

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. Each step has checklists with items you need to address before resuming operations. 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.

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.

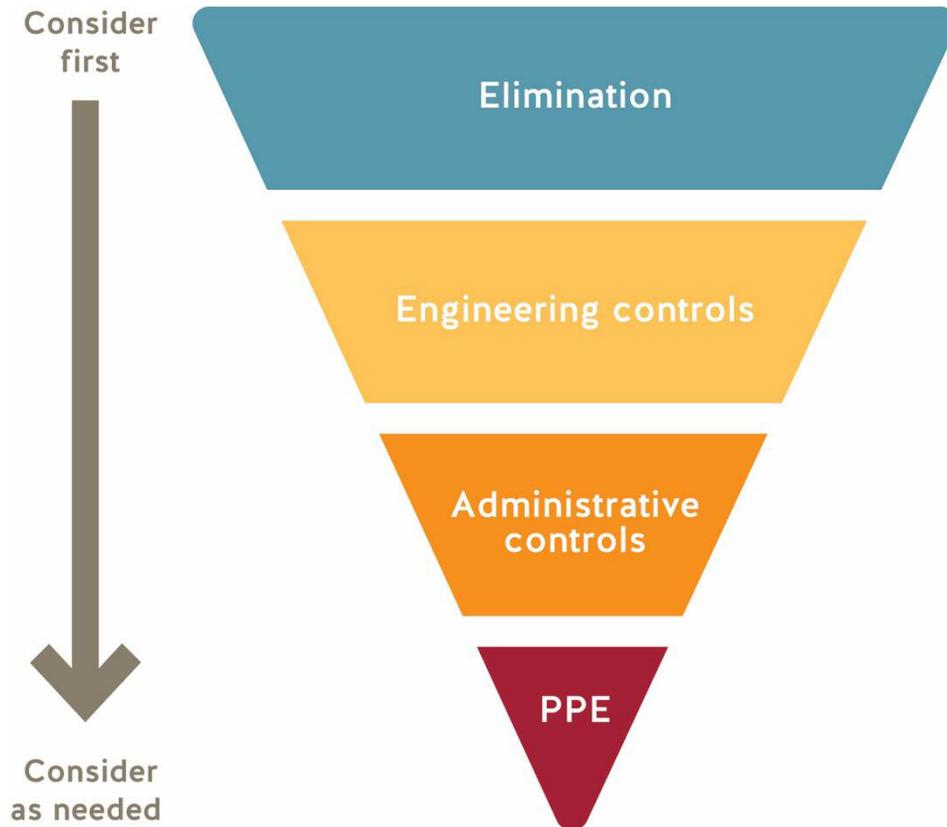
- We have involved frontline workers, supervisors, and the joint health and safety committee (or worker health and safety representative, if applicable).
- We have identified areas where people gather, such as break rooms, production lines, and meeting rooms.
- We have identified job tasks and processes 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.

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 non-medical masks. Be aware of the limitations of **non-medical masks** to protect the wearer from respiratory droplets. **Ensure workers are using masks appropriately.**

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. Public Health has advised that the prohibition on gatherings of greater than 50 people refers to “one-time or episodic events” (weddings, public gatherings), and is therefore not intended to apply to workplaces. However, limiting the number of people in a workplace is an important way to ensure physical distancing is maintained. [Public Health has developed [guidance for the retail food and grocery store sector](#) that requires at least 5 square metres of unencumbered floor space per person (workers and customers). This allows for variation depending on the size of the facility, and may be a sensible approach for determining maximum capacity for employers from other sectors that do not have specific guidance on capacity from Public Health.]
- 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

- Working offsite or remotely as much as possible for agents
- Move office locations for staff
- Reworking of common use spaces to allow for physical distancing when in use
- Removal of all customer waiting areas etc
- Cancelling of all in person group office meetings
- Cancelling of all office social events
- Cancelling of all Realtor property tours
- Shorten hours and reduced employment levels
- Encourage email & electronic document transfer
- Create system for etransfer payment for agents
- Reduced occupancy of all locations & posted numbers (never and issue)

*add copy of posted Vernon, Armstrong & Kiosk Protocols

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

Barriers have been placed at the front desk area of all locations. Employees and the public still always have the option of maintaining a 2 meter physical distance in all of these locations so the barriers are an extra layer of protection.

We also have a drop box for any consumer looking to drop off keys, rent, docs etc which allows for minimal contact. Most exchanges are done electronically in this day and age with very little drop off. When it happens we use a bin so the items often are not touched again for days.

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

- 2 meter social distancing at all times which our offices allow for
- agents commonly enter through the front or side doors & leave through the side or back doors. very little traffic regardless.
- all common use areas have sanitation supplies and are to be cleaned with surface cleaner after every use
- signage is posted through the building promoting social distancing, sanitation & hand washing.

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

We have offered the option of masks to all employees, currently no one has expressed interest in wearing a mask while at work. RLP DTR has purchased a small supply in an effort to ensure our employees have access if & when they feel it's necessary.

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.]
- 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

Cleaning protocols

- our office has a deep cleaning on a weekly basis
- our office high touch areas are wiped down every morning & throughout the day as a matter of staff routine
- any item in the office which is commonly used (coffee, copiers, boardroom desks, water dispenser) all have cleaning supplies onsite and are to be cleaned by the individual using the item after every use. We have a you use it, you clean it, no exceptions.
- staff and management will monitor and will assist with cleaning should an agent or employee either run out of time or forget to do their part.

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. Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache.
- Anyone directed by Public Health to self-isolate.
- Anyone who has arrived from outside of Canada or who has had contact with a confirmed COVID-19 case 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.]
- 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.

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.

- 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.

ROYAL LEPAGE DOWNTOWN REALTY PLAN

GUIDED BY WORKSAFE BC

Surfaces – Common Spaces, Computers & Copiers

- All shared office spaces, computers, copiers & office equipment must be cleaned before & after each use with the disinfectant spray provided
- All Shared coffee pots & water coolers must be cleaned before & after use with disinfectant spray provided
- All kitchens & break spaces have sinks with soap & proper hand washing signage. All appliances must be cleaned before & after use
- All bathrooms have sinks stocked with soap, paper towel and proper hand washing signage as well as disinfectant spray to be used before and after use
- All high touch surfaces will be cleaned with disinfectant spray regularly
- All reusable high touch items like magazines, newspapers promotional material have been removed
- All reception area chairs have been removed but can be requested if needed

Cleaning & Hygiene

- Hand sanitizer, disinfectant spray & paper towels are available at the front entry and at any common use area
- Multiple hand washing stations/sinks are available and stocked with soap & paper towel at all times
- Hand washing signage posted at all hand washing stations



Downtown Realty
Independently owned and operated

ROYAL LEPAGE DOWNTOWN REALTY PLAN

GUIDED BY WORKSAFE BC

Physical Distancing

- Physical Distancing is mandatory in the office at all times
- Maximum capacity for the Vernon office is 22 (main 8, top 8, basement 6)

Travel & Sickness

- Any employee, Independent Contractor or Customer will not be allowed to enter our building or work face to face with clients if they have any of the following symptoms:
 - Fever
 - Chills
 - Cough
 - Shortness of breath
 - Sore Throat
 - or are: under direction of the provincial health officer
- Any employee, independent contractor or customer will not be allowed to enter our building or work in a face to face environment if they have been outside of Canada in the previous 14 days
- Stay at home if sick



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

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- Frontline workers, supervisors, and the joint health and safety committee (or worker representative).
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Real estate:

Protocols for returning to operation

The following content was posted to WorkSafeBC's website on June 15, 2020. For the most current version, please visit [worksafebc.com](https://www.worksafebc.com).

These protocols are for those providing services related to real estate, including real estate professionals and home inspectors. These employers may also benefit from reviewing protocols related to [office space](#). Employers must also ensure they are abiding by any [orders, notices, or guidance issued by the provincial health officer](#), and the appropriate health authority, that are relevant to their workplace.

Developing a COVID-19 safety plan

Employers are required to develop a [COVID-19 Safety Plan](#) that outlines the policies, guidelines, and procedures they have put in place to reduce the risk of COVID-19 transmission. Employers must involve frontline workers, joint health and safety committees, and supervisors in identifying protocols for their workplace.

The COVID-19 Safety Plan follows the six steps outlined on [COVID-19 and returning to safe operation](#). You can also refer to the [COVID-19 Safety Plan OHS Guideline](#) for information about developing a safety plan, including the level of detail required and using supporting documentation.

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. During a WorkSafeBC inspection, we will ask employers about the steps they have taken to protect their workers or to see the plan if it has been developed.

One part of developing your COVID-19 Safety Plan is identifying protocols that everyone at the workplace must follow to keep workers safe. We've provided industry-specific protocols below to consider as you develop the plan for your workplace.

These protocols are not a list of requirements; however, they should be considered and implemented to the extent that they address the risks your workplace. You may need to identify and implement additional protocols if the protocols suggested here do not sufficiently address the risk to your workers.

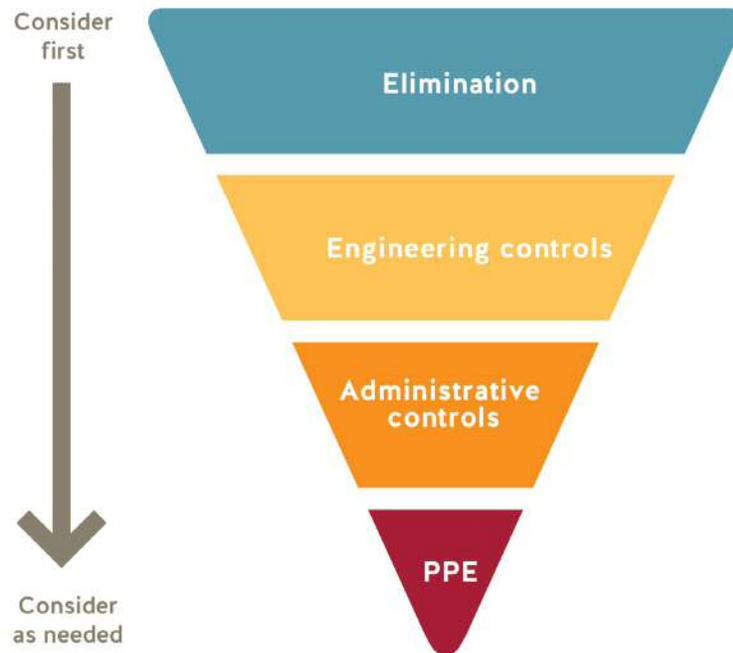
Understanding the risk

The virus that causes COVID-19 spreads in several ways, including through droplets when a person coughs or sneezes, and from touching a contaminated surface before touching the face. Higher risk situations require adequate protocols to address the risk.

- The risk of person-to-person transmission is increased the closer you come to other people, the amount of time you spend near them, and the number of people you come near. Physical distancing measures help mitigate this risk.
- The risk of surface transmission is increased when many people contact same surface, and when those contacts happen in short intervals of time. Effective cleaning and hygiene practices help mitigate this risk.

Selecting protocols for your workplace

Note that different protocols offer different protection. Wherever possible, use the protocols that offer the highest level of protection and add additional protocols as required.



First level protection (elimination): Use policies and procedures to keep people at a safe physical distance from one another. Limit the number of people in your workplace at any one time, and implement protocols to keep workers at least 2 metres from other 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 cleaning protocols, telling workers to not share tools, or implementing one-way doors or walkways.

Fourth level protection (PPE): If the first three levels of protection aren't enough to control the risk, consider the use of **non-medical masks**. Be aware of the limitation of non-medical masks to protect the wearer from respiratory droplets. Ensure workers are **using masks appropriately**.

Protocols for real estate

Provide virtual services

- Whenever possible, real estate professionals should continue to correspond with clients and potential buyers through email, telephone, or video/teleconference. Use technology to draft and execute any written service agreements, or standard forms including electronic signatures for documents.

- Offer virtual viewings or virtual open houses where possible. Virtual viewings offer an effective means to narrowing down the number of properties to show; thereby limiting meeting potential buyers in person and reducing the risk of cross contamination. Virtual showings should not replace viewing the home where the buyer is making a purchasing decision.
- Provide potential buyers with online access to property documents including strata documents, market research, community development documents, etc.

In-person viewings

- If a virtual viewing is not possible or practicable, establish a set of protocols and communicate them to all people involved prior to attending a viewing (e.g., real estate professionals, viewers, and current occupants).
- Develop a policy prohibiting anyone with symptoms of COVID-19 from attending in-person viewings. Advise clients who have booked appointments that they must cancel if they develop symptoms. Policies may also cover those who are under order by the public health officer to self-isolate due to international travel or known exposure to COVID-19.
- Post signage at the property promoting the proper physical distancing requirement.
- Provide additional handwashing facilities (e.g., hand wash bottles with soap or hand sanitizer) at the front door and ask visitors to wash their hands before entering.
- To help maintain the safety of consumers, clients, and colleagues, real estate professionals should make their best attempt to refrain from showing multiple properties in a single day to help minimize cross-contamination.
- Where possible, real estate professionals may wish to stay in one location of a property during viewing to reduce the risk of physical contact with potential buyers.
- If possible, conduct viewings by appointment only to reduce the number of people on the property.
- If more than one party will be viewing the property at the same time, consider some of the following measures:
 - » Review the property floor plan and determine the route through the home that will best enable physical distancing.
 - » Anticipate areas of property where physical distancing cannot be maintained (e.g., hallways, small rooms, closets,). Consider blocking off some areas if necessary.
 - » Consider limiting the total number of people who can be viewing the property.
 - » Consider limiting the number of people in each area of the building (i.e., by room or by floor) at one time.
- Where a viewing location may not be apparent, real estate professionals should meet buyers outside of a complex and/or building to minimize unnecessary wandering around the viewing location or unit. Considerations for the physical distancing requirement should be applied.
- Where possible, real estate professionals should schedule a tour of building amenities (such as on-site gym, pool, etc.) with the strata management company to prevent physical contact with residents.
- Where multiple parties are involved and a meeting cannot be conducted virtually, hold meetings outside or in a large space to maintain physical distancing.
- Meet buyers at viewing location(s) and do not drive potential buyers to property locations.

- Do not shake hands with clients.
- With the permission of clients and consumers and where practicable, document names and contact information of all people attending a property viewing in accordance with all privacy policies.

Other considerations

- For occupied properties, request that the occupants are not present during viewings. This applies to pets in the dwelling (e.g., dogs, cats). At minimum, pets should be restricted to another area of the dwelling.
- If possible, request that current occupants or landlord disinfect frequently touched surfaces prior to any viewings. This includes lockboxes as a high-touch surface. WorkSafeBC has guidance around effective [cleaning and disinfecting](#) that can be provided to anyone carrying out these tasks.
- Wash your hands using [good hygiene practices](#) after touching common items.
- Ensure that handling of property keys are coordinated so that physical contact is not required.
- Avoid the sharing of pens, pencils, and other office stationary. Any sign-ins should be done electronically to prevent touching documents or sharing pens.

Hygiene protocols

- Implementing hand hygiene practices and avoiding face touching with unwashed hands can prevent infection transmission. Wash hands before and after breaks or meeting clients and after viewings, even in the absence of physical contact. Refer to WorkSafeBC guidance on effective [handwashing protocols](#).
- People attending viewing(s), including real estate professionals, may choose to wear non-surgical safety equipment such as masks and shoe covers, and have these items readily available upon entering the property. Sellers may require this as a condition of entry to the home. Refer to WorkSafeBC guidance on the [selection and use of masks](#).
- If possible, viewing attendees should avoid using the property's washrooms. If used, washrooms should be cleaned and disinfected at least once daily. Real estate professionals can discuss this with the seller and determine what is practicable.
- Ensure all attendees in the home practice good respiratory etiquette by covering mouth and nose with the crease of their elbow or with a disposable tissue when coughing or sneezing.

Disinfection protocol and considerations for offices and homes

- All common areas and surfaces should be disinfected at the start and end of each day. Examples of common areas include washrooms, shared offices, common tables, lockboxes, light switches, handrails, door handles, and keys. Consider touchless alternatives, as practicable, and discuss with sellers. Refer to WorkSafeBC guidance on [cleaning and disinfecting protocols](#).
- Ask sellers or occupants to prepare for viewings by turning on all lights and opening doors to prevent touching of surfaces by potential buyers.
- Real estate professionals should schedule viewings that allow for adequate time to disinfect high touch surfaces and allow for air flow throughout the property. This can be coordinated with the parties involved.

- Where use of an elevator is required, stagger its use to adhere to the physical distancing requirement. Consider using stairs as an alternate to elevators.
- Stand back from entering while waiting for elevator doors to open and enter elevators one by one to avoid crowding.

Home inspection protocols

In addition to the protocols listed below, the Home Inspectors Association BC (HIABC) has published [industry-specific guidelines](#) for home inspection during the COVID-19 pandemic. HIABC home inspectors are encouraged to follow these guidelines as part of their overall COVID-19 Safety Plan:

- Inform all parties involved that COVID-19 inspection guidelines will be used and communicate those guidelines to prevent issues on the day of the inspection.
- Conduct a pre-screening assessment to determine the level of risk (e.g., consider occupants who may have travelled recently, experienced any symptoms, or contacted anyone exposed to COVID-19).
- If there is concern raised during the pre-screening assessment, reschedule the home inspection to a later date (i.e., after 14 days and disinfection of potentially contaminated surfaces within the dwelling).
- Reschedule home inspection if any occupants develop symptoms or is presumed and/or confirmed to have COVID-19.
- If possible, conduct the home inspection alone or limit those present so that physical distancing protocols can be maintained.
- Prior to a home inspection, request that occupants provide clear and unobstructed access to the windows, heating equipment, water heater, electrical panel, and attic access hatch, etc.
- Following the inspection, disinfect all equipment and/or tools that were used during the home inspection, including phone, inside footwear (if used), key and lockbox, and any other items used during home inspection.
- Collect used wipes, gloves, and any other disposable items used during the inspection and dispose of the waste upon leaving the home inspection.
- If possible, provide information virtually to minimize physical contact (e.g., email post inspection reports, answer questions over the telephone and/or video chat, use of virtual signatures if required)
- Complete payment for home inspection virtually or over the phone to avoid cash transactions.

Additional resources

- [Home Inspectors Association BC \(HIABC\)](#)
- [Real Estate Council of British Columbia](#)
- [BC Real Estate Association - guidance on COVID-19](#)

For more information

The information on this page is based on current recommendations and may change. For the latest guidance, please see the health information from the [British Columbia Centre for Disease Control](#) and the latest news from the [government of British Columbia](#).

If you have a question or concern

Workers and employers with questions or concerns about workplace exposure to COVID-19 can call WorkSafeBC's Prevention Information Line at 604.276.3100 in the Lower Mainland (toll-free within B.C. at 1.888.621.SAFE). You'll be able to speak to a prevention officer to get answers to your questions, and if required, a prevention officer will be assigned to assess the health and safety risk at your workplace.

Translated resources

Our key COVID-19 related resources are also available in [Chinese \(simplified\)](#), [Chinese \(traditional\)](#), [French](#), [Punjabi](#), [Spanish](#), and [Vietnamese](#).

Resources

COVID-19 Safety Plan

Employers are required to develop a COVID-19 Safety Plan that outlines the policies, guidelines, and procedures they have put in place to reduce the risk of COVID-19 transmission. This tool will guide...

COVID-19 health and safety: Selecting and using masks

Employers and workers may choose to use masks as part of safe work practices for COVID-19. This information sheet outlines the limitations of masks as a protective measure, and describes how to select...

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

This poster illustrates the steps to follow to put on and take off a mask safely. Additional...

COVID-19 health and safety: Designing effective barriers

To help prevent the spread of the virus that causes COVID-19, employers must implement measures to reduce the risk of person-to-person transmission. This resource will help you decide when to use barriers...

[See more resources](#)