



# EKC COVID-19 Safety Plan

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## Introduction

This safety outlines the ongoing measures EKC is taking to mitigate the risks of coronavirus at EKC. Based on information from the Public Health Agency of Canada and the BC Centre for Disease Control we know the following about how COVID-19 spreads:

- It can spread in droplets when a person coughs or sneezes.
- It can spread when a person touches a contaminated surface and then touches their face.
- The risk of transmission increases the closer people are to each other, the more time spent together in distances less than 2m, and the more people that are near.
- The risk of surface transmission increases when many people touch the same surface especially within short periods of time.

EKC is committed to the Health and Safety of our members and our employees. Therefore, this plan was created to ensure the safety of everyone who comes to an EKC branch to ensure that we all responsibly adhere to the safety precautions mandated by the Public Health Authorities. This plan has been created with the input of EKC employees, the Joint Health and Safety Committee, and Supervisors and Managers.

This COVID-19 Safety Plan is susceptible to ongoing changes as directed by Public Health Authorities and/or WorkSafe BC guidelines. These changes will be updated and communicated to all members and staff as needed.

## Areas of Protection

<b>AREAS WHERE PEOPLE GATHER or ARE IN CLOSE PROXIMITY</b>	
Branch Lobby area	Breakrooms and Lunch Areas
Reception or Teller Areas	Hallways
ATM vestibule	Meeting Rooms or Boardrooms
Offices	Photocopier area and filing rooms
<b>HIGH TOUCH SURFACE AREAS</b>	
ATMs	Photocopiers
Phones	Internal equipment (ex. Cash recyclers?)
Water Coolers	Fridges
Door handles	Countertops/Handles
Coffee Maker	Tables/Chairs in common spaces

## **Levels of Protection**

To reduce the risk of transmission of COVID-19, we have implemented safety policies and practices to protect members and employees. As defined by WorkSafe BC, we have implemented several levels of safety controls which include eliminating risks, establishing barriers wherever possible, establishing administrative controls (such as safety policies and procedures), and finally providing Personal Protective Equipment. The following practices are in place at EKC:

### **Remote Work**

1. EKC has implemented alternate work arrangements where feasible. These alternate work arrangements include working from home and redistributing workers to other office locations.

### **Physical Distancing**

1. Physical barriers (glass partitions) have been installed at the teller wickets at all EKC branches. These are to ensure a level of protection for frontline employees when members come into the branch.
2. At the onset of the COVID-19 pandemic, all branches reduced hours open to members. Some branches still have reduced hours and the most up-to-date information of these hours can be found here: <https://www.ekccu.com/Business/AboutUs/ContactUs/>
3. Additionally, all member communications have promoted phone or virtual member services in order to actively decrease the number of members who physically come into the branches.
4. All financial and commercial services staff have been prohibited from accepting in-person appointments. Virtual and phone service delivery channels are available to members.
5. If members do come into the branch to access teller services, physical distancing signage, barriers (to separate members and employees), and other methods of communication (posters, video) are in place to visually remind members to maintain physical distancing at all branches.
6. Occupancy limits are posted at all branches for members (at the entryway) as well as posted for employees in common areas.
7. A review of duties has been completed and physical distancing procedures have been implemented (see EKC Health and Safety guidelines).
8. All in-person meetings, gathering in common areas (such as lunchrooms or boardrooms) have been suspended and work-related tasks are completed virtually. For work duties (such as

in the vault) where physical distancing is not able to be achieved, employees are required to wear masks, in addition to the hand washing procedures the EKC has in place.

9. A staff member may be available at some branches to encourage members to use the ATMs (if possible) instead of going into the branch, again with the goal of reducing in-person interactions.

10. Signs are posted throughout EKC branches to advise members and employees on physical distancing requirements – this includes in line-ups, common areas, one directional signage in hallways, and floor decals are placed to ensure members are spaced 2m distance from each other.

11. Physical layouts within branches are arranged to support appropriate, 2m distancing.

### **Hand-Washing and Hand Sanitizer**

1. Hand sanitizer dispensers are placed at the entryway or lobby area of all branches.

2. Employees have been instructed on hand-washing procedures and processes including the length of time and duration. Signs have been posted in the kitchen and bathroom areas with this information.

2. For additional protection, employees have been provided with hand sanitizer at their workstations or offices and are encouraged to use it when first coming to work, whenever they leave their office/frontline areas, when they enter the lunchroom/breakroom area, and upon return back to their office/workstation.

3. Hand sanitizer is also available for members coming into the branch to use the ATMs.

### **Workplace Procedures**

The following written procedures for common health and safety protocols found at EKC can be found here <http://ekconnect.ekccu.local/docs/health-safety>. These procedures support the EKC Health and Safety Program and follow EKC Health and Safety policies. The following written procedures are included:

- Handwashing
- Cleaning Workstations and High-Touch Surface Areas
- Using Gloves
- Physical Distancing
- Wearing Masks

## Health Concerns

EKC prohibits employees from entering the workplace if the following applies:

- Any COVID-19 symptoms including fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches.
- If directed by the Public Health Authorities to self-isolate.
- If travelling/arrived from outside of Canada or if in contact with a confirmed COVID-19 case and required to self-isolate for 14 days and monitor for symptoms.
- Employees are required to submit a daily health screening check to their Manager at the start of their shift.
- Contractors or guests to EKC are required to submit a health screening check prior to entering or working at an EKC branch location.

Members experiencing COVID-19 symptoms are asked not to enter an EKC branch.

## Personal Protective Equipment

As of November 20, 2020, all employees, members, or contractors are now required to wear masks at the workplace in any location where they are in a shared space with other workers or members of the public.

1. EKC has provided all staff with 2 washable, reusable masks and has made disposable masks available to members, contractors, or any other guest to any EKC branch.
2. EKC requires masks to be worn by employees for work-related duties that require employees to be in closer contact and physical distancing rules (2m distance) are not able to be achieved (such as working in the vault, walking down hallways in closer proximity, stairways, etc.).
3. All employees must wear a mask at all times in any work location where they are in a shared space with other employees or members. This includes the open areas of the teller areas and the Admin areas.
4. Employees do not have to wear a mask when they are in their offices, however, if a colleague comes into their office, everyone is required to wear a mask, even if 2m distance is able to be achieved.
5. All staff have been provided information on the use, care, and best practices for masks as defined by Public Health Authorities.

## Cleaning Products and Protocols

EKC uses cleaning products and protocols which meet the BC Centre for Disease Control guidelines and are approved for use and effective against viruses, bacteria, and other airborne pathogens.

Cleaning of all branch locations has been increased to daily cleaning by janitorial contractors during the pandemic. This includes the cleaning and disinfecting of all common areas and surfaces (washrooms, kitchens, tables, equipment, tables, desks, door handles, light switches). The cleaning schedule (frequency) for all branches is as follows:

- Cranbrook - daily in the evening after the branch closes
- Fernie - daily in the evening
- Sparwood - daily after the branch closes
- Elkford -daily after the branch closes

### **Shared Equipment & High-Touch Surface Areas**

1. Disinfectant is provided at all areas where shared spaces, equipment, or high traffic areas exist (such as photocopiers, break rooms, etc.). Employees are encouraged to sanitize an area prior to using this equipment. These areas are also cleaned as part of the daily cleaning protocols.

2. Sanitization of areas that members touch when coming to the branch is required (including pens, surfaces, chairs, etc.).

3. Staff are asked to wash their hands when entering the lunch or break rooms at all branches prior to touching any of the plates, mugs, bowls, coffee items, etc.

### **Addressing Safety Concerns**

- Safety is the responsibility of everyone in the workplace. Health & Safety legislation requires that anyone seeing hazards or unsafe acts in the workplace are to report these hazards immediately to their Supervisor/Manager.
- Members who would like to address safety concerns at the branch are encouraged to contact the specific Branch Manager. Contact information can be found here: <https://www.ekccu.com/Personal/AboutUs/ContactUs/>

### **Training**

- Managers and Supervisors will receive training on EKC Safety Policies and Procedures related to COVID-19, including any updates.
- Managers and Supervisors are asked to provide information to their team and employees related to any procedures/practices required in the workplace to their employees as soon as possible.
- Managers/Supervisors are responsible for ensuring that employees comply with all safety procedures.
- Health and Safety procedures training, including all information related to COVID-19, will be provided to new employees on the day of hire.