



## **COVID-19 GUIDE:**

# Protecting our Staff, Volunteers and the Evergreen Brick Works Community

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# GENERAL OVERVIEW

The COVID-19 pandemic has had a significant impact on communities across Canada and the world, with the mandated closure of public sites and encouragement for all residents to stay home in order to flatten the curve and reduce spread of the virus. Evergreen closed our office doors and suspended all public programming at the Evergreen Brick Works (EBW) on March 13, 2020.

In preparation for re-opening, Evergreen has established a **Recovery Planning Committee**, increased the frequency of **Joint Health & Safety Committee (JHSC)** meetings, and developed this guide. In preparing this guide, Evergreen has relied on resources provided by various levels of government and public health officials, as well as best practices that have been shared with us from our industry contacts and partners. Given the rate of change and ongoing evolution of the pandemic, we will continue to review the latest information available, make evidence-based decisions, and update our protocols as needed.

The COVID-19 Guide: Protecting our Staff, Volunteers and the Evergreen Brick Works Community contains three parts:

**Part 1:** Health and Safety Procedures for Evergreen Staff and Volunteers

**Part 2:** The Evergreen Brick Works Facility

**Part 3:** Operating Programs at EBW

Evergreen is committed to using “safety first” as a guiding principle for the re-opening of EBW. We will take all reasonable precautions to prevent and control infection and will remain focused on the health and wellbeing of our staff, volunteers, partners, program participants and visitors.

# PART 1: HEALTH AND SAFETY PROCEDURES FOR EVERGREEN STAFF AND VOLUNTEERS

Under Ontario law, employers have the duty to take every reasonable precaution to protect workers from hazards in the workplace, including protection from illness and disease. Evergreen takes this duty seriously, and in the context of COVID-19 has put additional measures in place to help prevent and control the spread of this virus. These measures include the establishment of a Recovery Planning Committee, increasing the frequency of Joint Health & Safety Committee (JHSC) meetings, and the development of this guide.

All staff and volunteers working at EBW will be required to sign a Staff and Volunteer Protocol Form, as found in *Appendix II*.

## Operation of the JHSC

Evergreen's JHSC is now meeting biweekly (every other Thursday). Evergreen has established an interim membership for the Committee in order to alleviate the impact of temporary layoffs. The interim membership meets the requirements set out in the Occupational Health and Safety Act, and ensures continuity of the important work done by this committee. Contact information for the Committee can be found in the Key Contacts section in *Appendix I*.

## Practices for Healthy Staff & Volunteers

### Social Distancing

Public health guidance recommends a physical distance of at least 6 feet be maintained between individuals. Wherever possible, on-site tasks and work stations will be set up to maintain this physical distance.

### Hand Washing

All staff and volunteers arriving to EBW must wash their hands at the beginning and end of each shift or break, after using the washroom, sneezing, coughing, touching their face, blowing their nose, cleaning, eating or drinking; proper hand washing requires that hands are washed for at least 20 seconds with soap and water, and then thoroughly dried. In addition to these circumstances, staff and volunteers should wash their hands at least every 60 minutes, and dry thoroughly. Where a situation prevents proper hand washing, staff and volunteers should use hand sanitizer as a back-up.

### General Hygiene

Staff and volunteers should avoid touching their face, and specifically their eyes, nose and mouth. It is also important that appropriate cough and sneeze etiquette is followed, meaning that a cough or sneeze should be covered with a tissue, elbow or sleeve, followed by a thorough hand washing.

## Face Coverings

A mask that provides physical respiratory protection should be worn by staff and volunteers in the following circumstances when onsite at EBW:

- In situations where physical distancing cannot be maintained, or where it may be difficult to maintain;
- When transiting indoor common areas (i.e. hallways, washrooms, elevators);
- In any indoor space when it's accessible by visitors to the site.

Evergreen has procured a supply of non-medical face masks that will be distributed to staff and volunteers attending to site (who do not already have their own). To properly utilize a mask, staff and volunteers should:

- Wash hands prior to putting the mask on;
- Always put the same side against their face (to avoid putting a potentially contaminated side against the mouth or nose);
- Remove the mask using the straps, to avoid touching the parts of the mask that protect their face;
- Never share a mask;
- Wear a mask only according to the manufacturers specifications;
- Wash a cloth mask after each use.

## Training Requirements & Staff/Volunteer Agreements

Prior to attending on site for their first shift, staff and volunteers are required to review this Guide, including any program/event specific requirements found in Part 3 or the Appendix applicable to their program or

event. Staff and volunteers will be required to confirm they have reviewed this Guide as well as the Program Specific Infection Prevention & Control Requirements, and that they agree to adhere to all protocols that have been put in place. Volunteers must also review and execute the Volunteer Agreement and Waiver Form prior to attending on site.

## Remote Work

In order to further protect the health and safety of those working on site, and to minimize risk to all staff to the greatest extent possible, Evergreen will continue to have staff work remotely unless the execution of their tasks requires an on-site presence. We will constantly evaluate the need for staff to attend to EBW, and any increased use of Evergreen's own offices will be accompanied by an appropriate protocol document (per Part 3 of this Guide).

## Practices for Staff or Volunteers Who are Sick

### General Prohibition

Staff or volunteers should not attend to EBW for a scheduled shift if they:

- Are experiencing any COVID-related symptoms, such as fever, cough, sore throat, shortness of breath or difficulty breathing, or are feeling ill in any other way;
- Have recently travelled outside of Canada (last 14 days);
- Have had contact with a probable, or confirmed, case of COVID-19; or
- Are awaiting testing or test results for COVID-19.

### Immediate Steps Required in the Event of Illness

All staff and volunteers are required to report directly to their supervisor if they are feeling unwell, showing cold/flu symptoms, or witness another employee, volunteer or program participant exhibiting such symptoms. Upon being notified that an individual is exhibiting symptoms the supervisor will:

- Ensure the individual is separated from others in a supervised area, until they can go home;
- If physical distancing is not possible and care is necessary, ensure that anyone interacting with the individual is wearing proper PPE, including face mask, gloves and an eye shield
- Ensure that the Director, Talent & Culture or Sr. Manager, Human Resources is notified, as soon as the individual experiencing symptoms is safely isolated;
- Ensure that the Facilities Manager or General Manager is notified, as soon as the individual experiencing symptoms is safely isolated, so that appropriate cleaning and sanitization measures are enacted;
- Ensure the individual (or guardian as applicable) is referred to appropriate COVID-19 testing resources and encourage staff to seek testing as soon as possible. <https://www.toronto.ca/home/covid-19/covid-19-what-you-should-do/covid-19-have-symptoms-or-been-exposed/covid-19-assessment-centres/>

Even if symptoms do not emerge while on site, staff and volunteers must report to their supervisor if they are being tested for, or are diagnosed with, COVID-19.

### Organizational Reporting Requirements

Human Resources is responsible for ensuring the appropriate reporting requirements are met for any confirmed or suspected case of COVID-19. Upon being advised of any such cases a member of that team will:

- Ensure the local public health unit is contacted to notify them of a confirmed or potential case of COVID-19 and that advice is sought regarding public notifications or other communication requirements;
- Advise Evergreen's JHSC;
- Make all reasonable efforts to identify any staff and volunteers who have been in close contact with a confirmed case of COVID-19, and advise those staff and volunteers to a) remain home for 14 days following the last date of exposure and b) seek advice from local public health officials related to their need for testing. Where there is a suspected but unconfirmed case of COVID-19 staff and volunteers will be asked to self-monitor, and may be asked not to participate in program or site activities until further notice;
- Fulfill reporting requirements set out in the Occupational Health and Safety Act and its Regulations, including notification to the Ministry of Labour, Training and Skills Development (if the illness is determined to be work-related) within 4 days;
- Fulfill any Workplace Safety and Insurance Board requirements.

## Exclusions

An individual who tests positive for COVID-19 is to be excluded from EBW programs and activities for **at least 14 days** after the onset of symptoms. Those who have tested positive **should not return to site until after clearance has been received** from the local public health unit. Individuals who have tested positive are required to notify their supervisor when clearance has been received.

Individuals who test negative for COVID-19 must be excluded from EBW programs and activities until 24 hours after symptom resolution, or until any clinically recommended repeat tests have been administered, and results received.

Where there is a suspected but unconfirmed case of COVID-19 staff and volunteers who have been in contact with the individual will be asked to self-monitor, and may be asked not to participate in program or site activities until further notice.

# PART 2: EVERGREEN BRICK WORKS FACILITY

## Protocols for Site Buildings and Amenities

### Zone System

As Evergreen Brick Works is a multi-faceted site with a variety of stakeholders, a zoning system has been implemented to manage the usage day-to-day. Included here are the list of zones and associated principles. For a detailed view of each zone, please reference the Master Zone Maps found in *Appendix IV*.

General Principles of zones:

- Used to determine which activities happen on site and inform priorities of site usage
- Mitigate risk of cross-contamination of different stakeholders
- Inform cleaning protocols

Criteria for a zone:

- Independent washrooms
- Independent entrance and exit
- Minimum number of stakeholders in zone on any given day

- Zone 1:** TD Future Cities Centre (Building 16): CRH Gallery and Koerner Gardens
- Zone 2:** Building 14, Café Belong, Evergreen Garden Market and Young Welcome Centre
- Zone 3:** BMO Atrium, FIDO Classroom, and CIBC Classroom
- Zone 4:** Centre for Green Cities (Building 12)  
2<sup>nd</sup> floor: Meeting Rooms
- Zone 5:** Centre for Green Cities (Building 12)  
3<sup>rd</sup> floor: Evergreen Office
- Zone 6:** Centre for Green Cities (Building 12)  
4<sup>th</sup> and 5<sup>th</sup> floor: Tenants
- Zone 7:** The Pavilions, Building 5, Bike Works and Sweet Pete's
- Zone 8:** Building 1: Tenant Area
- Zone 9:** Building 1: Programing Space and City Washroom
- Zone 10:** East Parking Lot\*
- Zone 11:** Children's Garden\*

\* No dedicated washrooms. Must be combined with another zone if in use.

### **Preparing for Use**

Specific protocols will be in place to support physical distancing and safety for building users:

- The Facility Management team will work with tenants and building users to understand anticipated occupancy levels for each area to ensure social distancing measures can be implemented.
- Where required, directional signage, floor markings and physical barriers will be installed.

### **Entry & Exit Points**

Specific protocols will be in place to support physical distancing and safety for building users when entering/exiting site buildings, including dedicated access points, directional signage, floor markings, and methods to manage queuing.

### **Use of Elevators**

- Physical distancing protocols will be in place for all elevators and will be supported through signage and floor markings. Due to elevator cab size constraints, users are asked to use designated stairs whenever possible. Instructions will be posted at elevator on each floor.
- Enhanced regular cleaning protocols with regular disinfection procedures will be in place. Special considerations will be made for all high touch points.

### **Use of Stairwells**

- Wherever possible, stairwells will be open to ensure access for individuals as an alternative to the elevator.
- Directional protocols will be in place designating stairwell direction and time to ensure social distancing. This will be guided by signage and floor markings and building issued instructions.

### **Use of Parking Lot**

- In order to minimize contact with parking meters, payments for parking can be made online by downloading and using the app [honkmobile.com](https://honkmobile.com).
- Parking meters will be cleaned and disinfected regularly.

### **Use of Washrooms**

- All washrooms will have signage promoting proper hand washing as per public health recommendations.
- Where required, signage and floor markings will be installed to manage physical distancing.
- Enhanced cleaning protocols including regular disinfection of high touch points will also be in place.
- Public washrooms (i.e. Building 14) will be cleaned and disinfected twice daily. During peak times on site, i.e. during farmers markets, public washrooms will be cleaned and disinfected every hour and monitored for occupancy levels. Each washroom will be single occupant only.

## Cleaning Protocol

- Disposable gloves and an appropriate mask will be used by staff during cleaning and disinfection. Staff will carefully remove and throw away used PPE immediately after disinfection and trash disposal.
- A disinfectant solution will be regularly used, to remove particles that can carry the germs (COVID-19) on surfaces.
- High touch surfaces (i.e. tables, hard-backed chairs, doorknobs, light switches, desks) will be cleaned twice daily in common areas, with different cloths for each space to avoid any potential cross contamination of surfaces.
- Shared electronics, equipment and touch-screen kiosks will be cleaned and disinfected daily.
- Soft surfaces in common areas will be sprayed daily with disinfectant.
- There will be an increased availability of disinfecting wipes, hand sanitizer stations, and sanitizers across EBW.

## Ventilation

HVAC systems have been adjusted to allow more ventilation into the building. MERV 14 air filters have also been installed to catch more particulate entering the building spaces including tenant occupied areas. This will not only increase fresh air within the building but minimize the potential for airborne germs coming into the building.

## Protocols for Tenants

Upon site and building reopening, tenants are to enter and exit their space and transit common areas as outlined in the Master Zone Maps found in *Appendix IV*.

Evergreen will ensure that common traffic areas and high touch surfaces such as elevators, elevator buttons, door handles, washrooms, shared kitchenettes, railings, and counter tops will be cleaned and disinfected twice daily, Monday through Friday, in-line with building operating hours. Should tenants utilize and/or require cleaning of common areas outside of building operating hours in addition to the regular cleaning schedule, additional cleaning charges will be incurred and invoiced to the tenant.

Ventilation improvements and HVAC adjustments have been made to maximize fresh airflow while minimizing particulate within tenant spaces.

Tenants are to inform **Steve Dale**, EBW General Manager by email [sdale@evergreen.ca](mailto:sdale@evergreen.ca), if they have an employee who has tested positive, or is awaiting test results for, COVID-19.

Any tenant visitors or deliveries to site, should be escorted through the building as not to be left unguided and to ensure adherence to zone usage. Visitors and those making deliveries must follow the same social distancing and use PPE. This means wearing of masks when physical distancing cannot be practiced in common areas and sanitize or clean hands upon entry into the building. Gloves should be worn when exchanging goods between the deliverer and receiver.

# PART 3: OPERATION OF PROGRAMS AT EBW

## Planning for Programs at EBW

EBW is a unique public gathering space, with a diversity of visitors and usage across the site. We recognize that this broad range of activity, from the ordinary use of office space to the running of an Adventure Camp, will require us to think critically about the health & safety requirements for each program/event, and respond accordingly to those distinct needs. In planning for the operations of programs on site a Program Specific Infection Control Requirements Form must be completed which provides a framework for that analysis and preparation. Refer to **Appendix III** for the Program Specific Infection Control Requirements Form.

The completed form will be reviewed by Evergreen's JHSC, and Recovery Planning Committee, to ensure that all necessary protocols and procedures have been addressed. The applicable Director will be responsible for ensuring that this template is complete and has been reviewed by these Committees prior to the program or activity in question beginning/resuming on site. These reviews are **in addition to** any required review and approvals by local public health authorities and/or other levels of government.

Each approved template, and the actions contained within it, will become part of this Guide, and will form an Appendix to this document.

## Right to Refuse Participation

Evergreen reserves the right to refuse participation in programs, events or other activities at EBW to those who refuse to comply with the safety procedures outlined in this Guide, having due regard for our accommodation obligations under Ontario's *Human Rights Code*.

## Emergency Situations

Evergreen recognizes that an emergency situation may preclude the adherence to strict social distancing guidelines or other protocols outlined in this guide. In the event of an emergency, contact 911 and follow the instructions provided by first responders. Public Health should be contacted for additional advice once the emergency situation has been resolved

## Appendix I – Key Contacts

### Joint Health & Safety Committee (Interim Membership)

Melanie Francis (Management Member): [mfrancis@evergreen.ca](mailto:mfrancis@evergreen.ca)

Steve Dale (Management Member): [sdale@evergreen.ca](mailto:sdale@evergreen.ca)

Christopher Boyle (Worker Member): [cboyle@evergreen.ca](mailto:cboyle@evergreen.ca)

Andrew Stokes (Worker Member): [astokes@evergreen.ca](mailto:astokes@evergreen.ca)

### Recovery Planning Committee

Jessica Dexter, Director, Hospitality & Events: [jdexter@evergreen.ca](mailto:jdexter@evergreen.ca)

Kathleen Buzek, Chief Financial Officer: [kbuzek@evergreen.ca](mailto:kbuzek@evergreen.ca)

Steve Dale, General Manager: [sdale@evergreen.ca](mailto:sdale@evergreen.ca)

Lucia Piccinni, Program Director: [lpiccinni@evergreen.ca](mailto:lpiccinni@evergreen.ca)

Melanie Francis, Director, Talent & Culture: [mfrancis@evergreen.ca](mailto:mfrancis@evergreen.ca)

### Human Resource Contacts

Melanie Francis, Director, Talent & Culture: [mfrancis@evergreen.ca](mailto:mfrancis@evergreen.ca)

Ileean Tait, Senior Manager, Human Resources: [itait@evergreen.ca](mailto:itait@evergreen.ca)