

## **INTRODUCTION**

The Multicultural and Immigrant Services Association of the North Vancouver Island (MISA, also known as the Immigrant Welcome Centre) is committed to the health and safety of everyone in the workplace. MISA's COVID-19 Safety Plan includes all the measures that we are actively taking to mitigate the spread of COVID-19. This plan follows the guidance and protocols administered by the BC Government, Provincial Health Officer, BC Centre for Disease Control, World Health Organization and WorkSafe BC on returning to safe operation. Please refer to our full COVID-19 Safety Plan to learn more about the measures and protocols we have established.

Our COVID-19 Safety Plan identifies protocols that everyone in the workplace must follow to sustain a healthy and safe workplace. It is important that we respond responsibly and transparently to these health and safety precautions. This plan is subject change at any time if the protocols identified here do not sufficiently address the risks to staff and visitors. Our plan will be monitored through regular check-ins with staff and as new guidance is given by the Public Health Authority.

## **WORKPLACE OPERATIONS**

- At this time, our physical offices Campbell River and Courtenay are open for service delivery, but remain secured to the public.
- We continue to deliver virtual service delivery where we can. Where we cannot provide virtual services an in-person service will be prearranged. In-person services are reviewed and considered based on need.
- Staff and visitors are required to answer screening questions (COVID-19 symptoms and potential precautions) prior to entry into our offices. Staff and visitors are not allowed in our offices when they are sick.
- Staff and visitors are required to wear a mask in all public and common areas within our offices.
- Measures have been implemented to keep staff and clients at least 2 metres apart wherever possible. Measures include but are not limited to; revising scheduling, posting occupancy limits in gathering spaces, floor strips, plexiglass barriers.
- When staff are working in the office, they are positioned in a location that allows them to put more distance between themselves and others.

## **HYGIENE PROTOCOLS**

- In accordance with Public Health and WorkSafe BC we have implemented hygiene practices that our staff will follow to reduce the risk of transmission. We encourage visitors to do the same. Hygiene practices include but are not limited to wearing masks (mandatory), physical distancing, diligent hand hygiene, avoiding touching face with unwashed hands, respiratory etiquette (coughing/sneezing) and staying home when sick.

## **CLEANING PROTOCOLS**

- In Accordance with Public Health and WorkSafe BC we have implemented enhanced cleaning protocols in all areas of our offices including high contact areas as well as staff workstations.

## **OUTSIDE VISITORS**

- Visits to the workplace will be prearranged, staggered, and safety protocols will be communicated before entry into the workplace (e.g., email and/or signage posted at entrance).
- Signage has been posted at this workplace to inform every one of the measures in place.
- When booking appointments, clients will be reminded to reschedule or switch to a virtual appointment if they experience symptoms typical COVID-19, have come in contact with a confirmed COVID-19 case or have been placed in self-isolation.