



**YOUNG  
DRIVERS®**

# COVID-19 OPERATIONAL PLAN

## Abstract

Young Drivers of Canada (YD) is focused on keeping our employees, students, customers and contractors safe during these uncertain times. As we continue to navigate this new normal, we have developed processes to raise awareness of new health and well-being protocols. This resource should help everyone adapt to new operating protocols in today's still challenging conditions.

Adam Lombardi, Vice-President, Marketing & Operations  
alombardi@yd.com



## COVID-19 PANDEMIC OPERATIONAL PLAN

### Contents

COVID-19 PANDEMIC OPERATIONAL PLAN .....	1
Introduction/Limitation .....	2
1. EMPLOYER RESPONSIBILITIES .....	2
2. HIERARCHY OF CONTROLS .....	3
Elimination .....	3
Physical Design .....	3
Administrative .....	3
Personal Protective Equipment (PPE) .....	3
Masks .....	4
Gloves .....	4
3. HEALTH SCREENING .....	4
Details .....	4
Self-Screening Protocol .....	4
On-Site Health Screening Protocol .....	5
Employees, Students and other Visitors (equipment delivery, couriers, repairmen etc...) .....	5
Suspected or Confirmed Case of COVID-19 in the Workplace .....	5
4. SELF-ISOLATION AND RETURN TO WORK PROTOCOL .....	6
Guidance for Self-Isolation and Self-Monitoring .....	6
Returning to Work After Self-Isolation .....	6
5. PHYSICAL DISTANCING PROTOCOL .....	6
For In-car lessons, the following protocols will be in place: .....	7
Physical Distancing During Employee Start/End Times .....	8
Helpful Tips for Employees .....	8
Site Specific Items to Consider .....	9
Physical Distancing During Breaks .....	9
6. COVID-19 DECONTAMINATION (Cleaning) MEASURES .....	9
Preventative Decontamination Measures .....	10
Deep-Cleaning Decontamination Protocol .....	10
Considerations for Deep Cleaning (if 7-day closure of the work area cannot be met): .....	11
7. TRAINING AND COMMUNICATION .....	11
Pre-Return to Work Training .....	11
On-going Communication .....	11
Signage .....	12
Appendices .....	12



Young Drivers of Canada (YD) is focused on keeping our employees, students, customers and contractors safe during these uncertain times. As we continue to navigate this new normal, we have developed processes to raise awareness of new health and well-being protocols. This resource should help everyone adapt to new operating protocols in today's still challenging conditions.

## Introduction/Limitation

This document provides general guidance for use in the workplace (which includes in-vehicle training). Young Drivers will comply with all applicable laws and reference local, provincial and federal health agencies for the most up-to-date guidance and rules pertaining to public health. YD Management will monitor alerts from credible organizations such as the Public Health Agency of Canada, British Columbia Ministry of Health and local public health units.

A detailed review of site-specific risk factors and individual situations will further ensure a safe workplace. In order to engage the internal responsibility system, management will consult with workplace parties including, but not limited to, the Occupational Health and Safety representative, Senior Management, and health and safety professions (external) when preparing for business operations during and following the pandemic.

Employees will be provided with the training needed to succeed in contributing and ensuring a safe and healthy work environment for themselves, customers and students. We are all responsible for health and wellness in our workplace and we will secure a collective commitment from all employees to ensure a safer workplace for everyone.

## 1. EMPLOYER RESPONSIBILITIES

YD is responsible for creating and implementing measures and procedures to ensure the safety of our employees throughout and following the pandemic. This includes guiding the workplace through expectations and processes throughout phases of the organization's pandemic response. The management will engage workers from across various functions of the business to assist with maintaining a healthy and safe work environment.

These areas of focus include:

- Development and implementation of a response plan
- Employee wellness and return to work
- Health checks and screenings
- Isolation coordination
- Communication and training
- Personal protective equipment (PPE) and materials



## 2. HIERARCHY OF CONTROLS

Based on the risk levels identified for the workplace, a control program has been developed to protect the general workforce from COVID-19. Controls have been based on the following hierarchy:

### Elimination

- Where possible, eliminate the need for face to face contact (e.g. online sales, course information and registration, virtual/on line classes, telephone scheduling, eliminating single in-car lessons where possible, virtual or online meetings/training, allowing office staff to continue to work from home, communicating by using online, email, text, or telephone).

### Physical Design

- Redesigning workspaces/classrooms to allow for appropriate distancing (using physical barriers where possible)

### Administrative

- Personal Hygiene
  - Personal hygiene products available in the workplace (ie. soap, paper towels, tissues, alcohol-based hand sanitizers, adequate waste bins and refuse bags for disposal of materials)
- Physical Distancing
  - Maintain a 2-meter person to person distance. When face to face contact cannot be avoided use PPE (see next paragraph below).
- Health Screening
  - All persons entering the workplace must complete our self-screening checklist, refer to Appendix D
- Surface Decontamination
  - Maintaining an adequate stock of decontamination supplies at the workplace; assigning the task of decontamination to employees
- Signage on Preventative Actions
  - Includes physical distancing, workplace sanitation, handwashing, reduce the spread of COVID-19
- Workplace Training
  - Training on changes to workplace protocols, proper use of PPE and sanitization/decontamination materials, refer to Appendices
- Scheduling
  - YD will be scheduling instructors to an assigned pick up/drop off location to mitigate (vehicle) surface contact and to ensure the cleaning measures outlined. YD will be temporarily limiting instructors to be scheduled for a 5 student daily maximum.

### Personal Protective Equipment (PPE)

For any employee assigned to use PPE, adequate training on the selection, safe use, proper donning, doffing and cleaning/disposal procedures, and limitations of the PPE will be provided. Manufacturer guidelines will be followed. Students will be advised that non-medical face coverings are mandatory to be worn during all in-vehicle instruction. Prior to the student entering the vehicle the Instructor is to ensure that the student is wearing a non-medical facial covering and that it has been properly fitted



covering the nose and mouth areas and has been secured with no impairment to vision. In the event a student does not come prepared with a facial covering each instructor will be provided a small number of disposable face coverings for use by students.

#### Masks

Face coverings (i.e. non-medical masks such as a cloth mask or shield) must be used to reduce the risk of transmission of COVID-19 when physical distancing (2 meters) is not possible. This would include in vehicle instructors, students in-vehicle or other employees. Refer to Appendix B on When and How to Wear a Face Mask.

#### Gloves

Gloves should be worn when appropriate for chemical exposure and are not a primary control to prevent exposure to Covid-19.

### 3. HEALTH SCREENING

Health screenings protocols have been implemented to help prevent the spread of COVID-19 and reduce the potential risk of exposure. The screening is not intended to provide medical advice. If you have medical questions, please consult a health practitioner or the local public health unit.

This procedure will be updated based on current recommendations from the provincial and/or local public health unit.

#### Details

- Employees are required to perform daily self-screening at home prior to starting work
- Any person entering the workplace must complete an on-site health self-screening checklist at site entry (e.g. office entrances, classroom entrances, prior to entering vehicle etc.)
- YD will ensure a barrier (table, reception counter etc...) is in place to prevent anyone from missing the screening protocol
- Screening is carried out by an employee who has been trained on the process, equipment to be used (i.e. screening forms) and PPE to be worn

#### Self-Screening Protocol

- The Daily Self-Screening Protocol aims to prevent sick or symptomatic employees from leaving their homes and decreases the likelihood of spreading infection at work. Employees must review the Self-Screening Checklist prior to each shift/workday to determine their actions.
- Even if self-screening is performed at home, the On-Site Health Screening, (Appendix D) will still need to be performed prior to entering the office or classroom.
- Any person exhibiting symptoms identified on the screening checklist, even if only mild symptoms are present, should stay home, contact management to notify them of the situation and call the public health unit to determine the appropriate response.



### On-Site Health Screening Protocol

- If any individual reports symptoms of illness consistent with COVID-19 on the screening form, the individual will be instructed to return home, self-isolate and contact the local public health unit for next steps.
- Management should be informed immediately

### Employees, Students and other Visitors (equipment delivery, couriers, repairmen etc...)

- As a way to further protect both employees, students and other visitors, management will no longer allow unsupervised entry to offices/classrooms or vehicles.
- When business-critical, in-person visits must occur, such as to service equipment/facilities, they must be in accordance with the protocols developed by YD management. This includes students attending in person classroom sessions when the province allows re-opening.
- In addition to current policies that may be in place, any non-staff person must be directed by an employee “host” who is aware of their responsibilities (see below)
  - Host will supervise Health Screening & issue PPE if required
  - If “yes” is checked for any response on the Self-Screening Checklist, the host will advise the person to leave the premises and will notify management of the incident
  - Once approved to be on-site, ensure the following:
    - Take a direct route to meeting or work areas and will not unnecessarily interact with employees
    - Practice physical distancing at all times and instruct visitors of workplace expectations (e.g. no handshakes or embraces, keeping 2 meters distance when interacting, etc.)
    - Practice expected hygiene regarding washing hands, covering coughs/sneezes etc.
    - Surfaces which have been touched by a visitor will be disinfected by the host at the end of each visit and between visitors.

### Suspected or Confirmed Case of COVID-19 in the Workplace

When an employee, student or visitor becomes sick at the workplace (including in-vehicle), we will follow these steps:

- If an employee or student develops COVID-19 symptoms, they will return home and self-isolate immediately. Management is to be informed at the earliest possible time and every effort should be made to contact a parent if the student is of minor age.
- If the employee or student is very ill, call 911 and let the operator know that the person may have COVID-19
- If the employee does not have severe symptoms, they should use British Columbia’s [self-assessment tool](#), and seek assessment and testing, if indicated to do so. They can also contact their health care provider, calling 1-888-COVID19 (1-888-268-4319) or via text message at 604-630-0300. For the most up to date non-medical information you can visit the [BC Government’s COVID-19 Provincial Support and Information](#).
- Any employee who tests positive for COVID-19 will be contacted by the local public health unit. The public health unit will perform case management and contact tracing that may require



additional infection prevention and control (IPAC) measures to be put in place in the workplace, which could include additional testing, people self-isolating etc.

- Employees who have tested positive for COVID-19 must self-isolate at home for 14 days.
- Surfaces that were touched by the ill employee or student will be disinfected as soon as possible in accordance with enhanced environmental cleaning procedures and protocols. Please see [Appendix C - Environmental Cleaning and Disinfectant](#).

## 4. SELF-ISOLATION AND RETURN TO WORK PROTOCOL

The intent of this protocol is to provide guidance on self-isolation and self-monitoring requirements related to the Quarantine Act and Public Health Agency of Canada (PHAC) directives related to COVID-19.

### Guidance for Self-Isolation and Self-Monitoring

The Quarantine Act requires employees to self-isolate at home and remain off company property for 14 days if they have:

- Returned from travel outside of Canada (mandatory quarantine)
- Had close contact with someone who has or is suspected to have COVID-19
- Been told by local public health authority that they may have been exposed and need to self-isolate

When employees exhibit symptoms, even if they are mild, they will stay home and self-monitor. They will also follow local public health authority guidelines and resources on COVID-19, self-isolation, and self-monitoring.

If a worker contracts COVID-19 outside of the workplace or is directed by the local public health authority to self-isolate, the employee will inform management as soon as possible.

Management will contact the local public health authority for direction. Employee personal data and confidentiality must be protected, unless disclosure is required by law. Self-isolation requests of any healthy employee, who have come in contact with the infected employee at the workplace, will be determined by the local public health authority.

### Returning to Work After Self-Isolation

YD Management will maintain regular communication with employees under self-isolation. Affected employees, when medically cleared by local public health units, will contact us prior to returning to work.

## 5. PHYSICAL DISTANCING PROTOCOL

Physical distancing is a simple yet effective mechanism to prevent potential infection which relies on distance to avoid person to person infection.

In practice, this means we will:

- Keep a 2-meter distance between employees and between employees and the public
- Eliminate contact with others, such as handshakes or embracing coworkers, visitors or friends



- Avoid hand contact with surfaces touched by others as much as reasonably possible.

YD Management will monitor and follow provincial directives on gatherings of people for classes/meetings and ensure that physical distancing is maintained. The practice of physical distancing will be maintained in all areas such as common areas, entrance and exit areas, offices, classrooms etc.

The following general measures will be implemented to help maintain physical distancing:

- Set up work areas/workstations that keep a 2-meter distance between employees
- Provide floor/sidewalk markings to show distance to be kept apart, flow of people, or limit numbers of people admitted in a workspace
- Avoid non-essential gatherings and meetings
- Have office staff continue to work from home or limit the amount of office workers within a facility and encourage telecommunications
- Ensure that measures are communicated to employees and enforced
- Display signage showing the desired position of fellow employees at workstations
- YD Management will have regular times to check in with public health updates and retrain/revise practices as needed

Where a minimum distance cannot be maintained, due to workplace design (i.e. in-car lessons where there is a student and Instructor), YD will use the Hierarchy of Controls (physical design, administrative controls, etc.) to minimize exposure. This can include, but is not limited to:

- Installing physical barriers between employees such as a “sneeze guard”. If needed, a “window” that opens and closes can be installed to allow for specific interactions (i.e. screening area, passing product/ paperwork through window, etc.)
- Redesigning workspaces to allow for appropriate distancing
- Improving fresh air intake/air circulation (i.e. open doors and windows, increasing the fresh air supply, etc.)

For In-car lessons, the following protocols will be in place:

- Vehicles used for driver training purposes must always be clean and sanitary
- Provide instructors with direction for properly cleaning and maintaining sanitization of vehicles. After each lesson and before the next lesson, the Instructor will use VitalOxide (DIN# 02422654) <https://vitaloxide.com/> or a comparable (DIN approved) product to sanitize the vehicle.
- Instructors must check daily with customers regarding health status prior to commencing lesson
- Each student will be required to answer specific questions about their health; whether they have been sick or have come into contact with someone that was infected by COVID-19. Refer to Appendix G – Instructor Checklist and Cleaning Log. Students may visit the [BC self-assessment Tool](#) to ensure they are safe to take their training.
- No driving lesson will be conducted if the client or instructor is sick.
- Driving lessons will be scheduled for two-hours maximum to minimize exposure with each student.
- Mandatory use of face mask is required by both the student and YD Instructor during all lessons.



- Instructors will carry a supply of disposable face masks; preferably 3-layer, to provide to students who do not have a mask.
- Alcohol-based hand sanitizer with at least 60% alcohol content will be carried for use in all training vehicles and each student will be required to hand-sanitize prior to entering the vehicle.
- Instructors will keep high touch areas of vehicles clean and sanitary; including inside and outside door handles, seat and wheel adjustments, steering wheel, rear view mirror edges, windows, wipers, fans, radio, lights, signals, trunk release, horn, seat belt buckles, vinyl arm rest, window and touch screens. They will utilize VitalOxide (DIN# 02422654) or a comparable (DIN approved) product to accomplish the disinfecting, <https://vitaloxide.com/>
- Our customers will be taught the correct removal and disposal of PPE after use to avoid contamination.
- All training vehicles will have a sealable container stored in the trunk for used PPE.
- Instructors will safely dispose of PPE garbage at the end of each day.
- The above listed Standards regarding COVID-19 must be adhered to and in place before the start of each day of work.

If the above recommendations are still not enough for your workplace PPE must be used.

- PPE is only effective if people wear it correctly. Employees need PPE training that includes the fit, use, care, maintenance, cleaning and limitations of the PPE.
- The employer will assign a designated individual to ensure an inventory is maintained and order time is adequate to restock supplies identified for personal hygiene and decontamination.

#### Physical Distancing During Employee Start/End Times

- Start/End times will be staggered with enough time to allow employees to come and go with minimum interaction.
- YD will designate specific entrances and exits for employees to use. These will be identified using signage and communicate designated entrances and exits.
- YD will implement a staggered start time for employee shifts and enforce physical distancing while employees go through the screening process.
- We will place a permanent mark on the floor/ground to show proper distancing wherever there may be a line
- We will ensure employees are aware of the screening process as well as designated arrival times and locations
- End of shift times will respect the same principles as the start of shift times. There will be an opportunity to ensure optimal disinfection of the workplace at the end of each day.

#### Helpful Tips for Employees

- YD will avoid gathering(s) when entering and exiting the facility.
- YD employees will remain in their car until the scheduled start time; taking into consideration the time it takes to ready yourself for work.
- Ensure physical distancing between each other while you wait in line to enter the workplace.



### Site Specific Items to Consider

- We will prop open the doors or have one employee available to open doors at start and end times to minimize the number of people touching the door handles.
- We will have a plan for how lines will be accommodated if they form (consider outside office/classroom and inside only during inclement weather if possible). If it is not possible to manage the line with social distancing then PPE will be in place for all employees, students, etc.

### Physical Distancing During Breaks

YD Management will ensure physical spacing and proper hygiene for all employees on their break. We will remind students at the start of the break that physical distancing is mandatory (i.e. exiting the classroom or using the washroom).

For maintaining physical distancing during breaks:

- We will provide adequate supplies for students/employees to self-clean (i.e. wiping down tables, chairs, etc. before and after touching.)
- We will require students to sit in the same seat after returning from a break and throughout the entire classroom session
- A permanent mark on the floors/concrete will be added to ensure proper distance wherever there may be a line
- YD will post signs showing how to properly wash hands with soap and water for a minimum of 20 seconds and to wash hands before leaving the washroom.
- YD will provide enough supplies in every washroom and institute a schedule for checking on supplies (i.e. check soap dispensers, paper towel levels, etc.)
- On sites where common washrooms are maintained by the landlord, YD will:
  - Notify the landlord that classrooms, common areas and/or office space will be in use to confirm proper cleaning and disinfecting is provided
  - Provide disinfectant wipes for our employees and students to self wipe for a light cleaning of handles, faucets etc... before/after use

## 6. COVID-19 DECONTAMINATION (Cleaning) MEASURES

It is important to understand that each workplace is unique and therefore site-specific circumstances must be taken into consideration when implementing decontamination (cleaning) measures. This includes working with and utilizing Health and Safety standards. YD will provide general guidelines prior to cleaning activities to ensure that the screening protocols have been followed for all cleaning.

Workers will be trained on the use and application of disinfectant products, hazards and precautions, use of any required PPE, personal hygiene techniques and personal decontamination/disinfection procedures.

In addition, prior to using the disinfectant the following will be understood: the correct dilution rates, if applicable, as per manufacturers' instructions; the correct concentration needed to ensure the solution is effective (i.e. not too weak or too strong); and, the specific chemical ingredients and refraining from mixing chemicals as it may be dangerous if they interact (i.e. release vapours or heat.)



Cleaning of all areas in the workplace will occur with special attention to high-touch surfaces. Examples include:

- Workstations and equipment
- Barriers
- Restrooms
- Common high-touch surfaces such as tables, doorknobs, light switches, countertops, handles, desks, touchscreens, equipment, etc.
- Computer/tablet screens (may require screen approved disinfectant) and keyboards
- An in-vehicle cleaning and disinfecting log must be maintained by the instructor

### Preventative Decontamination Measures

The following will be followed:

- Employees and cleaning personnel are using appropriate PPE (i.e. appropriate disposable gloves, eye protection, etc.) for the chosen disinfectant solution and work activities.
- Employees and cleaning personnel are washing their hands with soap and water for a minimum of 20 seconds before and after cleaning or using an appropriate hand sanitizer. This would include washing their hands before donning gloves and after doffing gloves.
- A decontamination schedule will be posted and implemented at the workplace. Frequency of cleaning can depend upon occupant usage patterns, population of the facility, and surfaces that are frequently touched by multiple people.
- Leave the disinfectant on surfaces for the appropriate length of time, as indicated by the DIN-approved product instructions.
- For sensitive equipment (i.e. tablets, touch screens, etc.), apply the disinfectant to cleaning cloths and/or use appropriate disinfectant.
- Clean by wiping in a uniform application to ensure full coverage on surfaces (i.e. wipe horizontal and then vertical.)
- Use of VitalOxide (DIN# 02422654) or a comparable (DIN approved) product to decontaminate all surfaces, <https://vitaloxide.com/>
- Use vacuums equipped with High-Efficiency Particulate Air (HEPA) filters wherever possible.
- Eliminate dry sweeping/mopping/wiping methods that may release particles into the air.
- Apply an appropriate disinfectant on soft surfaces (i.e. carpets, fabrics, chairs, vehicle seats) and allow to dry before using
- Place all waste materials associated with decontamination in sealed bags and wipe the outside of the sealed bags with disinfectant.
- When possible, store decontamination waste bags outside of the building and place them directly into the waste bin.

### Deep-Cleaning Decontamination Protocol

- The Preventative Decontamination Measures (above) may be followed regularly whereas the Deep-Cleaning Decontamination Protocol is triggered when any person is suspected or infected with COVID-19 has occupied an area in workplace.



- It is important to note that if the area has been closed for more than 7 days since the person who is sick visited or used the facility, the deep-cleaning decontamination protocol is not necessary. Continue with preventative cleaning and disinfection.

#### Considerations for Deep Cleaning (if 7-day closure of the work area cannot be met):

- Isolate the contaminated areas from the rest of the workplace.
- Use of VitalOxide (DIN# 02422654) or a comparable (DIN approved) product to decontaminate all surfaces, <https://vitaloxide.com/>
- Complete a risk assessment prior to disinfection (i.e. length of time area has been unoccupied, size of area, types of surfaces that may need disinfecting, etc.)

The development of a deep cleaning strategy will begin with the completion of a risk assessment to determine a specific plan and strategy to clean the contaminated areas, including any equipment, common areas, offices and any typical areas where the contaminated person would have made contact. YD will ensure that during the deep-cleaning process is completed by only authorized people and access is restricted during the cleaning operation. At the conclusion of the abatement, it will be communicated to all employees that the work areas have been decontaminated.

## 7. TRAINING AND COMMUNICATION

Before the workplace opens and employees start to return to work, it is important to prepare the workforce through training and communication. YD will conduct on-line training before employees return to the workplace and the information provided will be reinforced through signage, informational posters and written procedures at the workplace.

#### Pre-Return to Work Training

Below are trainings we considered prior to workplace reopening. All employee training and confirmation of understandings will be properly tracked and recorded.

- Company's COVID-19 Response
- Health Screening; including signs and symptoms of COVID-19
- Physical Distancing
- Isolation Protocol
- Self-Isolation & Returning to the Workplace
- Personal Hygiene
- Disinfection measures including demonstration and cleaning of vehicle interiors and work surfaces using VitalOxide (DIN# 02422654) or a comparable (DIN approved) product. <https://vitaloxide.com/>
- Training and Communication
- Protocols may be communicated through virtual training (recommended at least 1 week prior to start date)

#### On-going Communication

Communication will be provided to all employees prior to returning to the workplace and once onsite work has resumed. Communication may also be extended to suppliers and business partners to ensure



they are aware of workplace expectations and protocols that may affect them. Employees will be encouraged to reach out to management with individual concerns to ensure they can be addressed appropriately. Updates to protocols and government directives will be timely and clear for all employees.

### Signage

Signage will be installed throughout the workplace to reiterate controls and safe practices. This may include, but are not limited to, physical distancing, handwashing, screening checkpoints, cleaning work surfaces often, personal hygiene, etc.

## Appendices

Appendix A - [Hand Hygiene](#)

Appendix B – [When and how to Wear a Face Mask](#)

Appendix C – [Environmental Cleaning and Disinfectant](#)

Appendix D – [Self-Screening Checklist](#)

Appendix E – [Decontamination Protocols](#)

Appendix F – [Self-screening, Isolation and Return to Work Protocols](#)

Appendix G – [Instructor Checklist and Cleaning Log](#)

\*Note Appendix C refers to clinics as the environment, for Young Drivers of Canada purposes, clinics will be known as “the vehicle” and patients will be known as “students and/or clients”