



# PANDEMIC RESPONSE PLAN

## COVID-19

Starline Windows

PROCESS OWNERS: Lisa Richard, Susan Lee, Lesley Johnson, Oamo Culbreath

---

*Starline's Commitment to its Workers and the Public*

---

Starline Windows recognizes the seriousness of COVID-19 and how it is affecting our communities. The health and safety of our staff and community is our top priority. This Pandemic Response Plan has been developed to help keep our workers and the public safe.

---

*Coronavirus Disease 2019 (COVID-19)*

---

Coronavirus Disease 2019 (COVID-19) is a respiratory disease, its international impacts have affected all aspects of daily life, including travel, trade, tourism, food supplies, and financial markets.

Reducing the impact of COVID-19 outbreak conditions on businesses, workers, customers, and the public, is everyone's responsibility. Guidelines set out within this plan are to be followed in conjunction with guidelines provided by the Canadian government, World Health Organization, Center for Disease Control and those laid out by our General Contractors.

COVID-19 can cause illness ranging from mild to severe and, in some cases, can be fatal. Symptoms typically include fever, cough, and shortness of breath. Some people infected with the virus have reported experiencing other non-respiratory symptoms. According to the CDC, symptoms of COVID-19 may appear in as few as 2 days or as long as 14 days after exposure.

The virus is thought to spread mainly from person to-person, including:

- Between people who are in close contact with one another (within about 6 feet).
- Through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.

---

## Risk Factors

---

### Who is at Risk?

- The general public, customers, and coworkers.
- Sick individuals or those at particularly high risk of infection (e.g., international travelers who have visited locations with widespread sustained (ongoing) COVID-19 transmission, healthcare workers who have had unprotected exposures to people known to have, or suspected of having, COVID-19).
- The risk will vary between and within communities. Some Canadians are more at risk of developing severe complications from COVID-19 due to underlying medical conditions and age.

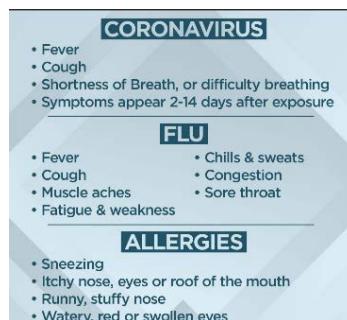
### Workers individual risk factors

- age; presence of chronic medical conditions, including immunocompromising conditions

### Effects on the workplace

- Increased rates of worker absenteeism
- The need for spatial distancing, staggered work shifts, downsizing operations, delivering services remotely, and other exposure-reducing measures.
- Options for conducting essential operations with a reduced workforce, including cross-training workers across different jobs in order to continue operations or deliver surge services.
- Interrupted supply chains or delayed deliveries.

Understanding the symptoms and differences of the Coronavirus, Flu and Allergies will help alleviate widespread panic and concern:



As information regarding the Coronavirus, also known as CoVid-19 emerges, Starline Windows will post this information throughout its establishments and to our sites to assist workers to stay informed and will update it as necessary. Workers can also reach out to the Safety Department or HR Division with any concerns or questions.

---

## Prevention

---

The Centre for Disease Control (CDC) recommends the best way to protect yourself as follows:

- avoid touching your face, eyes, nose, or mouth with unwashed hands
- washing your hands often with warm or cold running water and soap for a minimum of 20 seconds
- cover your mouth and nose with either a tissue or your arm when coughing and sneezing
- avoid others who are unwell
- **Workers must stay home when you are sick.**
- Respiratory etiquette, including covering coughs and sneezes.



---

## Policy & Procedures

---

Starline is mandating the following:

1. Workers who experience any of the following symptoms are asked to refrain from coming to work and contact the HR division to report their illness and to complete the COVID-19 Self-Assessment tool. These symptoms include coughing, sneezing, fever, sore throat, difficulty breathing, nausea and vomiting. All reports of illness will be kept confidential. **IF YOU ARE SICK STAY HOME**
2. Workers who are calling in sick or being sent home due to illness, will be directed to the BC COVID-19 Self Assessment Tool at <https://covid19.thrive.health/>. This link will put them through a questionnaire, and

they will get a response as to whether testing, self-monitoring, self-isolation, and/or recommended time off is required. The results of the questionnaire must be sent to your supervisor, Oamo Culbreath at [oculbreath@starlinewindows.com](mailto:oculbreath@starlinewindows.com), and Lisa Richard at [lrichard@starlinewindows.com](mailto:lrichard@starlinewindows.com) via email. With this email, you must include the following information:

- a. Full Name
  - b. Supervisor
  - c. Site – if applicable
  - d. Last day worked
3. Starline Windows requires anyone who is symptomatic of ANY illness to stay home. This is done to protect all workers. Workers may only return once they are free of all symptoms. If your symptoms are indicative of COVID-19, you must follow the protocols of items 2 and 3 above
  4. Workers who have to self-isolate must complete the online assessment tool again at the end of the isolation period to provide proof that self-isolation is no longer required. This form must once again be issued to the parties as noted above
  5. In order to help prevent the possible spread of the virus, Starline Windows reserves the right to implement a flexible work site and work hour schedule.
  6. Workers are asked to not share food or drinks with others.
  7. Spitting on sites or on the facility grounds is totally forbidden. This includes in any sinks. Workers are advised not to use sinks in washrooms or lunchroom to brush their teeth.
  8. Group orientations, meetings and training will be suspended or modified to ensure social distancing is adhered to. Orientation packages will be issued to new hires for completion with instructions to complete with PM on site or branch supervisors. Orientation are to be completed no more than 48 hours after reporting for the first day of work at any of Starline’s facilities or sites. Questions or concerns should be directed to the Supervisors of the departments or new hires can contact Lisa Richard
  9. Site FLHA/Toolbox submission will be completed electronically, facilitator will indicate the initials of those attending.
  10. Starline will provide, unless no longer available, hand sanitizer and disinfectant for all tools/ work surfaces. Tools and work areas must be cleaned daily.
  11. Starline Windows Joint Occupational Health and Safety committee will review all policy changes and amendments.

12. Workers must complete and comply with daily COVID-19 assessment questionnaires as requested by site. All confirmations must be truthful.
13. All workers will remain diligent throughout their day and report any changes to their overall health. Workers are obligated to disclose a positive confirmation of COVID-19.
14. All site personnel must comply with policies developed by the General Contractor. Should personnel determine work conditions to be unsafe they must stop work immediately and notify their supervisors. All staff maintain the right to exercise their Right to Refuse.
15. Our workers will adhere to the higher standard policy put in place on any jobsite.
16. Starline Windows manufacturing facility has reviewed the production area and has divided the floor area into designated spaces (see Appendix "C"). Supervisors, lead hands and team leads will be responsible to ensure that these designated spaces follow this rule. Workers are NOT to use departments as walkthroughs. All workers must use pathways to ensure that the spaces stay within WorkSafeBC definition of "gathering of fewer than 50 people" which states the following:
  - Employers should consider the work area, configuration, work processes and movement of workers in determining whether they have exceeded 50 workers in a "gathering". Worker at the same worksite, but located across multiple floors or work areas, or who are separated by physical barriers, would not be considered part of the same gathering. Examples would include workers dispersed across different floors at a construction site or in different areas on a manufacturing plant separated by barriers or walls
  - Workers in a single area who are able to maintain two meters of physical separation would not be considered part of a gathering. 50 workers in one area would need 200 m<sup>2</sup> (2152 sqft) to maintain that physical distance, and more space would be required to account for movement of workers.
17. Workers on the manufacturing plant are required to avoid socializing as much as possible outside of their designated areas.
18. Supervisors/lead hands/team leads are required to maintain a daily list of those who are currently in each designated space by using the daily transfer system
19. Additional cleaning staff will be utilized to focus on continuously wiping down surfaces that are commonly and frequently touched such as door handles, railings, tabletops, work surfaces, etc.
20. Starline Windows head office has shut down the use of all lunchrooms for eating and the use of all cooking appliances at Head Office. Lunchrooms will remain open strictly for the purpose of access to fresh water. As an added precaution, Starline will suspend supplying any coffee, creamer, or sugar for general use.

21. All meetings that cannot be held via video conferencing or in a small group that can allow for proper social distancing has been postponed.
22. Starline Windows will not be posting names or providing information on any worker who has called in sick to staff. This is a violation of the Personal Information Privacy Act. Please be assured that Starline is following every protocol to ensure any worker who has reported sick or who is returning from work after being absent is safe to be in our environment.
23. Starline Windows has erected privacy screens at all washroom location on the manufacturing floor to enable doors to be left open and has installed foot pulls on all office doors where necessary so that workers are not required to touch the door handles.
24. Site staff will no longer be deploying personnel to other sites for temporary support. Project teams must remain with their respective projects.
25. US shipments will no longer be double stacked in trailers to reduce the number of workers who are required to be in trailers from 4 to 2. Starline will also be revisiting site requirements to see if they are able to accept deliveries on blue racks.
26. Workers are advised that if their position requires them to enter a personal residence and the homeowners appear to be ill or confirms they have symptoms; the worker has the right to refuse to enter to complete the work. Workers must advise their supervisor immediately and have the work rescheduled.
27. Drivers and passengers in all Starline shared vehicles such as delivery trucks, service vans, etc are required to remove ALL personal effects from the company vehicles and clean all surfaces of the interior of the vehicle upon return to the branch. This is required so that is another driver needs to utilize the vehicle it is ready for them to use.
28. Workers who have had a low risk exposure and are required to only self-monitor for symptoms as per the requirements of Fraser Health and Health Canada are required to wear a mask and nitrile gloves at all times at work during their monitoring period.
29. Effective August 06, any unauthorized visits to the plant or office is no longer permitted. All field personnel will be required to wear face covering when entering the office or warehouse and in the common areas of the facility
30. Effective August 09, 2020 all field personnel will be required to wear a face covering when on site. Should workers be required to work within 6 feet they must dawn an N95 mask

To assist contact tracing during the COVID-19 Pandemic, please be advised that Starline requires the following information:

1. If you are employed at another location, in addition to Starline Windows, please provide the name and address of your second employer
2. You are required to immediately inform Starline if any employee in your secondary employment has been told to isolate or be tested because of COVID-19
3. You are required to immediately inform Starline if any family member in your home or if anyone who you are in close proximity is required to isolate or be tested for COVID-19

4. If you travel outside of BC or have been in other areas of BC that have had a high level of outbreak, we ask that you advise your manager of your travel and your manager will consult with the pandemic team for recommendation. You may be asked to wear a mask when in the common areas of this facility for 14 days of self-monitoring
5. New employees that are hired from within Canada will be expected to follow the same rules as other Starline employees and will require a mask if they cannot maintain social distancing. Any employee that comes from international or high risk areas will be required to quarantine for 14 days

Employees who are found to have not disclosed this information as listed above may be subject to discipline up to and including termination.

---

### *Worker's Rights*

---

You have the right to a safe work environment.

Starline and the Joint Health and Safety Committee are doing everything possible to ensure you have a safe work environment.

All workers have the right to refuse unsafe work as per Section 3.12 of WorkSafeBC regulations. This is a four-step process:

- Step 1 – Immediately report the unsafe condition
- Step 2 – Investigation by the employer must be completed and the matter fixed if possible if the concern is valid
- Step 3 – If the worker still views the work as unsafe, the employer must re-investigate in the presence of the worker, a Joint Health and Safety committee member and a union representative
- Step 4 – If the worker still views the work as unsafe, both the worker and the employer must contact WorkSafeBC

If you have any concerns regarding your safety at work during this pandemic, please contact Lisa Richard, Safety Manager or any member of your Joint Health and Safety Committee.

---

### *Personal Protective Equipment*

---

**Respirators:** Workers who are unable to maintain a social distance of 2 meters from a co-worker to complete their job task will be required to wear appropriate PPE. This will be in the form of a N95 particulate mask or a respirator with P100 filters. This will include all drivers, swamper and service technicians

**Reminder:** While correctly using PPE can help prevent some exposures, it should not take the place of other prevention strategies.



31. When disposable N95 filtering facepiece respirators are not available, consider using other respirators that provide greater protection and improve worker comfort. Other types of acceptable respirators include: a R/P95, N/R/P99, or N/R/P100 filtering facepiece respirator; an air-purifying elastomeric (e.g., half-face or full-face) respirator with appropriate filters or cartridges; powered air purifying respirator (PAPR) with high-efficiency particulate arrestance (HEPA) filter; or supplied air respirator (SAR). See CDC/ NIOSH guidance for optimizing respirator supplies at: [www.cdc.gov/coronavirus/2019-ncov/hcp/respirators-strategy](http://www.cdc.gov/coronavirus/2019-ncov/hcp/respirators-strategy)
32. All worker(s) must follow respiratory use and care as laid out with Starline's OHS Respiratory Program. Workers who do not follow the safety protocols within this plan or the mandated government policies are putting coworkers and the public at risk. If required, review of non-compliance will be performed to determine if disciplinary measures are necessary
33. The use of gloves made of latex, vinyl, nitrile, or other synthetic materials is encouraged while on site. There is no need to double-glove. Hand hygiene should remain as foremost priority. WASH frequently and often.
34. Due to the shortage of PPE available, Starline will only be providing particulate masks and respirators to workers whose positions require them. Workers whose jobs do not require this type of PPE can wear their own masks during this pandemic if they so choose.
35. Starline reserves the right to change the PPE requirements based on current government requirements.

---

*Entry Screening*

---

36. Starline Windows has taken the precaution of requesting any visitor to the facility complete a Request of Entry to the building. This is done in order to maintain control over the number of people entering at one time and to screen for possible illness. See Appendix "A".
37. To assist our workers who are required to enter occupied suites to complete their work, Starline Windows has also implemented a pre-screening questionnaire that must be completed and approved by Management prior to entrance. See Appendix "B"
38. All employees entering our office and plant will be required to have their temperature take at the respective entrances.
39. All field personnel must comply with site specific screening procedures.

---

### *Exposure Control Plan*

---

Any confirmed positive test for COVID-19 requires full disclosure by the employee to the employer.

The following indicates the Exposure Control Plan that has been put in place by Starline Windows in the event of a confirmed positive.

#### **SITE**

In the case of a confirmed positive, the following steps are to be taken:

1. Immediate closure of the area the infected worker was in
2. Report directly to site CSO / Supervisor – FOLLOW SITE PROTOCOLS
3. Hazard assessment to be completed to determine the following:
  - a. Possible length of exposure to others
  - b. Possible number of people exposed
  - c. Proper safety protocols were being followed i.e. Spatial distancing, proper PPE
4. Cleaning of all tools that the infected worker did or may have had access to
5. Any worker who is identified during trace contact investigation who may have been exposed to the infected MUST be contacted and advised to follow all directions of Health Canada via Fraser Health.

#### **MANUFACTURING WAREHOUSE / BRANCH LOCATIONS**

In the case of a confirmed positive, the following steps are to be taken:

1. An emergency meeting of the Pandemic Planning Group is to be held
2. Hazard assessment to be completed to determine the following:
  - a. Possible length of exposure to others
  - b. Possible number of people exposed
  - c. Proper safety protocols were being followed ie. Spatial distancing, proper PPE
3. Cleaning of all tools that the infected worker did or may have had access to
4. Any worker who is identified during trace contact investigation who may have been exposed to the infected MUST be contacted and advised to follow all directions of Health Canada via Fraser Health, Island Health or Interior Health.

5. Starline Windows will adhere to all requirements of Health Canada via Fraser Health, Island Health or Interior Health regarding closing of facilities, disinfection of facilities and/or requirements of trace contacted workers.

---

*Spatial Distancing*

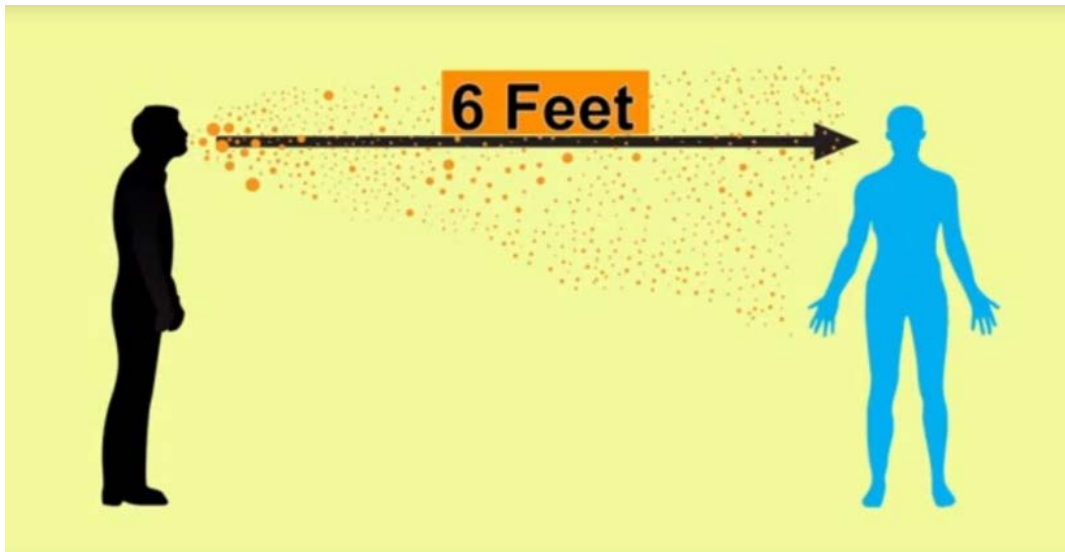
---

**Spatial distancing is everyone's responsibility.** Spatial Distancing includes ways to stop or slow the spread of infectious diseases. It means less contact between you and other people. Worker must always keep 6ft between one another where possible.

Spatial distancing is important because COVID-19 is most likely to spread from person-to-person through:

- direct close contact with a person while they are infectious or in the 24 - 36 hours before their symptoms appeared
- close contact with a person with a confirmed infection who coughs or sneezes, or
- touching objects or surfaces (such as door handles or tables) contaminated from a cough or sneeze from a person with a confirmed infection, and then touching your mouth or face.

The more space between you and others, the harder it is for the virus to spread.



**“We don’t need social distancing. We need physical distancing with an abundance of social support and connection”**

---

## Travel

---

The Canadian government is now enforcing mandatory 14 quarantine for all travelers returning from overseas into Canada, even if they do not show symptoms. These efforts will help contain the outbreak and limit the spread of COVID-19 in Canada.

**As per the Canadian government:**

*Upon return to Canada, you will be asked if you have a cough, fever or difficulty breathing. If you have any of these symptoms, you must:*

- *go immediately to your place of isolation using private transportation only, such as your personal vehicle*
- *isolate in a place where you will not be in contact with vulnerable people, such as older adults and individuals with underlying medical conditions*

*If you have symptoms but do not have a place to isolate, you will be required to isolate for 14 days in a facility designated by the Chief Public Health Officer.*

*If you **do not** have symptoms, you must self-isolate for 14 days and monitor your health for cough, fever or difficulty breathing. If you develop these symptoms within 14 days:*

- *continue to isolate yourself from others*
- *immediately call a health care professional or public health authority and:*
  - *describe your symptoms and travel history*
  - *follow their instructions carefully*
- *do not have visitors, especially older adults, or those with medical conditions who are at a higher risk of developing serious illness*

40. In addition to notifying their PMs and supervisors, workers are required to notify the following people at Starline Windows of any planned travel or illness:

Susan Lee – [slee@starlinewindows.com](mailto:slee@starlinewindows.com)  
Lisa Richard – [lrichard@starlinewindows.com](mailto:lrichard@starlinewindows.com)  
Lesley Johnson – [ljohnson@starlinewindows.com](mailto:ljohnson@starlinewindows.com)  
Oamo Culbreath – [oculbreath@starlinewindows.com](mailto:oculbreath@starlinewindows.com)  
Lisa Thickett – [lthickett@starlinewindows.com](mailto:lthickett@starlinewindows.com)

41. In the case of a confirmed case of COVID-19, Starline reserves the right to require a doctor's note clearing the worker of contagion prior returning to work.

---

*Site Offices/Trailers/Lockups*

---

42. Access to offices and trailers will be restricted. Remember contact details and phone numbers for Site Management are posted on the outside of the door for ease of reference.
43. Only limited number of workers will access at any time, to ensure the 6 feet distance requirements are being met.
44. Do not touch items that you do not need to touch. Limit what you are doing in the office spaces.
45. Where possible, do not share keyboard or mouse, pens, clipboards. **IF** you need to share, make sure you are wiping down surfaces before another person uses the same item.

---

*Absenteeism + Leave of Absence + Quarantine*

---

46. Should worker(s) be symptomatic or request leave:
  - Doctors notes are not required. Workers who are calling in sick or being sent home due to illness, will be directed to the CDC's COVID-19 Self Assessment Tool at <https://covid19.thrive.health/> . This link will put them through a questionnaire, and they will get a response as to whether testing, self-monitoring, self-isolation, and/or recommended time off is required. The results of the questionnaire must be sent to Lisa Richard [lrichard@starlinewindows.com](mailto:lrichard@starlinewindows.com)
    - a. Full Name
    - b. Supervisor
    - c. Site – if applicable
    - d. Last day worked
  - Starline Windows Management will be reviewing ALL requests for a Leave of Absence and approvals will be done on a case by case basis. A leave of absence can be no more than 14 days total. At the end of the 14 days, workers must contact their supervisor to reassess their return to work. This does not jeopardize a worker's position or employment.
  - If a worker must self-quarantine due to their self- assessment, the quarantine period will be that of the period stated from the assessment tool. If tested positive, the worker must provide proof from a health practitioner that they are no longer contagious and are fit for work.
  - Starline Windows will issue a ROE electronically for any staff member who is symptomatic and off work or have an approved leave of absence request. Workers are encouraged to contact Services Canada regarding eligibility of payment.

---

## Stigma

---

The CDC has provided some information on how to reduce the stigma that comes from fear and anxiety surrounding a disease. Please read below for further information,

### Knowing and sharing Facts can help stop stigma

- [Share facts about COVID-19](#)
- [COVID-19 FAQs](#)

Public health emergencies, such as the outbreak of coronavirus disease 2019 (COVID-19), are stressful times for people and communities. Fear and anxiety about a disease can lead to social stigma toward people, places, or things. For example, stigma and discrimination can occur when people associate a disease, such as COVID-19, with a population or nationality, even though not everyone in that population or from that region is specifically at risk for the disease. Stigma can also occur after a person has been released from COVID-19 quarantine even though they are not considered a risk for spreading the virus to others.

It is important to remember that people – including those of Asian descent – who do not live in or have not recently been in an area of ongoing spread of the virus that causes COVID-19, or have not been in contact with a person who is a confirmed or suspected case of COVID-19 are not at greater risk of spreading COVID-19 than other Americans.

Some groups of people who may be experiencing stigma because of COVID-19 include:

- Persons of Asian descent
- People who have traveled
- Emergency responders or healthcare professionals

Stigma hurts everyone by creating fear or anger towards other people.

Stigmatized groups may be subjected to:

- Social avoidance or rejection
- Denials of healthcare, education, housing or employment
- Physical violence.

Stigma affects the emotional or mental health of stigmatized groups and the communities they live in. Stopping stigma is important to making communities and community members *resilient* (3). See [resources on mental health and coping during COVID-19](#).

Everyone can help stop stigma related to COVID-19 by [knowing the facts](#) and sharing them with others in your community.

Communicators and public health officials can help counter stigma during the COVID-19 response.

- Maintain privacy and confidentiality of those seeking healthcare and those who may be part of any contact investigation.
- Quickly communicate the risk or lack of risk from associations with products, people, and places.
- Raise awareness about COVID-19 without increasing fear.
- Share accurate information about how the virus spreads.
- Speak out against negative behaviors, including negative statements on social media about groups of people, or exclusion of people who pose no risk from regular activities.
- Be cautious about the images that are shared. Make sure they do not reinforce stereotypes.
- Engage with stigmatized groups in person and through media channels including news media and social media.
- Thank healthcare workers and responders. People who have traveled to areas where the COVID-19 outbreak is happening to help have performed a valuable service to everyone by helping make sure this disease does not spread further.
- Share the need for social support for people who have returned from China or are worried about friends or relatives in the affected region.

### Key Terms

1. **Stigma** occurs when people associate a risk with a specific people, place, or thing – like a minority population group – and there is no evidence that the risk is greater in that group than in the general population. Stigmatization is especially common in disease outbreaks.  
([https://emergency.cdc.gov/cerc/cerccorner/article\\_123016.asp](https://emergency.cdc.gov/cerc/cerccorner/article_123016.asp))
2. **Mental health** is defined by the World Health Organization as a state of well being in which a person realizes his or her own abilities, can cope with normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community  
(<https://www.who.int/news-room/fact-sheets/detail/mental-health-strengthening-our-response><sup>external icon</sup>).
3. **Resilience** is the ability to withstand and recover from stress.  
(<https://blogs.cdc.gov/publichealthmatters/2017/08/predicting-community-resilience-and-recovery-after-a-disaster/>)”

---

### *Enforcement*

---

Given the importance of these directives, failure to follow these protocols will result in clear disciplinary action.

---

### *Additional References*

---

There are new developments of this virus and unpredictable new cases being diagnosed daily in our communities, we reserved the right to implement new measures with all recommendations and guidelines of the Canadian Government.

For more information:

- Occupational Safety and Health Administration website: [www.osha.gov](http://www.osha.gov)
- Centers for Disease Control and Prevention website: [www.cdc.gov](http://www.cdc.gov)
- National Institute for Occupational Safety and Health website: [www.cdc.gov/niosh](http://www.cdc.gov/niosh)
- World Health Organization: <https://www.who.int/>
- WorkSafe BC: <https://www.worksafebc.com/en/about-us/news-events/announcements/2020/March/covid-19-and-the-workplace>
- Government of Canada: <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/people-high-risk-for-severe-illness-covid-19.html>