with COVID-19 and not be aware. The intent of showing PIPE in the Hierarchy is to show how an individual's efforts are in concert with those taken by TransLink to provide for safe travel throughout the Metro Vancouver region. It is noted that the use of masks and face coverings is not a requirement of Public Health authorities at this time. TransLink does not object to the use of masks or face coverings by employees or customers when it is voluntary and does not pose a safety or health risk.

- **1st Level Protections – Elimination & Substitution**

Elimination

Efforts to eliminate the COVID-19 virus are beyond TransLink's control, however it is recognized that the virus can be prevented from entering the transit system if people do not enter it. While this is neither practical nor desirable at a community level, individual passengers may be able to exercise such an option. For the purposes of this plan,

Elimination takes the following forms:

- Customers not using the system unless necessary
- Employees and customers staying home if ill

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Substitution

For customers, *substitution* means replacing exposure to COVID-19 in the transit system with another means of travel, such as biking or walking. These efforts can be total or partial but are considered effective in reducing the opportunities for exposure by limiting their time in the system. It can also include using touchless options where practicable, for example using touchless payment methods instead of cash when purchasing fare products.

For employees, *substitution* means the employer facilitating their working from home if practicable. It can also mean using non-revenue vehicles, walking or biking for work-related travel.

- **2nd Level Protections - Engineering Controls**

In the case of COVID-19, *Engineering* controls are physical items that prevent droplet transmission from one person to another. They generally do not require the person being protected to take any action for the protection to be effective, other than not defeating it. COVID-19 barriers generally provide two-way protection and may be employed either semi-permanently or temporarily based on the unique circumstances of a location or exposure scenario. Barriers facilitate people being within 2m of each other by providing sufficient coverage that droplets will not easily pass directly between people. For example, barriers may be:

- Put on buses to separate the operator's space from the loading area at the front of the bus
- Plexiglass screens at Reception desks, or between work locations in offices or maintenance shops
- Portable screens on project worksites in stations to separate workers and the passing public

- **3rd Level Protections - Administrative Controls**

The primary methods of controlling COVID-19 are procedural, including:

Frequent handwashing or use of hand sanitizer

These measures should be used by customers and employees alike:

- Arriving at and before leaving home or a work area
- After handling items or touching surfaces that may be contaminated including any shared tools or equipment, or other materials that may have come into contact with the public
- Before eating, drinking, smoking, handling contact lenses, putting on masks or glasses, or applying makeup and after using the washroom

Physical Distancing

Employees and customers should practice physical distancing whenever practicable. This include measures such as:

- Maintaining 2m distance from others
- Limiting the number of people in a room or elevator
- Not car sharing
- Self-isolating at home if aware of having flu-like symptoms (fever, sore throat, cough or sneezing) for 10 days or until symptoms have passed, whichever is longer
- Self-isolating for minimum 14 days if returning from international travel
- Following the guidelines from public health authorities as they apply to your situation

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TransLink recognizes that physical distancing in the transit system is not always practicable. People should exercise good personal hygiene and cough/sneeze etiquette at all times, and especially when physical distancing is not able to be maintained.

Cough/Sneeze Etiquette

In order to reduce the spread of droplets from coughing or sneezing:

- Maintain physical distancing (2m) if at all practicable
- Face away from others when sneezing or coughing
- Sneeze or cough into your elbow, sleeve or a tissue
- Wash hands frequently

Elevator and Stair/Hallway Etiquette

The number of people in TransLink facility elevators is limited to two (2) persons not from the same household (more are allowed if they are Close Contacts. Persons that are not Close Contacts should not face each other. Persons waiting for elevators should maintain physical distancing if practicable. As some TransLink offices are leased and managed by other companies, other elevator capacities may be in place.

Ideally people on stairs and in hallways will maintain as large a distance from each other as possible when passing. If it is unavoidable to be within 1m then one person should stand close to one side and face away from the other while they pass. Note that this practice is a social convention and not a rule.

Limiting Overall Contacts

Both customers and employees can take efforts outside of the transit system and workplaces to reduce their potential to become infected with COVID-19, by limiting the close contacts they have outside the home. The appropriate number of contacts is imprecise (Provincial guidance is to reduce contacts by 40% or more from pre-COVID-19) but is guided by the advice or orders of Public Health and other authorities. TransLink supports these efforts, whenever practicable and within its areas of influence.

Where appropriate, the occupancy limits of a room or vehicle will be determined and posted.

Cleaning & Disinfecting

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.

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

Cleaning in the workplace includes both scheduled, unscheduled, and as-needed efforts and may at times be done by employees in their own work areas such as workstations and non-revenue vehicles, or by other employees or contractors in public or non-public areas including transit vehicles and offices, as examples. **Appendix D: Cleaning & Disinfecting Plan** lists the most common types of cleaning and disinfecting measures employed by TransLink, and examples of when and where they may be employed. Individual department and facilities management are responsible for keeping a schedule

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for cleaning in their areas of responsibility.

- **4th Level Protections - Personal Protective Equipment (PPE)**

The need for Personal Protective Equipment (PPE) relative to COVID-19 for employees is determined based on risk assessment. Appendix B includes guidance on determining the necessary protections, including PPE.

It is recognized that some employees may want to use their own PPE or PIPE in an effort to reduce exposure potential beyond that determined by formal risk assessment by the employer, or to alleviate concern on their own part or the part of others around them. The following section is intended to identify good practices for the use of certain types of PPE but is not considered directive or intended to meet a regulatory requirement for training or use.

Customers may choose to wear PPE or PIPE while in the transit system unless they pose a risk to others or the safety of operations. For example, the use of Self-Contained Breathing Apparatus (using compressed gas) is prohibited in buses, trains, and SeaBus during regular operations.

Gloves

Disposable gloves are not a replacement for handwashing. When used they should be put on with clean, freshly washed or sanitized (but not still wet with sanitizer) hands. Taking them off is best done by pulling one glove down and away from the palm without touching the wrist of the hand it's being taken off from. The removed glove is then bundled and held in the other hand. The clean hand is then used to pull the remaining glove over and around the grasped glove with all the outside of the glove and the other glove now inside. The glove should then be disposed of and hands washed or sanitized.

Face Masks (PIPE) and Respirators

The use of non-medical masks to contain droplets by persons who may have COVID-19 is a recommendation of public health authorities⁵ when physical distancing cannot be maintained. It is recognized that there is insufficient evidence to indicate that wearing a non-medical mask will protect the wearer of the mask. Workers who may have COVID-19 are asked to not come to work, and to follow up by phone with their healthcare provider or call 811. Passengers should not use public transit if they may have COVID-19. Masks should be worn if a person is ill and must be in public.

The use of masks if not done properly may increase the risk of contact transmission of COVID-19 in a person not already infected.

Masks take several different forms, notably surgical or dust-mask types, and respirators including disposable N95 respirators, that are similar in appearance to dust masks. Except for Transit Security and Transit Police in High Risk scenarios such as dealing with a non-compliant subject, or First Aid Attendants treating injured persons, respirators including disposable N95 respirators are generally not required, and have not been assessed as appropriate for most other TransLink staff in the course of their duties.

Staff who wish to use personal masks may do so. The best way to avoid accidental transmission while donning a mask is to use freshly cleaned hands and to avoid touching the face while putting it on. While wearing a mask

⁵ Public Health Agency of Canada, May 20, 2020 <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/about-non-medical-masks-face-coverings.html>

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one should avoid touching their face, which can be difficult if the mask is not adjusted appropriately. Taking off a mask should be done with freshly cleaned hands and include cupping the mask and releasing the ear loops then pulling the mask down and away from the face before disposing of it or washing in soap and water if reusable. Hands should immediately be washed or sanitized.

Employees assessed as needing to use a respirator will be fit tested by their respective operating company in accordance with WorkSafeBC regulations and their company's Respiratory Protection Program.

Eye protection

Safety goggles are intended to protect from spray, mist or fog. Safety glasses are intended to protect from flying objects. Face shields are intended to protect the face from flying objects or spray and are used in conjunction with safety goggles or safety glasses depending on the hazard.

TransLink employees are expected to use safety glasses as typical PPE when visiting most capital project work sites, and some maintenance facilities, and other environments where flying objects are a risk. There is no expectation of workers to use eye protection in relation to COVID-19, unless their job requires them to be within 2m of others, however workers are welcome to wear them in the workplace regardless provided they do not pose a safety risk.

Putting on and removing eye protection should be done with freshly cleaned hands. Eye protection believed to be contaminated should be cleaned and disinfected or disposed of. Consult manufacturer's instructions before disinfecting in case the chemical used could damage the eyewear or face shield.

Health Monitoring & Case Containment

Workers who may have COVID-19, including having flu-like symptoms should immediately report to their supervisor and First Aid by phone ideally and at least while maintaining physical distance (2m from others). Appropriate responses will be governed by local protocols at the site.

Personal temperature checks are in place for some TransLink facilities and are considered voluntary. Specific protocols are in place and are administered by the relevant operating companies.

Case Containment Measures

It is presumed that some people within the public transit system and associated workplaces will, throughout the pandemic, become infected with COVID-19. Public Health is responsible for assessing the risk to others from individual cases, and in some cases will reach out to TransLink to notify potential exposure to an infected person. Specific responses will be informed by individual company procedures. General approaches are described below for familiarity.

Close Contact with an infected person is defined as having spent >15 minutes (may be cumulative) within 2m of an infected person up to 48 hours before the onset of symptoms.⁶

TransLink Employee positive for COVID-19

In the event a TransLink employee tests positive for COVID-19 and TransLink is notified by a Public Health

⁶ BC CDC - [Interim Guidance: Public Health Management of cases and contacts associated with novel coronavirus \(COVID-19\) in the community](#), May 15, 2020

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Authority, in accordance with the specific and timely recommendations of Public Health and company Occupational Health department:

- Employees or others who are known to likely have been in close contact with the employee may be notified by call or email, along with instructions or recommendations from Public Health on any actions they should take.
- In coordination with Occupational Health, relevant locations may be isolated by the responsible manager.
- A targeted and/or general cleaning and disinfecting of the relevant locations will occur if deemed appropriate.
- Depending on the circumstances of the situation, a workplace investigation may be undertaken.

Passenger or Public positive for COVID-19

In the event TransLink is notified a passenger or member of the public is determined to have posed a known risk of transmission on a transit vehicle or within a station, or visits a facility (Compass Group, TL Head office, Transit Police HO):

- If applicable, the operator(s) or potentially affected employees may be notified, typically in writing by email, along with instructions or recommendations from Public Health on any actions they should take.
- The vehicle will be removed from service and cleaned and disinfected.

Gross Contamination from possibly infected person

If a transit vehicle or station has been exposed to gross contamination from a potentially infected person the responsible manager will determine the appropriate level of cleaning and sanitizing necessary, consulting with Safety, Occupational Health, and Public Health for guidance if needed.

Education & Training

TransLink employees will be provided with access to this Enterprise COVID-19 Safe Operations Plan and a site specific COVID-19 Safety Plan applicable to their work group or place of work, which will be stored online in the TransLink and Operating Company [OWL folders](#) and communicated via Safety Bulletin Boards, Intranet sites, bulletins or other communications tools used by the respective employer. Managers and supervisors will ensure all direct reports are provided access to the site-specific plan for their work area.

On arrival at a new work location, employees will confirm:

- Local requirements, such as sign-in/out or limitations on locations or numbers of workers
- Location of handwashing facilities or hand sanitizer
- How to seek first aid
- How to report symptoms of COVID-19

Workers will review, and where operationally feasible, acknowledge the relevant site-specific plan and associated procedures for personal protection. Any questions may be directed to TransLink and/or Operating Company Safety Departments or personnel.

Recordkeeping

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Records associated with implementation and monitoring of this plan will be maintained in OWL. Audits will be performed as needed by Internal Audit and TransLink and individual company Safety Departments.

- TransLink and Operating Company Safety Departments will maintain records of training/review of this plan.
- Completed checklists, risk assessments, and plans for posting will be retained in OWL, consistent with the Safety Management Systems for each company.
- Completed COVID-19 Safety Plans will be maintained and registered within the Safety Management System for each company.

Review of this program and associated plans will take place annually or more frequently as determined by changed conditions.

Document Mapping

Files relating to this program are centrally located in the Online Work Library (OWL), under the following path:

Enterprise Connect\OWL\Enterprise\TransLink\Chief Financial Officer\Safety and Emergency Management Department\Emergency Management and Business Continuity\7.0 - Incidents, after action reports, follow-up\2020-01 Novel Corona Virus - COVID-19\RECOVERY - RESTART PLAN\4. Safe Operating Plan (Health Plan)

Appendix A: Job Aids for COVID-19 Safety Plan Creation

COVID-19 Safe Operations Program

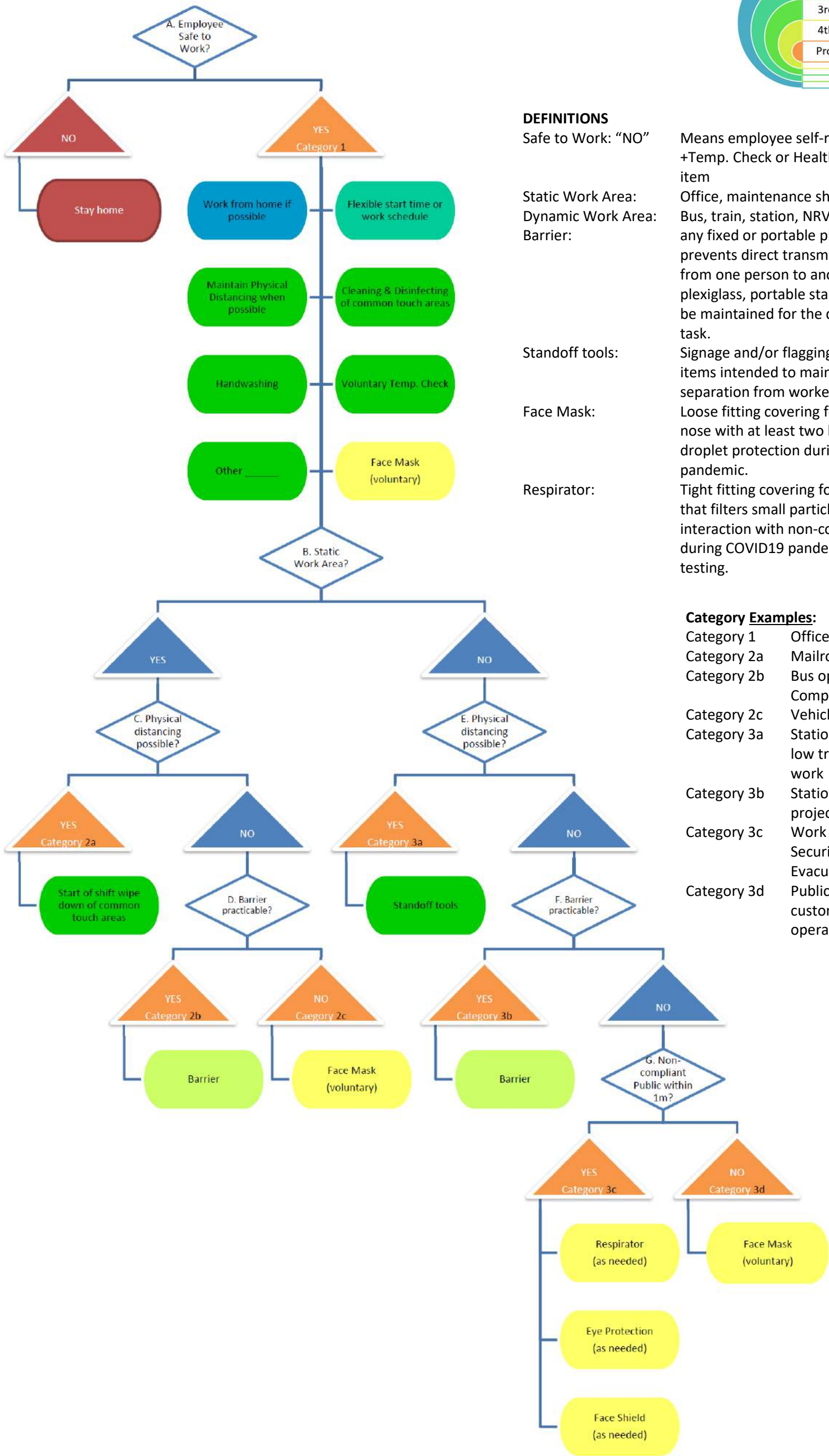
Instructions for Managers

1. Read and consult this plan.
2. Determine overall corporate policies relative to COVID-19 that will apply to the workplace and workforce.
3. Review the workplace or task layout.
4. Consult with workers and Safety Representative for location if available.
5. Complete the **Risk Assessment**
6. Complete the **Cleaning & Disinfecting Plan**
7. Complete the **Safety Plan for Posting**, using the information from the Risk Assessment and Cleaning & Disinfecting plans
8. Save documents to OWL folders
9. Print copies of the completed **Safety Plan for Posting** and post in the workplace.
10. Implement any process or physical changes necessary.
11. Review with staff before or immediately on return to or next arrival at the workplace.
12. Train new workers and visitors to the workplace as needed.
13. Track training and maintain records.
14. Monitor the effectiveness of the measures.
15. Update the documents and re-brief staff if any changes.

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TransLink Enterprise Employee Risk Assessment Aid for Managers

Figure 7 Risk Assessment flowchart



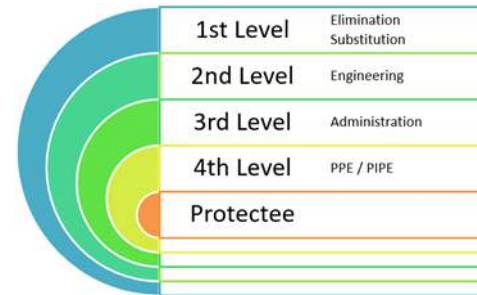
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COVID-19 Risk Assessment Checklist

To Be Completed by Department Lead

Reference the flowchart in the TransLink COVID-19 Safe Operating Program (Appendix B), and specific controls identified. Pick controls from each category that the checklist guides you to. Colour code what level the control is in related to the hierarchy of controls.

- Eliminate – Blue
- Substitution – Light Blue
- Engineering – Green
- Administration – Light Green
- PPE - Yellow



Stages

- Stage 1 – Pre-pandemic
- Stage 2 – Initial response. Essential work and travel only. Ridership at 15%.
- Stage 3 – Opening individual contact up from 30% to 60%. Ridership will increase above 15% to 35%
- Stage 4 – Continuation of opening things up. Individual contact above 60%. Ridership above 35%
- Stage 5 – New normal

Company	TransLink Corporate	Date	
Department	Administration and general practices	Person Completing	
Position/Location/Role		Stakeholder Review	

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QUESTIONNAIRE

Question	Indicate	Flowchart Action	Control	Applicable to Phase...	Date Implemented	Date Rescinded	Comments/Reference
A. Is employee safe to work	No	STAY Home	Stay at home if sick - Follow-up with Occ Health	1 - 3			
	Yes	Category 1 Go to Question B	[list controls that apply to all employees at the location/work group]				
B. Is work Static for majority of	No	Go to Question E					

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the work duration							
	Yes	Go to Question C					
C. Is Physical distancing in static environment possible?	No	Go to Question D					
	Yes	Category 2a	Start of shift or frequent wipe down of common touch areas				
D. Is barrier practicable?	No	Category 2c	Face Mask				
	Yes	Category 2b	Barrier				
E. Is Physical distancing in non-static environment possible?	No	Go to Question F					
	Yes	Category 3a	Standoff Tools				
F. Is barrier practicable?	No	Go to Question G					
	Yes	Category 3b	Barrier				
G. Is non-compliant Public within 1m?	Yes	Category 3c	Respirator; Eye Protection; Face Shield – as needed				
	No	Category 3d	Face Mask				

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Cleaning & Disinfecting Plan

Use this form to identify items or locations that will be cleaned or disinfected in the location.

Subsidiary			Person(s) Completing Assessment			Date of Assessment		
Facility / Vehicle			Number of workers usually present			Accessible to public?		
Handwashing Facilities Available?	Y	N	Type?	Soap & Water	Sanitizer	Fixed	Portable	Individual
Item or Location	Type of Contact Shared / High Contact		Type of Cleaning / Disinfecting	Product Used	Frequency	Person/Company Responsible		PPE Required
<i>Eg. Door handles</i>	<i>Shared</i>		<i>Disinfecting (wipe)</i>	<i>Bleach solution (Clorox)</i>	<i>Bi-daily</i>	<i>Office Assistant</i>		<i>Disposable gloves</i>

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Safety Plan for Posting

Use the COVID Risk Assessment Checklist to fill out/add to the table on the next page. Once complete, print and post the plan in the workplace, accessible to workers. Electronic copy should be saved to OWL.

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Procedures in place to control COVID-19 spread at this workplace:

Subsidiary		Person(s) Completing Assessment	
Facility / Vehicle		Number of workers usually present	
Date of Assessment		Accessible to the Public?	
Elimination	<ul style="list-style-type: none"> Do not come to work if you are exhibiting signs and symptoms of COVID-19 including fever, cough, sneezing or difficulty breathing. STAY HOME! (for severe symptoms, call First Aid/911) Follow the COVID-19 Self-Assessment instructions below. <i>[describe any COVID-19-specific practices that prevent possibly infected persons from entering the workplace]</i> 		
Substitution	<ul style="list-style-type: none"> <i>[describe any alterations to processes, practices, or equipment specific to COVID-19 that replace a close contact (<2m) or high touch item/location]</i> 		
Engineering Controls	<ul style="list-style-type: none"> <i>[describe any physical barriers unique to the location that have been put in place or are used to prevent droplet spread, in particular when people cannot maintain physical distancing]</i> 		
Administrative Controls	<ul style="list-style-type: none"> Frequently wash hands or use hand sanitizer Maintain physical distancing (2m) from others whenever possible Hold meetings in a location where physical distancing can be maintained Do not shake hands Avoid touching common surfaces like handles and buttons Do not share writing tools (pens/pencils), personal protective equipment, food, drinks, utensils, etc. Clean and disinfect frequently touched objects and surfaces using a household cleaning spray or wipe Sneeze and cough into the crease of your elbow or cover your mouth and nose with a disposable tissue, then throw the tissue in the garbage <p>Physical layout</p> <ul style="list-style-type: none"> <i>[describe COVID-19-specific changes to layout, occupancy of rooms, pedestrian flow, etc. that are unique to the location]</i> <p>Signage/Communication:</p> <ul style="list-style-type: none"> <i>[describe COVID-19-specific signage/decals/posted instructions/etc. that are in place at the location to guide staff or customers]</i> <p>Cleaning and Disinfecting</p> <ul style="list-style-type: none"> <i>[describe COVID-19-specific cleaning protocols at the location – attach Cleaning & Disinfecting Plan]</i> 		

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	<i>[describe any additional COVID-19-specific procedures, policies, or practices applicable to the location/work group]</i>
Personal Protective Equipment (PPE)	<ul style="list-style-type: none">• <i>[describe what Personal Protective Equipment that is required, specific to COVID-19, using the flowchart found in Appendix B of the COVID-19 Safety Program]</i>

COVID-19 Self-Assessment:

If you are exhibiting signs and symptoms of COVID-19 including fever, cough, sneezing or difficulty breathing. STAY HOME and use the self-assessment tool to see if you need testing: <https://COVID-19.thrive.health/>

If you have symptoms such as fever, cough, sore throat or sneezing, avoid contact with others and self-isolate at home for at least 10 days.

After 10 days, if your temperature is normal and you feel better, you can return to your routine activities. Coughing may persist for several weeks.

If your symptoms worsen, for example you have mild shortness of breath, contact your health care provider or HealthLinkBC (8-1-1). Call your health care provider ahead of time so they can arrange for you to be assessed safely. Wear a mask in order to protect others.

If your symptoms are severe, such as difficulty breathing (e.g. struggling to breathe or speaking in single words) or chest pain, call 9-1-1 or go to your nearest Emergency Department.

Appendix B: General Procedures, Guidelines and Posters

For most recent versions of these resources, please contact individual company safety department.

COVID-19 Safe Operations Program



Procedure - COVID-19 Site Visit Safety

TransLink staff visiting or returning to workplaces will need to ensure they are safe to visit the site, and that they can comply with the requirements of the Prime Contractor for visiting the location. Practice the following guidelines when performing site-visits:

- Contact the facility representative or Prime Contractor beforehand to determine any special requirements relating to COVID-19 protections that may be in place.
- **Do not visit sites if you are exhibiting signs and symptoms of COVID-19 including fever, cough, sneezing or difficulty breathing. STAY HOME!** Follow the COVID-19 Self-Assessment instructions below.
- Know the site COVID-19 protocols and follow them.
- Maintain a 2m distance away from others while on site.
- Host meetings outdoors or in a location where the 2m distance between people can be maintained.
- Do not shake hands.
- Avoid touching common surfaces like handles and buttons.
- Do not share writing tools (pens/pencils), personal protective equipment, food, drinks, utensils, etc.
- Clean and disinfect frequently touched objects and surfaces using a household cleaning spray or wipe.
- Sneeze and cough into the crease of your elbow or cover your mouth and nose with a disposable tissue, then throw the tissue in the garbage.

COVID-19 Safe Operations Program

Procedure - Non-Medical Mask (employees)



Non-medical Masks

Putting on, Removing, and Cleaning Your Washable Mask

According to the Public Health Agency of Canada, wearing a non-medical mask (e.g., homemade cloth mask) has not been proven to protect the person wearing it. Nevertheless, it can be useful for short periods of time, when physical distancing is not possible in public settings and it can be an additional measure to protect others around you (i.e. To prevent your respiratory droplets from contaminating others or landing on surfaces).

Wearing a non-medical mask is **not** a replacement for hand washing and physical distancing. It is important to understand that non-medical masks have limitations and need to be used safely.


If you choose to use a non-medical face mask, the following steps will show you how to properly put on and remove the mask:

Step 1 – Wash your hands before wearing the mask

Always wash your hands before touching your head and mask to minimize the chance of infection and contamination.


Step 2 – Putting on your mask

- Hold the straps and pull them behind your ears as shown in this photo
- Adjust the mask on your face, as necessary
- It should fit well (non-gaping)



Step 3 – Removing your mask

- Have a clean washable or plastic bag ready to store the mask. Do not let your mask sit on a table or any surface that could be contaminated
- Take off the mask, using the straps around your ears, to minimize touching your face
- Place the mask in the bag when not in use.



Inner side of the mask

Step 4 - Wash your hands immediately after taking it off (in addition to practicing good hand hygiene while wearing it)

Step 5 – Cleaning your mask

- It is your responsibility to wash your mask, at least daily

SMS-550-A270 Rev. 05-2020
Date Printed: May 29, 2020[Note: This document is uncontrolled when printed. Refer to OWL from the current version]

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Extra notes on face masks:

Cloth masks can be laundered with other items using a hot cycle and then dried thoroughly. Bags used to store masks should either be disposed of (if plastic) or, if washable, laundered with other items (make sure to take the mask out of the bag).

Non-medical masks that cannot be washed (i.e. surgical masks) should be discarded and replaced as soon as they get damp, soiled or crumpled. Dispose of masks properly in a lined garbage bin.

Things to avoid while wearing the mask

Face masks can become contaminated on the outside, or when touched by your hands. When wearing a mask, take the following precautions to protect yourself:

- avoid touching your face mask while using it
- change a cloth mask as soon as it gets damp or soiled
- do not share mask with others
- wash your hands often

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Guideline - COVID-19 Self-Assessment:

If you are exhibiting signs and symptoms of COVID-19 including fever, cough, sneezing or difficulty breathing. **STAY HOME** and use the self-assessment tool to see if you need testing: <https://COVID-19.thrive.health/>

If you have symptoms such as fever, cough, sore throat or sneezing, avoid contact with others and self-isolate at home for at least 10 days.

After 10 days, if your temperature is normal and you feel better, you can return to your routine activities. Coughing may persist for several weeks.

If your symptoms worsen, for example you have mild shortness of breath, contact your health care provider or HealthLinkBC (8-1-1). Call your health care provider ahead of time so they can arrange for you to be assessed safely. Wear a mask in order to protect others.

If your symptoms are severe, such as difficulty breathing (e.g. struggling to breathe or speaking in single words) or chest pain, call 9-1-1 or go to your nearest Emergency Department.

COVID-19 Safe Operations Program

Guideline - Selecting & Using Masks

COVID-19 health and safety Selecting and using masks

B.C.'s provincial health officer has not recommended the widespread use of face masks. Employers considering the use of masks at their workplaces should ensure that other measures are in place, including physical distancing, handwashing, and staying at home when sick. Employers must understand the limitations of masks as a protective measure, and must also ensure that masks are selected and used appropriately.

How COVID-19 spreads

COVID-19 is an infectious disease that mainly spreads among humans through direct contact with an infected person and 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?




The most effective ways to prevent the spread of infection include handwashing, cleaning and disinfecting work areas, physical distancing, and having sick workers stay at home. Employers may consider the use of masks as an additional control measure in combination with these measures. Some industry associations may recommend the use of masks as a worker protection or public health measure.

If your workers are wearing masks, ensure they are aware of the following:

- Cloth and surgical masks may not protect you from the virus because they do not form a tight seal with the face. However, they can reduce the spread of your respiratory droplets to others.
- 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 wear and clean your mask. Wash cloth masks every day using the warmest water setting. Store in a clean, dry place to prevent contamination.
- Practise good hygiene even if you're wearing a mask. This includes covering sneezes and coughs and washing hands. Don't touch your eyes, nose, mouth, or mask (if you're wearing one).

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The difference between cloth masks, surgical masks, and respirators

Type	Use
Cloth masks 	<ul style="list-style-type: none">• May offer some level of protection to others by preventing the wide spread of droplets from the wearer. However, they are not a proven method of protection for the wearer as they may not prevent the inhalation of droplets.• May be considered by employers for use by workers and/or customers as a protective measure in combination with other controls, including physical distancing and appropriate hygiene practices. Masks should never be relied upon as a sole protective measure.• Cloth masks, including homemade masks, may be worn by workers as a matter of personal choice.• Cloth masks must be washed before they are reused. Replace masks that are wet, soiled, or damaged.
Surgical masks 	<ul style="list-style-type: none">• Surgical masks, also referred to as medical masks, are specifically designed for health care environments.• Like cloth masks, these offer limited protection to the wearer from the inhalation of droplets, but may offer some protection to others by preventing the wide spread of droplets from the wearer.• Should be preserved for use by health care workers, whenever possible.• Employers outside of health care may consider these as part of their workplace controls to protect against the spread of COVID-19 in combination with other controls, recognizing there may be a lack of availability of surgical masks.• May be worn as a matter of personal choice by workers.• These are single-use items that should not be cleaned and reused.
Disposable respirators, such as N95 or P100 types 	<ul style="list-style-type: none">• Primarily used in health care settings to prevent the spread of the virus that causes COVID-19. Other sectors may use these to protect against a variety of hazards, including silica dust.• These must be used in accordance with the manufacturer's instructions, and the use of these masks is regulated under the Occupational Health and Safety Regulation.• Due to lack of availability, employers outside of health care should not consider these as part of their workplace controls to protect against the spread of COVID-19.• Some dust masks may be similar in appearance to N95 disposable respirators; however, they are not manufactured to the same standards and would be similar to cloth masks in terms of protection.

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.

COVID-19 Safe Operations Program

Guideline - Designing Effective Barriers

COVID-19 health and safety 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 developed from 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.

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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.

COVID-19 Safe Operations Program

Guideline - Cleaning & Disinfecting

COVID-19 health and safety

Cleaning and disinfecting

The virus that causes COVID-19 is easily destroyed by mild soap and water. This works well for handwashing, but cleaning surfaces effectively can be a challenge. That's why it's important to clean and disinfect surfaces, especially high-contact surfaces, which are surfaces that are contacted frequently and/or by many people.

How COVID-19 spreads

COVID-19 is an infectious disease that mainly spreads among humans through direct contact with an infected person and 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.

Cleaning and disinfecting

Effective cleaning and disinfection involves a two-stage process.

Cleaning

To disinfect a surface effectively, you must clean it first to remove surface dirt and debris. Any residue left on work surfaces and equipment may deactivate the disinfectant. Use soap or detergent as a cleaning agent.

Disinfection

After cleaning, apply a disinfectant to the surface. You need to leave the disinfectant on for a specified contact time to neutralize any remaining organisms. Look for recommended contact times on product instructions.

What surfaces you should clean and disinfect

Start by cleaning and disinfecting all the common surfaces that workers and customers touch. Examples include doorknobs, light switches, handles, countertops, desks, tables, phones, keyboards, touch screens, toilets, faucets, gas pump handles, and ATM machines.

COVID-19 Safe Operations Program

Conduct a survey of your workplace to determine if there are other surfaces that workers, customers, or children touch regularly. A workplace where the public can come and go will need a more thorough assessment and plan than a small shop where there are normally just a few workers.

Clean and disinfect common high-contact surfaces inside and outside to limit the chance of the virus spreading through touching contaminated surfaces.

What you can use to clean and disinfect

For cleaning, you can use regular soap and water or another cleaning solution. Depending on how many people are in the space and how it's used, you may need to clean some spaces more frequently.

There are a number of products you can use for disinfection. Health Canada has a [list of disinfectants for use against COVID-19](#). They all have an assigned drug identification number. These are consumer products that don't require a safety data sheet, like some controlled products you may be familiar with. However, it's still important to follow whatever safety information is available for the product. Use these products with caution, as directed on the label, to avoid introducing other hazards into your workplace.

One of the most common disinfectant solutions is water and bleach. You can make a 500 ppm bleach solution by adding 42 mL (3 tablespoons) of bleach to 4 L (1 gallon) of water. For other quantities, use this [bleach calculator](#). Never mix bleach with other disinfecting products. This this can result in dangerous fumes. For more information, visit the BC Centre for Disease Control's [Cleaning and Disinfecting](#) webpage.

Some sanitizing solutions contain up to 70 percent alcohol and will release flammable vapours. Use these with caution, and don't use them if there are ignition sources nearby.

Make a plan for cleaning and disinfecting your workplace

Ask the following questions when making your plan:

- What surfaces and objects are workers likely to touch? Do they share any tools or equipment?
- What cleaning materials and supplies will you need? Buy a reasonable supply.
- How often will you need to clean? Clean at least once a day for most surfaces and at least twice a day for high-contact surfaces. Consider how many workers are in the space; whether customers, children, or other members of the public are in the space; how long they're in the space; and how they use the space.
- When is the best time to clean? Consider cleaning before or after shifts, or before opening or after closing. Allow enough time for a thorough cleaning. Time the cleaning so it limits worker and customer exposure to cleaning and disinfecting odours.
- Who will do the cleaning? You may need to limit the number of cleaners and ensure they have time to clean effectively. Make sure workers who are cleaning have been trained to use the cleaning products safely.
- What personal protective equipment (PPE) will the cleaners need to protect against the cleaning chemicals?

COVID-19 Safe Operations Program

There may be some machinery or equipment in your workplace that isn't used often. To reduce the amount of cleaning you have to do, consider cleaning these items and then boxing them or covering them with plastic drop sheets or tarps until you need them.

Handwashing

Regular handwashing is an important part of maintaining clean surfaces. Establish handwashing procedures and communicate them to workers. Establish policies to ensure that workers are washing their hands regularly: at a minimum, when they arrive, immediately before any breaks, and just before leaving. This may be the most important infection control for your workplace.


Ensure workers have access to handwashing facilities. If none are available, set up handwashing stations or provide alcohol-based hand sanitizer.

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.


COVID-19 Safe Operations Program

Poster - Cleaning & Disinfecting 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, 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.



OR



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., newspapers, magazines, books, toys).

Cleaning

For cleaning, water and detergent (e.g., liquid dishwashing soap), or common household cleaning wipes should be used, along with good physical cleaning practices (i.e., using strong action on surfaces).

Disinfection


For disinfection, common household 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.



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



COVID-19 Safe Operations Program



See Health Canada's **List of hard-surface disinfectants for use against coronavirus (COVID-19)** for specific brands and disinfectant products.

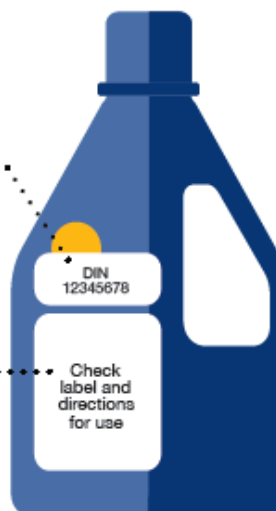
IMPORTANT NOTES:

- 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).

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 ammonium chlorides



List of disinfecting agents and their working concentrations known to be effective against coronaviruses^{1,2}:

Agent and concentration	Uses
1. 1:100 dilution Chlorine: household bleach – sodium hypochlorite (5.25%)* 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. 1:50 dilution Chlorine: household bleach – sodium hypochlorite (5.25%)* 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. Hydrogen Peroxide 0.5%	Used for cleaning and disinfecting surfaces (e.g., counters, hand rails, door knobs).
4. Quaternary Ammonium Compounds (QUATs): noted as 'alkyl dimethyl ammonium chlorides' on the product label	Used for disinfecting surfaces (e.g., floors, walls, furnishings).

¹ DeLanno, 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 (2008): 649-652.

² 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/IPCNet_Home_and_Community_Care_Guidelines_2014_.pdf

The BC Ministry of Health does not endorse or promote any specific brands of disinfectant products. IPC v2.0

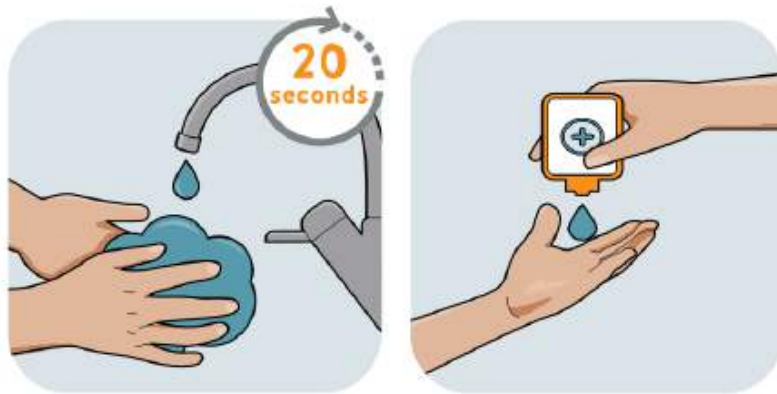
BC Centre for Disease Control

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

Poster - 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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WORK SAFE BC

translink.ca/covid19



COVID-19 Safe Operations Program

**SOAP OR ALCOHOL-BASED
HAND RUB: Which is best?**



**Either will clean your hands:
use soap and water if hands
are visibly soiled.**



Remove hand and wrist jewellery

HOW TO HAND WASH



1
Wet hands with warm
(not hot or cold)
running water



2
Apply liquid or foam soap



3
Lather soap covering
all surfaces of hands
for 20-30 seconds



4
Rinse thoroughly
under running water



5
Pat hands dry thoroughly
with paper towel



6
Use paper towel
to turn off the tap

HOW TO USE HAND RUB



1
Ensure hands are visibly
clean (if soiled, follow hand
washing steps)



2
Apply about a loonie-sized
amount to your hands



3
Rub all surfaces of your hand
and wrist until completely
dry (15-20 seconds)

Poster - Cover Coughs & Sneezes

Help prevent the spread of COVID-19

Cover coughs and sneezes



Or



Cough or sneeze into your sleeve, not your hands. Avoid touching your face with your hands.

Cover your mouth and nose with a tissue and put your used tissue in a wastebasket.



Or



Wash your hands with soap and water for at least 20 seconds.

Clean hands with alcohol-based hand sanitizer.

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COVID-19 Safe Operations Program

Poster - Safe Removal of Gloves

How to remove gloves safely



1. With both hands gloved, grasp the outside of one glove at the top of your wrist.



2. Peel off this first glove, peeling away from your body and from wrist to fingertips, turning the glove inside out.



3. Hold the glove you just removed in your gloved hand.



4. With your ungloved hand, peel off the second glove by inserting your fingers inside the glove at the top of your wrist.



5. Turn the second glove inside out while tilting it away from your body, leaving the first glove inside the second.



6. Dispose of the gloves following safe work procedures. Do not reuse the gloves.



7. Wash your hands thoroughly with soap and water as soon as possible after removing the gloves and before touching any objects or surfaces.

Poster - Occupancy Limit

Help prevent the spread of COVID-19

In order to reduce risk of exposure to the virus that causes COVID-19, we are limiting the number of people in this space.

Address/room/space:

Occupancy limit: _____ **people**

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Poster - Health Considerations for Visitors

Help prevent the spread of COVID-19

Please do not enter this workplace if you:

- Have any of the following symptoms:
 - Fever
 - Chills
 - New or worsening cough
 - Shortness of breath
 - New muscle aches or headache
 - Sore throat
- Have travelled outside of Canada within the last 14 days
- Are a close contact of a person who tested positive for COVID-19

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 of COVID-19, refer to HealthLink BC at 811.

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WORK SAFE BC

translink.ca/covid19



Poster - Health Considerations for Employees

Help prevent the spread of COVID-19

Please do not enter this workplace if you:

- Have any of the following symptoms:
 - Fever
 - Chills
 - New or worsening cough
 - Shortness of breath
 - New muscle aches or headache
 - Sore throat
- Have travelled outside of Canada within the last 14 days
- Are a close contact of a person who tested positive for COVID-19

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

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WORK SAFE BC

translink.ca/covid19



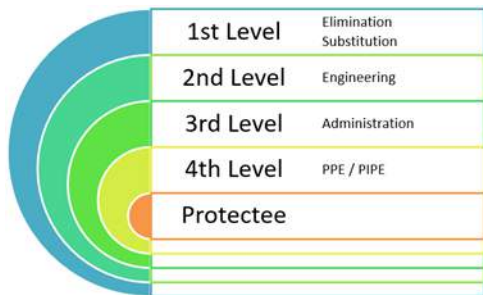
COVID-19 Safe Operations Program

Protections in Depth Worksheets

These worksheets were developed to list examples of controls that may be available for implementation throughout the COVID-19 pandemic. They are neither prescriptive nor exclusive, and are expected to evolve.

Customers

Elimination	Substitution	Engineering	Administration	PPE	Protectee
<input type="checkbox"/> Stay at home if sick	<input type="checkbox"/> Walk or bike	<input type="checkbox"/> Physical barriers between customers and staff	<input type="checkbox"/> Physical distancing	<input type="checkbox"/> Non-medical mask or facial covering to protect those around you	<input type="checkbox"/> Customer
<input type="checkbox"/> Limit to essential service levels	<input type="checkbox"/> Encourage Off Peak travel	<input type="checkbox"/> Increased Service Levels to increase spacing	<input type="checkbox"/> Messaging to customers (stay home if sick, spacing, waiting/staging, handwashing)		
		<input type="checkbox"/> Metering flow of customer entry using gate programming or staff	<input type="checkbox"/> Cleaning/Sanitizing touch points (evening and in-service)		
			<input type="checkbox"/> Boarding and exiting protocols		
			<input type="checkbox"/> No eating or drinking on transit		
			<input type="checkbox"/> Lines, arrows and dots to direct customer traffic		
			<input type="checkbox"/> Hand sanitizer dispenser for all transit modes		
			<input type="checkbox"/> Increase Security		



COVID-19 Safe Operations Program

Transit vehicles

Elimination

Reduce/stop service

Stay at home if sick policies

Substitution

Walk or bike where applicable

Encourage Off Peak travel

Engineering

Barriers between customers and staff and between customers

Sneeze/droplet barrier for staff

Planned change in capacity

Administration

Personal Hygiene (Sanitizer/handwashing)

Physical distancing (prevention)

Continued internal communication (updates/best practices)

Training

Adhoc service delivery changes (frequency)

Hand sanitizer dispensers

Messaging to customers (stay home if sick, spacing, waiting/staging, wear mask)

Cleaning/Sanitizing touch points

Boarding and exiting protocols

No eating or drinking on transit

Surface wipes and hand sanitizers

PPE

Non-medical masks or facial coverings

N95 Respirators (HandyDart)

Protectee

Onboard vehicles)

1st Level	Elimination Substitution
2nd Level	Engineering
3rd Level	Administration
4th Level	PPE / PIPE
Protectee	

SMS – P097

Revision Date: May 29, 2020

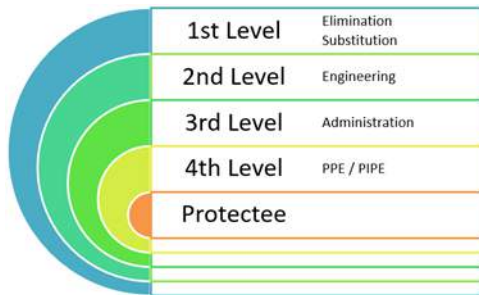
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COVID-19 Safe Operations Program

Field Support

Elimination	Substitution	Engineering	Administration	PPE	Protectee
<input type="checkbox"/> Reduce/stop service	<input type="checkbox"/> Walk or bike where applicable	<input type="checkbox"/> Barriers between customers and staff and between customers	<input type="checkbox"/> Personal Hygiene (Sanitizer/handwashing)	<input type="checkbox"/> Non-medical masks or facial coverings	<input type="checkbox"/> Field Support
<input type="checkbox"/> Stay at home if sick policies	<input type="checkbox"/> Encourage Off Peak travel where applicable	<input type="checkbox"/> Sneeze/droplet barrier for staff	<input type="checkbox"/> Physical distancing (prevention)	<input type="checkbox"/> N95 Respirators (HandyDart)	
			<input type="checkbox"/> Continued internal communication (updates/best practices)	<input type="checkbox"/> Coveralls (HandyDart)	
			<input type="checkbox"/> Training	<input type="checkbox"/> Safety glasses	
			<input type="checkbox"/> Cleaning/Sanitizing touch points		
			<input type="checkbox"/> Boarding and exiting protocols		
			<input type="checkbox"/> No eating or drinking in vehicles		
			<input type="checkbox"/> Front and rear seating where applicable when 2 employees occupy same vehicle		
			<input type="checkbox"/> Equip fleet vehicles with hand sanitizer and surface wipes		



COVID-19 Safe Operations Program

Offices

Elimination

☐ Stay at home if sick policies

Substitution

☐ Work from home

Engineering

☐ Barriers between workers
☐ Reorganize individual work space (to maintain physical distance)
☐ Manage occupancy levels/floor (or area)

Administration

☐ Personal care: Physical distancing; no handshaking; good hygiene
☐ Cleaning/Sanitizing touch points
☐ Hand sanitizers and surface wipes
☐ Staggered start times
☐ Sign in/out protocol
☐ Consistent work groups
☐ Clean own work areas
☐ Reduce social interactions in common areas (kitchens, washrooms, elevators)
☐ Staff mental/Psychosocial support
☐ Limit visitors to specific areas of the building; arrange meeting rooms for physical spacing
☐ Personal kits for staff attending off-site meetings (non-medical mask, hand sanitizer)
☐ Health Assessments (voluntary or mandatory)
☐ Training
☐ Lines, arrows to direct traffic flow in office
☐ Continued internal communication (updates/best practices)

PPE

☐ Non-medical masks or facial coverings to protect those around you (prevention)

Protectee

☐ Offices

1st Level	Elimination Substitution
2nd Level	Engineering
3rd Level	Administration
4th Level	PPE / PIPE
Protectee	

TransLink Enterprise COVID-19 Safety Plans

Each employer and service contractor will maintain and make available its site specific COVID-19 Safety Plans.

Company	Link Path (OWL)
BC Rapid Transit Company	Intranet
Coast Mountain Bus Company	Intranet
TransLink (Corporate)	Intranet
TransLink (Public Website)	www.translink.ca
Canada Line	Contact InTransitBC
HandyDART	Contact First Transit