

# COVID-19 UPDATE: November 19, 2020

## FACE MASKS REQUIRED.

In accordance with new BC health regulations, everyone is required to wear face masks in our stores.

See below for our full safety protocols including 6ft distancing, barriers, hand sanitizers, cleaning and more.

This document will be updated again by November 21<sup>st</sup>.

Under the direction of Dr. Bonnie Henry and the BC Government, we moved into phase 2 and then 3, enabling our stores to fully reopen in May, while the economy and British Columbians adjusted to a 'New Normal' way of life and shopping. We're now striving to flatten the curve again. As we've moved into the cooler fall weather, we've made further adjustments to our safety protocols to improve air flow and require use of masks in stores, helping ensure our employees and customers stay safe.

**How Kerrisdale Cameras got through it:** For seven weeks in the early spring, although not required in BC, our stores were closed to enable employees to stay home while a handful of dedicated employees worked hard to keep our online service going strong, while following strict safety protocols. During that time, all our 45 employees remained employed, whether working or on paid leave. No one was laid off. While closed, we prepped for the reopening by stocking up on PPE and lots of cleaning supplies plus implemented the best safety protocols. We continued marketing online to customers and stayed in touch with our employees (we even started our own Facebook group). On May 19<sup>th</sup> (1<sup>st</sup> day of Phase 2), with the new safety protocols in place, we fully reopened all our stores and all our employees returned to their regular jobs. We quickly adjusted to physical distancing, frequent cleaning, lots of hand washing and hand sanitizer, looking through plastic barriers, masks or shields, and more. We're pleased to see our long-time customers returning along with hundreds of new customers, and great to see everyone following the new protocols keeping our employees and customers safe.

It's been a tough time for everyone, and our hearts go out to those whose lives have been forever changed by the Covid-19 virus.

## **All 7 stores and our photolab are fully open!**

*Regular hours at all stores (reduced mall hours at Coquitlam Centre & Willowbrook in Langley)*

We are experiencing shipping delays of online orders, similar to other retailers, due to courier and Canada Post delays, usually taking several extra days. Thank you for your understanding.

### ***New safety measures:***

- *See below for our in-store health & safety measures for customers.*
- *WorkSafeBC COVID-19 Safety Plan below*

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### **In addition to our safe in-store shopping experience, we continue to offer:**

**Shop online – Free shipping\* or Pick-up at store options:** Shop online at [www.kerrisdalecameras.com](http://www.kerrisdalecameras.com). Most orders will be shipped or ready for pickup on same or next business day. Unfortunately, due to Canada Post's "Covid" shipping delays, shipments to your home may take a little longer than we'd all like. (\* free shipping on most orders over \$99).

**Back-Alley pick-up:** Introduced during our closure, this popular service will be available *on request* at our Vancouver store.

**Our personalized service:** If you recently purchased a camera from us online, feel free to email us with your questions or drop by our stores anytime to receive our renowned "we show you how" personalized service. Phone inquiries welcome.

**Victoria photofinishing and special orders:** Our online and photo kiosk photofinishing orders plus film processing, are done in our digital photolab in Vancouver. Our courier service, through Canada Post, is experiencing "Covid" shipping delays beyond our control so orders being shipped from Vancouver may

take a few extra days. Specialty photo orders, processed by *The Lab* are also affected as well as merchandise special orders.

**Our COVID-19 safety measures:** When you visit our stores, customers will see our “New Normal” and are asked to adhere to our new safety protocols.

- A large sign at the door requiring customers to not enter the store if they have symptoms of illness, have had unprotected contact with someone with confirmed or potential Covid-19 in the past 14 days (our valued healthcare professionals exempted), or have returned to Canada in the past 14 days, or do not agree to follow safety protocols.
- Instructions to wait if there are already 3 customers in store (up to 6 as indicated for some stores).
- Physical distancing of 6 feet (may be less where protective barriers in use).
- Face masks are mandatory, as required by public health orders. Disposable masks available.
- Use of hand sanitizer or wearing of disposable gloves required by customers handling merchandise. (these are provided) Please do not use your own gloves.
- Clear plastic protective barriers over each showcase counter.
- Please do NOT hold cameras to your face. View screen instead.
- Markings on floor for customers, located in front of barriers.
- Limit handling of products, where possible.
- We encourage tap payment wherever possible.
- Frequent handwashing by employees and supplemented by use of hand sanitizer.
- Frequent disinfecting of counters and high touch areas, according to detailed Cleaning Checklist.
- Employees are required to wear face masks in our stores.
- Employees will be required to do a daily health check prior to their shift and stay home if they show cold, flu or Covid-19 symptoms plus contact 811 and be tested if requested by 811 health advisors.
- Returned merchandise, new trade-ins and demo items for resale will be quarantined for 3 days.
- Repairs: Repair depots have reopened and repairs will be processed based on the order they are received. Unfortunately, there will be delays as some depots were closed for several months. We can do sensor cleaning in-store but we require an additional 3 days to quarantine your repair.
- Washrooms for employee use only.

Customers who do not wish to follow these provincial health and WorkSafeBC requirements will not be permitted in our stores. Please shop online.

*The Kerrisdale Cameras team*

*Note: COVID-19 Safety Plan below will be updated by Nov 21 to reflect new public health orders.*



Employers resuming operations following work interruptions related to COVID-19 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.

WorkSafeBC will not be reviewing or approving the plans of individual employers, 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.



**Reduce the risk of person-to-person transmission**

To reduce the risk of the virus spreading through droplets in the air, implement protocols to protect against your identified risks. Different protocols offer different levels of protection. Wherever possible, use the protocol that offers the highest level of protection. Consider second, third, or fourth levels if the first level isn't practicable. You might need to use more than one level of protection to deal with a risk — for example, physical distancing and masks.

**First level protection (elimination):** Use policies and procedures to limit the number of people in your workplace at any one time. Implement protocols to keep workers at least 2 metres (6 feet) from co-workers, customers, and others.

**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 risks, have workers and customers use personal protective equipment (PPE) such as masks. PPE should not be used as the only control measure. It should only be used in combination with other measures.

## 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

- Customer occupancy limits posted at entrance to each store, varying from 3 to 6 depending on store size and layout.
- Employee limits in smaller branch stores (North Van, Burnaby, Richmond, Coquitlam) 2 to 3
- Employee limits for medium-size stores (Langley): 3 to 4
- Employee limits in retail area of larger stores (Vancouver, Victoria): 5-6
- Employee limits in office: 3 to 5 (some employees working part-time from home plus changes to some schedules to reduce number of people in office)
- Employee limits in main store's Staff/Meeting room: 2

Customer guidelines posted on sign at entrance including not to enter store if they have symptoms of illness or are required to be self-isolating.

Washrooms are not available for customer use.

Employees: for details, please refer to Policy & Procedure #D-41 "Pandemic Health & Safety Plan"

**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**

- Hanging protective barriers mounted in each retail sales area above each showcase counter. Markings on floor to indicate safe standing position for customers.

-barrier cleaning is included in our cleaning protocols.

Employees: for details, please refer to Policy & Procedure #D-41 "Pandemic Health & Safety Plan"

**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**

(List the rules and guidelines that everyone in the workplace has to follow to reduce the risk of airborne transmission. )

Frequent cleaning and disinfecting of high-touchpoints throughout store and staff areas such as door handles, switches, bank machine, keyboards, phone, showcase counters, protective barriers, etc. COVID-19 Cleaning schedule provided in stores.

Customers are reminded not to hold a camera or other item to their face.

Hygiene practices including handwashing, hand sanitizing, and how to cover coughs and sneezes.

Workers and others showing symptoms of COVID-19 are prohibited from the workplace.

Workers who develop symptoms are to go home immediately and call 811 for health advice. Cleaning and disinfection of their work area, and any surfaces that the ill worker has come into contact with, will then be done.

Rules and guidelines have been provided to workers for handling a variety of specific types of transactions such as trade-ins, payment processing, passport photos, returns, online order pick-ups.

Employees: for details, please refer to Policy & Procedure #D-41 "Pandemic Health & Safety Plan" and the "COVID-19 Cleaning & Safety-Check Schedule".

## 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 and other PPE. We understand that PPE should only be used in combination with other control measures.
- ☒ We have trained workers to use PPE properly, following manufacturers' instructions for use and disposal.

### Measures in place

**Face masks for employees:** Employees are provided with washable non-medical masks. They are given the option to provide their own. Disposable face masks are also provided and may be offered to customers or for employee use.

Employees are required to wear face coverings whenever they are in our retail sales areas. They are also required to wear face coverings in our office, back rooms, and warehouse areas when 6-foot physical distancing isn't possible. Office and warehouse employees are also required to wear face masks when they leave their own work area.

**Face shields and other alternatives:** Employees are given the option to wear face shields, which are provided upon request. These are preferred by many of our employees as they avoid some of the disadvantages of masks while improving communication for employees and customers. Plastic face masks are also provided as an option and information provided to employees to make an informed decision of which face covering is best for them.

**Face masks for customers:** We encourage customers to wear a face covering in our stores to help protect our employees and other customers as well as provided added protection for themselves. Masks are not mandatory due to the challenges that retailers have experienced with mandatory mask policies.

**Disposable gloves:** These are available to employees if they wish. However, frequent hand washing and use of hand sanitizer before and after handling items is preferred. We advise against extended use of gloves due to their inherent less-sanitary nature. Gloves may be appropriate for single-use specific tasks. Customers are given the choice of our disposable gloves or use of hand sanitizer. We ask that customers not use their own gloves.

Employees: for details, please refer to Policy & Procedure #D-41 "Pandemic Health & Safety Plan"



## Reduce the risk of surface transmission through 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](https://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

Provide information about your cleaning plan. Specify who is responsible for cleaning, the cleaning schedule, and what the cleaning protocols will include (e.g., which surfaces, tools, equipment, and machines). If this information is in another document, identify that document here.

#### Cleaning and Disinfecting Procedures:

- Frequent cleaning of “high-touch” areas: keyboards, mice, door handles, TD Machine, countertops, washroom door handles, faucets, light switches, coffee maker, microwave door, etc.
- Use Lysol or Clorox (*non*-Bleach) wipes or disinfectant spray with cloths provided to stores. This spray is listed on Health Canada's list of approved disinfectants, plus is suitable for glass, vinyl and all other surfaces (except cameras). Note that the wipe or cloth must still be moist enough to leave a visible layer of moisture on the item that will take a moment to dry.
- Wipe **protective barriers** daily with disinfectant cleaner and cloth.
- Sanitizing of cameras, lenses and binoculars: **Alcohol pads/wipes** or Isopropyl Alcohol and cloths are industry-approved for safe sanitizing, and are provided to each store.
- Emptying of touchless **trash can**: put on disposable gloves, remove trash bag and tie securely and dispose of safely. Disinfect trash can's lid. Insert another bag. Remove gloves by rolling inside out so that the outside of the gloves do not touch your skin. Dispose of gloves immediately.
- Detailed COVID-19 cleaning schedule provided in stores

WSBC's "Cleaning & Disinfecting" poster provided in each store.

WSBC's "Handwashing" poster provided in each store.

WSBC's "Cover coughs and sneezes" poster provided in each store.

Our "COVID-19 Cleaning & Safety-Check Schedule"

Employees: for details of these policies and procedures, please refer to Policy & Procedure #D-41 "Pandemic Health & Safety Plan"

## 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](https://www.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.