



File No.: 04-1000-20-2023-534

November 27, 2023



Dear s.22(1)

Re: Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")

I am responding to your request of August 30, 2023 under the *Freedom of Information and Protection of Privacy Act* for:

Record of current training and orientation documents as of August 29, 2023 from the ACCS department's Urban Issues, Liaison Team, and Impound and Staging Team Divisions related to the following:

- 1. Discipline;
- 2. Mental health;
- 3. Safety;
- 4. Behavioural concerns;
- 5. Human rights and client rights; and
- 6. Responsibilities.

All responsive records are attached*. Some information in the records has been severed, (blacked out), under s.15(1)(c) & (I) of the Act. You can read or download this section here: http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00.

*The attached records are comprised of the orientation manual provided by the Urban Issues team to staff.

Under section 52 of the Act, and within 30 business days of receipt of this letter, you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your FOI request by writing to: Office of the Information & Privacy Commissioner, info@oipc.bc.ca or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (#04-1000-20-2023-534); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,

[Signed by Cobi Falconer]

Cobi Falconer, MAS, MLIS, CIPP/C Director, Access to Information & Privacy <u>cobi.falconer@vancouver.ca</u> 453 W. 12th Avenue Vancouver BC V5Y 1V4

If you have any questions, please email us at foi@vancouver.ca and we will respond to you as soon as possible. Alternatively, you can call the FOI Case Manager at 604-871-6584.

Encl. (Response package)

:pm



Sanitation Operations, Engineering Services STO, Engineering Services

HEALTH AND SAFETY & EMERGENCY PLAN

(August 2022)

East Hastings Street Clean-Up

(DOC/2023/151087)

SIGN OFF SIGNATORY POSITION DATE		SIGNATORY NAME	
Aug 10, 2022	Sanitation Branch Manager - Version 1.0	Mike Zupan	
Oct 21, 2022	Sanitation Branch Manager - Version 2.0	Mike Zupan	
Jan 17, 2023	Sanitation Branch Manager - Version 3.0	Mike Zupan	
April 4, 2023	Sanitation Branch Manager - Version 4.0	Mike Zupan	
May 8, 2023 Sanitation Branch Manager - Version 5.0		Mike Zupan	
July 28, 2023 Sanitation Branch Manager - Version 6.0		Mike Zupan	



REVISION DATE	CHANGE MADE	ACKNOWLEDGEMENTS/ AUTHOR	
Aug 8, 2022	Version 1.0	Cristina Lopez Garcia	
Sep 1, 2022	Version 1.1 (no sign-off required) Added Appendix with form being used for daily Safety Talk	Cristina Lopez Garcia	
Sep 2, 2022	Version 1.2 (no sign-off required) Added to list of 'Other Support Documentation': HR - Safety Talk - Downtown Eastside - Psychological wellbeing	Cristina Lopez Garcia	
Oct 20, 2022	Version 2.0 Geographical location of the project extended from Gore St to Dunlevy St. Phase 1 split in Phase 1a and Phase 1b (on-going).	Cristina Lopez García	
Oct 25, 2022	Version 2.1 (no sign-off required) Added POEB to Phase 16 (on-going).	Cristina Lopez Garcia, Mike Zupan	
Jan 14, 2023	Version 3.0 Expanded 'Impoundments' section under Phase 1b. Added sections 'Communications to Occupants' and 'Issue of Warning Notice and Impoundment'.	Parvinder Chima, Rick Clark, Stevie Dhesi, Cristina Lopez Garcia	
Jan 19, 2023	Version 3.1 (no sign-off required) Added to the list of PPE: full length pants, or coveralls, or overalls	Cristina Lopez Garcia, Parvinder Chima, Rick Clark, Mike Zupan	
Mar 28, 2023	Version 4.0 Added Phase 2 for VPD involvement. Updated muster station, first aid requirements, incident reporting and roles & responsibilities. Updated COVID references to communicable diseases plan.	Steevie Dhesi, Parvinder Chima, Rick Clark, Mike Zupan	
Identified paragraphs applicable to Phase 1 only. Updated PPE table. Updated Traffic Management Arrangements section. Added Section on Encounter with Animal. Updated On-Site provisions and Mental Wellness Support Sections. Updated table Roles and Responsibilities in an Emergency. Updated documentation tables with Phase 2 documents.		Mike Zupan, Cristina Lopez García	
A _{pril} 5, 2023	Version 4.1 (no sign-off required) Added 'Working around mobile equipment' and 'Overhead Utilities'.	Cristina Lopez Garcia	
Мау 1, 2023	Cristina Lopez Garcia, Paul Hogan		



May 5, 2023	Version 5.0 Pre-Deployment Field Assessment: Removed requirement to have someone else from the crew driving the Supervisor conducting the assessment. Change aligned with newly created 'SWG: East Hastings Clean-up' for Street Cleaning Crews (DOC/2023/107094).	Cristina Lopez Garcia, Paul Hogan
June 21, 2023	Version 5.1 (no sign-off required) Pre-Deployment Field Assessment: Removed requirement to have someone else from the crew driving the Supervisor conducting the assessment. Change aligned with newly created 'SWG: East Hastings Clean-up' for Street Cleaning Crews (DOC/2023/107094).	Cristina Lopez Garcia, Paul Hogan, Rick Clark
Version 6.0 Shaded paragraphs not applicable to Phase 3. Added updates to Phase 3 (refer to 'Phase 3 update' in the document). Refer to 'SWG: Urban Issues East Hastings Clean-up (DOC/2023/158029)' for specifics on Urban Issues East Hastings clean-up moving forward.		Cristina Lopez Garcia, Paul Hogan, Rick Clark



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Pledge to Safety

This City of Vancouver Health and Safety Plan (HSP) defines the health and safety requirements for the **East Hastings Street Clean-Up** and provides the Project team members with documented information on the OHS Management System applicable to the project.

The HSP defines the relationship between the City of Vancouver's management policies, Safety Excellence Program and associated procedures.

The HSP details the OHS management activities required to ensure the work is planned and implemented such that the risks to health and safety of personnel are as low as reasonably achievable, and that the risk of negative impact on the environment is minimised.

This document:

- Defines how the East Hastings Street Clean-Up intends to achieve the requirements and expectations defined in the City of Vancouver's Safety Management System; and
- Addresses interactions interdepartmentally on the work site.
- Ensures compliance with WSBC OHS Regulation requirements, departmental and branch procedures, and policies on site.

Project Description

Project Organizational Chart

The East Hastings Street Clean-Up Operational Plan outlines the Organizational Chart.

For Phase 1, refer to Vandocs DOC/2022/190833 for the East Hastings Street Clean-Up Operational Plan.

For Phase 2, refer to the following document for the East Hastings Street Clean-Up Operational Plan. s.15(1)(I)

For Phase 3, refer to the East Hastings Street Clean-Up Operational Plan for details on description and timescales of fieldwork.

List of Key Personnel

The East Hastings Street Clean-Up Operational Plan includes the list of project key personnel.

For Phase 1, refer to Vandocs DOC/2022/190833 for the East Hastings Street Clean-Up Operational Plan.

For Phase 2, refer to the following document for the East Hastings Street Clean-Up Operational Plan. s.15(1)(I)



For Phase 3, refer to the East Hastings Street Clean-Up Operational Plan for details on description and timescales of fieldwork.

Description of Fieldwork

The in-scope geographical location of the clean-up project is East Hastings Street, from Dunlevy to Abbott Street. The East Hastings Street Clean-Up Operational Plan outlines the description and timescales of fieldwork.

Sanitation Street Cleaning crews and Urban Issues Crews (Sanitation and STO) had been picking up garbage daily along the curbside and collecting and servicing litter cans on East Hastings Street during day shift, afternoon shift, and night shift up to July 30, 2022.

For the duration of the East Hastings Clean-Up Project, tote collection and litter cans collection in geographical location of the project will be completed by the same crew assigned to the project. Street cleaning and totes collection and litter cans collection by other crews and shifts are on hold until the East Hastings Clean-Up project is complete.

May 1, 2023 update: Sanitation Street Cleaning will resume East Hastings clean-up work for the same in-scope activity of picking up of garbage and street cleaning in the identified area on East Hastings Street and outside Urban Issues Crews regular work hours. Refer to 'SWG: East Hastings Clean-up' (DOC/2023/107094) [Sanitation Street Cleaning other than Urban Issues Crews].

Phase 1a: Fire Chief's Order enacted – Specific locations (August 9-August 15):

- Lane 1 and Lane 2 closure (Sanitation).
- One crew (Sanitation, VFRS).
- VPD presence in the area for safety and conflict prevention and resolution.
- Conduct safety inspections identifying key hazards to be abated (VFRS, and Sanitation) in ten (10) specific locations previously identified by VFRS as high risk locations for occupants and members of the public.
- Direct engagement with occupants to voluntarily leave the specific locations (VFRS and Sanitation):
 - Abatement of key hazards identified during the safety inspections prior to clean-up activities.
 - Abatement of structures voluntarily abandoned. Removal of abandoned items and waste.
 - Clean up of debris.
 - Totes collection and litter cans collection.
- Provision of totes for temporary storage and transport of personal items (Sanitation).
 Removal of totes for temporary storage (Clean Start 3rd party working with ACCS).
- Placement and removal of roll-off bins (Sanitation).

Phase 1b: Fire Chief's Order enacted – s.15(1)(c) s.15(1)(c)

- VPD presence in the area for safety and conflict prevention and resolution.
- Engagement Crew (Sanitation, STO, VFRS, ACCS)
 - Direct engagement with occupants to voluntarily move (lead by Sanitation and STO).
 - Identification of hazards during the safety inspections prior to clean-up activities (lead by VFRS, Sanitation, STO).
 - Education on resources and support available to occupants (lead by ACCS).
- Clean up Crew (Sanitation, STO):



- Abatement of key hazards identified prior to clean-up activity.
- Abatement of structures voluntarily abandoned. Removal of abandoned items and waste.
- Clean up of debris.
- Totes collection and litter cans collection.
- Provision of totes for temporary storage and transport of personal items (Sanitation).
 Removal of totes for temporary storage (Clean Start 3rd party working with ACCS).
- Placement and removal of roll-off bins (Sanitation).
- Impoundments to ensure pedestrian and mobility access as well as access to specific locations (e.g. entrance/exit to buildings, fire exits, fire connections, construction sites, transit lanes).
 - Notices served by Field Crew Supervisor (Sanitation) working with Engagement Crew.
 - POEB support and ACCS support.
 - Daily engagement with occupants between the day the first warning notice is issued and impoundment day by Engagement Crew (Sanitation, STO, VFRS, ACCS).
 - On the day and time of the impoundment at the specific location, VPD presence with the crew and coordinated in advance.
 - Lane closures and sidewalk closures as needed.
 - Abatement of structures and removal of items and waste (Sanitation/STO).
 - Clean up of debris (Sanitation/STO).

Phase 2: Enforcement of Fire Chief's Order – Block by block Dunlevy St. to Abbott St., including side streets between E. Cordova ST. and E. Pender St. (April 5 and April 6 2023):

- VPD led removal event.
- Sections of block to be fully closed off to the public with limited in/out privileges to support ENG crews (VPD led).
- Up to four (4) crews (Sanitation/STO, VFRS, ACCS, PEO, documenter) working at a time and escorted by VPD.
- POEB support and ACCS support.
- ENG will have engagement with no-go campers with VPD support.
 - Area by area removal of all remaining structures from encampment zone.
 - Clean up of debris.
 - Totes collection and litter cans collection.
- Engineering enforcement of the Fire Chief's Order:
 - Abatement of structures and removal of items and waste (Sanitation/STO).
 - Clean up of debris (Sanitation/STO).
- Provision of totes for temporary storage and transport of personal items (Sanitation).
 Removal of totes for temporary storage (Sanitation and PEOB).

Phase 3: Urban Issues crews from STO and Sanitation begin maintenance with support from VPD (starting April 7 onward): [July 14, 2023 update: Refer to 'SWG: Urban Issues East Hastings Clean-up' (DOC/2023/158029)].

- Fire Chief's Order lifted
- ENG led event.
- Sanitation/STO and ACCS working at a time and escorted by VPD.
- ENG and ACCS staff engagement with street occupants with VPD support. Direct engagement with street occupants to voluntarily move.
- Education on resources and support available to occupants (lead by Sanitation and ACCS).



- Engineering enforcement of the Street and Traffic By-Law 2849 regarding structures and street vending:
 - Area by area removal of structures.
 - Clean up of debris.
 - Totes collection and litter cans collection.
- Provision of totes for temporary storage and transport of personal items.
- Removal of totes for temporary storage (Sanitation/STO).
- Identification of hazards prior to clean-up activities (lead by Sanitation, STO).
- Abatement of key hazards identified prior to clean-up activity.
- Abatement of structures voluntarily abandoned. Removal of abandoned items and waste.
- Clean up of debris.
- Totes collection and litter cans collection.
- Impoundments to ensure pedestrian and mobility access as well as access to specific locations (e.g. entrance/exit to buildings, fire exits, fire connections, construction sites, transit lanes).
 - Notices served by Field Crew Supervisor (Sanitation) working with Engagement Crew.
 - Daily engagement with occupants between the day the first warning notice is issued and impoundment day by Engagement Crew (Sanitation, STO, ACCS).
 - On the day and time of the impoundment at the specific location, VPD presence with the crew and coordinated in advance.
 - Lane closures and sidewalk closures as needed.
 - Abatement of structures and removal of items and waste (Sanitation/STO).
 - Clean up of debris (Sanitation/STO).
 - Removal of totes for temporary storage (Sanitation/STO).
 - POEB support when large scale or multiple sites.

For Phase 1, refer to Vandocs DOC/2022/190833 for the East Hastings Street Clean-Up Operational Plan for details on description and timescales of fieldwork.

For Phase 2, refer to the following document for the East Hastings Street Clean-Up Operational Plan or details on description and timescales of fieldwork. s.15(1)(I)

For Phase 3, refer to the East Hastings Street Clean-Up Operational Plan for details on description and timescales of fieldwork.

On-site Organization and Coordination

Incident Commander:

Phase 1 and Phase 2 only: The Incident Commander will be the Sanitation Branch
Manager (or their designate). The Incident Commander will share time between the
Incident Command post at \$.15(1)(I) and in the field on Hastings Street and is
responsible for overall coordination and support to staff working on site in East
Hastings Street to complete the clean-up.

Deputy Incident Commander:



Phase 1 only: The Deputy Incident Commander will be the Manager, Homeless
 Services or their Designate on the site. Supported by the Clean-up Lead, who will be
 the Sanitation Superintendent on site, the Deputy Incident Commander will be at
 s.15(1)(I) and will coordinate with all City staff assigned to the work.

Clean-up Lead:

- Phase 1 and Phase 2 only: The Clean-up Lead will be the Sanitation Superintendent on duty.
- Phase 3 update: The Clean-up Lead will be the STO Superintendent or the Sanitation Superintendent on duty. The Clean-up Lead will share time between work in the field on Hastings Street and the Operations Yard and is responsible for overall coordination and support to staff working on site in East Hastings Street to complete the clean-up.

Field Crew Supervisor:

- Phase 1 and Phase 2 only: The Sanitation Supervisor (Sub-Foreperson) will be the Field Crew Supervisor for combined teams (e.g. Sanitation, STO, ACCS).
- Phase 3 update: Workdays M-F are divided on two shifts:
 - 8:00am-11:00am combined team of STO, ACCS and VPD. The STO Supervisor (Work Coordinator or Sub-Foreperson) will be the Field Crew Supervisor for the team.
 - 11:00am-7:30pm combined team of Sanitation, ACCS, VPD. The Sanitation Supervisor (Working Foreperson) will be the Field Crew Supervisor for the team
- Phase 3 update: Saturdays, Sundays, and holidays, one shift:
 - 8:00am-7:30pm combined team of Sanitation, ACCS, VPD. The Sanitation Supervisor (Working Foreperson) will be the Field Crew Supervisor for the team.

VFRS will be on site to support the identification and abatement of key hazards prohibited under the Fire Chief's Order. Phase 3 update: VFRS no longer attends daily with the teams.

VPD presence:

s.15(1)(c)

For Phase 1, refer to Vandocs DOC/2022/190833 for the East Hastings Street Clean-Up Operational Plan for details on description and timescales of fieldwork.

For Phase 2, refer to the following document for the East Hastings Street Clean-Up Operational Plan for details on description and timescales of fieldwork.



s.15(1)(I)

For Phase 3, refer to the East Hastings Street Clean-Up Operational Plan for details on description and timescales of fieldwork.

On-site Control

OHS Orientation

Crews on site must be knowledgeable on blood borne pathogens exposure, needle pick up, personal security/ security awareness, and how to de-escalate/ disengage from potential violent incidents. Crews supporting the abatement will also be knowledgeable on hazardous materials and WHMIS.

In addition, staff must be oriented in the requirements of:

- Operational plan;
- Health and safety and emergency plan; and
- Applicable risk assessments.

Staff must be knowledgeable on:

 Applicable Standard Operating Procedures and Safe Working Guidelines for each stage of work as listed in documentation section.

Contractors on site will have to be oriented in the applicable parts of the documentation listed above.

Operations and Safety Daily Briefing

All staff are required to attend the daily 8:00am briefing delivered by the Incident Commander at the s.15(1)(I) Incident Command Post.

Teams will wrap up work for the day and return to \$.15(1)(I) ncident Command Post for a short debrief by the Incident Commander.

All staff to sign in and out on the Check-In/Out sheets provided at the beginning and before leaving for the day.

Phase 3 update: Crews will not be doing Safety Daily Briefing.

Pre-Deployment Field Assessment

The Field Crew Supervisor (Sanitation Supervisor) or Clean-up Lead (Sanitation Superintendent on site), and someone else from the crew that is driving them, will perform an observational hazard assessment of violence and aggression risks (Appendix A - Field Level Pre-Deployment Risk Assessment) for the blocks to clean up before deploying the rest of crew members. If from the findings of the hazard assessment the clean-up work is not to proceed on a specific block, the Superintendent and the Supervisor are to connect on the specific circumstances and next steps with VPD.

The findings of the initial hazard assessment are to be reviewed with the crew prior to their deployment.

City crews may return to the block later that day or the following day and be deployed as long



as a new observational hazard assessment has been completed and hazards are confirmed to no longer be present.

Phase 2 update: Crews will not be doing the pre-deployment field assessment on the full removal days led by VPD, as VPD will be securing the perimeter for the current work area.

Phase 3 update: Back to doing Pre-deployment Field Assessment. Removed requirement for someone else from the crew driving the person completing the assessment.

Workdays M-F are divided on two shifts:

• s.15(1)(I) – combined team of STO, ACCS and VPD. The STO Supervisor (Work Coordinator or Sub-Foreperson) will be the Field Crew Supervisor for the team.

The Field Crew Supervisor for STO will perform an observational hazard assessment of violence and aggression risks (Appendix A - Field Level Pre-Deployment Risk Assessment) for the blocks to clean up before deploying the rest of crew members. If from the findings of the hazard assessment the clean-up work is not to proceed on a specific block, the STO Superintendent and the Field Crew Supervisor are to connect on the specific circumstances and next steps with VPD.

The findings of the initial hazard assessment are to be reviewed with the crew prior to their deployment. City crews may return to the block later that day or the following day and be deployed as long as a new observational hazard assessment has been completed and hazards are confirmed to no longer be present.

• s.15(1)(I) combined team of Sanitation, ACCS, VPD. The Sanitation Supervisor (Working Foreperson) will be the Field Crew Supervisor for the team.

s.15(1)(I) there is operational handoff from STO Field Crew Supervisor to the incoming Sanitation Field Crew
Supervisor. This meeting informs the incoming team of any hazards or issues flagged
prior to pre-deployment or issues that have arisen during the operation. That meeting
includes outgoing STO team, on-duty VPD members, and the incoming Sanitation
Team.

s.15(1)(I)

s.15(1)(I) the Sanitation Field Crew Supervisor will perform an observational hazard assessment of violence and aggression risks (Appendix A - Field Level Pre-Deployment Risk Assessment) for the blocks to clean up before deploying the rest of crew members. If from the findings of the hazard assessment the clean-up work is not to proceed on a specific block, the Sanitation Superintendent and the Field Crew Supervisor are to connect on the specific circumstances and next steps with VPD.

The findings of this hazard assessment are to be reviewed with the crew prior to their deployment. City crews may return to the block later that day or the following day and be deployed as long as a new observational hazard assessment has been completed and hazards are confirmed to no longer be present.

Saturdays, Sundays, and holidays, one shift:



• s.15(1)(I) combined team of Sanitation, ACCS, VPD. The Sanitation Supervisor (Working Foreperson) will be the Field Crew Supervisor for the team.

The Field Crew Supervisor for Sanitation will perform an observational hazard assessment of violence and aggression risks (Appendix A - Field Level Pre-Deployment Risk Assessment) for the blocks to clean up before deploying the rest of crew members. If from the findings of the hazard assessment the clean-up work is not to proceed on a specific block, the Sanitation Superintendent and the Field Crew Supervisor are to connect on the specific circumstances and next steps with VPD.

The findings of the initial hazard assessment are to be reviewed with the crew prior to their deployment. City crews may return to the block later that day or the following day and be deployed as long as a new observational hazard assessment has been completed and hazards are confirmed to no longer be present.

s.15(1)(I)

s.15(1)(I) the Sanitation Field Crew Supervisor will perform an observational hazard assessment of violence and aggression risks (Appendix A - Field Level Pre-Deployment Risk Assessment) for the blocks to clean up before deploying the rest of crew members. If from the findings of the hazard assessment the clean-up work is not to proceed on a specific block, the Sanitation Superintendent and the Field Crew Supervisor are to connect on the specific circumstances and next steps with VPD.

The findings of this hazard assessment are to be reviewed with the crew prior to their deployment. City crews may return to the block later that day or the following day and be deployed as long as a new observational hazard assessment has been completed and hazards are confirmed to no longer be present.

Daily Safety Talk

The purpose of pre-planning is to break the job down and think through each task from start to finish. The Sanitation branch manager (Sanitation Superintendent on site) will conduct daily safety talk meetings to review daily work activities and identify hazards and controls (including hazards that may impact occupants from work being performed). The crew Supervisor/ Superintendent will address interactions interdepartmentally on the work site.

The Safety Talk will emphasize: awareness of surroundings, not focusing on the ground and keeping head up; keeping distance from people if possible; mental wellness, support and resources available. Communicable diseases protocols, extreme heat response plan, and how to engage/ disengage with occupants and other members of the public safely will also be covered daily in the safety talk.

The Safety Talk will also cover the review of findings of the initial hazard assessment performed for the blocks to clean up. The daily Safety Talk must also review emergency protocols, the location of the site muster station for the crew and the plan in case the crew has to immediately leave the area (e.g. vehicles available and location, who goes in which vehicle, code to make the crew aware they are to leave) due to an unforeseen unsafe situation.



The name and how to contact the designated COV first aid attendant will be documented in the daily safety talk form too.

If crews are going to be working together or for combined teams (e.g. VFRS, Sanitation/STO, ACCS), the daily safety talk meeting must be held together. All swampers and operators (e.g. packer, flusher, sweeper) must be present for the Safety Talk.

Non-regular crews (e.g. Parking Enforcement, Traffic Operations) to the site must review the identified hazards and controls related to the specific stage of project in which they have joined, overview of the on-going work, and have the daily safety meeting delivered by their site contact.

Staff and contractors will sign off on the daily safety talk signifying they have been alerted to the hazards and controls of the site.

Radio Check

Complete a radio check between all the vehicles deployed to the site (e.g. supervisor's vehicle, crew's vehicle, packer, flusher, sweeper) at the beginning of the task.

Phase 3 update: In addition, ensure phone contacts are up-to-date and acknowledgement of communication by this channel.

Shadow Vehicles

Vehicles on site immediately with the crew on foot along East Hastings must be enough in number to evacuate the area in case of an emergency.

In addition, an additional vehicle following behind the crew on foot is required for the duration of the work to assess the surroundings as the crew on foot moves along and will continuously compare the current situation to what is considered 'normal' sounds, behaviours, and sights for this environment and task. It will also serve as an additional means to evacuate the area in case of an emergency.

Phase 2 update: shadow vehicles not required on full removal event. There will still be enough crew vehicles available for crews to evacuate in an emergency. Crew vehicles will be parked on the block enclosed by VPD, and will serve for evacuation purposes.

Phase 3 update: Vehicles on site immediately with the crew on foot along East Hastings must be enough in number to evacuate the area in case of an emergency and no more than half a block away. Removed requirement of one additional worker dedicated only to assess the surroundings.

Personal Protective Equipment (PPE)

All personnel on site are required to wear the following as outlined in the table:

PPE	When Required	By Whom	Additional Inspection Required	Additional Training Required
Full length pants, or coveralls, or overalls	Worksite	All	Daily – visual	None



PPE	When Required	By Whom	Additional Inspection Required	Additional Training Required	
Safety footwear as per departmental/ branch policy	Worksite	All	Daily – visual	None	
Hi-Visibility Apparel	Worksite	All	Daily – visual	None	
Safety eyewear – glasses	Active Worksite	Worker completing the task	Daily – visual	None	
Face shield	Optional	Worker completing the task	Daily – visual	None	
Puncture Resistant Gloves	Active Worksite	Worker completing the task	Before each use – visual	None	
Hard Hat	Optional	Worker completing the task	Daily – visual	None	
Coverall Phase 2 update: spare coveralls available on site	Optional	Worker completing the task	Daily – visual	None	
Disposable Gloves (underneath gloves)	Optional	Worker completing the task	Before each use – visual	None	
Cloth mask, disposable procedure mask COVID-19 control / Communicable Disease Plan	Optional	All	Daily – visual	None	

Additional PPE that is required for specialized tasks will be specified in the respective Risk Assessment or Standard Operating Procedure. COV employees will be provided with the PPE required on as needed basis. Contractors and site visitors are required to provide their own PPE.

Hygiene - Hand Cleaning

Hand washing protocol: frequent and thorough hand washing with soap and water for 20 seconds (Appendix B – Hygiene: Hand Washing) is the primary communicable disease control method. Hand sanitizer is a secondary measure.

Wash/ sanitize your hands each time after removing your gloves.

Avoid touching your eyes, nose, or mouth with unwashed hands.



Site Access

All personnel must ensure they always follow the relevant traffic laws and regulations while driving and parking around East Hastings Street.

Public access and media crews are not allowed in the active work zone where a hazard may be present to them or they may create additional hazards to COV staff during the clean-up process and enforced by VPD.

For Phase 1, a description of where and how staff enter the location in a coordinated matter is included in Vandocs DOC/2022/190833 for the East Hastings Street Clean-Up Operational Plan.

For Phase 2, refer to the following document for the East Hastings Street Clean-Up Operational Plan.

s.15(1)(I)

For Phase 3, refer to the East Hastings Street Clean-Up Operational Plan.

Site Rules

All staff to work in pairs of two or more. Crew members must remain in view of each other and avoid crowding. The distance between work pairs should allow easy verbal communication. Always report to Crew Supervisor if you are leaving the group with a partner and report when back.

Crew Supervisors equipped cell phones to communicate with other COV groups working in the clean-up (VFRS, VPD, Sanitation/STO).

Do not engage with media, legal observers or member of the public. If your de-escalating techniques are not working, remove yourself of the situation an immediately report the incident to the Field Crew Supervisor.

Traffic Management Arrangements

Each day, departments and/or branches will determine and set up traffic control, prior consultation with the Clean-up Lead and/or the Field Crew Supervisor for identification and addressing of the interactions interdepartmentally on the work site.

If a formal Traffic Management Plan is not required for the day, protocols for site access, barrier locations, emergency vehicle entry/egress, traffic routing and management, and employee transportation will be defined by the operational departments and/or branches prior consultation with the Field Crew Superintendent/Supervisor.

If a formal Traffic Management Plan is required, a Traffic Control Supervisor has to be designated for the site.

Phase 2 only: all traffic control will be handled and led by VPD. ENG will supply traffic control devices when necessary.



Site Security

Access to the site will vary based on the stage of the project and particular section/location of the site being worked.

Due to people camping on the sidewalk, occupants will be within close proximity while crews are working. Where necessary, temporary fencing, delineation, or barricades will be used to secure the work zone (VPD led for Phase 2).

The City must identify hazards that may impact street occupants from work being performed. Assessing the risk of these hazards, and where applicable, implementing control measures that must eliminate any risk to the public. Documenting, tracking, and maintaining any required control measures and reporting and investigating public safety incidents must be recorded and submitted to the Incident Commander and Risk Management.

Crews will take every reasonable step to leave the site in a controlled, safe condition that will not cause harm to members of the public before leaving at the end of each work day.

For Phase 1, refer to Vandocs DOC/2022/190833 for the East Hastings Street Clean-Up Operational Plan.

For Phase 2, refer to the following document for the East Hastings Street Clean-Up Operational Plan.

s.15(1)(I)

For Phase 3, refer to the East Hastings Street Clean-Up Operational Plan.

Communication with Occupants

Staff to remain calm and respectful in all situations when interacting with the public. Ensure your own safety by maintaining awareness of surroundings and people in the area, not focusing on the ground and keeping head up, and de-escalating from confrontation including removing yourself from the area if required.

Disengagement

At any point, if you feel your defusing techniques are not working and you are in an escalating situation, remove yourself from the confrontation. Disengagement can be done by using an excuse (e.g. "I'm just going to ask my supervisor about that"), or by simply leaving.

If you feel your safety is threatened, immediately remove yourself from the situation. If necessary, find a secure area and call 911.

Report all incidents of verbal or physical violence to Field Crew Supervisor and the Clean-up Lead.

Phase 2 and **Phase 3 update**: Engagement with no-go campers with VPD support on site. ENG crews escorted by VPD to keep the peace, conflict prevention, and immediate response as needed.

Encounter with Animal

If animals are a concern, contact the Animal Services Dpt. Do not proceed until the animal(s) are no longer a potential threat or hazard.



Phase 2 only: Animal Services Dpt. on call for distressed animals or abandoned animals found.

Phase 3 update: To contact Animal Services Dpt., call 3-1-1. Animal services is operational 7 days a week, 7:00am-9:00pm, and 9:00am-6:00pm on Statutory Holidays. After hours, call 9-1-1.

Working around Mobile Equipment

Refer to ENG Safety Talk Working around Mobile equipment (DOC/2022/007377).

Overhead Utilities

Refer to SWG 'Response to fallen line; Other Responses to Electrical Equipment on streets' (DOC/2021/172487) for response to lines down or other responses to contact with electrical equipment on the street.

Propane Tanks

Phase 3 update: Refer to SWG 'Urban Issues East Hastings Clean-up' (DOC/2023/158029).

Issue of Warning Notice and Impoundment

During the development of the project, impoundments lead by Sanitation may happen to ensure pedestrian and mobility access on city sidewalks and access to specific locations for fire/life safety (e.g. entrance/exit to buildings, fire exits, fire connections) as well as other examples such as access for construction projects, transit concerns, etc.

The Sanitation Superintendent will give verbal and written notice to the occupants within a structure or tent and outline a time to decamp and remove structures along with information on storage options. Phase 3 update: STO Field Crew Supervisor or Sanitation Field Crew Supervisor will give verbal and written notice to the occupants [...] instead of the Sanitation Superintendent.

On the day, time, and location of the impoundment, Engineering crews are escorted by VPD to keep the peace, conflict prevention, and immediate response as needed.

Crews follow the Urban Issues SOP: 'Responding to Non-Permanent Encampments' as per below, with the addition of daily engagement with occupants between the day the first warning notice is issued and impoundment day by Engagement Crew (Sanitation, STO, VFRS, ACCS):

- Initial hazard assessment
- Request VPD presence
- [guidelines for] Interactions with encampment occupants
- Issue warning notice [to occupants] (Appendix G)
- Post warning follow-up at encampment with occupants
- Post warning follow-up at encampment with no occupants
- Site clean-up and dismantling
- Crew, vehicle, and equipment de-contamination



ACCS support on site with information on resources available to occupants on the days prior to the impoundment day and day of full removal.

POEB support with documenting final verbal notice (24h or 48h from scheduled impoundment) and final impoundment notice and inventory (on scheduled impoundment day). POEB does not engage with the public. Notices served by Sanitation Superintendent or Supervisor. Phase 3 update: Notices served by STO Field Crew Supervisor or Sanitation Field Crew Supervisor. POEB support when large scale or multiple sites only.

Lane closures and sidewalk closures as needed.

Emergency procedures as per the East Hastings Street Clean-up Project Safety Plan & Emergency Plan (Appendix D (for Phase 1 and Phase 2) OR 'SWG: Urban Issues East Hastings Clean-up' (DOC/2023/158029) (for Phase 3).

Environmental Requirements

All work will be conducted in a manner that minimizes or eliminates any impacts to the environment.

On-site Provisions

Welfare Facilities

Incident Command Post (ICP)

Phase 1 and Phase 2: An Incident Command Post (ICP) will be set up at \$.15(1)(I) with tents, toilets, hand washing station, and hand sanitizer dispensers.

s.15(1)(I)

Phase 1 only: \$.15(1)(I)

will be seconded for the duration of the project to COV staff only. COV staff will be able to access washrooms, lunchroom, and breakout/ cool down rooms. There will also be supply of drinking water and food for COV staff.

s.15(1)(I)

Phase 2 update: In addition to the Incident Command Post, the \$.15(1)(I) \$.15(1) ill be seconded on April 5th onward to COV staff only \$.15(1)(I) \$.15(1)(I) COV staff will be able to access washrooms, WI-FI, power (generator), and critical incident support. There will also be supply of drinking water and food

Miscellaneous

for COV staff.

In addition.

 Access to eyewash bottles and fire extinguishers is in operational department and/or branch vehicles on site. These items are kept current by the departments and/or branches.



- Items used for cleaning such as paper towel / disposable rags, QUAT disinfectant spray bottles, water and soap and/or hand sanitizer will be provided on-site by each operational department and/or branch.
- Access to water in branch vehicles on site.

Controlled Products

The operational departments and/or branches will need to compile a list and related SDS of controlled products. The operational departmental and/or branch supervision will verify the controls needed to be in place for handling, storage, and disposal.

Equipment - Mechanical Inspections Verification

All equipment prior to coming to site must adhere to the equipment inspection requirements. It is the responsibility of the operational departments and/or branches and contractors. The operational superintendent must verify the items and inspection has been completed prior to start of work. Eyewash bottle and fire extinguisher must be in the vehicles and current.

Extreme Heat Response Plan

The COV Heat Stress and Sun Safety Program is the framework for STO and Sanitation crews working on the East Hastings Clean-Up project.

In addition, STO and Sanitation Operations will follow controls as outlined in their branch specific Heat Stress Response Plan.

Emergency Response Procedures

Muster Station

Phase 1 only: The site muster station is located at the s.15(1)(I) s.15(1)(I)

Phase 2 update: The site muster station will be located at the s.15(1)(I) and secured by VPD.

For Phase 1, refer to Vandocs DOC/2022/190833 for the East Hastings Street Clean-Up Operational Plan for details.

For Phase 2, refer to the following document for the East Hastings Street Clean-Up Operational Plan for details. s.15(1)(1)

Phase 3 update: The muster station is located at \$.15(1)(I)



Immediate Incident Response

In case of an incident or after witnessing a traumatic or emotional event, follow the plan outlined during the Tailgate Talk to immediately leave the area and muster at the site muster station.

A debrief on the incident and a check on the wellbeing of the crew will happen with the Field Crew Supervisor and the Superintendent. After talking to the crew, the Supervisor and the Superintendent will determine the emotional readiness of the crew and will decide if they are to shut down for the day or assign alternate work.

Mental Wellness Support

Phase 1 and Phase 2 only:

If Critical Incident Support is required as a response to an incident or an emotional or traumatic event, the Incident Commander (Sanitation Branch Manager or their designate) will debrief the incident with staff too and arrange to have counselling available to the impacted crews and/or all staff as needed.

If Departmental and/or branch managers identify a need for defusing debriefings or Critical Incident Support, they are to direct their request to the Incident Commander.

Departmental and/or branch supervisors are to check in with the crews during the daily safety talk about their mental wellness. Staff members in distress are to be encouraged to talk to their direct managers for support and access to available resources.

Phase 2 update: On-site mental wellness support available at the s.15(1)(I) s.15(1)(I)

Regular counselling is available to staff through Homewood Health Employee Family Assistance Program (EFAP) 24/7 at 800.663.1142.

Homewood's Key Person Advise Line at 1-800-663-1142 is available to assist leaders 24/7 with support and guidance to respond to distressing events or critical incidents that require leaders to respond immediately to ensure employees are physically and psychologically safe.

Phase 3 update: If Critical Incident Support is required as a response to an incident or an emotional or traumatic event, the Superintendent will arrange to have counselling available to the impacted crews and/or all staff as needed.

First Aid

Phase 1 only: First aid requirements for COV locations are detailed in the East Hastings Street Clean-Up First Aid Assessment (DOC/2022/196362). Field crews will require one (1) designated Level 1 first aid attendant and OFA Level 1 kit on site.

Phase 2 update: First aid requirements for COV locations are detailed in the East Hastings Street Clean-Up First Aid Assessment (DOC/2023/083407). Field crews will require one (1) designated Level 2 first aid attendant and OFA Level 2 kit on site. In addition, each crew will have one (1) designated Level 1 first aid attendant and OFA Level 1 kit on site.

NOTE: The VFRS medic on-site is to provide first aid and medical support to VFRS team.

Phase 3 update: First aid requirements for COV locations are detailed in the East Hastings Street Clean-Up First Aid Assessment (DOC/2022/196362). Field crews will require one (1) designated Level 1 first aid attendant and OFA Level 1 kit on site.



ALL COV STAFF are to get first aid from one of the <u>designated</u> COV first aid attendants. The name and how to contact the designated COV first aid attendants will be documented in the daily safety talk form.

In addition to provide treatment as per COV procedures, the OFA attendants will have to complete a FA record and have the injured worker to fill a 6A form.

Medical assistance to occupants will be sought via 911.

See Appendix C for hospitals and clinics hours and locations.

Roles and Responsibilities in an Emergency

Phase 1 and Phase 2

Role	Responsibility			
Field Crew Members	 Inform Field Crew Supervisor of the event. Secure area and equipment if safe to do so. Muster at the site muster station. Go to at s. 15(1)(1) (if instructed). 			
Field Crew Supervisor (For combined teams (e.g. Sanitation, STO, ACCS), the Sanitation Supervisor with the crew will be the Field Crew Supervisor)	 Call 911 as per Appendix D. Order crew evacuation as per Appendix D. Order evacuation and muster at the site muster station Account for all crew members at the site muster station and report to the Clean-Up Lead. Order crew to regroup at s.15(1)(I)(if instructed). 			
Clean-Up Lead (Sanitation Superintendent on site)	Order evacuation and regroup at s.15(1)(I) Inform Deputy Incident Commander (Phase 1) OR Incident Commander (Phase 2). Inform VFRS on site as per Appendix D. Debrief incident with crew.			
Phase 1 only: Deputy Incident Commander (at s.15(1)(I) (Manager, Homeless Services or their designate)	Command the emergency response from the site.			
Incident Commander (at the ICP or in the field) (Sanitation Branch Manager or their designate)	Command the emergency response. Debrief incident with crew.			
Other department and/or branch Supervisors	If they are part of a combined team, their responsibility is to inform their Management (e.g. Ops Superintendent) of the event asap.			
Other department and/or branch Supervisors	If they are not part of a combined team, their role is 'Field Crew Supervisor'.			



Other department and/or branch Management

(e.g. Other branch Ops Superintendents)

- Meet the crew at the site muster station or s.15(1)(I)
- Debrief incident and plan for additional support as needed.
- Lead incident investigation as per department and/or branch procedures.

Phase 3 update

Role	Responsibility			
Field Crew Members and Operators (e.g. sweeper, flusher, loader)	 Inform Field Crew Supervisor of the event. Secure area and equipment if safe to do so. Follow the plan outlined during the Tailgate Talk to immediately leave the area. Muster at the muster station. 			
Field Crew Supervisor (on site)	 Call 911 to report the emergency. Inform Clean-up Lead of the event ASAP. Order evacuation and muster at the muster station. Follow the plan outlined during the Tailgate Talk to immediately leave the area. Muster at the muster station. Account for all crew members and operators at the muster station and report to the Clean-up Lead. 			
Clean-up Lead (STO Superintendent OR Sanitation Superintendent on-duty; shared time between field and yard)	 Debrief incident with crew and plan for additional support as needed. Inform STO management and Sanitation management of the event ASAP. Lead incident investigation. 			

Emergency Contact List

For hospitals' and clinics' hours and locations see Appendix C.

EMERGENCY ASSISTANCE (Ambulance, Fire, Police) 911

Service	Number
Crisis Line (Fraser Health)	604-951-8855
Critical Incident Response (WSBC service)	1-888-922-3700
Environmental Emergencies (BC Government)	1-800-663-3456



HealthLink BC	8-1-1
Vancouver General Hospital (VGH) (4km - 4.5 km from East Hastings Street) Emergency Department	604-875-4995
Mount Saint Joseph Hospital (4km - 4.5 km from East Hastings Street) Emergency Department	604-877-8320
St Paul's Hospital (4km - 4.5 km from East Hastings Street) Emergency Department	604-806-8016
ICBC	604-520-8222
Poison Control	604-682-5050
WorkSafe BC (for safety-related concerns)	604-276-3100
FortisBC Emergency (24hr)	1-800-663-9911
BC Hydro Emergency (24hr)	1-888-769-3766

Emergency Response

Phase 1 and Phase 2: For Emergency response procedures, refer to Appendix D.

Phase 3 update: Refer to SWG 'Urban Issues East Hastings Clean-up' (DOC/2023/158029).

Incident Reporting

All near misses and incidents must be reported as documented below to the site supervisor and in turn the Incident Commander.

Incidents Requiring Investigation:

- Injury requiring medical treatment beyond first aid
- Workplace conduct (worker to worker)
- Workplace violence (member of public to worker)
- Utility strike (underground or overhead)
- Equipment failure or malfunction
- Near miss with potential for serious injury
- Any incident which is immediately reportable to WorksafeBC, as per WCA, Part 2, Div. 10. Sec. 68
- Refusal of unsafe work
- Report of an event/condition/exposure
- Regulation or Safety Policy violation

For City's Communicable Disease Plan response, follow:

https://currents.vancouver.ca/About/Teams/Human-Resources/Organizational-Health-Safety/communicable-disease-plan.pdf



Meetings, Reporting and Documentation

Health and Safety Reporting

The requirements for reporting, investigation and follow-up of all accidents, incidents and near misses throughout the City of Vancouver are defined in both the Flash/Issue Standard and Incident Investigation Standard. Prompt notification of ALL incidents and serious nearmisses will be required.

The City of Vancouver uses "Parklane", an online system to track WorkSafeBC claims and manage incident investigations. its own internal 'Incident Investigation Tracking System' as a tool for reporting and follow-up of undesirable events, hazardous conditions and lost time injuries.

All accidents, incidents, and near misses are to be discussed at the departmental and/or branch specific safety committee meeting. If an accident, incident, or near-miss is relevant to other groups, a debrief will be provided by the Incident Commander or their designate at the Operations and Safety Daily Briefing.

Report Types

Report Type	Overview and Purpose	Frequency and/or Date	Responsible Party	Submitted To	Comments (Breakdown, Format, etc)
Flash Report	Email sent to notify of emerging issue or incident.	Adhoc	Lead Investigator or OHS Superintendent	Per the standard. Add Incident Commander	Reference the Flash and Issue Report Standard for format.
Issue Report	Email report with validated information following incident or issue.	Adhoc	Lead Investigator or OHS Superintendent	Per the standard. Add Incident Commander	Reference the Flash and Issue Report Standard for format.
Incident Investigation	Investigation to document incident (or near miss) facts, causes and recommendations to prevent recurrence. Required by regulation following an incident.	48hrs from incident (preliminary) 30 days (complete)	Operations Superintendent; Employee Representative; OHS Superintendent	Per the COV incident investigation database and Engineering / Org Safety standard	Per the COV incident investigation database (Parklane) and Engineering/ Org Safety standard.
First Aid Report	Required by regulation following first aid treatment.	Adhoc	First Aid Attendant	Operations Superintendent	Standard COV first aid record book.

Meeting Requirements

Meeting Pu Name/Type	urpose Frequency and/or Date	Responsible Party	Chair / Conducted by	Outputs
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Operations and	Operational	Twice daily	Deputy Incident	ENG lead/Sanitation	Action items	
Safety Daily Briefing	review of how work will be conducted and hazards and controls to follow	(beginning and end of shift)	Commander	Branch Manager	Completed Check- In/Out sheets	
Daily Safety	Identify hazards of	Daily and as	Clean-Up Lead	Clean-Up Lead	Action items	
Talk	work being conducted during	conditions change	change	OR	OR	Completed Tailgate
	a process or set time period by specific work group; identify hazards from changing conditions	(A) (C)	Applicable department and/or branch for non- regular crews (e.g. Parking Enforcement, Traffic Operations)	Applicable department and/or branch for non- regular crews (e.g. Parking Enforcement, Traffic Operations)	Talk Form	

Inspection Requirements

Meeting Name/Type	Purpose	Frequency and/or Date	Responsible Party	Chair / Conducted by	Outputs
Pre- Deployment Field Risk Assessment	Observational hazard assessment of violence and aggression risks or the blocks to clean	Before deploying each crew and after circumstances changed	Field Crew Supervisor or Clean- up Lead	Field Crew Supervisor or Clean-up Lead	Pre-Deployment Field Risk Assessment Form
Vehicle Trip Inspection Report (VTIR)	Ensure equipment is in safe working condition	Daily and/or prior to use and end of use	Operator	Operator	Daily/ Adhoc inspection report

Documentation - Site Specific

Document	Location	Responsible Party
Hastings Clean-Up: Operational Plan – Phase 1	DOC/2022/190833	Incident Commander
Hastings Clean-Up: Operational Plan – Phase 2	s ₋ 15(1)(I)	Incident Commander
Hastings Clean-Up: Operational Plan - Phase 3	_	Sanitation Ops Supt II



Document (1)	Location	Responsible Party
East Hastings Street Clean-Up: Health and Safety and Emergency Plan (Phase 1 & Phase 2)	DOC/2023/083448	ENG – Sanitation / STO
East Hastings Street Clean-Up: Health and Safety and Emergency Plan (Phase 1 & Phase 2 & Phase 3)	DOC/2023/151087	ENG - Sanitation / STO
Urban Issues Risk Assessment for East Hastings Clean-up	DOC/2023/111137	ENG - Sanitation / STO
Interim Violence Risk Assessment: East Hastings Clean-up (Phase 1 & Phase 2 & Phase 3)	DOC/2023/083450	ENG – Sanitation / STO
East Hastings Street Clean Up: Task Hazard Analysis (Phase 1 & Phase 2)	DOC/2023/083393	ENG - Sanitation / STO
ENG - Sanitation - SWG - Urban Issues East Hastings Clean-up	DOC/2023/158029	ENG – Sanitation / STO
ENG – Sanitation – SWG – East Hastings Clean-Up: Litter pick-up, receptacle collection (bins, totes), mechanical sweeping, flushing (as of May 1, 2023; by Street Cleaning other than Urban Issues Crews)	DOC/2023/107094	ENG – Sanitation
East Hastings Street Clean Up: OFA Assessment – Phase 1 & Phase 3	DOC/2022/196362	ENG - Sanitation / STO
East Hastings Street Clean Up: OFA Assessment – Phase 2	DOC/2023/083407	ENG – Sanitation / STO
Check-In/Out sheets	Deputy Incident Commander	Deputy Incident Commander
Pre-Deployment Field Risk Assessment	DOC/2022/188180	Field Crew Supervisor or Clean-up Lead
Daily Safety Talk Form	DOC/2022/197540	OR Applicable department and/or branch for non-regular crews (e.g. Parking Enforcement, Traffic Operations)
Incident Report Form	Parklane database	Applicable branch



Documentation - Task Specific

Document	Location	Responsible Party
ENG – Urban Issues Risk Assessment	DOC/2019/251249	ENG – Sanitation / STO
ENG – Urban Issues Violence Prevention Risk Assessment	DOC/2020/120598	ENG - Sanitation / STO
ENG – STEOB – SOP – Responding to Non-Permanent Encampments	DOC/2016/318885	ENG – Sanitation / STO
ENG – STEOB – SOP – Pepper Spray Response	DOC/2019/222293	ENG - Sanitation / STO
ENG – STEOB – SOP – Controlling Exposure to Bed Bugs	DOC/2017/292275	ENG – Sanitation / STO
ENG – Sanitation – SOP – Finding Suspect Explosive Device or Firearm	DOC/2018/434875	ENG - Sanitation / STO
ENG – STEOB – Hazard Alert - Discarded Cylinders	DOC/2018/006749	ENG – Sanitation / STO
ENG - STEOB - SWG: Mobile Equipment	DOC/2015/086329	ENG - Sanitation / STO
ENG – OHS – Safety Talk – Working Around Mobile Equipment	DOC/2022/007377	ENG - Sanitation / STO
ENG - STEOB - OHS - Safety Talk - Fentanyl Awareness	DOC/2016/340587	ENG - Sanitation / STO
ENG – STO – SWG – Inspection, Care & Maintenance of Spike Vests	(not in Vandocs)	ENG-STO
ENG – STEOB – SOP – Abandoned Needle Pickup	DOC/2016/053457	ENG - Sanitation / STO
Safety Program, Blood Borne Pathogens	DOC/2015/159608	ENG - Sanitation / STO
Safety Program, First Aid	DOC/2019/032175	ENG - Sanitation / STO
Safety Program, Workplace Violence Prevention	DOC/2020/229528	ENG - Sanitation / STO
HR – REFM – Plumbing – Waste Water [] – ECP	DOC/2018/215685	Adopted by: ENG – Sanitation / STO for PPE decontamination procedures
ENG - Sanitation -SOP - Litter Pick Up	DOC/2022/189727	ENG – Sanitation / STO



Document	Location	Responsible Party
ENG – Sanitation - SWG - Response to fallen line; Other Responses to Electrical Equipment on streets	DOC/2021/172487	ENG - Sanitation
Other Sanitation SOPs specific to Street Cleaning (e.g. packer, flusher, sweeper, litter cans)	_	ENG – Sanitation
ENG - POEB - PE - Safe Work Procedure SWP #1 - Preparing for Violence	DOC/2019/003948	ENG - POEB
ENG - POEB - PE - Safe Work Procedure SWP #2 - Encountering Threats or Assault	DOC/2019/003883	ENG - POEB
ENG - Parking Enforcement Violence Risk Assessment - 2023	DOC/2023/013727	ENG - POEB

Other Support Documentation

Document	Location	Responsible Party
Interim SWG: ENG – Sanitation – East Hastings Tote Collection and Litter Pick-up	DOC/2022/188180	ENG - Sanitation / STO
HR - Safety Talk - Downtown Eastside – Psychological wellbeing	DOC/2022/216080	ENG - Sanitation / STO
PB – RAN – Risk Assessment – Strathcona Park – Rangers with VPD and VFRS Walk	DOC/2021/034637	Parks Board
PB – RAN – Risk Assessment – Strathcona Park – Rangers with BC Housing	DOC/2021/034636	Parks Board

COVID-19 Protocols and Assessments

Document	Location	Responsible Party
COVID19 Safety: Communicable Disease Plan, Standards, Protocols, Information, Safety Talks, Mental Wellness, First Aid Procedure	https://currents.vancouver.ca/ About/Teams/Human- Resources/SitePages/covid- 19-information-for- staff.aspx?web=1	ENG - Sanitation / STO
ENG - Urban Issues COVID-19 Urban Issues & Street Cleaning Risk Assessment	DOC/2020/080888	ENG – Sanitation / STO



Appendix A

Pre-Deployment Field Assessment Form (from DOC/2022/188180)

Da	ate: Time		Location:	
Su	pervisor Name:			
	Items to Consider		Notes / Obs	tions
	Reports of any planned or impromptu protests rel encampments, by-law enforcement, or anti-City of		Notes / Obs	servations
	Indications of a general increased agitation on the individuals encamped or in the area. (e.g., congregroups of people, aggressive body language, yell verbal threats, presence of weapons, excessive por drug use).	egation of ing and		
	Indications of any increased aggression or violent between members of the public on the street (e.g. aggressive posturing, yelling and verbal threats, upresence of weapons, posturing and indications of potential imminent fight).	. fights, use and		
	way that suggest they may pose a risk to themse others. (e.g. throwing of objects, threatening other	ndividuals that appear in "crisis" and are acting out in a ray that suggest they may pose a risk to themselves or thers. (e.g. throwing of objects, threatening others, in ossession of weapon of opportunity, random negative atteractions with others)		
	Directed animosity towards Engineering staff whe or parked in the area. (e.g. insults and threats dir Engineering staff, threats of violence, attempts to and intimidate staff)	ected at		
	The congregation of groups of individuals of congang/criminal related activity. (E.g. grouping of innon-verbal communication indicating ownership of territory, wearing gang or group related clothing, indications of street level drug dealing or criminal	dividuals, of		
	The presence of signage or symbols that suggest violence, criminality, or anti-City beliefs (e.g. tage signage, clothing suggesting affiliation to groups concern or gang activity)	ging,		



Appendix B

Hygiene: Hand Cleaning

Help prevent the spread of COVID-19

Wash your hands frequently.





Appendix C

Hospitals and clinics hours and locations
(excerpt from COV First Aid Safety Program, DOC/2019/032175)

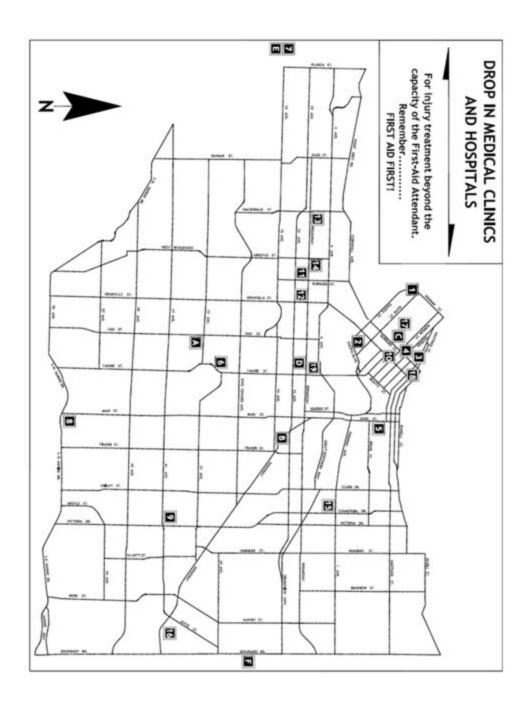
HOSPITALS Lucation Location Hours Children's Hospital Vancouver General Hospital Emergency Dept. 4480 Oak Street Ph: 604.875.2045 Fc: 604.875.2946 24 Hours Emer gency Dept. 920 W 10" Avenue Ph: 604 875 4995 Fx: 604 875 5646 24 Hours Mount Saint Joseph's **UEC Hospital** Emergency Dept. 3080 Prince Edward Street Ph. 604, 877, 8220 Pc. 604, 877, 8103 8:30am to 8:00pm Urgent care only 2211 Westbrook Mail Ph. 604 822, 7662 Fx: 604 622, 7902 8:00am to 10:00pm Everyday Everyday St. Paul's Hospital Burnaby Hospital 24 Hours Emergency Dept. 1081 Burrard Street 3935 Kincald Street General line: 604 434, 4211 Ph: 604,806,8016 Fe: 604,808,8424 ER Fax: 604.41Z.6173 No direct line to ER

DROP IN MEDICAL CLINICS

AUG.	Location	Mours	PAG	Location	Hours	
1	Care Point Medical Centre - Denman 1175 Denman Steet Ph. 604 681-5338/804-878-1000 Fo: 604-681-0425	9:00am to 9:00pm (Mon-tha) 9:00am to 8:00pm (Fri, Sat, Sun, 8:Holidays)	11	Broadway tr Burrard Climic 1816 W. Broadway Ph: 604.736.1888 Fx: 504.736.3544	P. Odam to 9:00pm (Sat, Sun B. Holidays)	
2	Yaletown Medical Links 1296 Pacific Boulevard Ph: 604.633,2474 Ex: 604.613,2475	10:00am to 5:00pm (Mon-en) 10:00am to 6:00pm (Sat. Sun, & Holidays)	12	Drammas Medical Centre 2578 Granville Street (at Broadwey) Ph; 604,733, 4700 Ex; 604,731, 3411	8. Duam to 8: Dupen (Mon-Hri) 10: Obam to 4: Dupen (Sat. Sun. & Holidays)	
3	Ultima Aerdicentre 1055 Dunamuir Street (Bentall 4) Ph.: 604.683,6138 Fr: 604.663,6128	S.Dosmito 4.Jopm [Mon-Fri] (Closed Weeklends)	13	Mh. atsantano Medica Clinic 1669 W. Broedway Avenue Phi: 604.731.9185 Ex: 604.731.9132	8: Utam to 8: 45pm (Non-1-1) 9: Otam to 8: 45pm (Set, Sun, 8: Holidays)	
4	Royal Lentre Medical (lower leser near the food court) 238-1025 W, Georgia Street Pb. 604-862-8886 Fx: 504-682-8880	(Closed Weekends)	14	Naple Medical Chino 101-2025 W. Broadway Avenue Ph. 604.730,9769 Fix. 604.730,0110	10:00am to 8:30pm (Non-Fri 10:00am to 8:00pm (Sat, Surt, 8 Holidays)	
5	Chinatown Centre Medical Clinic 165-288 E. Georgia Street Ph: 404-605-3381 Fx: 604-605-8826	9:00amto 4:00pm (Mon /Wed /Thurs) 9:00amto 5:00pm (Tuler/Frl) 10:00amto 2:00pm (Sat) Hotiday hours undecided	15	Care Point Medical Centre - Commercial 1623 Commercial Drive Ph; 504.254-5554/604.878 1000 Fx; 504.254-9177	9:00am to 9:00pm (Mos-Sat 9:00am to 6:00pm (Sun) 9:00am to 9:00pm (Halidays	
6	QE Park Medical Unitid 4000 Camble Street Ph: 604 874, 4060 Fz: 604, 874, 4068	10:00am to 4:00pm (Mon-Pri) 10:00am to 4:00pm (Sat /Sun /holidays)	16	Care Point Medical Centre - Kingsway 5138 Joyce Street Ph; 604-416-0600/404-876-1000 Fx; 604-436-0603	**Clean to 9:00pm (Non-Pril 10:00am to 5:00pm (Set, Sun, & Hotidays)	
7	University Village Medical tr Dental Clinic #226-1155 Allison Road Ph. 504-222-2271 Fx: 504-222-3403	Stitum to 8:00pm (Mon-rh) 10:30am to 4:00pm (Sat) (Closed Sunday and Hotidays)	17	Care Point Medical Centre - Davie 1123 Davie Stroet (at Thurlow) Ph: 604 915-9517/604 878, 1000 Fx: 604.915.9512	9: Ucamirto 9: Ucami (Mon-Sun B. Holidays)	
8	Real Canadian Superstore 350 S.E. Marine Drive Ph: 604.322.3702 Fx: 604.322.2827	7:00am16 11:00pm (Non- Sat) 6:000am16 11:00pm (Sun) 10:00am16 5:00pm (Hotidaus)	18	Care Point Medical Centre - W. Pender 711 W. Pender Street Ph. 604-687-4858/4604-876 1000 Fx. 404-687-4860	8: Usen to 5: Upper (Novi-194) 8:00am to 4: 00pm (Fir) 9:00am to 1:00pm (Sat) Closed Sundays	
9	Care Point Medical Centre - Victoria 3619 Victoria Drive Ph: 604.656.2090/604.878,1000 Px: 504.656.2091	9:00am to 8:00pm (Sun & Holidays)	19	Crossroads Clinic - Broadway Suite 350 - 507 West Broadway Ph: 604.568.7259 Fx: 604.568.7255	t0:00am to 5:00pm (Sun B Stats)	
10	Enationismo Medical Crimic (Yaletown) 920 Seymour Street Ph: 604.257.2630 Fe: 604.665.2700	8:00am to 8:00pm (Mon-Pri) 9:00am to 5:00pm (Motidays) Closed (Sat, Siin)				

BC Health Nurse Hotline (24 Hrs): 604.215.4700

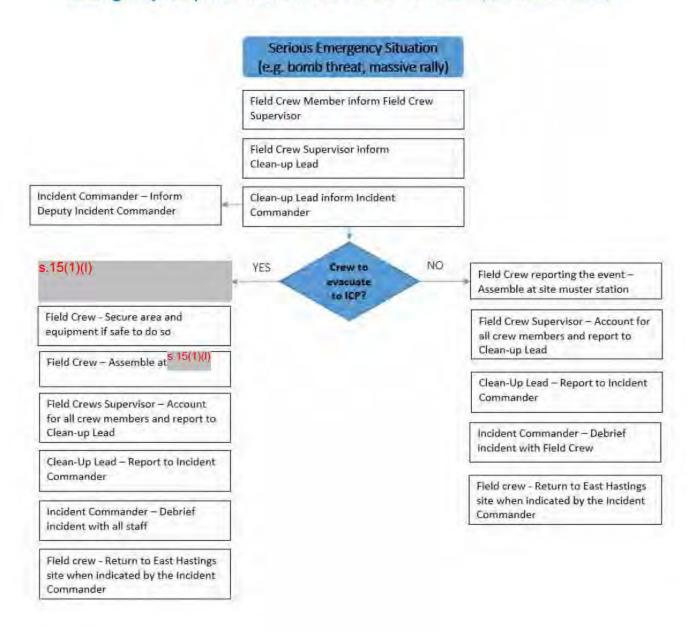




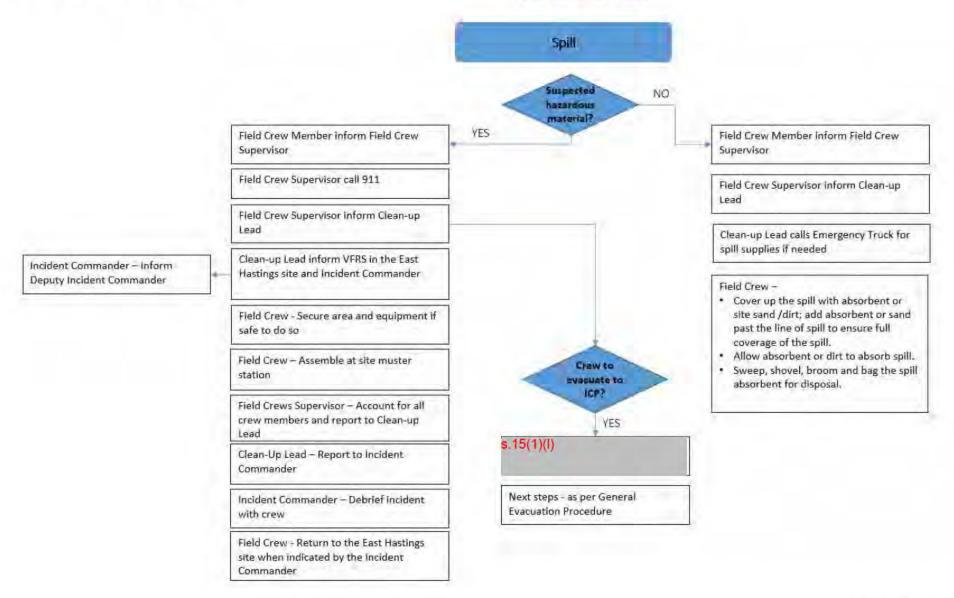


Appendix D

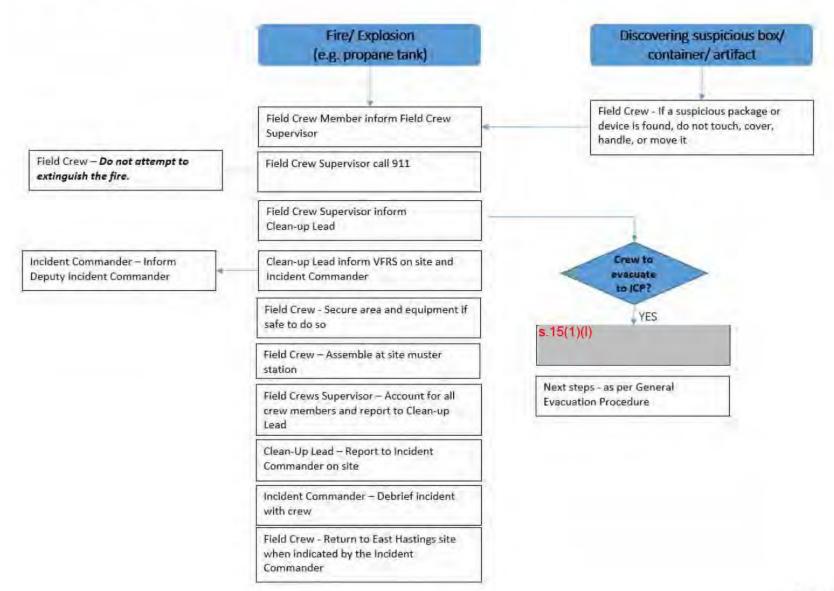
Emergency Response Procedures - Phase 1 & Phase 2 (DOC/2022/196885)



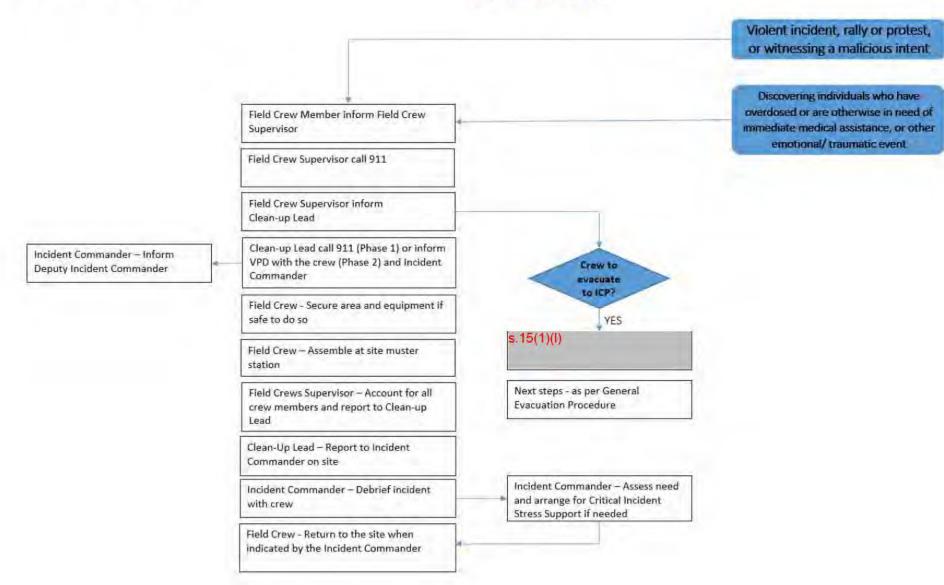




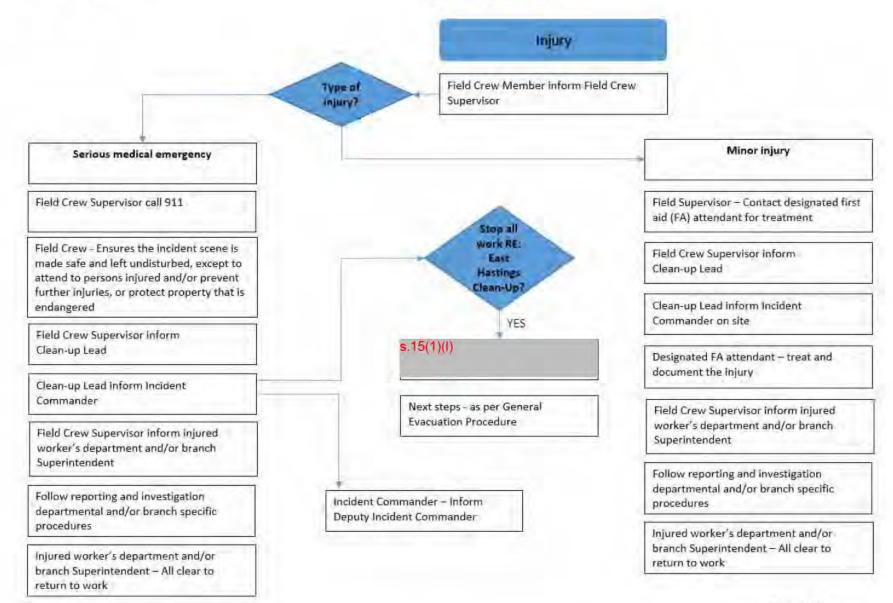




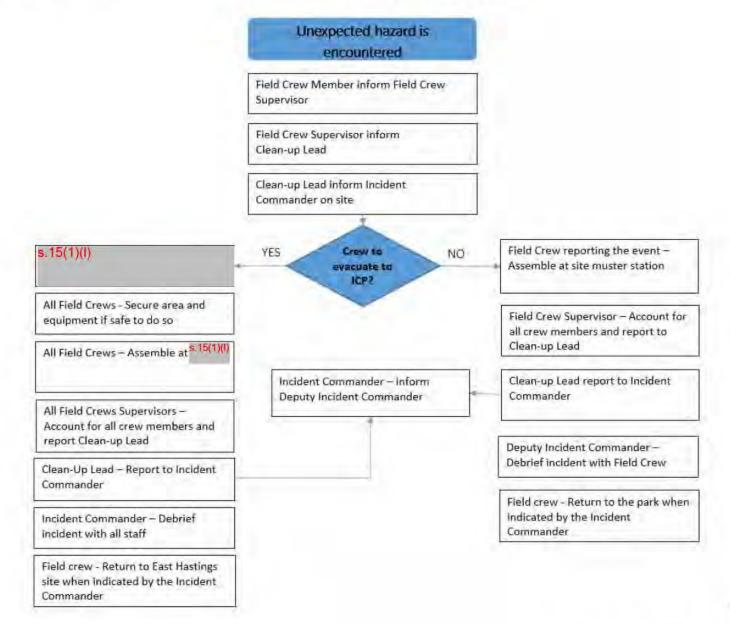














Appendix E

Safety Talk Form (from DOC/2022/197540)

VANC	OF	HASTINGS CLEAN UP DAILY TAILGATE TALK		
Date Location	Time	Site Supervisor Signature Crew		
CONDITIONS	TEMP	CLEAR OVERCAST RAIN SNOW WINDY		
SAFETY ISSU	TES			
Respiratory Haz	russed: Y N rest), Safety Toes, Hard Hat, Protec tards, Asbestos, Silica, Other: Y id Attendant required on site			
SCOPE OF PRO	JECT / INFO REVIEWED & OIS	CUSSED		
CONTRACTOR OF THE	and the same of th			
IN ATTENDAN	CE.			
-				
1				
4				
ADDITIONAL I	NFORMATION/INSTRUCTIONS			
* Hasti	THE RESERVE OF THE PARTY OF THE	i ided not to engage citizens homeless or otherwise who are		
 Hasting 	ngs Clean members are remin aggressive			
Hasting Any se Du no	ngs Clean members are remin aggressive afety concerns are to be broug	ided not to engage citizens homeless or otherwise who are		
Hasting Any so Do no with to Muste	ngs Clean members are remin aggressive afety concerns are to be brou at take items that have been cl	the ded not to engage citizens homeless or otherwise who are ght to site Sub-Forman immediately aimed as personal belonging, unless there is a safety issue Communicate with Gate attendants if assistance		



CHANGE	ES / ADDITIONS (Change in Conditions)		
HIRED FOI	UIPMENT (Backhoes, Trucks, etc) / OUTSIDE CONTRACTOR	/ CONSAW / TRACCIC CONTROL /	ACT
Visitors an	nd workers new to the site must be oriented to hazards an	d procedures.	
1	PRINT NAME and COMPANY	ARRIVED ON SITE	SIGNATURE
2			
3 4			
5 6			
7			
8			
10			
11 12			
13			
ADDITION	AL INFORMATION/INSTRUCTIONS		



Appendix F

Example of Warning Notice





Standard Operating Procedure

Title: Responding to Non-Permanent Encampments

Business Unit: Engineering Services Effective Date: November 2016

Branch: Street Operations - Urban Issues Revision Date: June 2022

PURPOSE AND SCOPE

The City of Vancouver's primary goal is to house homeless individuals and to reduce non-permanent encampments on public property. The following Standard Operating Procedure (SOP) has been developed to ensure a standard process for dismantling non-permanent encampments on City of Vancouver and Vancouver Park Board property.

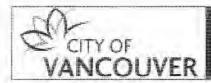
A non-permanent encampment (NPE) is defined as any type of temporary structure (i.e. tent or other shelter) erected on City of Vancouver property and right-of-way easements, or within Vancouver Park Board jurisdictional park lands. NPE's may also feature an accumulation of other camping equipment and personal belongings such as clothing, backpacks, bicycles, unauthorized merchandise for sale, or drug use paraphernalia.

The following City of Vancouver and Vancouver Park Board bylaws may be cited when dismantling non-permanent encampments:

- Street & Traffic By-Law 2849 Section 71(a) No structures permitted on any city street, sidewalk or boulevard without permit
- Street & Traffic By-Law 2849 Section 66.1 No merchandise or wares permitted on any city street, sidewalk or boulevard without permit for sale or display
- Park Control Bylaw Section 4(b) Removal from any park any article or thing as aforementioned contrary to the provisions of the Park Control by-law

II. HAZARD ANALYSIS / RISK ASSESSMENT

The following SOP was developed from a Task Hazard Analysis conducted by Street Operations Branch to control risks identified in Risk Assessment - Dismantling Non-Permanent Encampments, located in the following VanDocs document: ENG - STEOB - OHS - Streets Risk Assessment.



Standard Operating Procedure

III. ASSOCIATED HAZARDS

Common hazards associated with dismantling non-permanent encampments include, but are not limited to:

- Angry and aggressive individuals and unpredictable responses
- Citizens under the influence of substances
- Individuals with mental health issues
- · Weapons, sharp objects
- Uneven terrain and tripping hazards
- Biohazards, insects, rodents
- Drug paraphernalia
- Pepper spray or similar released on or in the vicinity of workers

Workers who dismantle NPE's and collect abandoned materials from NPE sites may be potentially exposed to <u>hazardous materials</u>; appropriate handling and disposal practices must be followed.

Workers who dismantle NPE's and collect abandoned materials from NPE sites may be potentially exposed to <u>bed bugs</u>. If the NPE site is suspected to be infested with bed bugs, 'SOP: Controlling Exposure to Bed Bugs' must be followed.

Workers who dismantle NPE's and collect abandoned materials from NPE sites may potentially find explosive devices or fire arms. 'SOP: Finding Suspect Explosive Device or Firearm' must be followed.

'SOP: Pepper Spray Response' must be reviewed and followed for awareness and assist the workers in responding to incidents related to the use of pepper spray.

IV. TOOLS/ EQUIPMENT/ MATERIALS REQUIRED

- Sharps container and forceps or pliers (6" or longer)
- Cutting tools
- Garbage bags/cans
- Litter pickers
- Shovel and rakes (recommended)
- Pitch fork (only when necessary)
- Wheelbarrows

- Grinder
- Caution Tape
- Tarps
- Traffic cones
- Hand sanitizer
- City work vehicle
- Crew City cell phone or two-way radio (portable)



Standard Operating Procedure

Warning notices

V. PREREQUISITES

A. Skills, Abilities & Knowledge

- Experience with Street Operations work activities.
- Knowledge of handling and disposing of bio-hazardous materials.
- Knowledge and awareness of City of Vancouver Blood Borne Pathogen Exposure Control Plan.
- Knowledge of the Code of Conduct and Preventing Violence in the Workplace policies.
- Ability to deal with the public and more specifically with encampment occupants.
- Knowledge of disengagement communication tools
- Understanding of this procedure.

B. Training / Certification

- Urban Issues Crew Orientation
- Violence Prevention: Service to Safety, Security and Personal Awareness, Protest Management
- Blood Borne Pathogens
- Sensitivity Introduction (provided by Community Services)
- Communication, conflict management and disengagement training
- Indigenous relations training
- Traffic Management
- Hazardous Materials Awareness
- WHMIS

VI. PERSONAL PROTECTIVE EQUIPMENT REQUIRED

- Safety footwear
- Safety glasses
- High visibility apparel with City of Vancouver inscription

^{*}All new employees to be supervised accordingly.



Standard Operating Procedure

- Puncture resistant gloves
- Tyvex suit (optional)
- Disposable respirator P95 (optional)

VII. PROCEDURE

WARNING: When approaching an encampment for any reason (warning notice, investigation, or site clean-up and dismantling), a <u>minimum of two people</u> must attend. DO NOT approach any non-permanent encampment - occupied or unoccupied - alone.

Warning notice delivery, site investigation, and site clean-up and dismantling is only to occur during daylight hours.

1. Perform Initial Hazard Assessment

The Crew Supervisor will perform an observational hazard assessment of an NPE site before sending other crew members to the encampment site. <u>This assessment to be completed with VPD presence if any risk to personal safety has been predetermined.</u>

The Crew Supervisor will:

- Assess the size of the NPE site, including how many occupants (if possible) and specific location. Additional information should include such as the presence of pets, other identifying features of the site layout, and any warnings or verbal interaction with the occupants.
- ii. Perform an initial visual assessment of the area to identify potentially dangerous conditions, such as unstable structures, discarded hypodermic needles, unknown drug substances, chemical containers, or rodent infestation.
- iii. If either of the scenarios below exist please go to step 7 as NPE will require dismantling:
 - The encampment presents a safety hazard to the public (e.g. contaminated with hypodermic needles, bodily waste, or unknown drug substances); or
 - There are neither occupants nor personal belongings present (e.g. abandoned encampment, debris).

2. Request Vancouver Police Department (VPD) Lead

i. Request VPD presence (required) to lead:



Standard Operating Procedure

- At locations known to be 'hot spots' (e.g. camps with previous history of issues),
- b. Where risk to personal safety has been predetermined by the observational hazard assessment completed by the crew supervisor (see 4)
- c. When dealing with encampments where a warning notice has been issued but occupants do not want to leave.

3. Interactions with Encampment Occupants

Verbal interactions may occur with encampment occupants at any time. If a circumstance requires or precipitates a verbal interaction with an encampment occupant:

- i. Use extreme caution, respectful professionalism, and courtesy when dealing with the public are necessary.
- ii. Any time a threat or hazardous situation is observed back away to a safe place, inform your Crew Supervisor, and inform VPD officers (either onsite or contact 911).
- iii. Show concern. If an encampment occupant is suspected to be physically unwell or in similar distress, call 911 immediately.
- iv. Maintain a distance of "personal" space and ensure a clear escape route. Avoid getting backed into a corner.
- v. Avoid carrying anything that looks like a weapon, such as umbrellas, large sticks, pitch forks, or flashlight when having an interaction with an encampment occupant. Avoid threatening gestures or body positioning (i.e. arms folded across your chest).
- vi. Identify who you are and why you are there.
- vii. Be polite and friendly. The primary objective is to ensure the interaction between crew workers and the encampment occupants remain non-confrontational. Keep conversation casual and do not provoke hostility. Smile, listen, and do not blame or judge.
- viii. Do not touch or shake hands.
- ix. Never enter a tent or other temporary structure.
- x. If an encampment occupant is unintentionally awoken, give the occupant time to focus and assess the situation. Start with a friendly greeting to make sure crew workers are heard and understood. Wait for a response. Disengage at the first opportunity when safely do so.
 - xi. Do not re-enter the area until the encampment occupants have moved from the area completely, or crew workers are accompanied by VPD.



Standard Operating Procedure

xii. If threatening animals are present, contact Canine Services for support (Animal Control Dept - ph 604-871-6861 - 8am-8pm 7 days a week). Alternatively, contact VPD if Canine Services is unavailable and immediate assistance is required. Do not proceed until the animal(s) are no longer a potential threat or hazard.

4. Issue Warning Notice

Urban Issues Crew workers will respond to 3-1-1 service requests as well as attend to self-observed NPE sites.

If a temporary structure with or without an accumulation of personal property is found to be non-compliant with any of the above cited bylaws, crew workers will:

- i. Provide Community Services contact information (eg Carnegie Centre at Main & Hastings, see Bob Moss) to present occupants when accepted.
- ii. Ask encampment occupants, if present, specifically and clearly to dismantle temporary structures and remove from the area.
- iii. Issue a warning (verbal or printed decal) to have the encampment removed by the encampment occupant with a specific time allotment. If there are no occupants present when attending the NPE site, the warning (printed decal) will be left at the site in a conspicuous location.



NO STRUCTURES
(TENTS OR OTHER SHELTERS)
PERMITTED IN THIS AREA OR
ON ANY OTHER CITY STREET,
SIDEWALK OR BOULEVARD.
WITHOUT PERMIT
STREET & TRAFFIC BY-LAW 2849

STREET & TRAFFIC BY-LAW 2849 SEC. 71A

NO MERCHANDISE OR WARES
PERMITTED IN THIS AREA OR
ON ANY OTHER STREET,
SIDEWALK OR BOULEVARD
FOR SALE OR DISPLAY.

STREET 8 TRAFFIC BY-LAW 2849
SEC. 66.1

VANCOUVE



Standard Operating Procedure

iv. Return to the NPE site later that day or the following day to assess if the encampment has been removed. If encampment remains and occupants present proceed to step 5.

If encampment remains and no occupants are present proceed to step 6.

5. Post Warning Follow-Up at Encampment with Occupants

After a warning has been issued at an encampment with occupants present, time is allotted for occupants to remove personal belongings from the NPE site. If occupants have not removed structures:

- Do not approach or engage further with the occupant(s). Back away to the work vehicle or to a safe distance from the encampment and/or occupant(s). Never enter a tent or other temporary structure.
- ii. Contact your Supervisor and VPD to lead next steps. Crew workers must be accompanied by VPD on any further direction to occupants.
- iii. Extreme caution is necessary, as well as respectful professionalism and courtesy when dealing with the public.
- iv. If directed by VPD, upon abandonment of the structure, to dismantle and or proceed with site clean up go to step 7.

6. Post Warning Follow-Up at Encampment with No Occupants

After a warning has been issued at an encampment if staff return to the site following the warning time allotment and items remain and there are no occupants present proceed to step 7.

WARNING: Should the encampment become occupied at any point when dismantling the NPE site, immediately withdraw and revert to step 6.

7. Site Clean-Up and Dismantling

WARNING: Change clothing or PPE after contact with potentially infected articles from the site (laundry service is available for Urban Issues Crew workers if necessary). Disinfect hands and then wash them with warm soapy water as soon as possible.



Standard Operating Procedure

WARNING: Suspected hazardous waste materials should be left on-site until the appropriate precautionary measures, collection, and disposal procedures have been determined. Before handling any abandoned material suspected to contain hazardous materials for which you are NOT trained, contact your supervisor for additional instructions.

NOTE: If applicable, the use of backhoes and dump trucks are a suitable option especially for larger encampments. Whenever practical, abandoned material should be collected and loaded for transport using mechanical equipment such as backhoes and loaders.

Prior to the clean-up or dismantling of NPE sites, an extensive site inspection MUST be performed by a trained and experienced staff member. The inspection will include:

- Identifying and safely disposing of all bio-hazards, such as hypodermic needles, fecal matter, and bodily fluids.
- ii. Identifying if a site is infested with bed bugs (if a site is suspected to be infested with bed bugs, 'SOP: Controlling Exposure to Bed Bugs' must be followed).
- iii. Identifying and addressing hazards, such as pits in the ground, ropes, razor blades, broken glass, other sharp objects, wires, or other visible hazards.
- iv. Identifying any makeshift washrooms or areas of refuse/feces/urine. If they are found, contact a remediation company for sanitizing the area (VPD should be able to provide the contact for the remediation company they work with if needed).
 - v. Identifying hazardous materials. If the site is found containing suspicious hazardous materials, contact an Environmental Protection Officer (Environmental Services Dept) to further assess the site and to arrange the safe removal and disposal of the hazardous materials.
 - vi. Identifying fires and flammables. If fires, barbeques, propane tanks or similar are found on the site, contact the VFRS to have them safely removed.

After the site inspection is completed and the hazards have been removed or sanitized, the crew will then begin to clean-up and dismantle the NPE site:

- Complete a visual inspection prior to entering the encampment site.
- ii. Check for needles on site and remove needles following the SOP: Abandoned Needle Pickup.



Standard Operating Procedure

- iii. Approach closer to the abandoned material and attempt to visually identify the material items before handling them. Never open waste containers or bags to inspect their contents; it increases the risk of exposure or injury.
- iv. Direct hand contact with the waste material should be avoided whenever possible. DO NOT handle refuse with bare hands. Always wear puncture resistant gloves.
 - v. Pick up any refuse left on site using the appropriate tool (forks, rakes, shovels, tarps, paper picker "tongs", garbage bags) and PPE as required.
- vi. Whenever possible, minimize handling garbage bags and dispose of collected abandoned waste directly to the back of the truck using the appropriate tool (forks, rakes, shovels, tarps, paper picker "tongs").
- vii. Perform a test lift to determine if the objects can be safely lifted manually and that the waste container / bag will not fail during handling. Do not place your hands underneath the waste material; this increases the risk of puncture injury.
- viii. Hold bags from the top only.
- ix. Tie bags up in a way you can visually identify what is in there before handling the bag.
 - x. Do not carry garbage bags against your body or compress bags with hands or feet, as sharp objects may cut you. Use plastic garbage cans, rubber containers or waste receptacles, wheelbarrows, or other tools that keeps bags of waste away from your body.
 - xi. Crew members are to exercise considerable caution when handling abandoned shopping carts. Shopping carts loaded with abandoned items are often heavy and may contain contaminated or hazardous materials including sharp objects, drug paraphernalia, and biohazardous waste. In order to minimize exposure to potentially hazardous material, abandoned items are NEVER to be removed from a shopping cart.
- xii. If mechanical equipment is unavailable, shopping carts are to be loaded manually by two or more crew members from the lowest point of entry to the crew vehicle. The crew vehicle is to be no larger than a 1-yard dump truck (e.g. jitney or smaller).
- xiii. Transport and dispose of the collected abandoned waste in a suitable location which limits the need for additional manual handling.
- xiv. Keep bed linen away from body when loading the work vehicle. Load work vehicles at the lowest point of entry, and refrain from lifting items over the sides of the work vehicle.



Standard Operating Procedure

- xv. Try not to stand down wind when loading the work vehicle. Use disposable respirator (P95) when close to debris being loaded.
- xvi. Discard all materials removed from site to the Urban Debris bin at National Yard.
- xvii. For larger encampments, all materials removed from site will be sent directly to the landfill for "deep burial" disposal.
- xviii. Leave the site in a safe condition.

NOTE: Always consult the Crew Supervisor if unsure of how to perform clean-up safely.

WARNING: Items from an encampment site will <u>not</u> be stored if suspected to be contaminated with abandoned needles, bodily waste, bedbugs or unknown drug substance. All contaminated materials will be discarded as these materials present a potential health risk for crew members, other persons who may be item handlers, and the general public.

8. Crew, Vehicle and Equipment Decontamination

- i. Avoid contaminating vehicle. After each clean-up and before entering your vehicle always:
 - a. brush off clothing
 - b. wipe shoes
 - c. clean hands
 - d. Dispose of any contaminated disposable PPE or store in a secure location for cleaning at the yard
 - e. Clean any contaminated equipment or store in a secure location for cleaning at the yard

ii. Once at the yard

- a. Wash the vehicle box and the outside of the truck at the wash rack
- b. Clean any contaminated PPE or equipment (laundry service available)
- c. Dispose of any PPE, tools, or equipment that cannot be cleaned. Advise supervisor of any items that are to be disposed of that are not single use.
- d. Clean hands and shower if required.



Standard Operating Procedure

VIII. EMERGENCY PROCEDURES

In the event of a serious medical emergency, contact 911 and advise the operator that you are City staff, the situation and your location. Contact the designated site first aid attendant and the Crew Supervisor for assistance. Contact the Superintendent to advise them of the incident.

In the event of difficulties on the job that may pose a safety hazard, contact the Supervisor or Superintendent for further instructions via two-way radio or cell phone.

From July 4th 2022 to July 15th 2022 the regular two members assigned will be available on an "as needed basis" during scheduled shifts (Daytime Mon-Thur)

- a. S/Sgt Rich Lee 5.15(1)(1) (Sat Tues), or
- b. S/Sgt Besnick Dobreci s.15(1)(1) (T F)

If additional support is required due an immediate risk to health and safety please call 9-1-1 as per above.

IX. REFERENCES

WorkSafeBC Regulation.

City of Vancouver. Street and Traffic By-Law No. 2849.

Vancouver Park Board. Park Control By-Law.

City of Vancouver Corporate Policy AE-028-21: Code of Conduct (https://policy.vancouver.ca/AE02801.pdf)

City of Vancouver Corporate Policy AE-010001: Preventing Violence in the Workplace (https://policy.vancouver.ca/AE01001.pdf)

STO -SOP: Abandoned Needle Pickup. Feb 2003. Revised: February, 2015.

STO -SOP: Controlling Exposure to Bed Bugs. September 2017.

STO - SOP: Pepper Spray Response. January 2020.

Standard Operating Procedure

Sanitation - SOP: Finding Suspect Explosive Device or Firearm. Nov 2018.

City of Vancouver. Blood Borne Pathogen Exposure Control Plan. 2015.



DEPARTMENT:

Engineering

BRANCH:

Sanitation & STO

WORK GROUP: Urban Issues Crews

SPECIFIC TASK: East Hastings Clean-Up

List all controlled products (WHMIS) used for the task:	n/a	
Is there a risk of ergonomic injuries related to the job? Identify activities that include: Shoveling, lifting, pulling, p Awkward Postures reaching Repetitive Motion Use of Force	pushing, requirements involved with completing the task (i.e. confined space entry, traffic control, etc.):	 Environment (active encampment) COVID-19 safety protocols

PREPARED BY: Sanitation, OSSB	Cristina Lopez Garcia	DATE: Aug 8, 2022
REVIEWED BY: Sanitation	Mike Zupan	DATE: Aug 10, 2022
REVIEWED BY: STO, OSSB	Amy Sidwell, Steevie Dhesi, Calum Baynham, Marco Biagini	DATE:



(*) NOTE: For combined teams (Sanitation/STO), the Sanitation Supervisor with the crew will be the Field Crew Supervisor.

Summary of controls related to specific environment (Hastings Street):

- VPD presence for safety and conflict prevention and resolution.
- VPD providing perimeter of security and monitoring for potential protestors.
- Minimum two people crew at all times; members at sight view of each other and at a distance that allows communication by direct voice.
- Always report to Crew Supervisor if you are leaving the group (always with a partner) and report when back.
- Shadow vehicle with crew on foot to monitor surroundings and as a means to evacuate.
- Crew Field Supervisor and Clean-up Lad equipped with 2-way radio and/or cell phone to communicate with other COV groups working in the clean-up (VFRS, VPD, Sanitation/STO).
- Radio check at the beginning of each shift and after breaks.
- Daily review of site emergency protocols: muster point, entry/egress points, how/ to whom report an emergency.
- Daily reminder of behavior expectations when dealing with occupants/ other members of the public and diminishing the probability of a violent incident.
- If defusing techniques are not working and you are in an escalating situation, remove yourself from the confrontation and report it to the Crew Supervisor and VPD.
- Do not step on any tarp, carpet, board.
- Report to Field crew Supervisor of any box or container that looks suspicious.
- Report to Field Crew Supervisor of any liquid leaking from container or chemistry labs.
- · Daily review of controls to work around mobile equipment (swamper, communication with operator, SOP)
- COVID-19 Safety protocols and Communicable Disease Plan.

This Task Hazard Analysis must be reviewed in addition to:

- East Hastings Operational Plan (DOC/2022/190833)
- East Hastings Health and Safety and Emergency Plan (DOC/2022/195071)

and the risk assessments specific to the task:

ENGINEERING URBAN ISSUES CREWS:

- Urban Issues Risk Assessment (DOC/2019/251249)
- Urban Issues Violence Prevention Risk Assessment (DOC/2020/120598)
- Urban Issues COVID-19 Urban Issues & Street Cleaning Risk Assessment (DOC/2020/080888)

and the SOPs specific to the task and listed under "Other References" in this Task Hazard Analysis.



"WHAT TO DO" STEPS IN SEQUENCE	"HOW TO DO IT" INSTRUCTIONS	"KEY POINTS" ITEMS TO BE EMPHASIZED Identified Hazards Current Control Measures		"TOOLS / EQUIPMENT"		
Pre-job meetings						
CSSA & ENG & → Pre-job meetings to prepare Operational Plan, Health and Safety and Emergency Plan, Task Hazard Analysis.	n/a	n/a	n/a	n/a		
Phase 1: Fire Chief's Order - Spec	ific locations along East Hastings					
Daily pre-trip inspection of mobile equipment before leaving yard by equipment operator.	 Driver to perform a Class 5 or Class 3 vehicle inspection and document it. Driver to confirm first aid and safety equipment is on board and dates are current. Document it in Pre-trip inspection Form. 		 COV standard for completing pre/post trip inspection. COV pre-trip inspection form. 	PPE (work gloves, safety glasses, safety boots, HV apparel).		
VPD to be present with the Field Crew for the whole shift. VPD responsible for removal of occupants who choose not to leave or who have malicious intent during the clean-up process.	Field Crew Supervisor to coordinate with VPD prior start. VPD presence and location for the duration of the work as a dissuasive measure and to escort the crew and provide immediate response if needed.	Environment (encampment)	 VPD providing perimeter of security and monitoring for potential protestors. VPD presence for safety and conflict prevention and resolution. Deal with occupants in a courteous and safe manner; If defusing techniques are not working and you are in an escalating situation, remove yourself from the confrontation and let VPD know. 	Way of communicate (2- way radios and/or cell phone) with VPD.		
Sanitation to provide roll-off bins. Regular work, since beginning of encampment	As per current practice.	Environment (encampment)	Current procedures Set up Traffic Control Plan as needed.	Roll-off bins		



"WHAT TO DO" STEPS IN SEQUENCE	"HOW TO DO IT" INSTRUCTIONS	AT THE STATE OF TH	"KEY POINTS" TO BE EMPHASIZED Current Control Measures	"TOOLS / EQUIPMENT"
Set up of a disposal area for flammables at National Yard – lead by Sanitation.	Pick up and transport completed by contractor - Contractor's procedures for TDG handling/transport.	Environment (encampment)	 See Summary of controls related to specific environment in page 2. Locked container. 	
Pre-Deployment Field Assessment – lead by Sanitation	The Field Crew Supervisor or Clean-up Lead (Sanitation Superintendent on site), and someone else from the crew that is driving them, will perform an observational hazard assessment of violence and aggression risks (e.g. obvious conflict, protest). Document observations in Pre-Deployment Field Risk Assessment.	Traffic, ciclists, pedestrians Memers of the public or other hazardous situation	 Two-person crew Do not leave the vehicle; leave the area if risk of violence exists. Report it to Deputy Incident Commander on site. Call VPD if immediate danger and for immediate help. 	



"WHAT TO DO" STEPS IN SEQUENCE	"HOW TO DO IT"	1 00000	"KEY POINTS" TO BE EMPHASIZED Current Control Measures	"TOOLS / EQUIPMENT"
Daily safety talk with crew, equipment operators (and contractors if any). Document it in safety talk form.	 Work task to be completed. Summary of controls related to specific environment in page 2. Site evacuation: muster point, entry/egress points, how/ to whom report an emergency. PPE overview. Risks identified during site-specific daily predeployment filed level assessment and controls in place to mitigate hazards. Awareness of surroundings and other people in the vicinity. Report to Supervisor and VPD uncomfortable or inappropriate interactions with camp occupants or other members of the public. Protocol for dealing with camp occupants/ the public in a courteous and safe manner and diminishing the probability of assault.// Interactions with media crews. Presence of abandoned needles or other sharp objects and blood / body fluids. Exposure to BBP protocol. Do not step on any tarp, carpet, board. Any box or container that looks suspicious – report it to Field Crew Supervisor. Any liquid leaking from container or chemistry labs – report it to Field Crew Supervisor. COVID19 safety protocols. 	Environment (encampment)	 See Summary of controls related to specific environment in page 2. Awareness of surroundings. Awareness with regards to objects thrown - Report to supervisor if objects thrown to reassess PPE. All participants stay together and maintain distance from each other that allows communication by direct voice. 	Way of communicate (2-way radios and/or cell phone) required to communicate with other COV groups.



"WHAT TO DO" STEPS IN SEQUENCE	"HOW TO DO IT" INSTRUCTIONS		CEY POINTS" O BE EMPHASIZED Current Control Measures	"TOOLS / EQUIPMENT"
Identify key hazards (flammables, suspicious liquids, weapons) to be removed.	Joint site visit completed by VFRS, Sanitation. Discussed: Site evacuation: muster point, entry/egress points. VPD presence and location. Do not step on any tarp, carpet, board. Any box or container that looks suspicious – report it to VFRS. Any liquid leaking from container or chemistry labs – report it to VFRS.	 Unknown high risk items. Potential to interact with persons that could exhibit violent or aggressive behavior or COVID-19 symptoms. Trip and fall hazards. Presence of feces (shigella)/body fluids (Blood Borne Pathogens). Heat exposure. 	 See Summary of controls related to specific environment in page 2. Awareness of surroundings. VFRS on site to support the identification of items prohibited under the Fire Chief's Order. VPD on site to support the identification of high risk items. COVID-19 protocols. Deal with occupants in a courteous and safe manner; If defusing techniques are not working and you are in an escalating situation, remove yourself from the confrontation and let VPD know. Extreme Heat Response Plan (see East Hastings Health and Safety and Emergency Plan). 	 Mandatory PPE as per HSP. Way of communicate (2-way radios and/or cell phone) required to communicate with other COV groups. Boot wash tray to clean off shoes and spray sanitizer, on site, for boot cleansing (provided by VFRS at NY).



"WHAT TO DO" STEPS IN SEQUENCE	"HOW TO DO IT" INSTRUCTIONS	ITEMS TO	Y POINTS" BE EMPHASIZED Current Control Measures	"TOOLS / EQUIPMENT"
Field Crew to ask occupants to voluntarily take their belongings and leave for the clean-up to proceed.	 See Urban Issues Risk Assessments (DOC/2019/251249, DOC/2020/120598) and COVID Risk Assessment (DOC/2020/080888). ENG – Urban Issues - SOP – Dismantling non-permanent encamptments (DOC/2016/318855) Working around vehicles (Sanitation, STO, VPD, VFRS vehicles) – Keep in eye contact with the operator when working near moving vehicles. Visual inspection of the piles to identify hazards such as flammables, furniture, mattresses, concrete blocks, rocks prior to shovel the load. Area for disposal of flammables set up at National Yard Do not step on any tarp, carpet, board. Any box or container that looks suspicious – report it to VFRS and/or VPD. Any liquid leaking from container or chemistry labs – report it to VFRS. If there is a propane tank explosion, evacuate to the muster station discussed during the pre-job meeting. 	 Environment (encampment). Working with and around COV vehicles. Heat exposure. 	 See Summary of controls related to specific environment in page 2. Awareness of surroundings. All participants to move as a team at all times and to maintain safe distance from each other but allowing communication by direct voice. COVID19 safety protocols. Extreme Heat Response Plan (see East Hastings Health and Safety and Emergency Plan). 	 Mandatory PPE as per HSP and applicable risk assessments and SOPs. Way of communicate (2-way radios and/or cell phone) required to communicate with other COV groups. Boot wash tray to clean off shoes and spray sanitizer, on site for boot cleansing (provided by VFRS at s.15(1)(f)



"WHAT TO DO" STEPS IN SEQUENCE	"HOW TO DO IT" INSTRUCTIONS	ITEMS TO	Y POINTS" BE EMPHASIZED Current Control Measures	"TOOLS / EQUIPMENT"
Sanitation/ STO to remove high-risk items and structures identified during the safety inspections conducted to enforce the Fire Chief's Order.	 See ENG SOP: Dismantling non-permanent encampments. See Urban Issues Risk Assessment and COVID Risk Assessment. See other documents in section 'References' of this Task Hazard Analysis Worksheet. Working around vehicles (Sanitation, STO, VPD, VFRS vehicles) - Keep in eye contact with the operator when working near moving vehicles. Visual inspection of the piles to identify hazards such as flammables, furniture, mattresses, concrete blocks, rocks prior to shovel the load. Area for disposal of flammables set up at National Yard. Do not step on any tarp, carpet, board. Any box or container that looks suspicious – report it to VFRS and/or VPD. Any liquid leaking from container or chemistry labs – report it to VFRS. If there is a propane tank explosion, evacuate to the muster station discussed during the pre-job meeting. 	Environment (encampment). Working with and around COV vehicles. Heat exposure.	 See Summary of controls related to specific environment in page 2. Awareness of surroundings. Park rangers with crews to monitor surroundings. Traffic Control Set-Up. All participants to move as a team at all times and to maintain distance from each other that allows communication by direct voice. COVID19 safety protocols. Extreme Heat Response Plan (see East Hastings Health and Safety and Emergency Plan). 	 Mandatory PPE as per HSP and applicable risk assessments and SOPs. Way of communicate (2-way radios and/or cell phone) required to communicate with other COV groups. Boot wash tray to clean off shoes and spray sanitizer, on site for boot cleansing (provided by VFRS at s.15(1)(I)
Debrief/ wellness check-in at end of the day by Ops superintendent.	Debrief/ wellness check-in with staff at the end of the day. Include suggestions for improvement from the crew for the next shift. Report all violent incidents and discuss measures to mitigate further occurrences.			



"WHAT TO DO" STEPS IN SEQUENCE	"HOW TO DO IT" INSTRUCTIONS	- 1 A A A A A A A A A A A A A A A A A A	'KEY POINTS" TO BE EMPHASIZED Current Control Measures	"TOOLS / EQUIPMENT"		
Phase 2: Enforcement of Fire Chief's Order – Block by block clean-up						
Daily pre-trip inspection of mobile equipment before leaving yard by equipment operator.	 Driver to perform a Class 5 vehicle inspection and document it. Driver to confirm first aid and safety equipment is on board and dates are current. Document it in Pre-trip inspection Form. 		 COV standard for completing pre/post trip inspection. COV pre-trip inspection form. 	PPE (work gloves, safety glasses, safety footwear, HV apparel).		
VPD to be present with the crew for the whole shift. VPD responsible for removal of occupants who choose not to leave or who have malicious intent during the decampment process.	Field Crew Supervisor to coordinate with VPD prior start. VPD presence and location for the duration of the work as a dissuasive measure and to escort the crew and provide immediate response if needed.	Environment (encampment)	 VPD providing perimeter of security and monitoring for potential protestors. VPD presence for safety and conflict prevention and resolution. Deal with occupants in a courteous and safe manner; If defusing techniques are not working and you are in an escalating situation, remove yourself from the confrontation and let VPD know. 	Way of communicate (2- way radios and/or cell phone) with VPD.		
TBD if needed – Traffic Control Plan	Sanitation Manager/Superintendent to coordinate with Park Ranger and create traffic control plan. Means to keep pedestrians away from trucks or other mobile equipment. Pedestrian and bike detours as needed. Support with traffic: lane partially closed, street closure, open to deliveries, parking lot access, building access	Environment (encampment)	 See Summary of controls related to specific environment in page 2. Traffic Control Set-Up. 	Way of communicate (2- way radios and/or cell phone) with TCP.		



"WHAT TO DO" STEPS IN SEQUENCE	"HOW TO DO IT" INSTRUCTIONS		KEY POINTS" O BE EMPHASIZED Current Control Measures	"TOOLS / EQUIPMENT"
Pre-Deployment Field Assessment – lead by Sanitation	The Field Crew Supervisor or Clean-up Lead (Sanitation Superintendent on site), and someone else from the crew that is driving them, will perform an observational hazard assessment of violence and aggression risks (e.g. obvious conflict, protest). Document observations in Pre-Deployment Field Risk Assessment.	Traffic, ciclists, pedestrians Memers of the public or other hazardous situation	 Two-person crew Do not leave the vehicle; leave the area if risk of violence exists. Report it to Deputy Incident Commander on site. Call VPD if immediate danger and for immediate help. 	
Daily safety talk between equipment operators, Clean-Up Lead, and Field Crew Supervisor to discuss work plan, hazards, and controls. Document it in safety talk form.	Items to cover: Traffic Control Set-Up. Coordination between the 2 operators. Work zones per each piece of equipment identified. Spotters identified. Limits of approach identified. Communication plan / hand signals discussed with crew members prior to start. Overhead hazards.	Environment (encampment). Overhead hazards. Presence of other staff / working around mobile equipment.	 See Summary of controls related to specific environment in page 2. ENG- STEOB – SWG: Mobile Equipment. ENG – Safety Talk - ENG – OHS – Safety Talk – Working Around Mobile Equipment All participants to move as a team at all times and to maintain safe distance from each other that allows communication by direct voice. 	Mandatory PPE as per HSP and applicable risk assessments and SOPs



"WHAT TO DO" STEPS IN SEQUENCE	"HOW TO DO IT"	"KEY POINTS" ITEMS TO BE EMPHASIZED Identified Hazards Current Control Measures		"TOOLS / EQUIPMENT"
Daily safety talk to cover work lask to be completed, and environmental hazards and controls with crew, equipment operators, and contractors (e.g. TCP) – led by Clean-up Lead. Document it in safety talk form.	 Summary of controls related to specific environment in page 2. Hazards and controls listed in next columns. Emergency Response Plan, with emphasis on site evacuation protocol (muster point, entry/egress points). VPD presence and location. Risks identified during daily pre-deployment field assessment and controls in place to mitigate hazards. Mandatory PPE. Task Hazard Analysis Worksheet and Appendixes. Exposure to BBP procedure (wallet card). 	 ■ Environment (encampment) ■ Working around mobile equipment. ■ Overhead LV, HV power lines, transformers → Limits of approach; spotter ■ Abandoned needles or other sharp objects, and blood / body fluids. 	 See Summary of controls related to specific environment in page 2. Awareness of surroundings. All participants stay together and maintain safe distance from each other but allowing communication by direct voice. Working around vehicles/mobile equipment – SOP (Appendix); keep in eye contact with the operator when working near moving vehicles/equipment. Awareness with regards to objects thrown - Report to supervisor objects thrown to reassess PPE. Fentanyl → Crew talk (Appendix) 	 Mandatory PPE as per HSP and applicable risk assessments and SOPs. Way of communicate (2-way radios and/or cell phone) required to communicate with other COV groups.
	 (cont.) Awareness of surroundings and other people in the vicinity. Report to Supervisor and VPD uncomfortable or inappropriate interactions with camp occupants or other members of the public. Protocol for dealing with camp occupants/ the public in a courteous and safe manner and diminishing the probability of assault.// Interactions with media crews. 		 (cont.) Do not step on any tarp, carpet, board. Any box or container that looks suspicious – report it Field Crew Supervisor. Any liquid leaking from container or chemistry labs – report it to Field Crew supervisor. Mandatory use of masks (COVID-19). COVID19 safety protocols and Communicable Disease Plan. 	



"WHAT TO DO" STEPS IN SEQUENCE	"HOW TO DO IT" INSTRUCTIONS	"KEY POINTS" ITEMS TO BE EMPHASIZED Identified Hazards Current Control Measures		"TOOLS / EQUIPMENT"
Site clean-up and dismantling.	 As per Operational Pan. SOP: Dismantling non-permanent encampments. As per 'References' in page 13. Entry/egress points for mechanical equipment, totes, and staff. Use of mechanical equipment to collect and load for transport. Coordination between equipment operators. VFRS to assist with removal of flammables and other hazardous materials. Visual inspection of the piles to identify hazards such as flammables, furniture, mattresses, concrete blocks, rocks prior to mechanical equipment to pick up the load. Obstacles to be identified with cones for mechanical equipment. Visual inspection to identify flammables. Area for disposal of flammables set up at National Yard. If there is a leak or a propane tank explosion, evacuate to the muster station discussed during the pre-job meeting. 	Environment Working with and around mobile equipment Heat exposure	 See Summary of controls related to specific environment in page 2. Awareness of surroundings. ENG-STEOB – SWG: Mobile Equipment. ENG – Safety Talk - ENG – OHS – Safety Talk – Working Around Mobile Equipment HV apparel BBP procedure and crew talk (Appendix) Needles → visual inspection; SOP: Abandoned Needle Pickup Members of the public → VPD on site; crew talk (Appendix) Working around mobile equipment SOP (Appendix) Fentanyl → Crew talk (Appendix) Abandoned furniture, mattresses, garbage → crew talk (Appendix) Extreme Heat Response Plan (see East Hastings Health and Safety and Emergency Plan). 	Way of communicate (2-way radios and/or cell phone) required communication by direct voice not possible. Mandatory Engineering PPE. Additional PPE: see Risk Assessments



"WHAT TO DO" STEPS IN SEQUENCE	"HOW TO DO IT" INSTRUCTIONS	"KEY POINTS" ITEMS TO BE EMPHASIZED Identified Hazards Current Control Measures		"TOOLS / EQUIPMENT"
Debrief/ wellness check-in at end of the day by Clean-up Lead.	Debrief/ wellness check-in with staff at the end of the day. Include suggestions for improvement from the crew for the next shift. Report all violent incidents and discuss measures to mitigate further occurrences.	AND .	ecosine .	



Personal Protective Equipment

- Use of mandatory PPE as per Health and Safety Plan (safety eyewear (glasses and/or face shield), safety footwear, HV apparel).
- See task specific Risk Assessments, SOPs, and COVID-19 protocols for additional PPE.

Other References

- East Hastings Operational Plan (DOC/2022/190833)
- East Hastings Decampment Health and Safety and Emergency Plan (DOC/2022/195071)
- East Hastings First Aid Assessment (DOC/2022/196362)
- Safety Program, Blood Borne Pathogens (DOC/2015/159608)
- Safety Program, Workplace Violence Prevention (DOC/2020/229528)
- Safety Protocols, COVID19 & Communicable Disease Plan https://currents.vancouver.ca/About/Teams/Human-Resources/SitePages/covid-19-information-for-staff.aspx?web=1

ENGINEERING:

- ENG STEOB OHS- Safety Talk Fentanyl Awareness (DOC/2016/340587)
- ENG STEOB SOP Abandoned Needle Pickup (DOC/2016/053457)
- ENG STEOB SOP Dismantling Non-Permanent Encampments (DOC/2016/318855)
- HR REFM Plumbing Waste Water [...] ECP 2018 (DOC/2018/215685)
- ENG STEOB SOP Pepper Spray Response (DOC/2019/222293)
- ENG STEOB SOP Controlling Exposure to Bed Bugs (DOC/2017/292275)
- ENG Sanitation SOP Finding Suspect Explosive Device or Firearm (DOC/2018/434875)
- ENG STEOB Hazard Alert Discarded Cylinders (DOC/2018/006749)
- ENG- STEOB SWG: Mobile Equipment (DOC/2015/086329)
- ENG Safety Talk ENG OHS Safety Talk Working Around Mobile Equipment (DOC/2022/007377)



Appendix A - Decontamination Procedures

[Excerpt from DOC/2018/215685, HR - REFM - Plumbing - Waste Water [...] - ECP- 2018]

HYGIENE - Hand Cleaning

Ensure proper hand cleaning after any of the following tasks are complete and PPE has been removed:

- Handling materials/tools that may be "dirty"
- Before entering a clean work area (like truck cab).
- If blood or body fluids come into contact with your skin.
- After removing gloves (even if the gloves appear to be intact).
- After removing other PPE (for example, safety eyewear or respirators).
- Before eating, drinking, smoking, or touch other items that may come in contact with your mouth or face.

If soap and warm water is unavailable, use hand wipes. Hands do not need to be rewashed with soap and water afterward.

PPE Removal and Storage

There is potential for your PPE and other work wear to have contamination or be "dirty". It is important to remember that what you wear at work can contaminate your vehicle, street clothes, and other "clean" areas you wear it, from indirect contact.

- Coveralls are provided to protect your street clothes and are intended to be left at work for laundering or re-use.
- Boots and gloves that have been splashed with "dirty" water must be rinsed with fresh water. If permeable gloves are contaminated, discard and replace them.
- Consideration for separate storage of foot wear and other PPE should be made to keep "dirty"
 articles of clothing and PPE away from clean areas. Clear bags may be used to keep work wear
 contained and separate.

Tool Contamination

To clean a hard surfaced tool, rinse very well with steady stream of clean water. Tools should be stored separately from any clean work area.

Appendix B - Blood & Body Fluid Exposure

Being splashed with body fluids is unpleasant but the risk is low for transfer of disease and infection. It is important to rinse body surfaces, which have come into contact with body fluids, thoroughly. For any area of the body that is not a mucus membrane (eyes, nose, and mouth), using soap and water where possible or alcohol gel-rub is an acceptable means of cleaning the exposure.

For contact with mucus membranes, thorough rinsing/flushing with clean water for at least 5 minutes is important.

What do I do if I have an exposure to blood or bodily fluids?

[Excerpt from http://citywire.city.vancouver.bc.ca/hr/hs/sp/spro/hv-fag.html]

- 1. Let the wound bleed and wash thoroughly with clean water.
- 2. Report to your supervisor as soon as possible.
- 3. Go to St Paul's hospital (1081 Burrard Street) within two hours of exposure.
- 4. Contact 'Medisys Corporate Health' (Address: Unit 800 900 W Hastings) within 3 working days to make an appointment for further medical assessment, if required s.15(1)(I); or s.15(1)(I)

 You may also choose your family doctor.



Appendix C - Protocol for dealing with the public in a courteous and safe manner and diminishing the probability of assault

Avoid contact with the people in the vicinity. Do not approach or engage with them. VPD will be on site and must be contacted for support if needed.

Maintaining an awareness of one's self and the dynamics of one's interactions with others can reduce the numbers of situations where violence is a real possibility, and employing on-going strategies for preventing or extricating one's self from those types of situation is the first step in maintaining each individual's safety. It is left to the discretion of the individual worker to assess in each circumstance if it is safe and reasonable to proceed with the work.

Chance encounters with people in the vicinity can happen anywhere. If a circumstance precipitates a verbal interaction with a member of the public:

- Extreme caution is necessary, as well as professionalism and courtesy when dealing with the public. However, let VPD on site know or back away to the work vehicle or a safe place and call 911 at any time a threat or a hazardous situation is observed. Notify Crew Supervisor of the incident.
- Identify who you are and why you are there.
- Discuss the issue, without blame, accusation, or assumption.
- · Avoid threatening gestures or body positioning (i.e. arms folded across your chest).
- Do not touch or shake hands.
- Utilize de-escalation tools:

Basic Defusing Guidelines

DO's

Maintain eye contact Listen attentively Take a 'time out' if you are frustrated Make slow gestures with palms open Nod or confirm statements occasionally Listen for the emotion which caused the anger

DON'TS

Feel you must win an argument Cross your arms Yell or raise your voice Move quickly or walk behind the person Block exits Interrupt Challenge, accuse or threaten Touch the person

Gang up on the person

- . Be polite and friendly. The primary objective is to ensure the interaction between crew workers and the members of the public remain non-confrontational. Keep conversation casual and do not provoke hostility. Smile, listen and do not blame or judge.
- · Show concern. If a member of the public is suspected to be physically unwell or in similar distress. let VPD on site know or call 911 immediately.
- Maintain a distance of "personal" space and ensure a clear escape route. Avoid getting backed into a corner. Do not position yourself in a manner which requires maneuvering within arms-length of this individual to reach a safe location.
- If threatening animals are present, contact Canine Services for support (Animal Control Dept ph 604-871-6861 - 8am-8pm 7 days a week). Alternatively, contact VPD if Canine Services is unavailable and immediate assistance is required. Do not proceed until the animal(s) are no longer a potential threat or hazard.

Dealing with aggressive individuals

At any point if you feel your defusing techniques are not working and you are in an escalating situation, you should remove yourself from the confrontation.

Disengagement can be done by using an excuse (e.g. "I'm just going to ask my supervisor about that"), or by simply leaving.



If you feel your safety is threatened, immediately remove yourself from the situation. If necessary, let VPD on site know or find a secure area and call 911.

Violent incident reporting

The City of Vancouver has the expectation that its representatives will be approachable, interactive, and knowledgeable in their field; however, there is no expectation that workers should tolerate violence in the course of their duties.

Where the worker feels an assault/threat has occurred, and after attending to the medical or emotional needs of someone affected by the incident, there is an expectation that (at a minimum) a Violent Incident Report will be generated. This report should be completed by the worker involved and then reviewed asap by the supervisor.

If an assault/serious threat occurred, let VPD on site know.

Appendix D - Site Clean-Up

[Excerpt from DOC/2016/318855, ENG - STEOB - SOP - Dismantling Non-Permanent Encampments]

- Approach closer to the abandoned material and attempt to visually identify the material items before handling them. Never open waste containers or bags to inspect their contents; it increases the risk of exposure or injury.
- Direct hand contact with the waste material should be avoided whenever possible. DO NOT handle refuse with bare hands. Always wear puncture resistant gloves.
- Pick up any refuse left on site using the appropriate tool (forks, rakes, shovels, tarps, paper picker "tongs", garbage bags) and PPE as required.
- Whenever possible, minimize handling garbage bags and dispose of collected abandoned waste directly to the back of the truck using the appropriate tool (forks, rakes, shovels, tarps, paper picker "tongs").
- Perform a test lift to determine if the objects can be safely lifted manually and that the waste container / bag will not fail during handling. Do not place your hands underneath the waste material; this increases the risk of puncture injury.
- Hold bags from the top only.
- Tie bags up in a way you can visually identify what is in there before handling the bag.
- Do not carry garbage bags against your body or compress bags with hands or feet, as sharp objects may cut you. Use plastic garbage cans, rubber containers or waste receptacles, wheelbarrows, or other tools that keeps bags of waste away from your body.
- Transport and dispose of the collected abandoned waste in a suitable location which limits the need for additional manual handling.
- Keep bed linen away from body when loading the work vehicle. Load work vehicles at the lowest point of entry, and refrain from lifting items over the sides of the work vehicle.
- Try not to stand down wind when loading the work vehicle. Use disposable respirator (P95) when close to debris being loaded.
- Discard all materials removed from site to the Urban Debris bin at National Yard.
 - For larger encampments, all materials removed from site will be sent directly to the landfill for "deep burial" disposal.
 - · Leave the site in a safe condition.

NOTE: Always consult the Crew Supervisor if unsure of how to perform clean-up safely.



Appendix E - Fentanyl Awareness

[Excerpt from DOC/2016/340587, ENG - STEOB - OHS - Safety Talk - Fentanyl Awareness]

Can I overdose on fentanyl as a passerby or by providing treatment to an unconscious person who might have used fentanyl?

It is highly unlikely that someone would overdose from walking by an area where someone was using drugs that contain fentanyl or by providing treatment to someone who may have overdosed. To this date, there have been no reported cases of non-user related overdoses of fentanyl or other synthetic opioids in North America - this includes emergency response personnel (fire, police, and ambulance).

What do I do if I have had potential contact with fentanyl?

- Any potential contact, wash immediately with soap and water for 15 minutes. Wash yourself over any clothing that may have been exposed if necessary.
- Let VPD on site know you had a potential contact with fentanyl.
- Report to your supervisor.

What do I do if I come across fentanyl or any other drug?

- If you notice that there are signs of illicit drug activity or that there is any kind of white powder spread around, you must remove yourself from the area as carefully as you can to a safe well ventilated area free from contamination.
- Make every attempt to minimize the disturbance of any white powder or drug paraphernalia. Do not assume it is not toxic.
- Let VPD on site know.
- Report to your supervisor.