

## COVID-19 Safety Plan for: Hilton Vancouver Metrotown

Employers must develop a COVID-19 Safety Plan. To develop your plan, follow the six-step process described at [COVID-19 and returning to safe operation](#).

This planning tool will guide you through the six-step process. You may use this document, or another document that meets your needs, to document your COVID-19 Safety Plan.

Employers are not required to submit plans to WorkSafeBC for approval but, in accordance with the order of the [provincial health officer](#), this plan must be posted at the worksite, and on the website if there is one. This Safety Plan can also be completed from any mobile device using the [COVID-19 Safety Plan app](#).

### Step 1: Assess the risks at your workplace

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, the more time you spend near them, and the more people you come near.

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

Involve workers when assessing your workplace

Identify areas where there may be risks, either through close physical proximity or through contaminated surfaces. The closer together workers are and the longer they are close to each other, the greater the risk.

- We have involved frontline workers, supervisors, and the joint health and safety committee (or worker health and safety representative, if applicable).
- We have identified areas where people gather, such as break rooms, production lines, and meeting rooms.
- We have identified job tasks and processes where workers are close to one another or members of the public. This can occur in your workplace, in worker vehicles, or at other work locations (if your workers travel offsite as part of their jobs).
- We have identified the tools, machinery, and equipment that workers share while working.
- We have identified surfaces that people touch often, such as doorknobs, elevator buttons, and light switches.

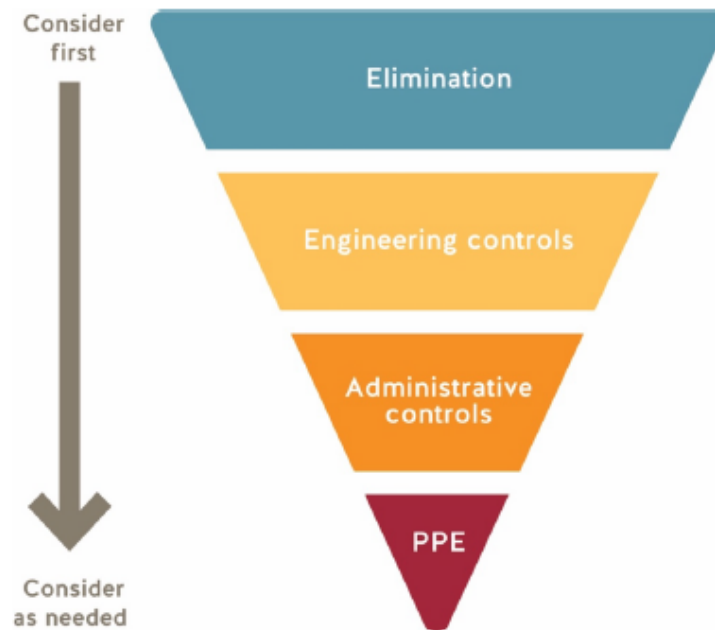
### Step 2: Implement protocols to reduce the risks

Select and implement protocols to minimize the risks of transmission. Look to the following for information, input, and guidance:

- Review [industry-specific protocols](#) on [worksafebc.com](#) to determine whether any are relevant to your industry. Guidance for additional sectors will be posted as they become available. If protocols are developed specific to your sector, implement these to the extent that they are applicable to the risks at your workplace. You may need to identify and implement additional protocols if the posted protocols don't address all the risks to your workers.
- Frontline workers, supervisors, and the joint health and safety committee (or worker representative).
- [Orders, guidance, and notices](#) issued by the provincial health officer and relevant to your industry.
- Your health and safety association or other professional and industry associations.

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Different protocols offer different levels of protection. Wherever possible, use the protocol that offers the highest level of protection. Consider controls from additional levels if the first level isn't practicable or does not completely control the risk. You will likely need to incorporate controls from various levels to address the risk at your workplace.



**First level protection (elimination)** — Limit the number of people in your workplace where possible by implementing work-from-home arrangements, establishing occupancy limits, rescheduling work tasks, or other means. Rearrange work spaces to ensure that workers are at least 2 m (6 ft.) from co-workers, customers, and members of the public.

**Second level protection (engineering controls)** — If you can't always maintain physical distancing, install **barriers** such as plexiglass to separate people.

**Third level protection (administrative controls)** — Establish rules and guidelines, such as posted **occupancy limits** for shared spaces, designated delivery areas, cleaning practices, and one-way doors and walkways to keep people physically separated.

**Fourth level protection (PPE)** — If the first three levels of protection aren't enough to control the risk, consider the use of masks. Ensure masks are **selected and cared for appropriately** and that workers **are using masks correctly**.

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First level protection (elimination): Limit the number of people at the workplace and ensure physical distance whenever possible

- We have established and posted an occupancy limit for our premises. Limiting the number of people in a workplace is an important way to ensure physical distancing is maintained. Some sectors may have requirements for occupancy limits prescribed by the [Provincial Health Officer](#). For other employers, an occupancy limit that provides at least 5 square metres of unencumbered floor space per person (workers and patrons) may provide a sensible approach for determining maximum occupancy.
- In order to reduce the number of people at the worksite, we have considered work-from-home arrangements, virtual meetings, rescheduling work tasks, and limiting the number of customers and visitors in the workplace.
- We have established and posted occupancy limits for common areas such as break rooms, meeting rooms, change rooms, washrooms, and elevators.
- We have implemented measures to keep workers and others at least 2 metres apart, wherever possible. Options include revising work schedules and reorganizing work tasks.

## Measures in Place:

The Hilton Vancouver Metrotown has implemented the following measures for maintaining physical distance in the workplace and has reduced hours and the number of team members working on site due to lower occupancy

- Only the Director Sales & Marketing & the Catering Manager work in the office. The rest of the team work from home
- 1 Guest Service Agent working a shift
- 1 Manager on Duty working a shift
- 1 Laundry Attendant working a shift
- 1 House Person working a shift
- 2 Night Audit working over night at separated stations on the front desk
- Room Attendants are required based on occupancy for the property. If more than 4 Room Attendants are required in a day their shift start times are staggered
- Finance and Admin team members have their own private offices to work in
- Banquet team members are only on site if there is a meeting that meets the Provincial Health Order meeting requirements
- The Bell Person/Valet, Reservations, Switch board Operator positions are currently vacant
- Please refer to the Time & Place BCRFA Work Safety Plan for all Food & Beverage protocols

The Hilton Vancouver Metrotown has reduced the Occupancy Limits for Common Areas:

- Break rooms - 2ppl per table sitting opposite ends, maximum of 6 ppl in the break room
- Change rooms - 2ppl at one time maintaining distance
- Washrooms – singular use
- Elevators - 2 to 3ppl (Service, freight and public)
- Elevator landing areas and parking elevator landings - 2 to 3ppl
- Storage rooms - 1 to 2ppl at one time maintaining distance
- Please refer to the Time & Place BCRFA Work Safety Plan for all Food & Beverage protocols

Separation for workers:



- The staff break room has been reconfigured for social distancing allowing only 2 ppl per table
- Plexi glass barriers installed at the front desk and tables have been placed in front of the desk to provide more distance and separation between the guest and Guest Service Agent
- The Hilton Vancouver Metrotown does not permit any team members to visit when off hours nor any worked who are not currently listed on the schedule

The following has been posted for all guests (see-attached documents):

- Clean Stay Social Distancing Letter
- HVM Mandatory Face Mask Sign
- Surface Disinfecting sign
- Clean Stay Elevator Etiquette
- Social Distancing Signage (2 versions)
- Occupancy Limit Poster – Lobby
- Occupancy Limit Poster – Team Break Room
- Occupancy Limit Poster – Change Rooms

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## Second level protection (engineering): Barriers and partitions

- We have installed barriers where workers can't keep physically distant from co-workers, customers, or others.
- We have included barrier cleaning in our cleaning protocols.
- We have installed the barriers so they don't introduce other risks to workers (e.g., barriers installed inside a vehicle don't affect the safe operation of the vehicle).

### Measures in Place:

Plexi glass barriers installed at the front desk and tables have been placed in front of the desk to provide more distance and separation between the guest and Guest Service Agent. Guest Service Agents work at separate stations the desk maintaining a distance of 6 feet and wear proper PPE (face mask)

Room Attendants work individually in the hotel on different floors and do not use any barriers or partitions. All Room Attendants wear proper PPE (gloves and face masks)

Laundry Attendant does not required barrier or partitions, they wear proper PPE (face mask)

House person does not required barrier or partitions, they wear proper PPE (face mask)

The Bell Person/Valet, Reservations, Switch board Operator positions are currently vacant

Maintenance work individually in the hotel on different floors and do not use any barriers or partitions. If they are interacting with guests or other techs, they proper PPE (gloves and face masks) and keep a 6ft distance as best as possible

Public washroom alternate sinks and stalls have signage posted to now use

Please refer to the Time & Place BCRFA Work Safety Plan for all Food & Beverage protocols

The following has been posted for all guests (see-attached documents):

- Clean Stay Sink Signage
- Clean Stay Washroom signage

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## Third level protection (administrative): Rules and guidelines

- We have identified rules and guidelines for how workers should conduct themselves.
- We have clearly communicated these rules and guidelines to workers through a combination of training and signage.

## Measures in Place:

The Hilton Vancouver Metrotown employee illness policy is up-to-date and has been communicated to all Team Members

If a Team Member reports they are suspected or confirmed to have COVID-19 and have been at the workplace, clean and disinfect all areas where that person has worked.

All team members have received training on our procedures including:

- All Team Member's must practice physical distancing to reduce the risk of getting sick. Avoid close contact (within 2 meters) when possible with other staff and guests. This includes employee breaks
- Stay at home if you are sick to avoid spreading illness to others.
- Practice diligent hand hygiene at all times. Wash your hands regularly with plain soap and water for at least 20 seconds or use alcohol based hand sanitizer with at least 60% alcohol content.
- Practice cough etiquette. Cough into your elbow or cover your mouth and nose with a disposable tissue when you sneeze. Immediately dispose of all used tissues in an appropriate waste bin and wash your hands right away.
- Do not touch your eyes, nose or mouth with unwashed hands.
- Do not share food, drinks, utensils, cigarettes, vaping devices, joints or bongs Advise staff to monitor their symptoms daily, report respiratory illness and not to return to work for at least 10 days following the onset of fever, chills, cough, shortness of breath, sore throat and painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches, fatigue and loss of appetite.

The Hilton Vancouver Metrotown is utilizing a daily health screening check this is emailed to team members 8 hours prior to their shift and they must complete a questionnaire on our payroll program prior to their arrival. **IF** a team member fails the questionnaire, they **MUST** contact their direct supervisor immediately.

The following has been posted for all team members (see-attached documents):

- HVM Covid Attestation Letter (Provided individually)
- HVM Self Attestation Sample/Example
- COVID19 notice Business Community Partners and Employers
- Managing Symptoms Poster
- Stay Safe Poster
- COVID-19 Daily Health Screening Sample



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Fourth level protection: Using masks (optional measure in addition to other control measures)

- We have reviewed the information on [selecting and using masks](#) and [instructions on how to use a mask](#).
- We understand the limitations of masks to protect the wearer from respiratory droplets. We understand that masks should only be considered when other control measures cannot be implemented.
- We have trained workers in the proper use of masks.

## Measures in Place:

All team members at the Hilton Vancouver Metrotown have been trained how to wear proper PPE and are required to wear facemasks at all times. Posters are placed in all service closets on each floor, high traffic areas, break rooms and changing rooms

Currently The Hilton Vancouver Metrotown provides team members Boom Care Disposable face masks and Ronco Nitrile Examination Gloves or Nitech Examination Gloves

- Room Attendants wear masks and gloves while cleaning rooms; gloves are changed for every room
- Laundry Attendants wear masks and gloves
- House person wear masks and gloves
- Maintenance wear masks and gloves
- The Bell Person/Valet, Reservations, Switch board Operator positions are currently vacant

Please refer to the Time & Place BCRFA Work Safety Plan for all Food & Beverage protocols

The following has been posted for all Team Members (see-attached documents):

- Wearing Protective Equipment Poster
- Removing Gloves Poster



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## Implement effective cleaning and hygiene practices

- ✓ We have reviewed the information on [cleaning and disinfecting surfaces](#).
- ✓ Our workplace has enough handwashing facilities on site for all our workers. Handwashing locations are visible and easily accessed.
- ✓ We have policies that specify when workers must wash their hands and we have communicated good hygiene practices to workers. Frequent handwashing and good hygiene practices are essential to reduce the spread of the virus. [[Handwashing](#) and [Cover coughs and sneezes](#) posters are available at [worksafebc.com](http://worksafebc.com).]
- ✓ We have implemented cleaning protocols for all common areas and surfaces — e.g., washrooms, tools, equipment, vehicle interiors, shared tables, desks, light switches, and door handles. This includes the frequency that these items must be cleaned (number of times per day) as well as the timing (before and after shift, after lunch, after use).
- ✓ Workers who are cleaning have adequate training and materials.
- ✓ We have removed unnecessary tools and equipment to simplify the cleaning process — e.g., coffee makers and shared utensils and plates

## Measures in Place:

The Hilton Vancouver Metrotown uses the following products when cleaning:

- Ecolab's Antibacterial All Purpose Cleaner
- Lysol Disinfecting Wipes
- Lysol Disinfectant Spray All-In-One

The Room Attendants are responsible for cleaning the guest rooms. There are 10 major touch points that are required to be done once the room has been cleaned and 4 stickers left in the room to advise the guest of the cleanliness

House Person for the public areas and public wash rooms and follow a check list

Guest Service Agents are responsible for the front desk

The Bell Person/Valet, Reservations, Switch board Operator positions are currently vacant

The following has been posted for all Team Members (see-attached documents):

- Infection Prevention Hospitality – Ecolab
- Guest Room Pre-Shift
- Clean Stay Infographic
- Guest Room Top 10 Hot Spots Photos
  - Clean Stay In Room Stickers (Placed into guest rooms): Cleaned and Disinfected, Extra Cleaning, Customize Your Clean & Remote Control Cleaned for your Protection
- Public Space Pre-Shift
- Public Space Cleaning Checklist
- Lysol Disinfecting Wipes Job Aid
- Lysol Disinfectant Spray Job Aid
- Hand Hygiene Poster





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## Step 3: Develop policies

Develop the necessary policies to manage your workplace, including policies around who can be at the workplace, how to address illness that arises at the workplace, and how workers can be kept safe in adjusted working conditions.

Our workplace policies ensure that workers and others showing symptoms of COVID-19 are prohibited from the workplace.

- Anyone who has had **symptoms of COVID-19** in the last 10 days must self-isolate at home.
- Anyone who has been identified by Public Health as a close contact of someone with COVID-19.
- Anyone directed by Public Health to self-isolate.
- Anyone who has arrived from outside of Canada must **self-isolate for 14 days and monitor** for symptoms.
- Visitors are prohibited or limited in the workplace.
- First aid attendants have been provided **OFAA protocols** for use during the COVID-19 pandemic.
- We have a **working alone policy** in place (if needed).
- We have a **work from home policy** in place (if needed).
- Ensure workers have the training and strategies required to address the risk of violence that may arise as customers and members of the public adapt to restrictions or modifications to the workplace. Ensure an appropriate **violence prevention program** is in place.

Our policy addresses workers who may start to feel ill at work. It includes the following:

- Sick workers should report to first aid, even with mild symptoms.
- Sick workers should be asked to wash or sanitize their hands, provided with a mask, and isolated. Ask the worker to go straight home. [Consult the **BC COVID-19 Self-Assessment Tool**, or call 811 for further guidance related to testing and self-isolation.]
- If the worker is severely ill (e.g., difficulty breathing, chest pain), call 911.
- Clean and disinfect any surfaces that the ill worker has come into contact with.

## Step 4: Develop communication plans and training

You must ensure that everyone entering the workplace, including workers from other employers, knows how to keep themselves safe while at your workplace.

- We have a training plan to ensure everyone is trained in workplace policies and procedures.
- All workers have received the policies for staying home when sick.
- We have posted signage at the workplace, including occupancy limits and effective hygiene practices. [A customizable **occupancy limit poster** and **handwashing signage** are available on [worksafebc.com](https://worksafebc.com).]
- We have posted signage at the main entrance indicating who is restricted from entering the premises, including **visitors** and **workers** with symptoms.
- Supervisors have been trained on monitoring workers and the workplace to ensure policies and procedures are being followed.

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## Step 5: Monitor your workplace and update your plans as necessary

Things may change as your business operates. If you identify a new area of concern, or if it seems like something isn't working, take steps to update your policies and procedures. Involve workers in this process. [Reviewing and updating your COVID-19 safety plan: A guide for employers](#) will help you review your safety plan to ensure it's effective and functioning properly.

- We have a plan in place to monitor risks. We make changes to our policies and procedures as necessary.
- Workers know who to go to with health and safety concerns.
- When resolving safety issues, we will involve joint health and safety committees or worker health and safety representatives (or, in smaller workplaces, other workers).

## Step 6: Assess and address risks from resuming operations

If your workplace has not been operating for a period of time during the COVID-19 pandemic, you may need to manage risks arising from restarting your business.

- We have a training plan for new staff.
- We have a training plan for staff taking on new roles or responsibilities.
- We have a training plan around changes to our business, such as new equipment, processes, or products.
- We have reviewed the start-up requirements for vehicles, equipment, and machinery that have been out of use.
- We have identified a safe process for clearing systems and lines of product that have been out of use.

### Be advised that personal information must not be included in the COVID-19 Safety Plan

Personal information is any recorded information that uniquely identifies a person, such as name, address, telephone number, age, sex, race, religion, sexual orientation, disability, fingerprints, or blood type. It includes information about a person's health care, educational, financial, criminal, or employment history. Visit <https://www.oipc.bc.ca/about/legislation/> for more information.