

# Covid Conscious Workplace

What works and what doesn't

October 2020



# What to Expect:

1. Meet the Facilitators
2. Best Practices
3. Our Learnings
4. Resources
5. Questions



# Meet the facilitators

**Stefan Hostetter** is the Community Manager of the Centre for Social Innovation's Spadina location, which is located at 192 Spadina Avenue and featuring 64,000 square feet with over 300 member organizations. Stefan has lead the communication with the community throughout COVID and during our return.

**Katt Grant** is the Facility Coordinator and Co-chair of the Joint Health & Safety Committee at the Centre for Social Innovation. Katt has been a part of the reopening planning, prepping of the buildings, and has been onsite since CSI reopened, providing her with insight's to share from all three phases.

# What is the Centre for Social Innovation?

CSI aspires to be the best place on earth to be a social innovator. We welcome non-profits, for-profits, charities, and unincorporated organizations. If you want to make a difference in the world, you've found your home.

We offer:

- Coworking
- Community
- Acceleration Services
- Members get special rates on meeting and event spaces
- Promotional opportunities,
- Free consultations with experts
- Access to capital, and much more.

# Best Practices

[socialinnovation.org](http://socialinnovation.org)



# 1. Masks



- **Education over enforcement!**
- Masks protect the people around you
- Visors protect yourself

## 2. Floor markings

Clear marking for:

- Seating
- Waiting zones
- Directional flow

Make it easy for people to do the right thing!



# 3. Reduced clutter & soft surfaces



We removed all couches, fabric chairs

Got rid of clutter: business cards, shared pens, pamphlets

→ reduction in high touch surfaces that need to be sanitized and materials that can't be sanitized



# 4. Reduced room capacities

Maximum capacities for:

- All meeting rooms
- Kitchens
- Phone booths

Clear signage with capacities and leaving only enough chairs to match this



# 5. Workspace redesign & barriers



Redesign: for the 6ft rule at all times

Barriers: for additional protection and when the 6ft rule can't be applied



# 6. Reorganizing kitchens and communal areas for low touch-points

- Moving commonly used items into a few cabinets
- Waste bins for easy access
- Sanitizer before coffee station



# 7. Sanitizing schedules & stations



- The more stations the better
- ‘Closed times’ in meeting rooms for sanitization
- Staff sanitizing high touch points 3-4 times daily

# 8. Educational messaging

Set clear expectations

**REQUIREMENTS**

**MAINTAIN PHYSICAL DISTANCING**  
Keep 2 meters (6 feet) of distance between yourself and others at all times

**SANITIZE**  
Sanitize your hands when you arrive and when using washrooms

**WEAR A MASK**  
Wear a mask when moving through common areas

**ONE WAY**  
Follow one-way directional arrows up and down stairwells

COVID19 Response


CENTRE FOR SOCIAL INNOVATION



# 9. Contact tracing

3 methods:

1. Wifi login
2. Fob records
3. Security cameras



### Public Health Screening

✓ **Information collected exclusively for contact tracing**

CSI is committed to the health and safety of everyone in our communities. To help limit further spread of the virus, we require members and visitors to complete this online screening questionnaire. Thank you for your cooperation and support in helping to ensure our community health, wellness, and safety.

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✓ **You HAVE NOT:**

- experienced any of the following **NEW** symptoms: fever, cough, sore throat, runny nose, difficulty breathing, severe fatigue, or feeling generally unwell,
- travelled outside of Canada in the last 14 days
- been in close contact with someone who is sick or has a confirmed or probable case of COVID-19

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I confirm that I have read and agree with the above statements

[Continue](#)



Please fill this form out fully each time you visit, and on every device you use.

This will enable us to do more reliable contact tracing. Thank you for your collaboration.

Email Address*
First Name*
Last Name*
 Phone Number
Organization

[Submit](#)

# 9. Workplace Screening

1. Screening Tools for Workplaces released Sept 25th
2. Any answer of “Yes” means employee should be sent home

## Required Screening Questions

1. Do you have any of the following **new or worsening** symptoms or signs? *Symptoms should not be chronic or related to other known causes or conditions.*

- |   |                              |                             |
|---|------------------------------|-----------------------------|
| Fever or chills                                   | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Difficulty breathing or shortness of breath       | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Cough   | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Sore throat, trouble swallowing                   | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Runny nose/stuffy nose or nasal congestion        | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Decrease or loss of smell or taste                | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Nausea, vomiting, diarrhea, abdominal pain        | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Not feeling well, extreme tiredness, sore muscles | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

2. Have you travelled outside of Canada in the past 14 days?  
 Yes  No

3. Have you had close contact with a confirmed or probable case of COVID-19?  
 Yes  No

# Our Learnings



# 1. Clear messaging before reopening

- Setting clear expectations before people return
- Repeat messaging in multiple mediums
- Provide space for questions & comments - a dialogue and explanation goes a long way
- Quick corrections on behaviours early on

## 2. Clear signage

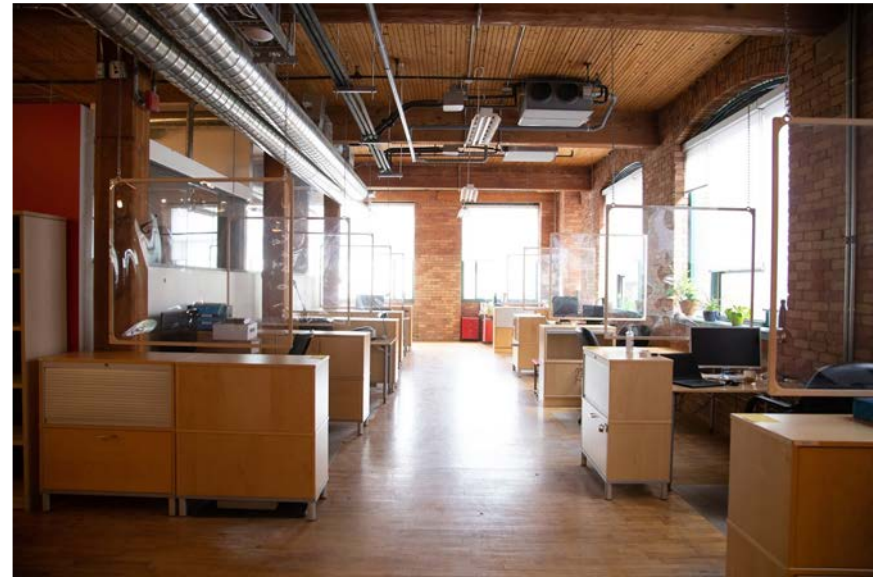
- The fewer the better - people will read one poster, and will ignore a wall full of posters
- Use visuals over a lot of words



# 3. Importance of perception as well as safety

Using a plexi-glass barrier even when a desk is more than 6 feet away from others, might make employees *feel* safer and more comfortable

- Perception drives compliance - if you are clearly taking it seriously so will they
- The feeling of safety is important



## 4. Don't expect a flood of people



People have different comfort levels for returning to work and depends on:

- Their commute
- If they're in close contact with vulnerable people
- Their personal experience with Covid
- Whether they like working remotely or not

# 5. Know your limitations

Do you own the building or not?

This impacts the changes you can make to your HVAC system, fresh air system

Are you reliant on elevators in a large building?

# Resources for further learning

- [How Ontario is Responding to Covid-19](#)
- [Ontario Workplace Safety & Prevention Services](#)
- [COVID-19 Resources for Nonprofits](#)
- [New Workplace Screening Guidelines](#)

# Questions?

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[socialinnovation.org](http://socialinnovation.org)

