The purpose of this Plan is to provide Staff with the guidelines that will be in place for the re-opening of Municipal Hall. These guidelines will be in place until there is further direction from the Provincial Medical Health Officer and are subject to change as required.

**Modified Front-Desk Reception Operations**

* The Municipal Hall hours of operation will remain the same.
* A Plexiglass barrier will be installed to separate Staff and customers at the front counter. One Staff member at a time will be in the reception area; if another Staff member must access the reception area, Staff are required to maintain physical distancing protocols and clean any surfaces touched prior to leaving the space.
* Members of the public who need to see a Staff member in person will be required to make an appointment, not be seen at reception.
* Signs will be posted at the bottom of the stairs to the main entrance and outside the main door that indicate that only one customer at a time will be permitted inside Municipal Hall.
* A sign will be posted on the door, to remind customers to confirm that no other customer is at reception before they come in.
* Signs will be posted at the bottom of the stairs to the main entrance to the Municipal Hall instructing customers who have a cold, flu or COVID-19 symptoms to not enter the building, and use the drop box outside the door for drop-offs or call/email the office with questions.
* Markings will be placed on the ramp to the entrance to ensure physical distancing for customers waiting outside.
* Employee will clean high touch surfaces including but not limited to, pay stations, pens and counter after each customer. Customers will be encouraged to use tap payment over pin pad use, and to pay taxes and other fees via online payment options.
* The Village will also encourage, through public messaging, that customers to pay online, or by cheque or debit, and avoid paying cash where possible.

Employees who handle mail, cash, debit cards and other materials handled by members of the public must wear gloves while handling the materials and wash their hands with soap and water following handling such materials.

* Staff must wash their hands before and after any breaks, after using the bathroom, and at the beginning and end of their shift.
* All changes to Municipal Hall operations will be communicated to the public via the Village’s social media, website and Enews.

**Priority Departments/Staff to be in Municipal Hall**

* By no means will it be mandatory for those who can work from home to return to work in the Office at this point in time. Staff’s needs and availability to work from home vs. in the office were determined through a survey and follow up discussions.
* Occupancy limits will be set for Municipal Buildings: until further notice, occupancy for Municipal Hall is eight employees, four per floor.
* Managers will coordinate with each other to ensure occupancy limits are adhered to; if more than eight individuals require access to the building on a given day, staggered schedules will be set to ensure that occupancy limits are adhered to.
* Managers will submit anticipated schedules for their Staff to be working from the office every Monday, noting any times where several Staff must be in the office for operational reasons.
* In the event that Staff whose workstations are in close close proximity to another cannot adhere to the staggered schedule, mustall efforts must be made to adhere to physical distancing requirements.
* If necessary, a needs assessment will be conducted to determine which Staff should come back to work at Municipal Hall based on the following criteria:
  + Can the Staff member practice physical distancing from their workstation (are there doors/walls/barriers in place, are they a significant distance from essential staff in the office - Reception, Bylaw)
  + Does their home workstation meet ergonomic/operational requirements?
  + Do they have family needs that would prevent them from leaving home?
  + Do they have a pre-existing illness or compromised immune system?
  + Do they need regular access to files/equipment/computer programs not available remotely to efficiently perform their work?
  + Do they need access to other personnel who are in the office to efficiently perform their work?
  + Can they work split hours between remote work and office work?

**Working from Home**

* Those who can reasonably and appropriately conduct their work from home are to do so; options for staggered schedules or periodic entry to Municipal Hall will be explored to limit the number of Staff in the building at one time.
* Staff must advise their Manager on what equipment they require for working from home, and advise the HR Coordinator as to what equipment they have removed from the office.
* The HR Coordinator will maintain an inventory of equipment removed from the office by employee and location.

Managers must ensure that their Staff are following the Safe Work Procedures for Working Remotely and the Isolation Policy.

**Physical Distancing in the Workplace**

* Use of the lunchroom will be limited to one person at time. Once done, Staff must wipe down any surfaces touched with cleaning supplies provided.
* Operational meetings, safety meetings, and toolbox meetings will be limited to reduce exposure. Where possible:
  + Meetings should be conducted remotely
  + Content should be shared electronically
  + Sign offs previously provided in person should be circulated electronically
  + If in-person meetings are required, physical distancing (minimum 2 metres) must be practiced.
* Limit the use of the shared vehicles wherever possible and adhere to Safe Work Procedure for Hygienic Vehicle Use.
* Ensure all shared tools, equipment, and vehicles are cleaned before and after use.

**COVID-19 and the Use of Personal Protective Equipment**

* Reception and those working with materials handled by a member of the public or another Staff member, as well as those doing onsite visits or entering workplaces outside Municipal Hall, should wear gloves provided (this applies to going to PCC, the bank, Building Official doing inspections) and practice regular hand hygiene
* Employees may choose to wear non-medical masks. In the event that physical distancing is not possible, it is recommended that employees wear masks; disposable masks will be available at Municipal Hall and in vehicles.

**Physical Distancing in the Office and for Visitors**

* Staff will maintain physical distancing measures when entering/exiting the workplace, while travelling through corridors and accessing common areas.
* When using corridors that cannot accommodate physical distancing, Staff should announce that they are entering the corridor so others can wait until they have passed.
* One member of the public to be inside reception at a time; others will wait outside with clearly marked 2-metre distances between visitors
* When the visitor needs to see with a Staff member in person, they should schedule an appointment in advance and all Staff and visitors will use a meeting space where they can practice physical distancing, such as Council Chambers or outdoors if weather permits.

**Meetings**

* Wherever possible, meetings should be conducted virtually.
* If the matter is a simple one, employees should have the discussion via email, text or phone, even if they are both in the building.
* If an in-person discussion is necessary, always maintain a minimum of 2 meters physical distance between employees.

**Cleaning/Hand Hygiene**

* All frequently touched surfaces will need to be disinfected following use. Cleaning supplies will be provided where there are high touch areas.
* Employees must wipe down all surfaces after touching them, such as the photocopier and scanner, doorknobs, and flush handles in washrooms.
* Cleaners should come nightly, if possible.
* Hand sanitizer will be provided at all entrances and must be used before entering and after exiting the building. Signage directing the public and Staff to use the hand sanitizer will be placed above dispenser.
* Staff must wash their hands regularly, following handling of materials touched by members of the public or co-workers, before and after shifts, before and after breaks and after using the bathroom.
* Staff must sanitize their workstation, including mouse, keyboard, phone and desk surface at the end of each shift.

**Feeling Unwell/Sick**

* Under no circumstances should a Staff member enter the building if they have symptoms of COVID-19, such as fever, a new cough or respiratory difficulties.
* If an employee is experiencing symptoms of COVID-19 they should use the COVID-19 Self-Assessment tool <https://bc.thrive.health/covid19/en>, call 8-1-1, or consult a medical professional, to receive further direction and determine whether they need to be tested for COVID-19.
* The employee must immediately inform their Manager if they are experiencing symptoms and of the results of their self-assessment, 8-1-1 or medical appointment.
* Employees must follow the direction of the assessment or medical professional.

**References:**

Safe Work Procedures:

Working Remotely

Hygienic Vehicle Use

Conducting Building Inspections

Cleaning and Hygiene

Isolation Policy