



COVID-19 Exposure Prevention Public Facing Offices

Directions:

- List tasks performed in this workspace where there are interactions with the public in Table 1, and determine risk level – refer to BCIT [Risk Assessment matrix](#) for more information. Determine frequency of asks. Assign Likelihood (**Rare, Unlikely, Possible, Likely, Very Likely**), Severity (**Catastrophic, Major, Moderate, Minor, Insignificant**) and Risk Level (**Extreme, High, Medium, Low**), and summarize controls. In reference to COVID-19, the Severity has been assessed as **Major**.
- Identify potential hazardous conditions, taking into account modes of transmission: a. Droplet (if within 2 metres), generally from coughing or sneezing, contacting eyes, nose and mouth b. Indirect contact: through touching contaminated surfaces, then touching eyes, nose, or mouth before washing/sanitizing hands. c. Direct contact: skin to skin touching, such as shaking hands, then touching eyes, nose or mouth before washing/sanitizing hands.
- List Items used by the public during the tasks and then determine control measures in Table 2.
- Determine if other control measures are appropriate for this work space in Table 3.
- Use Table 4 to determine alternate ways to conduct business, make Comments and provide Recommendations.
- Forward a copy to SSEMOHS@BCIT.ca and the supervisor/manager for the area.

| | | | | | | | | | |
|-----------------------|---|--------------------------|------------------------|--|--------------------------------|---|---|--|--|
| Assess. Date: | June 3 rd , 2020 | | Assessor(s): | Rebecca Chen, OHS Training Coordinator | | Supervisor/Manager/Director: | Jordan Castillo | | |
| Campus: | BBY | | Build/Depart: | SE2 | | Assessment Location: | Bookstore | | |
| Participants: | Jordan Castillo, Manager, Corporate Services; Kathy Bilozir, Supervisor Bookstore; Raquel Jackson, Supervisor Bookstore | | | | | Action on Control Measures: | Control measures must be implemented if risk level is Moderate and/or higher without control. | | |
| Frequency: (#) | Frequently (many times daily): 4 | Often (daily, weekly): 3 | Sometimes (monthly): 2 | Infrequently (yearly+): 1 | Likelihood of Exposure: | Direct or indirect contact: Likely (L) | Within 2 metres: Likely (L) | Greater than 2 metres or no contact: Rare (R) | |

Table 1

| | List tasks performed at the front counter/public space | Potential hazardous conditions associated with the task/ situation. | Items used by the public (elaborate in Table 2) | By who; position (How many #) | Frequency | Likelihood | | Consequence | | Risk Level | | Controls |
|----|--|---|--|-------------------------------|-----------|------------|------|-------------|-------|------------|------|--|
| | | | | | | W/out | With | W/out | With | W/out | With | |
| 1. | Pass through prepacked books to students at the front counter. | Getting within 2-metre between Bookstore staff and student | Purchased books (handed over to students, rarely will be touched by staff once hand out) | Bookstore staff (1) | 4 | Likely | Rare | Major | Major | High | Low | <ul style="list-style-type: none"> Relocate front counter at front entrance. Public are prohibited to enter into the Bookstore. Install plexiglasses at new front counter to separate staff and student. Plexiglass to have a cut out window for items passing through. Follow WorkSafeBC's guideline on determining proper size barrier. Only allow one student at the counter (in the vestibule) at one |

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| | | | | | | | | | | | | | <p>time. Post signage at the Bookstore main entrance where is easy to see. Mark down the 2-metre apart lining up spots on the ground outside bookstore.</p> <ul style="list-style-type: none"> Place hand sanitizers on both sides of the plexiglass at the counter for students and Bookstore staff to use. Post signage at front counter telling students to sanitize their hands before leaving. |
| 2. | Process payment at the front counter. | Getting within 2-metre between Bookstore staff and student; touching contaminated surfaces | Terminal machine; cards; receipts | Bookstore staff (1) | 4 | Likely | Rare | Major | Major | High | Low | <ul style="list-style-type: none"> Eliminate cash handling. Have dedicated pens for students to use. wipe clean them regularly. Bookstore staff to have their own pens and not to share. Do not touch face, nose, or mouth without washing or sanitizing hands properly. Wash or sanitize hands after processing transactions. | |
| 3. | "Runner" to deliver books to staff who works at the front counter | Getting within 2-metre between Bookstore staff; touching contaminated surfaces | Books handled by the "Runner" and the front counter staff | Bookstore staff (2) | 4 | Likely | Rare | Major | Major | High | Low | <ul style="list-style-type: none"> Set up the drop-off location 2 m away from the front counter. Staff who's designated as the "Runner" and the staff who works at the front counter must maintain 2 m apart from each other at all time. When the "Runner" is at the drop-off table, front counter staff step back 2 m away and vice versa. Post physical distancing signage through the Bookstore at appropriate locations. Bookstore has one washroom with sinks and soap for hand washing. Wipe clean front counter regularly. After each shift, at minimum. Request Facilities Cleaning Services for general cleaning of | |

| | | | | | | | | | | | | |
|----|---|--|--|--|---|--------|------|-------|-------|------|-----|--|
| | | | | | | | | | | | | Bookstore after each shift. This can be done by submitting Work Request via ARCHIBUS . |
| 4. | Staff work in the office - SE2 112 area; SE2-111 area | Getting within 2-metre between Bookstore staff; touching contaminated surfaces | Office supplies that have to be shared by staff. | Bookstore staff (1-2) at the SE2 112 area Bookstore staff (1) at the SE2 111B | 4 | Likely | Rare | Major | Major | High | Low | <ul style="list-style-type: none"> • Consider to relocate staff whose workstations are by the office area entrance (in SE2-112 corridor). Ensure no traffic can get within 2 m of the staff at all time. There are two workstations by the entrance of office area. The rest staff have individual office. • Consider move desk at 112C, if feasible. So that the corridor can allow 2 m apart traffic. • Stagger schedule to reduce number of staff working on site each shift. • Maintain 2 m distance at all times. Check traffic before proceeding. Post physical distancing poster, download printable version. • Staff to have their own set of office supplies and do not share, if feasible. Shared items must be wipe cleaned between use. • Only one person at the kitchen and supply room at a time. Place disinfectant cleaner or wipes at kitchen and supply room. • Wipe high-touch surfaces regularly, e.g., microwave, printer touching pads, fridge handle. • Staff enter and exit the Bookstore from different doors and allows one-way traffic. • Wash or sanitize hands after touching high-touch surfaces. • Remove toaster and coffee maker, if applicable. • Wipe clean workstation surfaces before each shift at minimum, |



| | | | | | | | | | | | | |
|----|--|---|--|---------------------|---|--------|------|-------|-------|------|-----|---|
| | | | | | | | | | | | | e.g., keyboard, mouse, desk surface. <ul style="list-style-type: none"> Do not share food, utensils, and plates. Eat lunch at each individual's office or workstation to maintain 2 m distance at all times. One person in the washroom at a time. |
| 5. | Staff work in the storage&delivery area: office work and handling delivered items. | Getting within 2-metre beteen Bookstore staff; touching contaminated surfaces | Office supplies that have to be shared by staff; delivered items | Bookstore staff (1) | 4 | Likely | Rare | Major | Major | High | Low | <ul style="list-style-type: none"> Do not touch face, nose, or mouth without washing or sanitizing hands properly. Place hand sanitizer in office SE2-105. Follow all applicable controls identified for Task #4. |

Table 2

Control methods must reduce likelihood of exposure to unlikely or rare, using the hierarchy of controls, which includes, elimination, engineering (e.g barriers) different work methods, cleaning, signage, clearly delimited areas for the public and limiting the number of people in an area. Refer to BCIT's [Pandemic Exposure Control Plan](#) and **Table 3** for more information.

| Task # | Items used by the public and describe how used | Eliminated | | Cleaned | | Single Use | | If No to all, what other control measures will be used? |
|--------|--|------------|----|---------|----|------------|----|---|
| | | Yes | No | Yes | No | Yes | No | |
| 1 | <ul style="list-style-type: none"> Terminal machine used by students, return it to the staff, staff provides receipts; Receipts requires student's signature, provided by staff, signed by students, returned to staff, receipts stored by staff; Cards might be touched by staff when assistance needed. | | ✓ | ✓ | | | | |
| 1 | Pens | ✓ | | | | | | |

Table 3

| | Control Measure Checklist | Yes | No | NA | Task(s) # applied to, if Yes | If No, what other control measures will be used? |
|--|--|-----|----|----|------------------------------|---|
| Entrance | | | | | | |
| A | BCIT communications poster regarding cough etiquette and hand washing posted at the entrance to space. | ✓ | | | All | To put up posters at the appropriate locations prior to this activity commencing. Provide proof in the Return to Campus Plan. |
| B | A disability access button that is well signed and visible, if there is a door to the space. | ✓ | | | 1 | |
| Reception area/waiting room | | | | | | |
| C | Reception is clearly visible/indicated. | ✓ | | | 1 | |
| D | Unnecessary items in the reception area are removed e.g. magazines. | ✓ | | | 1 | |
| E | Chairs are moved at least 2 metres apart. | | | ✓ | | |
| F | Number of people in the reception area or at counter is limited e.g. one at a time (e.g. through signage) | ✓ | | | 1 | |
| G | Spacing between those waiting for service kept to at least 2 metres (e.g. through signage or barriers). | ✓ | | | 1 | To mark on the ground outside Bookstore main entrance so that each individual waiting the line will be 2 m apart. Provide proof in the Return to Campus Plan. |
| Counter tops used by the public | | | | | | |
| H | Cleared of unnecessary items. | ✓ | | | All | |
| I | Hand sanitizer available. | ✓ | | | 1,3,4,5 | |
| J | Counter top wiped frequently using supplied wipes or by housekeeping. | | | | | |
| K | Pens/pencils eliminated. If no, see 9a and 9b 9a. Pens/pencils cleaned after each use using supplied wipes. 9b. Pens/pencils are disposable. | ✓ | | | 1 | |
| L | Paper transactions eliminated or reduced. | ✓ | | | All | |
| M | A minimum of 2 metres can be maintained from the public. | | ✓ | | | Plexiglass will be installed at the front counter. Refer to Table 1 Task 1. |
| N | Barrier, such as plexiglass, between employee and public. | | | | | |
| Education/ training | | | | | | |
| O | Employees have completed the Pandemic Exposure Control Plan online education. | TBD | | | | An notification will be send to the individual lwho completed the course. Staff can forward this notification email the manager. Manager to follow up staff completion. |

| Control Measure Checklist | | Yes | No | NA | Task(s) # applied to, if Yes | If No, what other control measures will be used? |
|--|---|-----|----|----|------------------------------|--|
| Alternative controls to reduce public contact and traffic footprint | | | | | | |
| P | Operation hours is reduced and/or numbers of employees working in the office/area is limited. | ✓ | | | All | |

Table 4

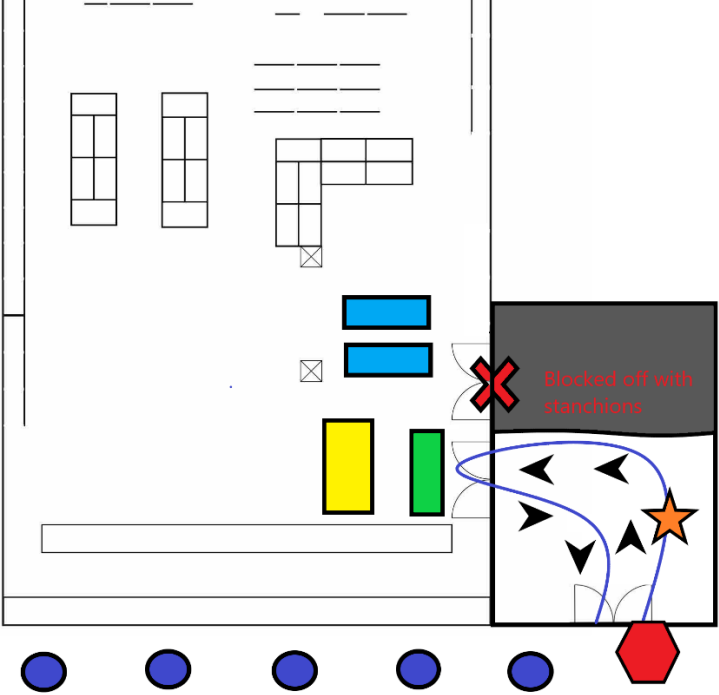
| Alternate ways to conduct business that reduces exposure | Yes | No | NA | Description |
|--|-----|----|----|-------------|
| Online | | | | |
| Telephone | | | | |
| Other (describe): | | | | |

Comments:



A counter table will be set up at the entrance. Public will be prohibited to enter the Bookstore. A plexiglass will be installed at the new front counter to separate student and staff.

Bookstore Return to Campus Map



- Bulk Trade Titles
- Pre-Paid Orders
- Temporary Workstation
- Temporary Emergency exit only
- Sanitizer Station
- Student Cue (2m Distance)
- Covid Operational Standards
- Service Path (1 student at a time)

Supervisor or Manager's Signature:

Date: