

# COVID-19 safety plan

## Company details

Business Name: Impact Hub Ottawa

Revision date: 22/03/2021

Date completed: 18/03/2021

Developed by: Will El Khoury

Division/group:

Others consulted: Elizabeth Cleland

Date distributed:

## Related Documentation

- [Screening Form](#)
- [Guidelines doc for visitors](#)
- [Be Social Wise \(OPH\)](#)
- [Wearing/removing a mask](#)
- [COVID-19 Testing information](#)
- [Self isolation Instructions](#)
- [Cough Etiquette](#)
- [Hand Washing](#)

# 1. How will you ensure all workers know how and are able to keep themselves safe from exposure to COVID-19?

## **Actions:**

- Our staff's working hours are staggered, allowing no more than 2 individuals from the staff team in the space at once.
- All staff members are made aware of provincial updates to COVID related regulations prior to reopening and at each zone transition. Staff members are required to fill out a health declaration form which lists out:
  - the most up to date list of COVID- 19 symptoms
  - situations that involve a high risk of exposure
  - mitigation steps in the event of a possible exposure
- Our safety plan will be updated regularly to meet provincial guidelines and recommendations as they are posted on **covid19.ontario.ca**. All employees will be briefed on changes as soon as possible.
- The reviewed safety plan will be shared with the Impact Hub Ottawa team prior to being disseminated to our patrons, to ensure staff preparedness.
- In addition to this safety plan, since July of 2020, Impact Hub Ottawa has adopted a set of in-space rules and regulations that are updated monthly, to ensure the safety and health of its patrons.

## 2. How will you screen for COVID-19?

### **Actions:**

We refer to the most up-to-date [ontariohealth.ca](https://ontariohealth.ca) list of COVID symptoms and update our screening checklist (Impact Hub Ottawa Health Declaration and Screening Form) accordingly.

Both staff and tenants are required to fill out the screening checklist (Impact Hub Ottawa Health Declaration Screening Form) before they enter the space. This checklist collects the names and contact details of all who visit and interact with the space.

### 3. How will you control the risk of transmission in your workplace?

**Actions:**

- All staff members and guests of Impact Hub Ottawa must fill out the online screening form before entering the space. Anyone who answers YES to any of the screening questions will not be able to access the space.
- Masks are to be worn by patrons at all times when moving around the space.
- Staff are provided with full face covering to be worn when engaging with screened patrons and guests.
- Access to the kitchen and common areas is limited to staff access only.
- The number of available desks has been significantly reduced. The desks have been distanced at least 6 ft apart.
- Traffic has been made unidirectional in areas that don't allow safe distancing.
- Desk reservation prior to entering the space is mandatory. Drop-ins and are discouraged.
- To ensure that enough time has elapsed between consecutive bookings of the same desk, each desk can only be booked and occupied by one member per day.
- Capacity on each floor varies depending on the mandated restriction zone in Ottawa.
- Surface disinfectant spray bottles have been placed at each desk, along with paper towels. Hand sanitizing stations are located throughout the space to reduce contact with common surfaces.

## **Space Set up**

### **Coworking Space**

The Main (6th) floor has been divided into four zones, as pictured to the right. Each Zone has a limited number of desks, spaced at least 6 feet apart, which patrons can book for a full day. For the time being, we are only allowing desks to be reserved by one patron per day to ensure that enough time has elapsed between consecutive uses of a work-station.

### **Kitchen**

To decrease the risk of transmission, access to the kitchen will be granted only to patrons of the Impact Hub Ottawa staff. We ask patrons to bring their own water container, a portable mug/thermos, and food for consumption and that they plan to do their washing up at home. In the event that dishes from the space are used, they will be asked to place dirty dishes in designated carts for dishwasher sanitization. Coffee will be brewed by staff and poured in compliance with safe handling guidelines. Tea packages will be filled by staff and handed to patrons in the same manner.

### **Workshop rooms**

Workshop rooms will be available for booking at reduced capacity (up to 6 people) as indicated on the bookings calendar, with 6 feet of distancing between individuals to be enforced at all times.

### **Meeting Rooms**

Meeting rooms will be available for booking at reduced capacity (up to 3 people), as indicated on the bookings calendar, with 6 feet of distancing between individuals.

### **Phone Booths**

Phone booths will be available for booking. Members of the staff are alerted when a phone booth has been used, to allow us to complete a thorough disinfection.

### **Washrooms**

A maximum of 1 individual per washroom per floor at a time will be advised.

There are 3 washrooms on each of our floors.

### **Elevators**

A limit of 2 individuals per elevator has been set by the building.

#### 4. What will you do if there is a potential case, or suspected exposure to, COVID-19 at your workplace?

**Actions:**

A) Upon Completing the screening test:

- 1) Anyone who does not pass screening is advised to not enter the Hub and to self-isolate, ideally at home, and call their health care provider or Telehealth Ontario (1-866-797-0000) to get advice or an assessment, including if they need a COVID-19 test.
- 2) If any of their answers to the screening questions change during their visit to Impact Hub Ottawa, they should inform the Hub Team of the change and go home to self-isolate immediately and contact their health care provider or Telehealth Ontario (1-866-797-0000) to get advice or an assessment, including if they need a COVID-19 test.

B) If a patron is exposed to COVID-19 or exhibits any of the described symptoms after a visit to the hub:

- 1) They are advised to immediately inform Impact Hub staff by contacting our managing director Elizabeth Cleland (Liz@hubottawa.org). They will be asked to mention when their symptoms began, if they have been tested, and when they were last at Impact Hub Ottawa
- 2) While respecting the privacy of the exposed person, all those who used the space on the day(s) of the infected person's visit will be notified via email.

## 5. How will you manage any new risks caused by changes to the way you operate your business?

### **Actions:**

- The managing team will continue to limit staff presence in the physical space to a maximum of 2 individuals per day until the green zone is reestablished.
- Our business model has been changed to include more virtual services, to keep our patrons engaged while encouraging social distancing and isolation.
- Working with our partners and online service providers has improved our reservation and screening processes significantly, and we continue to consult experts to make sure that we deliver our services in a manner that complies with provincial recommendations.

## 6. How will you make sure your plan is working?

### Actions:

- **For the staff:** we maintain an atmosphere of openness, prioritizing mental and physical health and wellbeing; team members will be able to voice their level of comfort working in the physical space and decisions will be made accordingly.
- **For the space and its patrons:** The Impact Hub Ottawa team convenes regularly to discuss changes to regulations, consults usability and customer experience experts to conduct interviews and collect feedback on: their experience, their levels of comfort when using our space amid COVID-19, and areas for improvement.
- We are part of a network of Ontario coworking spaces that regularly contribute resources and knowledge, to ensure the viability of our safety plans.
- We have and will continue to consult epidemiologists, health experts, and provincial government appointed help lines.
- We will continue to adopt an iteration, trial and improvement approach to our protocols and procedures.

# COVID-19 safety plan – snapshot

**Business name:** Impact Hub Ottawa

**Division/group:**

**Date completed:** 18/03/2021

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## Measures we're taking

(a) How we're ensuring workers know how to keep themselves safe from exposure to COVID-19

- We are keeping ourselves informed of the latest updates from provincial health authorities. Our staff is required to complete a Health Declaration Form every morning before they enter the space.
- Masks and full face coverings are provided and replaced regularly if needed.
- Employees who display symptoms will be asked to inform us immediately, to self isolate, and to follow the appropriate steps as instructed by health authorities.
- Staff presence will be staggered and reduced to a maximum of 2 people per day. Employees will be given the opportunity to choose whether or not they wish to be physically present.

(b) How we're screening for COVID-19

- All patrons are required to fill out the Health Declaration Form before entering the space. If they answer YES to any of the screening questions, they will not be allowed to enter the facility, and will be asked to isolate themselves and Telehealth Ontario (1-866-797-0000) to get advice or an assessment, including if they need a COVID-19 test.

(c) How we're controlling the risk of transmission in our workplace

### (i) Physical distancing and separation

- Total space capacity has been more than halved, with desks separated 6+ feet from each other. Access to common areas, such as the kitchen (with all its amenities (appliances, food and beverages...)) and communal spaces is now limited to staff only.

**(ii) Cleaning**

- Disinfectant and paper towels are located at every desk, workstations are to be cleaned before and after every use. Hand sanitizing stations are located throughout the space and instructional graphics are displayed as a reminder to practice healthy habits and good hygiene.

**(iii) Other**

- Masks are to be worn and kept on upon entering the building, especially on our floors. They can be removed when seated at a desk.
- Common doors remain open and proper distancing is encouraged throughout the space.
- Elevator capacity is now reduced to 2 individuals.

**(d) What we will do if there is a potential case, or suspected exposure to, COVID-19 at our workplace**

- If a patron is exposed to COVID-19 or exhibits any of the described symptoms after a visit to the hub:
  - 1) they are advised to immediately inform Impact Hub staff by contacting our managing director Elizabeth Cleland (Liz@hubottawa.org). They will be asked to mention when their symptoms began, if they have been tested, and when they were last at Impact Hub Ottawa
  - 2) While respecting the privacy of the exposed person, all those who used the space on the day(s) of the infected person's visit will be notified via email.

**(e) How we're managing any new risks caused by the changes made to the way we operate our business**

- Working with our partners and online service providers has improved our reservation and screening processes significantly, and we continue to consult experts to make sure that we deliver our services in a manner that complies with provincial recommendations.

**(f) How we're making sure our plan is working**

- We have and will continue to consult epidemiologists, health experts, and provincial government appointed help lines.
- We will continue to adopt an iteration, trial and improvement approach to our protocols and procedures.