



## COVID-19 SAFETY PLAN

In accordance with recommendations from WorkSafeBC and the BC Provincial Health Officer, below is an outlined six step plan that describes The Hive's safe operation after our COVID-19 closure and our June 1, 2020 reopening, with revisions being made on an as needed basis. Hive Vancouver, Hive North Shore and Hive Surrey proceeded through Phases I & II in June 2020. Hive Port Coquitlam opened for business in October 2020, operating in Phase III.<sup>1</sup>

**PLEASE NOTE:** \_\_\_\_\_ will not be reviewing this plan unless/until there is an inspection; however, this plan is to be posted at all Hive facilities and made readily available to WorkSafeBC in the event there is an inspection.

The six steps in this plan are as follows:

1) Assessing the risks at Hive facilities 2) Implementing protocols to reduce risks 3) Developing policies	4) Developing training & communication 5) Monitoring Hive facilities and plans 6) Assessing/Addressing risks after resuming operations
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### STEP 1): Assessing the risks at Hive facilities

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.<sup>2</sup>

⬡ In order to involve staff and managers on the building of our COVID-19 Plan, 1) Managers individually contacted staff via phone and email starting the week of May 19, 2020 to inform them on reopening plans and hear any questions. 2) Managers hosted an online call regarding questions and concerns from

<sup>1</sup> Added November 9, 2020 revision

<sup>2</sup> Page 1, Paragraph's 4, 5 & 6 of WorkSafeBC Covid-19 Safety Plan:

<https://www.worksafebc.com/en/resources/health-safety/checklist/covid-19-safety-plan?lang=en>

staff on Friday, May 29, 2020. 3) Hive HR reviewed survey results from the April 23, 2020 survey to anticipate and address staff concerns. 4) Emails went out to OH&S reps on May 23, 2020 indicating the current status of the safety plan and encouraging them to contact Hive HR with safety related questions/concerns. 5) OH&S meetings will be conducted, when possible, remotely. 6) Education Coordinators contacted Education staff the week of June 15, 2020.<sup>3</sup> 7) Education Coordinators created a list of precautionary measures to ensure the safety of camp leaders during day camps.<sup>4</sup>

As indicated in The Hive's internal/confidential management sheet saved as "Gym Emergency Shutdown & Gym/Camps Reopening checklist", "Guest Management" documents, "Task Binder",

- **areas where people (members/guests/staff) gather**
- **job tasks and processes where people work closely with each other**
- **tools and machinery and equipment**
- **Surfaces that people touch often**

Have been identified. Please note that all Hive staff should refer to "Guest Management & Supervision Phase 1" document to get a sense of work being done to ensure safety.

## **STEP 2: Implementing protocols to reduce risk of transmission at Hive facilities**

The selection and implementation of protocols was derived from:

Industry specific documentation such as:

- <https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/gyms-and-fitness-centres>
- "Covid-19 Guidelines" for Indoor Climbing Gym Industry for British Columbia
- <https://www.worksafebc.com/en/resources/health-safety/checklist/covid-19-safety-plan?lang=en>
- <https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/covid-19-pho-guidance-childcare.pdf>
- Virtual discussion and round tables with gym owners within Canada and abroad.
- Staff and managers
- Orders and guidance from Provincial Health Officer

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<sup>3</sup> Added June 17 2020 revision

<sup>4</sup> Added June 17 2020 revision

- Canadian Government recommendation regarding three layer masks<sup>5</sup>  
<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/about-non-medical-masks-face-coverings.html#a1>

⬡ First level of protection is elimination & firm limits

- The Hive, for first stage of opening is temporarily **eliminating** the following:
  - Complimentary towels and foot baths/showers
  - Complimentary locks for lockers
  - Use of water stations/fountains
  - Chalk bag rentals
  - The availability of a shared Hive vest for staff to wear if they were chilly or did not have their Hive Uniform T-Shirt.
  - Cash sales
  - Squamish bus ride trips for camps
  - Tag games during camps
  - High intensity warm ups and games during youth programs<sup>6</sup>
  - Group games during programs (instead focusing on individualized and social distanced “skills & drills”)<sup>7</sup>
  - The use of face coverings that are not three layered masks or medical masks; Effective November 18th no more buffs, bandanas or masks with vents.<sup>8</sup>
- In Phase I and II, staff will be scheduled to work in “pods” and will have access to “staff only” bathrooms. When The Hive operates at Phase III, work pods will be scheduled when possible, however with the scheduling availability of staff, it may be very difficult and at times hard. In other words, work pods will not be mandatory<sup>9</sup>
- OH&S meetings will occur, as best as possible, virtually (unless there is a requirement to be together).
- Occupancy limits will be posted for break rooms, climbing areas & non climbing/rest areas.

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<sup>5</sup> Added November 16, 2020 revision

<sup>6</sup> Added January 11, 2021 revision

<sup>7</sup> Added November 16, 2020 revision

<sup>8</sup> Added November 16, 2020 revision

<sup>9</sup> Added June 17 2020 revision

- The number of guests/members The Hive will allow in the facility have been reduced as well as hours of operation and is functioning under a rolling booking structure. Each time slot operates with 50% capacity. An example is as follows<sup>10</sup>.

	Check-in opens at	Facility must be empty by
Group A	12:00	14:00
Group B	13:00	15:00
Group C	14:00	16:00
Group D	16:00	17:00

- Second level protection is regarding engineering practices such as barriers & partitions
    - Plexiglass barriers have been installed to protect staff while customers check in as well as help direct flow of climbers.
    - The cleaning of plexiglass barriers are being built into all cleaning procedure

- Third level protection is regarding Hive rules and regulations that protect against the spread of COVID-19
    - Guests and staff will be expected to, via this document, posted signage, revised climbing waivers and staff training to follow what can be described as familiar practices to protect against the spread of COVID-19
      - a. Do not shake hands, high five, or hug others
      - b. Cover your cough / sneeze with your elbow / sleeve
      - c. Wash and sanitize your hands frequently and thoroughly
      - d. Stay home if you are sick or symptomatic
      - e. Maintain reasonable physical distance at all times; this means no social climbing, only those climbing from the same household can be in a climbing cohort; strict adherence to physical distancing will be required of individual climbers<sup>11</sup>

<sup>10</sup> Updated November 9, 2020 revision

<sup>11</sup> Added November 16, 2020 revision

- Staff must complete **training via Humanity** (under training tab, under Occupational Health and Safety heading) on the following topics/documents:
  - a. **C-19: Mask Use (How to)**
    - Effective November 18, 2020 three layered masks are mandatory for staff, and highly recommended for members/guests.
  - b. **C-19: Prevent Infectious disease; 2 minute video**
  - c. **C-19: Occupational First Aid Attendant Information**
  - d. **C-19: Dealing with Violence in the Workplace**
  - e. **C-19: Being Fit for Work**
    - Effective November 8, 2020, staff required to formally complete a Covid-19 Self Assessment Form at the start of each shift<sup>12</sup>
  - f. **C-19: Guest Management & Supervision - Phase 1**
- Parents of child(ren) participating in youth programs will be required to sign off on a formal Health Screening at the beginning of each term. The expectation will be that parents, much like in a school setting, must assess their child(ren) for symptoms prior to dropping them off for the session.<sup>13</sup>

⬡ Fourth Level protection is using masks which is an “optional measure”<sup>14</sup> prescribed by WorkSafeBC. However The Hive has made masks a mandatory measure required for all staff and climbers and camp participants. As of November 16, 2020, all staff were provided with and required to wear a three layer face mask.<sup>15</sup>

⬡ Reducing the risk of surface transmission through effective cleaning and hygiene practices is detailed in the task binder as well as cleaning protocols in the “Guest Management and Supervision - Phase 1” Document.

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<sup>12</sup> Added November 9, 2020 revision

<sup>13</sup> Added January 11, 2021 revision

<sup>14</sup> Page 6, Paragraphs of WorkSafeBC Covid-19 Safety Plan:

<https://www.worksafebc.com/en/resources/health-safety/checklist/covid-19-safety-plan?lang=en>

<sup>15</sup> Added November 16, 2020 revision

**STEP THREE: A Policy Checklist that worksafe requires The Hive to provide is below<sup>16</sup>**

- ⬡ The Hive prohibits members and staff from entering facilities based on:
- Anyone showing symptoms of COVID-19 (fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headaches. (See “Fit to Work” policy outlined in Humanity).
  - Anyone Directed by Public Health to self-isolate.
  - Anyone who has arrived outside of Canada or who has had contact with a confirmed COVID-19 case must self isolate for 14 day and monitor for symptoms.

⬡ Climbing is available at reduced capacity (thereby meeting the requirement to limit people in our workplaces/facilities).

⬡ Camp participant ratios are available at half the capacity as normal. Junior camps will have a 6 participant maximum with 1:3 leader/participant ratio. Inter camps will have an 8 participant maximum with 1:4 leader/participant ratio.<sup>17</sup>

⬡ Youth Programs are scheduled to begin January 2021. These programs will function within our capacity restrictions. Some programs may be scheduled outside of public booking hours in order to reduce risk for both youth and adult participants<sup>18</sup>

⬡ Given the nature of changes and restrictions due to COVID-19, WorkSafeBC stresses the importance of mitigating violence. The Hive has issued a “Dealing with Violence in the Workplace (Covid-19) Policy” (Please see Humanity for policy; under training tab, under Occupational Health & Safety).

⬡ Occupational First Aid for staff and First Aid for climbers and camp participants<sup>19</sup> is still important, however, guidelines in the midst of COVID-19 have been published by WorkSafeBC. All staff, prior to

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<sup>16</sup> Page 8 of WorkSafeBC Covid-19 Safety Plan:

<https://www.worksafebc.com/en/resources/health-safety/checklist/covid-19-safety-plan?lang=en>

<sup>17</sup> Added on June 17 2020 revision

<sup>18</sup> Added November 9 2020 revision

<sup>19</sup> Added June 17 2020 revision

working their first shift are required to login into Humanity, go to the training tab, under Occupational Health and Safety and review

#### **STEP FOUR: Develop communication plans and training**

- ⬡ Communication is encouraged and occurs between Managers and staff on a regular basis during shifts. Managers are also readily available via email.
- ⬡ Prior to starting their first shift, orientation regarding “Fit to Work” and other COVID-19 related policies via Humanity is required to be completed. *Covid-19 Self Assessment Forms* to be completed at the start of each shift.<sup>20</sup>
- ⬡ Signage regarding occupancy, hand washing, mask wearing, wellbeing (COVID-19) self assessment and restricted access have been posted in all facilities.
- ⬡ An orientation meeting will be held (and recorded) via Zoom on Friday, May 29, 2020 at 11:00am. Staff are asked to review and digitally sign off on training materials and policies in Humanity prior to meeting.
- ⬡ Staff are required to do the following steps for each user of the facility<sup>21</sup>,
  - Ask if the person has had any covid symptoms in the last 14 days
  - Tell the person it is mandatory for them to wash their hands prior to starting their climb
  - Tell the person it is mandatory to remain socially distant from other users of the facility who are outside of their household / bubble / group (depending on provincial regulations at the time)
- ⬡ Education instruction staff attended a training seminar on Sunday, January 10th, 2021<sup>22</sup>
  - Staff were introduced to a refined training document entitled: “EDU Dept. COVID Framework, 2021” whereby strategies for keeping groups safe were formally laid out and explained.

#### **STEP FIVE: The Hive will monitor facilities and update plans as necessary**

- ⬡ Managers will monitor risk and make changes to policy where necessary.
- ⬡ Occupational Health and Safety Committee members are already posted at each facility; to ensure that agenda items are included in meetings and ensure concerns do not get missed, staff can email Hive HR directly with concerns if speaking to managers or OHS reps proves difficult.

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<sup>20</sup> Added November 9 2020 revision

<sup>21</sup> Added on November 9 2020 revision

<sup>22</sup> Added on January 11 2021 revision



**STEP SIX: The Hive will continually assess and address risk from resuming operations**

⬡ The Hive is committed to having training plans for new and returning staff as we return to work for phase 1 of our opening operations and will continue to be open and transparent as we initiate new phases of coming back to work.

Brief revisions to this living document have been made on June 17, 2020, to incorporate some Hive camp related thoughts, however it's been found that not much needed to change.<sup>23</sup>

Further revisions have been made on: November 9, 2020, November 16, 2020 and January 11, 2021.

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<sup>23</sup> Added on June 17 2020 revision