

Guide for BC Public Service employees: Serving clients on-site in public or employee-restricted areas

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All workplaces must have a [Communicable Disease Prevention Plan](#) (CDPP). These plans are designed to reduce the risk of transmission of respiratory illnesses and other infectious diseases in the workplace. For employees who are serving clients in-person, this document provides guidance and best practices to ensure the risk of communicable disease transmission is minimized.

When a client arrives on-site at the main counter for a service

- Masks are not required when staff are in the workplace. Mask wearing is recommended for staff when interacting with clients where physical distancing cannot be maintained or there is no physical barrier between staff and the client
- Clients and the public are not required to wear a mask while in our

workplaces. Workplaces should keep a supply of masks to offer to clients who appear unwell or want to wear one. Any “masks mandatory” signs should be removed and replaced with “masks are a personal choice” signs

- If a BC Public Service employee has contact with the client’s personal items (for example: pen, phone, tablet, ID card, etc.), they should avoid touching their face and wash or sanitize hands immediately when the service has concluded

When a client needs to enter employee-only areas for a service

- Before they enter, remind the client of hygiene practices (coughing and sneezing in elbow or tissues)
- Have sanitizers on counters and ask clients to sanitize their hands before allowing them to enter
- If the client appears unwell, offer to provide services in an alternative way (over the phone, video meeting, provide links) or to reschedule. If re-scheduling is required, run the client through the process or set up an alternative time for them

Clients using employee-only rooms or areas

- Space out seating as much as possible
- When possible, leave doors open to allow for air flow. Staff are also reminded that heating and ventilation systems are professionally

maintained and comply with WorkSafeBC and American Society of Heating Refrigerating and Air Conditioning Engineers standards for circulating and exchanging air

Preparing the rooms or areas

- Practice clean-in and clean-out protocols; ensure it is clear who has responsibility for this
- Provide cleaning supplies to disinfect high-touch surfaces. Place a garbage bin nearby to dispose of paper towels etc.
- Have hand sanitizer and tissue boxes available in the room

Additional notes

- Ensure everyone onsite is aware of the applicable CDPP for the workplace
- When services are provided to clients off-site, it is important to follow the site specific CDPP measures in place; before booking or attending the venue, ensure employees, contractors and clients are aware of these measures

If you require further assistance, submit an [AskMyHR](#) service request.