

Generation Solar COVID -19 Response Plan

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1. Introduction

COVID-19 is a global pandemic with significant impact on our operations. This living document will detail our response to keep workers and clients safe while allowing appropriate work to proceed.

The audience for this document includes all staff and any relevant stakeholders including clients.

2. Essential Services and Project Priorities

Generation Solar provides a variety of essential services as indicated on the Provincial list of essential services (April 3, 2020) including paragraphs:

- 20. Maintenance, repair, and management to maintain safety;
- 30. Residential construction and renovation projects; and
- 33. Electricity generation and storage

The following priority list will guide the scheduling of work.

Priority 1 – High

- Safety related reactive service calls including, but not limited to:
 - Ground faults
 - Arc faultse
 - Battery faults
 - Mechanical damage to systems that could endanger life or property such as damage from debris or weather, rodent damage, etc.
- Service requests with unknown causes where safety is potentially compromised based on the best judgement of GS staff.
- Off-grid no power
- PM inspections

Priority 2 – Medium

- Work in progress - construction projects that were begun prior to March 13th, 2020
- New backup power projects for essential loads
- Service calls for 'no generation'

Priority 3 - Low

- New generation projects
- All other maintenance/service calls

3. Client/Site Risk Evaluation

3.1. Project Risk Categories

Project sites shall be evaluated as to risk to owners and Generation Solar staff based on the criteria below:

Risk Category	Criteria	Impact on Project
Low Risk	Work does not require entering a dwelling unit No other risk factors have been identified	Project can proceed with standard protective measures per GS COVID-19 Response Plan
At Risk	Work requires entering a dwelling unit. One or more risk factors have been identified and are deemed manageable.	Project can proceed. Project shall have a Risk Management Plan outlining any additional measures needed to ensure safety of client and staff.
High Risk - STOP	One or more risk factors have been identified but are deemed not manageable.	Project cannot proceed.

We rely on clients' self declaration for assessing risk. Clients will be referred to the the provincial online self-assessment at <https://covid-19.ontario.ca/self-assessment/> for reference.

Any change to the risk criteria during a project shall immediately be reported to a project manager. For example: a project with no required dwelling access is assigned a Low Risk category. If access should become required this elevates the risk category and access shall not be made until a manager is consulted and a risk management plan is created and discussed with the client.

Any client or GS request to stop work or change work habits related to COVID-19 response practices shall be immediately respected. If this creates a conflict with work plans contact your supervisor for instructions.

4. Communications and Reporting

4.1. Posting of policies

This policy will be posted and/or distributed as follows:

- Posted on the Generation Solar website. This will be the master published copy.
- A paper copy will be posted at the GS office with other Health and Safety information.
- A paper copy will be placed in each work vehicle.
- A link to the web version will be provided to all clients prior to work commencement.
- A link to the web version will be added to the GS email signature.
- A hard copy will be provided to any client upon request.

4.2. Mandatory self-assessment for staff

In order to maximize the safety of staff and clients, all staff shall complete the Provincial online [self-assessment](https://covid-19.ontario.ca/self-assessment) at <https://covid-19.ontario.ca/self-assessment>.

Provincial Self-Assessment Result	Corresponding task eligibility
Stay at home as much as possible (Physical Distancing)	Eligible for all tasks following this response plan
Stay at home and monitor your health (Self Isolation)	Eligible to work from home
Contact your doctor or Telehealth Go to nearest ER	Not eligible to work. See a doctor!

If you have any reason to suspect a change in your status repeat the self-assessment. Otherwise the self-assessment needs to be repeated at the start of each week. Complete the declaration each time.

4.3. Reporting illness

The symptoms of COVID-19 are like many other illnesses, including the cold and flu. At this time, any worker who has any symptoms related to cold, flu or COVID-19 shall be sent home. Once home, the worker shall undertake the COVID-19 online self-assessment available at <https://covid-19.ontario.ca/self-assessment/>

4.4. Project COVID-19 Check List

All projects shall have a COVID-19 check list added to the project tasks:

- Client has been given a copy of this response plan and/or a link to an online copy.
- Client has been advised of their project scope and risk category and has been referred to the online provincial COVID-19 self-assessment.
- If Project Risk Category is AT RISK a management plan has been created and agreed to by the client.
- (This checklist can be updated and amended as appropriate.)

4.5. Tracking

Due to the latency period of COVID-19, it is important to track where employees have worked. If an employee tests positive for COVID-19, the local public health unit will ask employers to provide information on where the employee worked as well as the contact information of any other employee who may have been exposed. Employers will track information and Public Health Units will respond.

Staff shall record *each work day* where they worked that day including any shopping trips, visits to suppliers, etc. This shall form part of the daily hours reporting process.

5. Standard Protective Measures

5.1. Protecting yourself and others – standard measures

Coronaviruses are spread through close contact, including at work. Here are some helpful tips to help prevent the spread of germs:

- Wash your hands often with soap and water or alcohol-based hand sanitizer.
- Sneeze and cough into your sleeve.
- If you use a tissue, discard immediately and wash your hands afterward.
- Avoid touching your eyes, nose or mouth.
- Avoid contact with people who are sick.
- Commonly touched surfaces or areas (door handles, equipment, steering wheels, etc.) shall be sanitized upon arrival and upon departure. Materials will be provided.

- Avoid the sharing of hand tools and power tools where possible. If sharing is necessary, shared equipment should be sanitized at the end of each day.
- Stay home if you are sick.

5.2. Physical distancing

As advised throughout government communications, physical distancing is required to control the spread of COVID-19.

In order to ensure physical distancing on site, workers will:

- When sharing a vehicle masks shall be worn and hands shall be sanitized prior to entering the vehicle;
- Stay at least 2m apart whenever possible;
- Arrange work to minimize contact and work in close quarters;
- Take breaks and lunches apart;
- Refrain for corresponding directly with clients in person unless absolutely necessary.

5.3. Sanitation

The following measures shall be put in place during the pandemic:

- Work sites shall have access to soap and water (ways to properly clean hands) or alcohol-based hand sanitizer;
- Workers shall not use customer washrooms and shall schedule work, breaks, lunch breaks, etc accordingly. If indicated, Generation Solar will arrange for portable washroom facilities.

5.4. Scheduling and Occupancy

Physical distancing will result in lower staffing on job sites and require clear collaboration with owners and other stakeholders.

Schedules will consider:

- Limit workers per work site.
- Sanitation of sites and workspaces.
- Site planning to facilitate appropriate physical distancing between workers.
- Work-site mobility and transportation to allow 1 worker per vehicle.

Maximum GS office occupancy is 4 persons while provincial restrictions remain and only where physical distancing permits.

Working from home is encouraged and will be enabled wherever practical.

5.5. Office Cleaning

Office cleaning shall be increased:

- Doubling the frequency of routine cleaning by outside contractor;
- Sanitizing of frequent touch surfaces:
 - 1 time daily with one occupant
 - 2 times daily with 2 – 4 occupants

5.6. Refusal to work

Workers have a right to refuse unsafe work. This response plan details how Generation Solar will ensure a safe working environment for staff. Any concerns about safety should be immediately brought to the attention of your supervisor.

6. Elevated Protective Measures

6.1. Protecting yourself and others – Elevated measures

On a case-by-case basis additional measures may be needed to raise protections including, but not limited to:

- Erection of physical barriers to separate clients from work areas;
- Barring of clients from work areas for 48 hours after job completion;
- Additional PPE such as masks or gloves.
- Additional sanitizing as indicated.
- Etc.

7. Equipment and PPE

Generation Solar shall make available to all staff and trucks:

- Materials for sanitizing hands;
- Materials for sanitizing surfaces;
- Other materials and PPE on an as-needed basis.

Staff shall communicate to management when supply is running low (< ½ remaining) for replenishment planning.

Project documentation: No changes needed: documentation is best done using your usual preferred method (ie phone, tablet, hard copy, etc.). If hard copy, take a photo and email it / upload per normal. Don't share your devices/paper/pens, etc.

8. Creating a Risk Management Plan for At Risk Sites

This plan should be short and simple:

- Identify the site and the At Risk category;
- Summarize the project scope and access required (confirm details with owner if necessary);
- List site specific measures that will provide increased separation and decreases contact between clients and staff

Sample plan #1

Owner: John Smith
Site Address: 123 Brown Street
Scope: Residential MicroFIT PM visit, all equipment is located outdoors
Risk Management Plan

- The scope of work is entirely outdoors, therefore separation between client and staff can be assured
- Contact the owner via phone only. Do not let client approach the work within 4m.
- Owner has agreed not to touch any equipment for 48 hours.
- Ensure sanitation of all touch points upon arrival and departure.

Sample plan #2

Owner: John Smith
Site Address: 123 Brown Street
Scope: Service call; equipment located in basement
Risk Management Plan

- Separate access to the basement can be made via the back door. GS staff to access via back door only.

- Temporary Caution Tape or other barrier shall be erected inside the house at the boundary between client space and GS access as a reminder for both staff and owner.
- Masks shall be worn by staff while on site.
- Owner is able to and has agreed to vacate the room adjoining the barrier for the duration of the work.
- Owner has agreed to stay out of the basement for 48 hours after the work is completed.
- Ensure sanitation of all touch points upon arrival and departure.

9. References

<https://www.ontario.ca/page/construction-site-health-and-safety-during-covid-19>

<https://covid-19.ontario.ca/self-assessment/>

<https://covid-19.ontario.ca/>