

Kamloops Food Bank Society COVID-19 Safety Manual



Sharing food. Feeding hope.

Table of Contents

Kamloops Food Bank Capacity

Warehouse: Occupant Capacity

Administration Office: Occupant Capacity

Intake: Client Capacity

COVID-19 Safety Procedures

Understanding the Risk

The Commitment of the Kamloops Food Bank

Physical Distancing

Barriers and Partitions

Temperature Assessment

Hand Washing, Cleaning and Sanitizing

Visitors and foodSHARE Agency Partners

Workplace Illness

High Contact Areas

Illness Policy

Client and Donor Procedures

Clients

Regarding Donations

Infographics

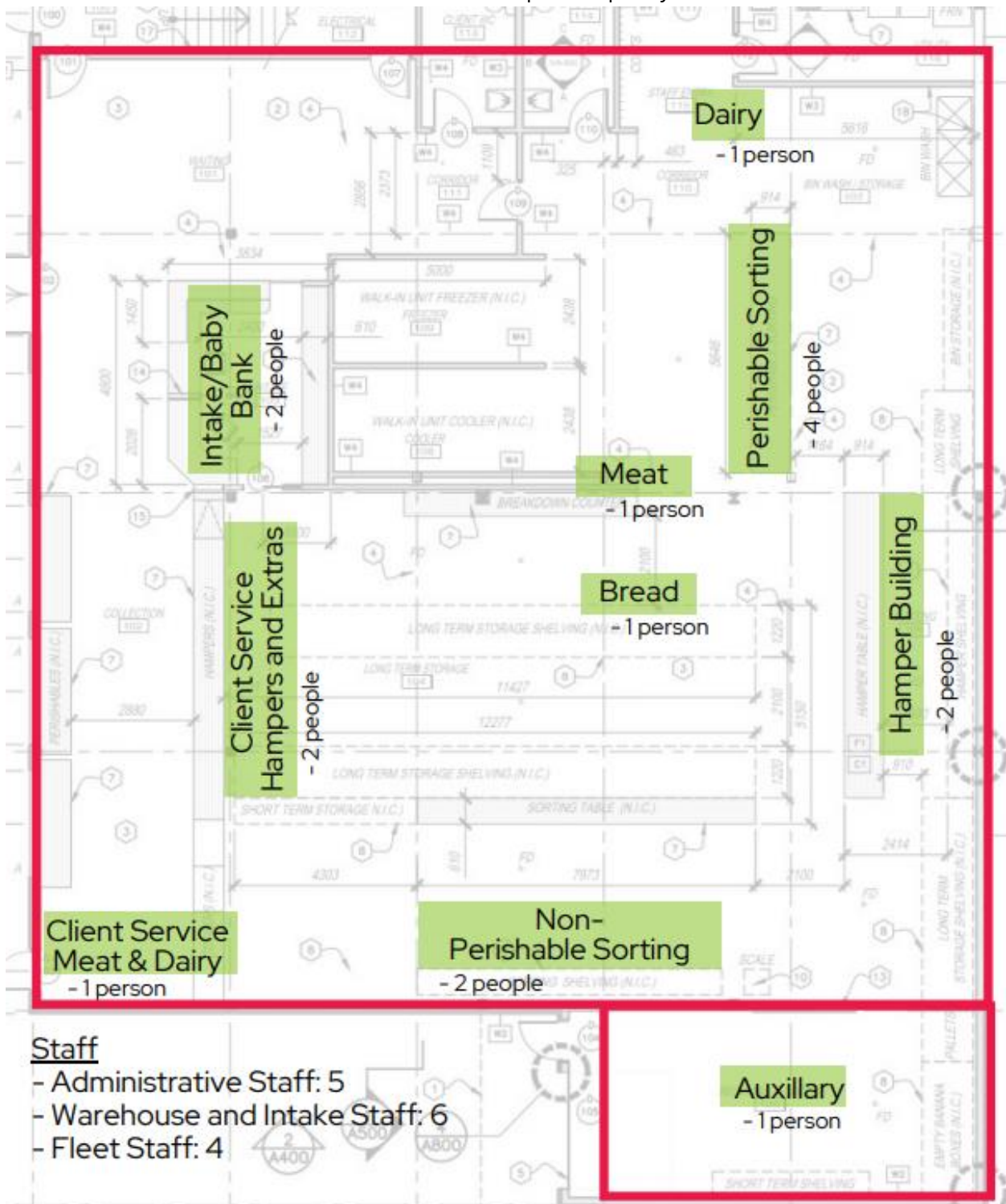
How to Wear a Mask

Hand Washing

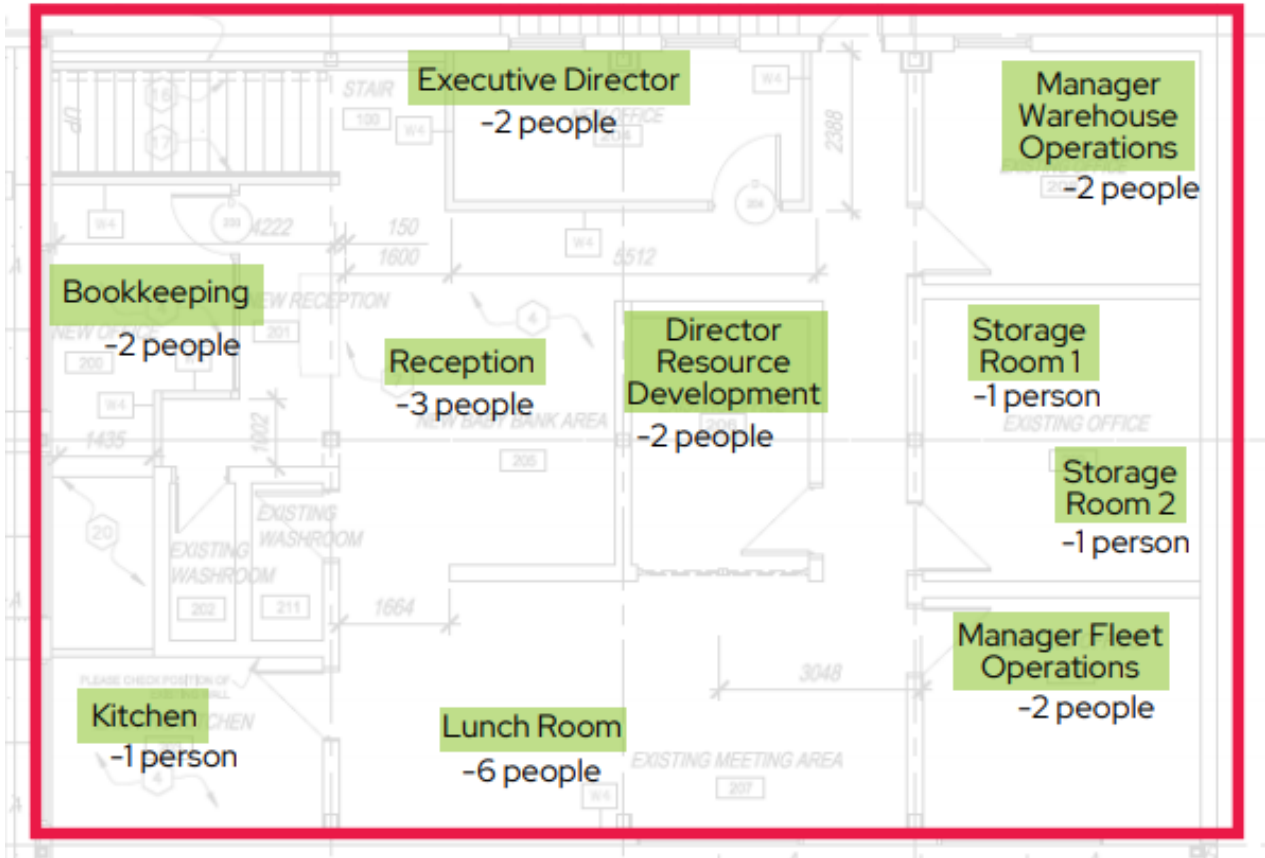
The New Normal

The Do's and Don'ts of Wearing a Mask

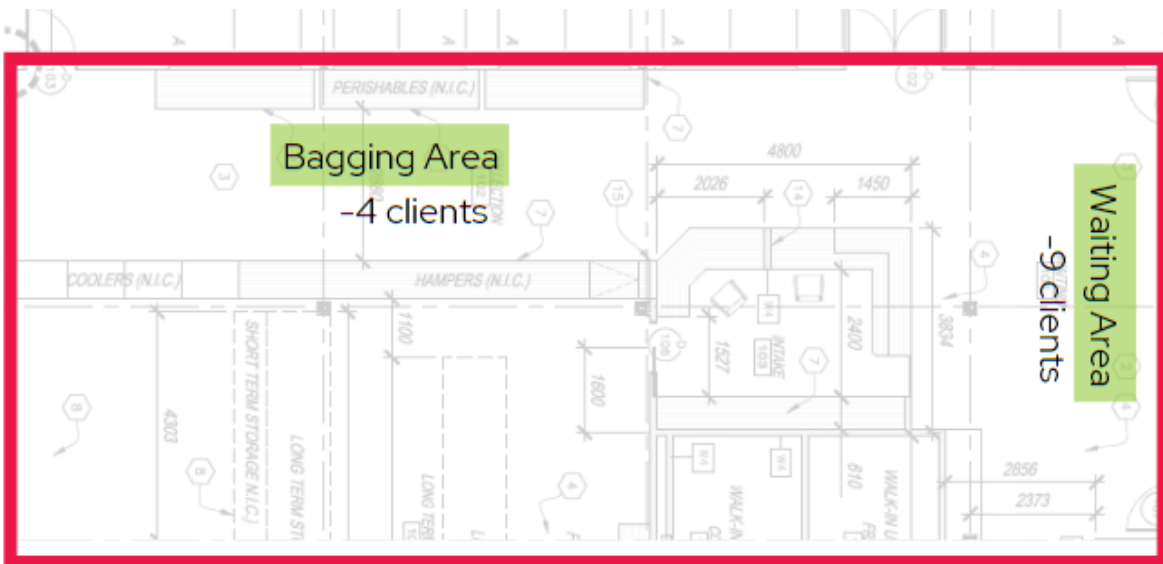
Kamloops Food Bank Capacity Warehouse: Occupant Capacity



Administration Office: Occupant Capacity



Intake: Client Capacity



COVID-19 Safety Procedures

Understanding the Risk

The virus that causes COVID-19 spreads in several ways. It can spread in droplets when a person coughs or sneezes. It can also spread if you touch a contaminated surface and then touch your face.

The risk of person-to-person transmission increases the closer you come to other people and the more time you spend near them.

The risk of surface transmission increases when many people contact the same surface and when those contacts happen over a short period of time.

The Commitment of the Kamloops Food Bank

The Kamloops Food Bank is committed to ensuring we provide a safe and sanitary place for staff, volunteers and clients. We have and will continue to create and review best practices as communicated by provincial health authorities and WorkSafeBC. All best practices will be reviewed and communicated with volunteers, staff and clients through safety meetings and through posters and visual aids within the facility.

Physical Distancing

Maintaining physical distancing (2 metres apart) is a primary control that will be exercised by the Kamloops Food Bank to reduce the risk of spread of COVID-19.

Physical distancing controls in place include:

- An established occupancy limit will be posted and reviewed with all staff, volunteers and clients. Staff will monitor operations and ensure occupancy limits are enforced to maintain safe distancing.
- Volunteer scheduling policy has been changed to ensure control over the number of volunteers coming onsite each day to work.
- Seating in client waiting area has been removed and replaced with single occupancy seating space 2 metres apart
- Maximum occupancy of client waiting area has been limited to 10 clients
- Clients waiting to enter the building have been provided with visual aids on the ground to indicate the appropriate distance to stand apart.

Barriers and Partitions

Through our dedication to continue our essential service in the safest manner possible, we have installed permanent physical partitions. We have also implemented the use of PPE for staff, clients and volunteers. These measures include:

- Plexi-shield partitions that separate intake/client services and client distribution points
- Clients entering waiting area are supplied with single use face masks (mandatory)
- Staff and volunteers are provided with face masks or face shields which are mandatory within the warehouse

Temperature Assessment

Commonly an elevated temperature is a way to identify a person who may have a COVID-19 infection. We will assess the temperature of all volunteers and staff with a non-contact infrared thermometer. To ensure everyone's safety, if anyone has a temperature of 38°C or above, they must follow the Illness Policy outlined below.

Hand Washing, Cleaning and Sanitizing

Cleaning and hygiene procedures are essential for control of COVID-19. These procedures will be reviewed daily with all staff, volunteers and clients. We will ensure a full stock and inventory of hand washing and dis-infecting supplies to ensure all procedures can be followed. Best practices for onsite sanitizing and personal hygiene include:

- Reviewing with staff and volunteers the list of high contact surfaces that require regular sanitizing (see attached list)
- Ensuring all handwashing stations are stocked with hand soap and paper towels
- Supplying all clients entering waiting area with hand sanitizer or dis-infecting wipes (mandatory)
- After each client is served all surfaces (intake desk, bagging station, distribution counters and shopping carts) will be wiped with dis-infecting wipes by intake work and volunteers before serving next client.
- Each staff member will be responsible for daily dis-infecting of their own office space and door handles
- Truck drivers will sanitize all points of contact with each vehicle at the end of each shift
- Transportation coordinator will be responsible for sanitizing all mobile warehouse equipment (pallet jacks, forklifts, carts and dollies).

Visitors and foodSHARE Agency Partners

All visitors and participating foodSHARE agency workers will be advised to wait in the receiving bay area until a staff member is available to review the COVID-19 safety policy. A Kamloops Food Bank staff member must ensure each visitor agrees to and will comply with the outlined safety plan.

- Visitors and agency workers will be supplied with and required to wear masks and must sanitize their hands upon entering the receiving bay
- The Warehouse Supervisor or Warehouse Coordinators will bring the requested food to the receiving bay as quantities allow
- Visitors and agency partners will be provided with dis-infecting wipes to sanitize any carts, dollies and fridge handles used while in the receiving bay

*Any visitors or agency workers that do not agree to or comply with COVID-19 safety guidelines will not be permitted to access the warehouse and will be asked to wait outside. The Executive Director or Manager of Warehouse Operations will be asked to speak with them.

Workplace Illness

If a staff member or volunteer begins to feel sick/ill while in the workplace, the following steps will help to ensure the proper handling of the sick individual while ensuring the safety of those in the workplace.

- Any volunteers or staff that are feeling sick must report to Manager of Warehouse Operations immediately. In the event they are not available, reporting must go to the Executive Director.
- Sick workers will be asked to sanitize or wash hands, and they will be provided with a mask and will be required to self isolate in a safe space
- The sick individual must travel straight home without any stops. This can be coordinated with an outside person that lives with the sick individual. If the individual is able to drive, they can be permitted to do so with clear directions to return home ***without*** any stops
- If the individual has chest pains or difficulty breathing call 911

*Immediately all staff and volunteers will halt regular operations and fully sanitize all areas and surfaces that the sick individual had come in contact with or worked near.

High Contact Areas

- Stair Railings
- Door Handles
- Coffee Machine
- Fridge and Cooler Handles
- Pallet Jack Handles
- Bathroom Surfaces and Handles
- Office Supplies
- Packing Racks

- Counter Tops
- Markers
- Light Switches
- Door Locks
- Vehicle Handles and Wheels
- Cart Handles
- TV Remote
- Window Blinds

The high contact areas identified above should be dis-infected often. The intake worker is responsible for areas that clients come in contact with, while a warehouse worker is responsible for all areas within the warehouse. Drivers should disinfect their vehicle at the end of their shift. Each office is the responsibility of the office worker to whom it belongs. All other locations should be disinfected after each use by the individual (e.g. coffee pot handle).

Illness Policy

Assessing for Symptoms of COVID-19

Self-assessment plays an important role in stopping the spread of COVID-19. Staff, volunteers, and clients should assess themselves regularly for symptoms including fever, chills, coughing, shortness of breath, sore throat, painful swallowing, stuffy or runny nose, loss of sense of smell, headaches, muscle aches, fatigue and loss of appetite.

Appearance of COVID-19 Symptoms

To limit potential spread of COVID-19, staff, volunteers, or clients who present with symptoms of COVID-19 should remain at home and contact Health Link BC at 8-1-1. In the circumstance they were at the Kamloops Food Bank when symptoms presented they should go home immediately and contact 8-1-1 or a physician

Positive COVID-19 Test

In the scenario that staff or volunteers at the Kamloops Food Bank have a positive COVID-19 test, they may not enter the Kamloops Food Bank until they are cleared by Interior Health to do so.

Testing for COVID-19

Testing is done if a person has symptoms that may indicate COVID-19 infection. Staff or volunteers that have received a COVID-19 test must remain at home they are cleared by Interior Health.

Close Contact with Infected Individual

Staff and volunteers must inform the Executive Director and/or the Manager, Warehouse Operations if they believe they have been exposed to COVID-19. Once contact is confirmed the staff or volunteer must return home and are requested to complete a COVID-19 test.

Quarantining or Self-Isolation

Staff or volunteers who have travelled outside of Canada within the last 14 days may not return to work and must quarantine and self isolate. Any staff or volunteer who show symptoms, who live in a household with an individual showing symptoms of COVID-19, or who came in close contact with someone who may have COVID-19 must follow direction of Interior Health.

Client and Donor Procedures

COVID-19 UPDATE: The Kamloops Food Bank remains open

Clients:

- Please bring your own bags or boxes
- Stand 2 metres apart at all time
- Sanitize hands upon entering
- Have your ID ready to display
- Please follow staff & volunteer direction
- Clients are able to access Perishable hampers once per week and Non-Perishable hampers once per month
- All Hampers are now pre-packed to expedite the intake process and limit social contact

As of April 8th our new hours will be:

<u>Monday & Wednesday</u>	<u>Tuesday & Thursday</u>	<u>Friday</u>
Families and Single Parents	Adult Singles and Couples	7:30am - 8:30am Seniors
8:30am - 11:30am	8:30am - 11:30am	9am - 11:30am - All Clients
12:00pm - 1:30pm	12:00pm - 1:30pm	12:00pm - 1:30pm - All Clients

Regarding Donations:

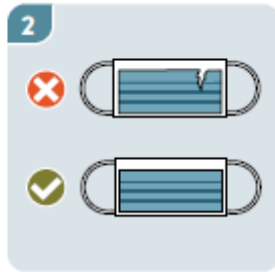
We are gratefully receiving food donations at 171 Wilson Street. Please come to the red receiving bay door Monday-Friday, 8am - 2pm. If you are unable to drop off during those times, donation bins are located at the front of grocery stores for non-perishable items and are picked-up daily by our foodSHARE drivers.

For monetary contributions, visit our website here for ways to donate: <https://www.kamloopsfoodbank.org/ways-to-give/donate/>

Help prevent the spread of COVID-19: How to use a mask



1
Wash your hands with soap and water for at least 20 seconds before touching the mask. If you don't have soap and water, use an alcohol-based hand sanitizer.



2
Inspect the mask to ensure it's not damaged.



3
Turn the mask so the coloured side is facing outward.



4
Put the mask over your face and if there is a metallic strip, press it to fit the bridge of your nose



5
Put the loops around each of your ears, or tie the top and bottom straps.



6
Make sure your mouth and nose are covered and there are no gaps. Expand the mask by pulling the bottom of it under your chin.



7
Press the metallic strip again so it moulds to the shape of your nose, and wash your hands again.



8
Don't touch the mask while you're wearing it. If you do, wash your hands.



9
Don't wear the mask if it gets wet or dirty. Don't reuse the mask. Follow correct procedure for removing the mask.

Removing the mask



1
Wash your hands with soap and water or use an alcohol-based hand sanitizer.



2
Lean forward to remove your mask. Touch only the ear loops or ties, not the front of the mask.



3
Dispose of the mask safely.



4
Wash your hands. If required, follow the procedure for putting on a new mask.

Note: Graphics adapted from BC Centre for Disease Control (BC Ministry of Health), "How to wear a face mask."



Coronavirus COVID-19

BC Centre for Disease Control | BC Ministry of Health



Hand Hygiene

SOAP OR ALCOHOL-BASED HAND RUB: Which is best?



Either will clean your hands: use soap and water if hands are visibly soiled.



Remove hand and wrist jewellery

HOW TO HAND WASH



1 Wet hands with warm (not hot or cold) running water



2 Apply liquid or foam soap



3 Lather soap covering all surfaces of hands for 20-30 seconds



4 Rinse thoroughly under running water



5 Pat hands dry thoroughly with paper towel



6 Use paper towel to turn off the tap

HOW TO USE HAND RUB



1 Ensure hands are visibly clean (if soiled, follow hand washing steps)



2 Apply about a loonie-sized amount to your hands



3 Rub all surfaces of your hand and wrist until completely dry (15-20 seconds)

COVID19_HYD_001



If you have fever, a new cough, or are having difficulty breathing, call 8-1-1.



What the New Normal Means for You

B.C.'s progress in the fight against COVID-19 is a direct result of the sacrifices and decisions that we have all made. To continue to protect seniors and at risk people and ensure that our health care system can respond to this dangerous virus, means that we all have to keep doing our part – **at home, in the community and at work.**

- Stay home & keep a safe distance from family when you have symptoms, including: Coughing/Sneezing/Runny nose/Sore throat/Fatigue
- No handshaking or hugs outside of your family
- Practice good hygiene, including:
 - Regular hand washing
 - Avoiding touching your face
 - Covering coughs and sneezes
 - Disinfect frequently touched surfaces
- Keep physical distancing, as much as possible when in the community and where not possible, consider using a non-medical mask or face covering



What the New Normal Means for Employers

The risk of transmission at busy workplaces and other institutions is a direct function of two variables: **the number of contacts** (the number of people present at the same time) and **the contact intensity** (the type of contact ie. close or distant & the length of contact). Based on these factors, steps can be taken to reduce the risk, including:

- Physical distancing measures to reduce the density of people
- Engineering controls – physical barriers (like plexiglass) or increased ventilation
- Administrative controls – clear rules and guidelines
- Personal protective equipment – like the use of non-medical masks
- Clear workplace policies that ensure people with symptoms do not come to work
- Implement sick day policies that allow people to be off or work safely from home when they are ill or have symptoms
- Provide work from home options, when possible, to reduce contact intensity. If not possible, consider measures such as staggered shifts and virtual meetings
- Clean “high-touch” areas in workplaces frequently and provide hand sanitizer
- Focus on high-risk employees including those over the age of 60 & those with underlying medical conditions – from more flexible hours, to work from home options and workspace accommodation

https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/bc-restart-plan?bcgovtm=20200506_GCPE_AM_COVID_9_NOTIFICATION_BCGOV_BCGOV_EN_BC__NOTIFICATION#move-phases

HOW TO SAFELY USE A NON-MEDICAL MASK OR FACE COVERING

DO'S



DO wear a non-medical mask or face covering to protect others.



DO ensure the mask is made of at least two layers of tightly woven fabric.



DO inspect the mask for tears or holes.



DO ensure the mask or face covering is clean and dry.



DO wash your hands or use alcohol-based hand sanitizer before and after touching the mask or face covering.



DO use the ear loops or ties to put on and remove the mask.



DO ensure your nose and mouth are fully covered.



DO replace and launder your mask whenever it becomes damp or dirty.



DO wash your mask with hot, soapy water and let it dry completely before wearing it again.



DO store reusable masks in a clean paper bag until you wear it again.



DO discard masks that cannot be washed in a plastic-lined garbage bin after use.

DON'TS



DON'T reuse masks that are moist, dirty or damaged.



DON'T touch the mask while wearing it.



DON'T hang the mask from your neck or ears.



DON'T leave your used mask within the reach of others.



DON'T wear a loose mask.



DON'T remove the mask to talk to someone.



DON'T share your mask.

DO YOUR PART.

Wear a non-medical mask or face covering to protect others when you can't maintain a 2-metre distance.



DON'T JUDGE OTHERS FOR NOT WEARING A MASK.

Kindness is important as some people may not be able to wear a mask or face covering.



Public Health
Agency of Canada

Agence de la santé
publique du Canada