



## **Return to Operations Risk Assessment - Public Facing Counters and Common Areas**

Following is the Go-Forward high-level Risk Assessment for the public facing counters and common areas operated by BCIT.

This Risk Matrix outlines risks associated with re-opening areas such as food services, common reception, waiting and lounge areas, service counters, outdoor seating areas, parking, hallways, washrooms, and other common spaces. The aim is to identify the main sources of risk associated with the transmission of COVID-19, aid the communication of these risks, and inform the selection of management measures.

The Risk Matrix takes into consideration building occupants, staff, and visitors and the activities in which they engage as well as the building or room uses and layouts. Based on the risk rankings, the matrix provides high level recommendations for prioritizing management measures to mitigate spread of COVID-19 as activities within the building resume.

All approved Risk Assessments and related Safety Plans will be posted to [bcit.ca/covid-19](http://bcit.ca/covid-19) with the “Go-Forward Plan.”

Each department will be required to prepare an updated Safety Plan. I will be in touch directly with those responsible and will provide more information on this process in a Safety Update. Stay safe.

Thank you,

Glen Magel

Director, BCIT Safety, Security and Emergency Management



Characteristics/ Activities	Risk Ranking (LOW-MED-HIGH)	Rationale	Risk Management Strategies
<b>Building Staff Occupants/ Location/ Likelihood of Public Access</b>			
<ul style="list-style-type: none"> <li>• Possibility for infected asymptomatic spreaders.</li> <li>• Transportation methods and likelihood of transmission from unknown sources.</li> <li>• Location within Province/Canada and incidence of infection within the Region.</li> </ul>	<p>LOW TO MEDIUM</p>	<p>The Site is any common area or space with public facing counters associated with British Columbia Institute of Technology (BCIT). These spaces may be located on any BCIT campus. The Site is likely located in an urban area with the potential for a medium to high population density. The incidence of COVID-19 in the Lower Mainland has been moderately-high relative to other parts of BC but current incidence of new infections in BC is extremely low. However, for the purpose of this row of the matrix, it is assumed that there is at least one infected person accessing each building, and for the remaining rows of this matrix it is assumed there is at least one asymptomatic individual present on-Site.</p> <p>For the purpose of this Risk Assessment (RA) Matrix, it is assumed that the Client is planning on the full re-occupancy of these spaces. Most, if not all, common and public spaces have been closed or re-opened based on reduced occupancy. Building occupants include students and faculty staff/instructors (referred to hereafter as either staff or instructors) who are young adults and older.</p> <p>The public/visitors may have access to some areas associated with institutional spaces (e.g. building entrances, hallways, public washrooms etc.).</p>	<ul style="list-style-type: none"> <li>✓ Conduct health screening through self-assessment before entry to the building (i.e. BC COVID-19 Self-Assessment Tool).</li> <li>✓ Add signage describing requirements for entry (no COVID-19 symptoms, etc.).</li> <li>✓ Instruct building occupants to stay home if they are showing symptoms.</li> <li>✓ Mandate that all students and staff returning to campus take training on COVID-19 prevention strategies (physical distancing, hand washing, etc.).</li> <li>✓ Provide clear communication to those who are sick or should be in isolation to not come to campus.</li> <li>✓ Limit public/visitor entry to essential visits only.</li> <li>✓ Control/limit entry/exit via specific routes to ensure signage is observed and space planning is completed.</li> <li>✓ Encourage pedestrian traffic to take outdoor routes, rather than walking through buildings unnecessarily.</li> </ul>



Characteristics/ Activities	Risk Ranking (LOW-MED-HIGH)	Rationale	Risk Management Strategies
		<p>Students and staff may visit other campus facilities located in the Greater Vancouver Area to attend and/or instruct classes.</p> <p>Building occupants may include individuals who have been exposed to SARS-CoV-2 from outside sources such as family members, users of public transit, and medical or long-term care professionals.</p> <p>Exposure frequency and duration associated with infected individuals would vary depending on workspace size and location. However, risks were considered medium to high due to the likelihood of viral transmission by a symptomatic person.</p>	
<b>Type of Business/ General Building layout</b>			
<ul style="list-style-type: none"> <li>• Post-secondary school programs</li> <li>• Access routes (building entry and exit).</li> </ul>	MEDIUM	<p>Entrance/exit locations may result in individuals crossing paths at pinch points.</p> <p>Exposure frequencies and durations could be high if arrival and departure times coincide for large numbers of students and staff arriving together according to class schedules.</p> <p>In addition, there is potential for contact with high touch surfaces during building entry/egress.</p> <p>The medium risk ranking is based on the primary mode of viral transfer being direct contact with droplets, the short duration of potential exposure, and the small number of high touch surfaces, despite the number of people touching them and frequenting the access routes.</p>	<ul style="list-style-type: none"> <li>✓ Control/limit entry/exit via specific routes to ensure signage is observed and space planning is completed.</li> <li>✓ Stagger on-campus class schedules.</li> <li>✓ Queue entry outside building and rooms, or if physical distancing cannot be maintained in hallways, then queue in empty classrooms. Prepare enhanced cleaning/sanitizing plans.</li> <li>✓ Remove furniture (where possible) from entry/exit points, or re-position for physical distancing.</li> </ul>



Characteristics/ Activities	Risk Ranking (LOW-MED-HIGH)	Rationale	Risk Management Strategies
		<p>The medium risk ranking is based on the primary mode of viral transfer being direct contact with droplets, the short duration of potential exposure, and the small number of high touch surfaces, despite the number of people touching them and frequenting the access routes.</p>	<p>✓ Adopt doorknob contact mitigation measures such as:</p> <ul style="list-style-type: none"> <li>• Providing tissues;</li> <li>• Providing hand sanitizer; or</li> <li>• Leaving doors open.</li> </ul>
<ul style="list-style-type: none"> <li>• Common reception/ waiting area</li> <li>• Lounge areas</li> <li>• Outdoor seating areas</li> </ul>	<p>HIGH</p>	<p>The possibility exists for crowding and loitering in the front entrance and around the reception desk. Risks to staff behind desks are medium where physical distancing is not possible or where access to public is higher.</p> <p>Lounge areas include open seating areas that may also have tables, where shared spaces may be in close proximity and risk of viral transmission is higher.</p> <p>Exposure frequency and duration may be high considering individuals tend to congregate in groups for prolonged discussions in larger hallways/public and corridors/open areas, and queue outside rooms waiting to enter. However, risks are low where congregating does not occur, and the duration of exposure is short.</p>	<ul style="list-style-type: none"> <li>✓ Prepare enhanced cleaning/sanitizing plans.</li> <li>✓ Implement traffic patterns where possible.</li> <li>✓ Provide handwashing/sanitization stations and signage to encourage frequent and proper handwashing/hygiene.</li> <li>✓ Install partitions and/or require the use of face coverings where physical distancing is not possible.</li> <li>✓ Provide training and signage for procedures when physical distancing is not possible.</li> <li>✓ Re-consider tasks that can not be performed while physically distancing.</li> <li>✓ Limit occupancy.</li> <li>✓ Consider removing public-use furniture, if any, from entrance/service desk areas to prevent loitering.</li> </ul>



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<ul style="list-style-type: none"> <li>Public facing counters</li> <li>Food service</li> </ul>	HIGH	Cafeterias and/or dining rooms may be located throughout the campuses. Microwaves are available for use by staff, students and faculty at their leisure. Exposure frequency and duration would be high due to close proximity in lineups and while eating at tables, especially during typical mealtimes.	<ul style="list-style-type: none"> <li>✓ Install partitions and/or require the use of face coverings where physical distancing is not possible.</li> <li>✓ Prepare enhanced cleaning/sanitizing plans.</li> <li>✓ Implement traffic patterns where possible.</li> <li>✓ Provide handwashing/sanitization stations and signage to encourage frequent and proper handwashing/hygiene.</li> <li>✓ Consider closing dining areas or removing seating, where physical distancing is not possible.</li> <li>✓ Encourage building occupants to bring their own food.</li> <li>✓ Establish cleaning procedures for microwaves between uses.</li> </ul>
<ul style="list-style-type: none"> <li>Parking (indoor/ outdoor/ car park)</li> </ul>	LOW	Students and staff may have access to vehicle parking within the vicinity of the Site. Parking areas are conducive to low exposure duration and frequency and are likely to have better ventilation than indoor environments. Parking kiosks are considered high touch surfaces.	<ul style="list-style-type: none"> <li>✓ Encourage physical distancing measures through signage.</li> <li>✓ Promote contactless payment.</li> <li>✓ Prepare enhanced cleaning/ sanitizing plans.</li> </ul>
<ul style="list-style-type: none"> <li>Hallways</li> </ul>	MEDIUM	Narrow hallways may be frequented by building occupants and could result in exposure if people linger to converse. Otherwise, risks would be considered low due to presumed low frequencies and short exposure duration when occupants pass through.	<ul style="list-style-type: none"> <li>✓ Implement traffic patterns where possible.</li> <li>✓ Restrict gatherings in hallways/discourage loitering.</li> <li>✓ Block public-use seating to maintain physical distancing.</li> <li>✓ Use physical distancing floor decals throughout corridors.</li> </ul>



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<ul style="list-style-type: none"> <li>Washrooms</li> </ul>	LOW TO MEDIUM	<p>Physical distancing in shared washrooms might be difficult, however, overall exposure duration is shortened, and stalls provide barriers. High number of high-frequency touch surfaces, however, soap and water are readily available.</p> <p>In some instances, washrooms accessible to administration staff and students may be in common spaces and not directly located within administration workspaces. In these cases, the washrooms may be the responsibility of the Facilities department.</p>	<ul style="list-style-type: none"> <li>✓ Set washroom capacity limits.</li> <li>✓ Take measures to encourage distancing while using urinals and sinks or install barriers.</li> <li>✓ Encourage/remind hygienic practices using signage.</li> <li>✓ Adopt doorknob contact mitigation measures.</li> <li>✓ Prepare enhanced cleaning/sanitizing plans for all washroom surfaces.</li> <li>✓ Work with building operator/external bodies to establish management strategies.</li> </ul>
<ul style="list-style-type: none"> <li>Water Fountains</li> <li>Vending Machines/ Candy Dispensers</li> </ul>	HIGH	<p>Water fountains and vending machines are located in various locations throughout the Site Building. Exposure duration and frequency are expected to be low, however these locations do represent high-touch surfaces. In addition, improper use of water fountains (i.e. direct contact of mouth to waterspout) causes contamination and potential viral spread.</p>	<ul style="list-style-type: none"> <li>✓ Prohibit/block use of drinking water fountains and touch button water bottle fillers encourage building occupants to bring their own water.</li> <li>✓ Keep open touchless water bottle fillers and treat as high touch points for cleaning and sanitizing.</li> <li>✓ Prohibit use of vending machines/ candy dispensers.</li> <li>✓ Encourage building occupants to bring their own water.</li> </ul>



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<ul style="list-style-type: none"> <li>Charging Stations</li> </ul>	MEDIUM	Charging stations are available for use by staff, students and faculty in various locations throughout the Site Building. These locations represent high-touch surfaces. Exposure duration is expected to be low but frequency may be high.	<ul style="list-style-type: none"> <li>✓ Consider prohibiting use of charging stations.</li> <li>✓ Encourage physical distancing measures through signage.</li> <li>✓ Provide handwashing/sanitization stations and signage to encourage frequent and proper handwashing/hygiene.</li> </ul>
<ul style="list-style-type: none"> <li>Brochures</li> </ul>	MEDIUM	Brochures may be available in various locations. Exposure duration and frequency are expected to be low, however these locations do represent high-touch surfaces.	<ul style="list-style-type: none"> <li>✓ Consider online marketing options.</li> <li>✓ Remove brochures from circulation.</li> </ul>
<ul style="list-style-type: none"> <li>Deliveries</li> </ul>	MEDIUM	Deliveries may be received at reception or associated loading docks. Evidence of viral transmission via packaging has been limited; anticipated viral dose from packaging is assumed to be low. However, risk to reception is medium if interaction with delivery staff is required, due to high transmissivity of the virus and potentially high frequency of interactions, but low durations.	<ul style="list-style-type: none"> <li>✓ Implement process for deliveries to prevent direct contact with others, including designated delivery entrances if possible.</li> <li>✓ Training for package handling and implement frequent hand washing.</li> <li>✓ Develop delivery/mail reception plan for shared items (e.g. pens, paperwork etc.).</li> </ul>
<b>Non-Regular Activities</b>			
<ul style="list-style-type: none"> <li>Fire drills</li> <li>Fire</li> <li>Fire doors</li> </ul>	MEDIUM	Emergency drills or actual events could result in disorderly conduct and crowding. First aid emergencies may require close proximity with the injured.	<ul style="list-style-type: none"> <li>✓ Prepare emergency plan for non-scheduled maintenance, illness or fire.</li> <li>✓ Consider alternate methods for doing drills.</li> </ul>