



BCAA's COVID-19 Safety Plan – Serving you safely

As a **people first** organization, the safety and wellbeing of our employees, Members and communities is always our top priority. BCAA has a COVID-19 safety plan in place based on guidance from Provincial Health Authority and WorkSafeBC.

Employee education, training, and policies

To ensure the safety of our teams and customers, all BCAA employees have been trained on BCAA's COVID-19 safety policies and procedures and we're committed to ongoing training as the pandemic evolves.

BCAA's employee policies and procedures include but are not limited to setting up workspaces for physical distancing, providing barriers and personal protective equipment, practicing good hand hygiene, using remote work whenever possible, and the requirement to stay home when sick. The full list of policies and procedures is available on page 3.

Risk assessments for work areas

BCAA conducted an extensive risk assessment of all our work locations. Employees, managers, our health and safety committee and others were involved in assessing risk for areas where people gather including lunchrooms/cafeteria, meeting rooms, service locations and other work areas.

Based on the risk assessments, BCAA implemented safety controls including elimination and physical distancing, engineering including cleaning and sanitizing, administrative including training on policies and procedures, and providing supplies of personal protective equipment (PPE). This plan will be updated continually, should further risk mitigation measures be identified.

Each business unit team has identified times when employees are working together in the same location and could come in contact with customers and applied safety controls to ensure a safe work environment.

Teams have also identified any shared tools, machinery, or equipment to reduce the need for sharing and to ensure proper cleaning/sanitizing between uses.

Keeping you and our teams safe at BCAA locations

Please do not visit our locations if you:

- Have any of the following symptoms:
 - Fever or chills
 - Cough
 - Loss of sense of smell or taste
 - Difficulty breathing
 - Sore throat
 - Loss of appetite
 - Extreme fatigue or tiredness
 - Headache



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- Body aches
 - Nausea or vomiting
 - Diarrhea
- Have been in close contact with anyone who has tested positive for COVID-19 (or identified by public health as having been) or assumed positive or may have been told by public health to self-isolate.

Safety measures at our locations

- Limiting number of employees by expanding our remote work options and online/telephone Member support.
- Members and customers are encouraged to pre-book appointments to avoid waits and to help us stay within occupancy limits. We provide service through online and phone support.
- Operating hours and employee schedules have been adjusted to adhere to occupancy limits and physical distancing.
- Work areas have been set up to ensure a minimum seating distance of two metres.
- At BCAA Service Locations or Auto Service Centres, we ask employees and visitors to maintain physical distance of at least two metres.
- Cleaning supplies and janitorial services are in place to ensure barriers and high-touch areas are sanitized frequently.
 - Desk areas, pens and chairs are sanitized after every use.
 - Handwashing stations are available at each location for employee use and hand sanitizer is available for visitors.
 - Auto Service Centres have additional cleaning measures for vehicles and car keys in place.
- Restrooms: Stay at least two metres away from others using the restroom. If physical distancing is not possible, limit the number of people in the restroom at one time. Practice good hand hygiene.
- Hallways: when in BCAA locations we ask employees and customers to move about through hallways as you would in traffic – staying to the right and not stopping or lingering in hallways.
- Where necessary, locations are using plexiglass barriers during customer service. Members and customers are kindly asked to stand behind the plexiglass at all times.
- While inside BCAA locations, employees will be wearing a mask when:
 - Serving a customer
 - Walking through the office



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- In the lunchroom or common areas
 - In an elevator
 - Entering or leaving the building
 - The only exception is when an employee is eating or working in an office away from others
- Anyone visiting a BCAA location must wear a mask to help ensure a safe space for everyone. Masks are available onsite for those who do not have one. If a mask cannot be worn for medical reasons or a customer cannot put on or remove a mask on their own, we will ensure physical distancing and physical barriers to manage the risk. For those who do not meet this requirement of being mask exempt will be asked politely to leave the location and obtain service via phone/web.
 - Any common area items such as magazines and coffee machines have been removed to reduce risk.

Keeping you and our teams safe – Roadside Assistance

- When requesting roadside assistance, our team will ask some questions before sending out a driver to your location.
- BCAA Drivers have been supplied with personal protective equipment and sanitizing supplies including non-medical masks, hand sanitizer, latex gloves, seat and steering wheel plastic covers, and surface disinfect solution.
- BCAA Drivers will follow physical distancing rules while serving you on the roadside and, for everyone's safety, we ask that Members do the same.
- In the event of a tow, to support physical distancing, BCAA Drivers will not be able to transport Members in the cab of the tow truck.

Policies and procedures

BCAA has implemented the following policies that relate to COVID-19:

- COVID-19 Procedure
 - Employees or others showing symptoms of COVID-19 are prohibited from the workplace
 - Covid-19 Guideline for voluntary temperature checks
 - Covid-19 Entry Check-in
- Work Alone Procedure
- Working Remotely Procedure
- Safety Hazards and Incident Reporting Procedure
- Violence Prevention training and Respectful Workplace training
- Incident Response Line
- First Aid Attendant Risk Assessment and Procedure
 - Injured person and the employee must wear a mask and the. Hands on only CPR will be provided.



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Qualified authorities

BCAA developed COVID-19 safety plans based on guidance provided by the BCCDC (BC Centre for Disease Control), [WorkSafeBC](#) and the Provincial Health Authority.

More information

If you have any questions about BCAA's COVID-19 Safety Plan, please contact info@bcaa.com.

Thank you!

BCAA's safety measures have been put into place with much thought and consideration to reduce risk and to keep everyone safe. Thank you for putting safety first!