



COVID-19 BUSINESS CONTINUITY AND SERVICES RESTORATION PLAN

JUNE 11, 2020
CENTRAL COAST REGIONAL DISTRICT

Table of Contents

1. EXECUTIVE SUMMARY	3
1.1. Acknowledgement	3
2. Introduction	3
3. Strategic Objectives	4
4. Plan for Continuing CCRD Essential Services	4
4.1. Sanitation Services	4
4.2. Protective Services	5
4.3. Transportation Services	5
4.4. Administration Services	5
4.5. Financial Services	6
5. Restoring Programs and Services Along a Continuum	6
5.1. Criteria	6
5.1.1. Workforce and workplace requirements	7
5.1.2. Risks to vulnerable populations	7
5.1.3. Ability to adhere to health protocols	7
5.1.4. Nature of participation in program or activity	7
5.1.5. Additional risks.....	7
5.1.6. Timelines.....	7
5.1.7. Assumptions and prerequisites.....	7
5.1.8. Financial Impact	7
6. Staged Approach to Service Restoration.....	8
7. Plan for Restoring Services.....	8
7.1. Stage 1 (Mid May through Mid June).....	9
7.2. Stage 2 (Late June through September).....	9
7.2.1. Recreation Services	9
7.2.2. Centennial Pool	9
7.2.3. CCRD Main Office and CCRD Airport Satellite Office	10
7.3. Stage 3 (September and beyond).....	10
7.3.1. Recreation Services	10
7.3.2. CCRD Main Office and CCRD Airport Satellite Office	10
7.3.3. Centennial Pool	10
7.4. Stage 4 (Pandemic Ends).....	10

7.4.1.	Recreation Services	11
7.4.2.	CCRD Main Office and CCRD Airport Satellite Office	11
8.	Financial Impact	11
9.	Governance.....	11
10.	Concurrent Planning and Initiatives	12
10.1.	A Workforce Resiliency Planning (or Return to Work Planning).....	12
10.2.	Communication Planning	12
11.	Appendix A. Provincial Health Orders and Guidelines.....	12
11.1.	Regarding Physical Distancing	13
11.2.	Regarding Proper Hygiene and Sanitation	13
11.3.	Regarding Signage and Communication.....	13
11.4.	Regarding the Handling of Equipment and Materials	14
11.5.	Regarding Employee Interactions	14
11.6.	Regarding the Public	14
11.7.	Regarding the Handling of Food and Beverages	14
12.	Appendix B: Safety Plan for General Administration.....	15
12.1.	Workplace Operations	15
12.2.	Workstations.....	15
12.3.	Communal spaces	16
13.	Appendix C: Safety Plan for Outside visitors to CCRD Main and Airport Satellite Offices	16
14.	Appendix D: Safety Plan for CCRD Deliveries	17
15.	Appendix E: Safety Plan respecting Employee Travel.....	17
16.	Appendix F: Safety Plan for Board Meetings and Director Travel	18
17.	Appendix G: Safety Plan for Bella Coola Airport upon Restoration of Scheduled Service	18
18.	Appendix H: Safety Plan for Denny Island Airport operations.....	18
19.	Appendix I: Safety Plan for Thorsen Creek Waste and Recycling Operations.....	18
20.	Appendix J: Safety Plan for Centennial Pool Operations	19
21.	Appendix K: Safety Plan for CCRD Park, Playground & Facilities Use	19

1. EXECUTIVE SUMMARY

The Central Coast Regional District (CCRD) Plan for Business Continuity and the Restoration of Programs and Services Affected by the COVID-19 pandemic is a coordinated corporate strategy.

The restoration of Regional District services will be a gradual process and decisions will be guided by information and advice from health authorities, other levels of government, WorkSafeBC, and First Nations. Each program and service offered by the Regional District that has been affected by the COVID-19 pandemic has been evaluated on criteria to mitigate risks to the public, staff, and the Regional District.

The CCRD Business Continuity and Services Restoration Plan supports four primary strategic objectives guiding the Regional District's collective efforts to respond to and overcome the COVID-19 pandemic. The plan is a living document and will be updated as necessary to reflect emerging information and advice from public health authorities and centres for disease control, other levels of government, WorkSafeBC, and First Nations.

The restoration of services will have a financial impact. In some cases, new administrative controls and workspace modifications may be necessary to ensure current health guidelines are adhered to.

1.1. Acknowledgement

This plan has been developed based on the *Cowichan Valley Regional District's Restoration of District Services Plan* which in turn was developed based on the City of Richmond's *Plan for the Restoration of Services and Programs Affected by the Covid-19 Pandemic*. The CCRD appreciates the opportunity to build on their excellent work.

2. Introduction

The Central Coast Regional District (CCRD) is a remote area consisting of several small and dispersed communities, with a total population of 3320¹. Coastal First Nations (Nuxalk, Heiltsuk, and Wuikinuxv Nations) constitute over 50% of the region's population. Most communities are only accessible by boat or plane, the largest centre of Bella Coola being an exceptional 450km drive from the nearest major centre (Williams Lake). Two health clinics service the area under the Vancouver Coastal Health service area with the ability for medivac patients for emergency service at larger facilities.

Given the remoteness and particular vulnerabilities characterizing the central coast, the CCRD Business Continuity and Services Restoration Plan prioritizes a cautious and measured approach to managing service levels to maximize director, employee and public safety through the pandemic.

3. Strategic Objectives

The Central Coast Regional District COVID-19 Business Continuity and Services Restoration Plan supports four primary strategic objectives guiding efforts to respond to and overcome the COVID-19 pandemic. These are:

- Protect the health and safety of directors, commissioners, employees and the public while serving as an essential service provider supporting public health authority, provincial and First Nation pandemic response.
- Protect Regional District assets while also continuing to the full extent possible to deliver Regional District services needed by communities, while adhering to restrictions and limits prescribed by the Provincial and First Nation Health Authorities, the Minister of Public Safety and Solicitor General and WorkSafeBC.
- Do the necessary planning and complete all work needed to ensure that all facilities, programs, services, and equipment will be in reasonable condition and at operational status when re-opened for community use, and
- Ensure that the appropriate staff resources and remote work assignments are in place to provide the back of house services that will be needed over the full duration of the crisis to support all staff who are continuing to work on sustaining services as described above and on the recovery

4. Plan for Continuing CCRD Essential Services

The Central Coast Regional District has continued to operate through the COVID-19 pandemic maintaining essential services. The following services may be characterized as CCRD Essential Services:

4.1. Sanitation Services

- Thorsen Creek Waster and Recycling Centre
 - Landfill disposal services maintained through duration of pandemic
 - Recycling Centre operational with service modifications
 - Share Shed closed until Stage 4
 - Germ shields installed
 - Personal Protective Equipment provided to attendants

- Restrictions on numbers of patrons accessing recycling building to reduce congestion
- Hand sanitizer provided for public use

Please refer to Appendix I.

4.2. Protective Services

- CCRD Regional EOC
 - Operating virtually through remote workstations

Please refer to Appendices B-E.

4.3. Transportation Services

- Bella Coola Airport
 - Terminal building accessible to charter flight services with service modifications
 - Planning in place for further service modification to support reinstatement of scheduled air service
 - Ongoing compliance with Transport Canada regulatory framework
- Denny Island Airport
 - No change in service levels as limited use facility outside of
 - Capacity for rapid acceleration of service accommodation should emergency use of tarmac be required
 - Ongoing compliance with Transport Canada regulatory framework

Please refer to Appendices G and H.

4.4. Administration Services

- Effecting CCRD essential service delivery and governance
 - Modified workstations with most regular staff working remotely as per provincial guidance encouraging remote working where feasible
 - Employee and public safety prioritised with limited public access to main office and restricted number of employees working in office (Appendix #: CCRD Main Office COVID-19 protocols)
 - Staff collaboration enhanced through utilization of Teams and other software
 - Productivity sustained through regular staff guidance provided by executive
 - Governance supported through electronic means

- Adjusted schedules where further pandemic related staff accommodation required
- Essential service delivery stability prioritized by establish work norms that can be sustained irrespective of local outbreak
- Priority on aligning records access and management strategies to accommodate remote working while ensuring FOIPPA compliance

Please refer to Appendices B-E.

4.5. Financial Services

- Effecting CCRD essential service delivery and governance
 - Financial staff access to main office prioritized to allow for continuity in accounts payable and receivable, monthly reconciliations, and ongoing financial management
 - Remote workstations organized as a contingency plan in the case that a financial staff member develops symptoms and cannot come to the main office.

Please refer to Appendices B-E.

While not categorized as essential, the following services have continued with modified work programs owing to capacity constraints presented by staffing CCRD response to the pandemic and effecting modified continuity of CCRD essential services: Lands Services, Economic Development Services. Please refer to Appendices B – E.

Governance is maintained with the CCRD Board fulfilling its function virtually though electronic means. Please refer to Appendix F.

5. Restoring Programs and Services Along a Continuum

The restoration of programs and services consists of a carefully staged, cautious and measured approach along a continuum that takes into account level of risk, exposure, and ability to effectively mobilize service delivery with strict adherence to health and safety guidelines.

5.1. Criteria

Each program and service offered by the Regional District that has been affected by the COVID-19 pandemic, including service disruption as the result of allocation of staff resources to pandemic response, will be evaluated on criteria to mitigate risk and determine the appropriate timing to restore program and service offerings in alignment with human resource capacity. Factors considered to determine risk and impact of each service, or in some cases, group of services, included the following:

5.1.1. Workforce and workplace requirements

This includes the level of staff training required, the level of exposure of staff members and/or the public to other staff members and/or members of the public, the need for personal protective equipment, and the need to adapt the physical infrastructure of the work environment in order to mitigate risks and exposure

5.1.2. Risks to vulnerable populations

This includes seniors, those with compromised immune systems and/or pre-existing health conditions.

5.1.3. Ability to adhere to health protocols

This includes physical distancing, proper and frequent hand washing, not touching one's own face, and any additional health protocols and guidelines put forward by the BC Centre for Disease Control or public health officers

5.1.4. Nature of participation in program or activity

This includes the mode of delivery mode (indoor, outdoor, or virtual), the extent to which equipment and materials are shared, the level of physical exertion involved, and the level of contact with others.

5.1.5. Additional risks

This includes any insurance implications, contractual agreements, and agreements with other user groups.

5.1.6. Timelines

This includes the length of time that it is estimated to take to be able to implement any necessary risk mitigation measures, train staff in necessary protocols, and/or complete physical adaptations needed.

5.1.7. Assumptions and prerequisites

This includes any assumptions made or prerequisites necessary in order to restore services according to the estimated timelines. This may include lifting of current government restrictions, access to other programs and amenities, or any other contingencies and dependencies for a particular program or service.

5.1.8. Financial Impact

This includes an analysis of the additional costs that will be incurred to mitigate risks, above and beyond existing expenses, timing of revenues, and any additional capital costs that may be required to modify facilities and workspaces.

6. Staged Approach to Service Restoration

The Central Coast Regional District COVID-19 Business Continuity and Services Restoration Plan consists of stages. The timing of each stage, and the restoration of individual programs and services within each stage, is subject to change as the COVID-19 pandemic and provincial direction evolves. This plan assumes that there is no setback in the collective societal progress to flatten the curve of infections. A local outbreak of COVID-19 in the central coast could have dramatic impacts on the speed and scope of restoration of CCRD programs and services, including the progression of grant funded projects.

The restoration of the Regional District's programs and services will necessitate changes in the way these services are conducted. A number of health and safety measures will be put in place across facilities to ensure the safety of staff and the public. The Regional District provides the opportunity for the public to safely participate in program and services; however, it is the responsibility of the public to follow the established guidelines.

The additional measures to provide safe experiences for the public may include but are not limited to:

- Cleaning and disinfection at all facilities.
- Modification of facilities to include protective plexiglass barriers for front counters where appropriate.
- Ensuring physical distancing is maintained where possible through more appointment-based service provision, directional traffic modification and queuing strategies.
- Implementation of protective measures for vulnerable populations. This may include phasing in senior-specific programs to a later point along the service restoration continuum.
- Ensuring participants and staff stay at home if they are sick.
- Promoting high levels of handwashing and personal hygiene as a key preventative measure. This includes providing access to washroom facilities and hand sanitizing stations.
- Permitting staff and participants to wear face masks if desired and where there is a risk that physical distancing may be hard to achieve or maintain consistently
- Creating clear guidelines for user groups.

Supply of materials to support these mitigating measures will need to continue to be closely monitored for both availability and rising costs.

7. Plan for Restoring Services

Note: please refer to Section 4 for planning regarding continued CCRD Essential Services.

7.1. Stage 1 (Mid May through Mid June)

Characterised by:

- business continuity and non-essential service reopening transition planning
- continuation of remote workstations and virtual meetings for regular staff
- restatement of office workstations at the CCRD main office with restricted numbers and by rotation where necessary
- limited public hours at the main office reinstated with restrictions.
- Continued virtual governance meetings
- Continued restriction on CCRD related travel

Administrative services are delivered in accordance with Appendices B – E.

7.2. Stage 2 (Late June through September)

Characterized by the restoration of public access to most outdoor park amenities, pool facility and outdoor activities with appropriate limits on group size in accordance with health authority and WorkSafeBC guidance.

7.2.1. Recreation Services

- Playgrounds (Nusatsum, Walker Island, Bella Coola Airport)
- Walker Island Ball Diamond with limited users
- Outdoor field bookings at Walker Island where physical distancing can be maintained
- Outdoor cook facility bookings at Walker Island where physical distancing can be maintained and sterilization between uses can be achieved
- Washrooms at Walker Island with elevated cleaning protocols
- Concession stand bookings at Walker Island (where physical distancing can be maintained and sterilization between uses can be achieved)
- Outdoor recreation programming where physical distancing can be maintained
- Support Denny Island Recreation Commission with operations COVID-19 planning for modified recreation program delivery

Please refer to Appendix K.

7.2.2. Centennial Pool

- In accordance with Appendix J COVID-19 Safety Plan CCRD Centennial Pool

7.2.3. CCRD Main Office and CCRD Airport Satellite Office

- In accordance with Appendix C CCRD Main Office and Bella Coola Airport Office Safety Plan
 - Front counter services limited to drop-off of documents
 - Public enquiries via email and phone
 - Meetings via virtual appointment
 - Zoning applications and inquiries - electronic only
 - Increased digital engagement including transition to web-based commission meetings and public hearings

7.3. Stage 3 (September and beyond)

Fall of 2020 could see a further reduction of active COVID-19 cases or could see a resurgence often characterized as “the second wave”. Further modification of service delivery will be contingent on the pandemic outlook, health authority and WorkSafeBC guidance at the appropriate time.

7.3.1. Recreation Services

- Maintain elevated cleaning and disinfecting protocols and scheduling at all recreational facilities
- Revisit health authority and WorkSafeBC guidance on group sizes and physical distancing requirements and make any necessary adjustments to booking criteria and waivers
- Support Denny Island Recreation Commission to revisit operations COVID-19 planning for modifications to recreation program delivery according to Appendix K.

7.3.2. CCRD Main Office and CCRD Airport Satellite Office

- Continued modified service levels
- Maintain elevated cleaning and disinfecting protocols
- Revisit health authority and WorkSafeBC guidance on group sizes and physical distancing requirements and make any necessary adjustments to the CCRD Main Office and CCRD Bella Coola Airport Satellite Office Safety Plan (Appendix C)

7.3.3. Centennial Pool

- Centennial pool is closed for the 2020 operating season in or by September.

7.4. Stage 4 (Pandemic Ends)

Characterized by full restoration of programs and services (return to normal operations).

7.4.1. Recreation Services

- Lift restrictions on field bookings for sports tournaments
- Permit booking of group bookable facilities at Walker Island
- Allow booking of park sites for third party special events
- Events over 50 people
- Reduce disinfection protocols to normal operational levels
- Support Denny Island Recreation Commission with reinvigorating regular recreation programming

Please refer to Appendix K.

7.4.2. CCRD Main Office and CCRD Airport Satellite Office

- Front counter services resume fully to pre-COVID levels (following applicable WorkSafe guidelines)
- Continued provision of web-based services and meetings to enhance overall service delivery and cost efficiencies
- In person committee meetings, public hearings, public consultation, etc. resume without restrictions
- Review of in-person board meeting schedule, enhance governance and regional cost efficiency by sustaining some virtual meeting options.

Please refer to Appendices B, C, D, E and F.

8. Financial Impact

The restoration of programs and services will have financial implications. Restoration of services will require some extraordinary costs (both one-time and ongoing) of offering these services in a modified manner in order to continue to ensure the safety of the community and staff.

Programs and services not currently being offered are, in normal operations, a net operating expense to the Regional District. As services are restored, there will be additional operating expenses. In addition to new unanticipated expenses related to the pandemic, modified service levels have also meant a reduction in some user fees. Further analysis will be required to consider these costs and loss of revenue in the context of the Regional District's overall budget and quarterly variance reporting will continue to be provided to the Board in this regard. A formal amendment may be required at the outset of Stage 3 to accommodate any necessary financial adjustments to particular services.

9. Governance

Ongoing effective governance is critical to CCRD's safe and effective operations through the pandemic. The CCRD Business Continuity and Services Restoration Plan will be reviewed for adoption as a living

document and shared the CCRD Commissions with support offered to commissions for modifications in their program delivery and service oversight.

Board governance will be conducted in accordance with Appendix F Safety Plan for Board Meetings and Director Travel.

10. Concurrent Planning and Initiatives

While planning for the restoration of programs and services at an operational level, it is necessary to develop concurrent plans to support each stage and transition for the public and for employees. The following initiatives are recommended to be developed to support the CCRD COVID-19 Business Continuity and Services Restoration Plan.

10.1. A Workforce Resiliency Planning (or Return to Work Planning)

Just as the public will need clear information regarding the risk mitigation strategies that will be in place to protect the public, employees will need to understand their exposure risks and the resources that will be made available to them. CCRD employees may require additional support in the form of training, mental health services, or instruction on use of personal protective equipment as they transition back to work or back to in-person service provision.

10.2. Communication Planning

As programs and services begin to open to the public, citizens will need to be informed about what is now available. They will also be looking to the Regional District for information to understand their risks and exposure, as well as to interpret the many, often ambiguous, guidelines provided by various authorities and the media. Communication planning is recommended to support staff and the public as they navigate the various reactions that are to be expected as restrictions begin to ease and the economy begins to gradually expand in services. Public response to the COVID-19 pandemic locally has been commendable. Residents will need clear communication to understand and make decisions for themselves and their families about how to participate in programs and services as health authorities monitor the curve of transmission of COVID-19 on an ongoing basis.

11. Appendix A. Provincial Health Orders and Guidelines

The Regional District Business Continuity and Services Restoration Plan has been prepared following current Provincial Health Orders and guidelines and recommendations from local health authorities¹. The health and safety of Regional District employees and the public are at the forefront of any decisions regarding the restoration of programs and services. As Provincial

¹ <https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/current-health-topics/covid-19-novel-coronavirus>

Health Orders and guidelines and recommendations from health authorities evolve, the plan will be evaluated to ensure current information and protocols are strictly adhered to.

The provision of in-person programs and services is planned following Provincial Health Orders and guidelines and advice received from Vancouver Coastal Health officials, including local medical officers as well as First Nation health authority guidance relayed through the collaborative EOC tables. All plans will be updated according to new information available from local health authorities. The following guidelines and recommendations pertain to the provision of Regional District programs and services.

11.1. Regarding Physical Distancing

- You must ensure that when there are people on your premises there is sufficient space available to enable them to maintain a distance of two metres from one another.
- Encourage customers to maintain a two metre distance from one another in line-ups to entrance, washrooms and other places where line-ups may occur, by placing distance indicators.
- Install markers on the floor (two metres apart) to support physical distancing in locations such as reception desks.
- Install physical barriers (e.g. plexiglass sneeze guards) in locations such as reception desks.
- Providers must not offer personal services.
- Providers must not host mass gatherings involving more than 50 people (but could have more than 50 people on site if physical distancing remains possible given the size of the facility).

11.2. Regarding Proper Hygiene and Sanitation

- Hand washing stations must be added if none currently exist.
- All common areas and surfaces should be cleaned at the end of each day. Examples include washrooms, shared offices, common tables, desks, light switches and door handles.

11.3. Regarding Signage and Communication

- Post signs encouraging people to maintain a two metre distance from one another throughout a space and ensure that there is sufficient space available for customers and staff to maintain that distance.
- Post signs in your facility to encourage hand hygiene among all staff and guests.

- Prominently post signs encouraging regular hand washing.
- Post signage that limits the number of occupants in any elevator to four people at a time.

11.4. Regarding the Handling of Equipment and Materials

- Do not provide eating facilities, such as picnic tables or tables with chairs.
- Encourage staff to avoid touching personal items of clients.
- Wherever possible, provide guests/clients with single-use personal items (e.g. soaps, shampoos, sugar packets, creamers).
- Operators should follow routine cleaning practices with enhanced cleaning of high-touch surfaces or shared equipment.

11.5. Regarding Employee Interactions

- If an employee reports they are suspected or confirmed to have COVID-19 and have been at the workplace, clean and disinfect all areas where that person has worked.
- Reduce in-person meetings and other gatherings and hold shop meetings in open spaces or outside.

11.6. Regarding the Public

- Anyone with COVID-19-like symptoms, such as sore throat, fever, sneezing or coughing, must self-isolate at home for a minimum of 10 days from onset of symptoms, until their symptoms have completely resolved.
- Customers may be on your premises only for the time that it takes them to purchase and collect their purchase.

11.7. Regarding the Handling of Food and Beverages

- Providers must NOT operate food or beverage services except for take-out or delivery service.
- Do NOT transport food on carts that have used dishes on them.
- Gloves are not required when delivering or picking up food trays.
- Regularly clean and disinfect carts used for transporting food and picking up dirty dishes.

- Disposable dishes are not required to stop COVID-19. Regular food trays, dishes and utensils can be used.
- Proper hand hygiene must be practiced before delivering and after picking up food trays.

The Provincial Health Officer has not [explicitly] issued any orders requiring the closure of outdoor recreation facilities such as parks, dog parks, skate parks, playgrounds, picnic areas, walking, running and cycling trails, beaches, piers, boat launches, athletics fields, outdoor exercise equipment, tennis and basketball courts and golf courses as a result of the COVID-19 pandemic. However, local emergency response collaboration facilitated by local Vancouver Coastal Health officials recommends heightened vigilance with respect to recreation facilities due to particular risks and vulnerabilities of the populations in the central coast. CCRD Operations therefore is utilizing a precautionary approach to possible to safely protocols for operations of these facilities at this time.

There may be additional measures related to the type of facility that operators can implement to further reduce the risk of COVID-19 such as limiting the number of participants or modifying hours of operation.

12. Appendix B: Safety Plan for General Administration

12.1. Workplace Operations

- a. Remote work options are prioritized for employees who do not require office attendance to maintain service productivity.
- b. Alternative schedules are considered to facilitate remote working productivity as well as to reduce in office congestion to reduce the risk of exposure and maintain the physical distancing requirement.
- c. Virtual meetings are prioritised. In person staff meetings will be conducted outside in order to reduce the risk of exposure and maintain the physical distancing requirement.
- d. Signage is posted with hygiene and physical distancing safety guidance.

12.2. Workstations

- e. Remote workstations are prioritised to encourage minimizing office congestion and shared office space
- f. Elevated cleaning and sanitization protocols are in place
- g. In office workstations are arranged at least 2 meters apart and away from communal pathways

- h. A plexiglass barrier is installed in the CCRD main office reception
- i. Virtual meetings are prioritised

12.3. Communal spaces

- j. Changes to communal use areas are communicated to staff
- k. Single person access is prioritised if entry into constricted office areas is required.
- l. The numbers of workers allowed in CCRD office spaces is restricted as follows:
 - i. Physical distancing of 2 m's is maintained
 - ii. 3 individuals at one time in the CCRD Board Room
 - iii. 2 individuals at one time in the CCRD main office reception
 - iv. 2 individuals in the CCRD main office shared office space
 - v. 1 individual in the CAO and Finance Manager offices respectively
 - vi. 3 individuals in the CCRD Bella Coola Airport Satellite Office
- m. Employees are encouraged to eat at their desks
- n. Where breaching the physical distancing requirement is unavoidable, employees are encouraged to plan the work task and ensure that time spent in close proximity is minimized.
- o. Handwashing supplies are provided in the kitchen facility as well as washrooms and hand sanitizer is provided at each desk and at reception
- p. Employees are discouraged from sharing food or personal items, communal food such as coffee and tea is not provided
- q. Employees are instructed to use their own equipment, such as pens, staplers, computers.
- r. Shared equipment is sterilized on an ongoing rotation basis.
- s. Enhanced hygienic practices are developed and posted.

13. Appendix C: Safety Plan for Outside visitors to CCRD Main and Airport Satellite Offices

1. CCRD Offices remain closed except by appointment
2. Appointments may be arranged by email, virtual meeting, or phone.

3. Walk-ins for financial transactions or document drop off/pick up will be accommodated according to scheduled in-office staff availability. Walk in hours (generally anticipated as 2 pm – 4 pm, or 10 am – noon daily) will be posted weekly.
4. Signage will prohibit visitors with COVID-19 symptoms from entering either office.
5. Service for financial transactions or document drop off/pick up will be provided from behind a plexiglass shield installed at the main desk in the CCRD office
1. Physical distancing for any visitor appointments will be maintained with the minimum safe distance of 2 m with no more than:
 - a. 3 individuals at one time in the CCRD Board Room
 - b. 2 individuals at one time in the CCRD main office reception
 - c. 2 individuals in the CCRD main office shared office space
 - d. 1 individual in the CAO and Finance Manager offices respectively
 - e. 3 individuals in the CCRD Bella Coola Airport Satellite Office
2. No more than 7 individuals will be present in the CCRD main office at one time
3. No more than 3 individuals will be present in the CCRD Bella Coola Airport Satellite Office at one time.
4. When building capacity is reached, visitors will be asked to wait outside or reschedule their visit to avoid congestion and unsafe proximity.
5. Sanitizer will be placed at front counter reception with signage requesting all visitors disinfect their hands
6. Sanitizer will be provided behind front desk reception plexiglass for staff use before and after each transaction.
7. All non-essential communal items are removed (such as magazines).
8. Pens and point of sale equipment and touch services will be sterilized between visitor uses.
9. Staff are instructed to sterilize common touch areas between visitors and on a scheduled basis through the day.
10. Visitors will be asked to identify themselves and will be noted on a visitor sign-in sheet to facilitate contact tracing if needed.
11. Refreshments are not offered to visitors.

14. Appendix D: Safety Plan for CCRD Deliveries

1. Signage will be posted at CCRD offices with instructions for delivery providers
2. Goods to be dropped off at entrance for reception area at CCRD main office and at entrance of CCRD Bella Coola Airport Satellite Office
3. Contactless delivery will be arranged where possible, otherwise deliveries will be signed for from behind the plexiglass shield as per visitor safety protocols (Appendix).

15. Appendix E: Safety Plan respecting Employee Travel

1. Non-essential transportation or business travel is limited to an exceptional basis only.
2. Travel is restricted between CCRD facilities and work locations to critical business functions.

3. Employees will not ride share when travelling between CCRD facilities and work locations for CCRD business functions.
4. Staff will be provided with hand sanitizer for use in their personal vehicles between work place and facility visits.
5. Staff are instructed to use telephone or text message or other technology to minimize in-person communication.

16. Appendix F: Safety Plan for Board Meetings and Director Travel

1. Non-essential transportation or business travel is limited to an exceptional basis only.
2. CCRD Board meetings will continue through virtual means until such time as WorkSafe BC and the Provincial Health Authority no longer advise against non-essential travel.
3. In person board meetings will not resume in any case until the Board resolves to resume in person board meetings.
4. Directors are discouraged from undertaking any non-essential travel.
5. Director expenses for travel will not be authorized until such time as in-person board meetings resume.

17. Appendix G: Safety Plan for Bella Coola Airport upon Restoration of Scheduled Service

[To be developed in partnership with Pacific Coastal]

18. Appendix H: Safety Plan for Denny Island Airport operations

[to be developed in consultation with the Denny Island Airport Commission]

19. Appendix I: Safety Plan for Thorsen Creek Waste and Recycling Operations

1. Plexiglass shield installation for cash transaction worker safety
2. Capacity numbers posted limiting the number of customers in the recycling building at one time to reduce congestion and foster physical distancing
3. Hand sanitizer provided for customer use
4. Hand sanitizer provided for workers
5. Signage to be posted encouraging physical distancing to a minimum of 2 meters while using the facility, taking turns at communal bin sites to maintain physical distancing

6. PPEs provided to workers
7. Workers instructed on operations to maintain minimum physical distancing recommendation from members of the public using the facility
8. Temporary service reduction until Phase 4 in restricting personal beverage container for deposit collection
9. Temporary service reduction in closing the share shed until Phase 4 to discourage potential virus spread through reused/repurposed household items

20. Appendix J: Safety Plan for Centennial Pool Operations

[to be inserted, scheduled for Board review June 11, 2020]

21. Appendix K: Safety Plan for CCRD Park, Playground & Facilities Use

[to be inserted, under development with new guidance from CDC for playgrounds and facilities]