

Standard Work: *Physical Barrier Request Process*

Document Owner(s): Intercampus Operations; CW Policy Office

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Last Revised:

Date Approved: 21- Dec-2020

Performed By: C&W Staff and Leadership

Other Roles Involved: Facilities Maintenance, P3 Service Provider

Process Summary:

User requests physical barrier by completing and submitting form

Manager conducts review of request

Request approved or denied

(if approved) FMO installs

Users trained to clean barriers regularly

Objective: A process for requesting, reviewing, approving and installing physical barriers relating to COVID-19 (e.g., plexiglass barriers)

#	Major Steps	Details/Pictures/Visuals	Rationale, Quality or Safety Considerations	Resources
1	Submit request for physical barrier	Requestor completes CW Physical Barrier Installation Request Form and submits to Program or Department Manager.	The request is documented with all relevant details.	CW Physical Barrier Installation Request Form
2	Program or Department Manager conducts review of request	<p>Review Process:</p> <ol style="list-style-type: none"> 1. Conduct review of request with stakeholders, including physicians, impacted staff, program leaders, and final approver if relevant. <ol style="list-style-type: none"> a. Referring to the Pre-Screening Criteria For Physical Barrier Assessment complete the questions in Section 1. b. Take the recommended steps that weren't taken at the time of the first risk assessment (the questions answered 'No'). c. Iterate until options from risk assessment are exhausted. 2. If the issue is still not resolved, complete Section 2 of the Pre-Screening Criteria For Physical Barrier Assessment to evaluate what, if any kind of barrier would be appropriate in this situation. 	Quality and safety considerations. It is important to ask: What is the real problem? What are you hoping will be solved with plexiglass or another barrier and why?	Pre-Screening Criteria For Physical Barrier Assessment

3	If cost not known, obtain estimate	<ol style="list-style-type: none"> (optional, if decision maker needs estimate before approval) In Shaughnessy, Acute Care (ACB) or 1982 buildings, submit cost estimate request to FMO through Maintenance. For the Teck ACC, submit the completed C&W Physical Barrier Installation Request Form and cost estimate request to TeckACCinfo@cw.bc.ca. 	Cost is known before approval	Maintenance
4	Decision to approve or deny barrier	<ol style="list-style-type: none"> Decision maker approves the installation of plexiglass or another type of barrier. When communicating the decision, ensure that there has been appropriate follow up with the users, and that they have been provided with the report, along with all other documents, such as the risk assessment and checklist – open communication and education is key. Decision maker assigns a person to implement decision if approved. 		
5	Request is approved: go to Step 6 for installation. If request is denied decide next steps.	<ol style="list-style-type: none"> If request for physical barrier is approved, go to step 6. If request is denied, either close the file, or if necessary, escalate to the Alternate Approver, who will conduct a review and meet with the parties to make a final decision. 	An escalation path is provided for denied requests.	
6	Program person contacts FMO/GMO	<ol style="list-style-type: none"> Designated program person contact Maintenance for Shaughnessy, Acute Care (ACB) or 1982 buildings. Along with your request, FMO will require the completed Cost Centre Agreement Form. For the Teck ACC, submit the completed C&W Physical Barrier Installation Request Form to TeckACCinfo@cw.bc.ca. 	FMO/CWHFM is always involved due to complexity of working with hospital fixtures, i.e. countertops, millwork, potential hazards like asbestos.	FMO request link at Maintenance; Cost Centre Agreement Form
7	FMO/CWHFM gathers requirements and installs barrier	<ol style="list-style-type: none"> FMO/CWHFM, together with program stakeholders, gathers requirements. FMO/CWHFM obtains and provides quotes. FMO/CWHFM arranges for procurement and installation to occur, either through internal production or outside vendor/contractor. 	FMO/CWHFM leads the process to ensure materials and installation is to hospital standards.	

8	Designated program person trains users on how to care for barrier	1. Using the Standard Work: Cleaning Plexiglass Barriers train all designated staff (users) the procedures for cleaning the inside of the plexiglass barrier, as required once per day.	Unit must be able to guarantee the cleanliness of the staff-facing side of the plexiglass, for IPAC purposes.	<u>Standard Work: Cleaning Plexiglass Barriers</u>
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Cross-References

- [CW Physical Barrier Installation Request Form](#)
- [Pre-Screening Criteria For Physical Barrier Assessment](#)
- FMO ([Maintenance](#)) Request includes: [Cost Centre Agreement Form](#)
- [Standard Work: Cleaning Plexiglass Barriers](#)

Guidelines for installing plexiglass in C&W locations:

1. Units/Departments installing plexiglass are responsible for cleaning the inside of plexiglass once per day by following IPAC standards and cleaning instructions.
2. The department or unit installing the physical barrier pays for the materials and installation; the cost centre is on form in advance of installation. FMO requires a completed Cost Centre Agreement Form when installation request is made.
3. IPAC Guidelines are followed. Refer to [Standard Work: Cleaning Plexiglass Barriers](#)
4. The unit/department should maintain the integrity of existing clinic fixtures, by avoiding making permanent changes which cannot be repaired when the barrier is removed, including and not limited to: drilling into millwork, countertops and other existing infrastructure, making decisions that will lead to the need for asbestos, lead remediation.
5. Barriers should be securely fastened (not mobile) when installed in public spaces. Free standing mobile units may be used only in staff areas.
6. Consideration is given to the future needs after COVID, and whether the barrier to be installed should be permanent or removable after COVID period. If the need for a barrier is permanent, a different type of solution (e.g. glass) should be considered, in consultation with Infection Control.
7. Consider where plexiglass is actually needed, and create a workflow to guide your visitors to that window.
8. New requests are assessed by the unit/department in the order in which they were received.

Roles and Responsibilities

Role	Person/Group	Responsibility
Requestor	Staff member or group of staff from unit or department	<ul style="list-style-type: none"> • Completes request form • Understands hierarchy of controls; workflows and volume of unit; needs of everyone requesting physical barrier
Reviewer	Program or Department Manager	<ul style="list-style-type: none"> • Receives written request form • Conducts evaluation, documents and presents results to approver • Understands hierarchy of controls; workflows and volume of unit; roles of stakeholders within units; steps taken to-date; internal needs of unit.
Approver	Director or Senior Director	<ul style="list-style-type: none"> • Makes decision to approve or deny physical barrier; May participate in evaluation • Understands hierarchy of controls; workflows and volume of unit; roles of stakeholders within units; steps taken to-date; internal needs of unit. • Owns cost center paying for barrier
Installer	FMO to consult for best solution Outside contractor if necessary	<ul style="list-style-type: none"> • Gathers requirements and offers solutions with cost options • Procures and installs barrier, or refers to outside supplier
Alternate Approver (Escalation)	BCCH or BCWH Chief Operating Officer	<ul style="list-style-type: none"> • Receives escalation in case of denied request • Reviews a denied request, conducts a review discussion with stakeholders. and determines whether additional steps are required.

Appendices

Appendix A: Samples of Plexiglass Barriers

Version History

DATE	DOCUMENT NUMBER and TITLE	ACTION TAKEN
21-Dec-2020	C-0506-16-60890 Standard Work: Physical Barrier Request Process	Approved at: CW COVID-19 Working Group

DISCLAIMER

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Appendix A: Samples of Plexiglass Barriers

1. Installed at C&W:

ACB Pharmacy



ACB Immunization



1982 Ortho Clinic




Desktop/Countertop



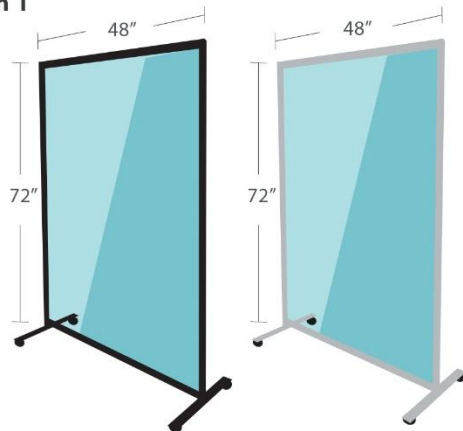
2. Free-standing, retail, for staff or non-patient areas only: floor stand from Twisted Media

FLOOR STANDS



easy to clean easy to install invisible look

Option 1



Available Sizes:

- ✓ Width: 48", 72" or 96"
- ✓ Height: 72"

Material:

- ✓ Shield Thickness: 2mm, 3mm

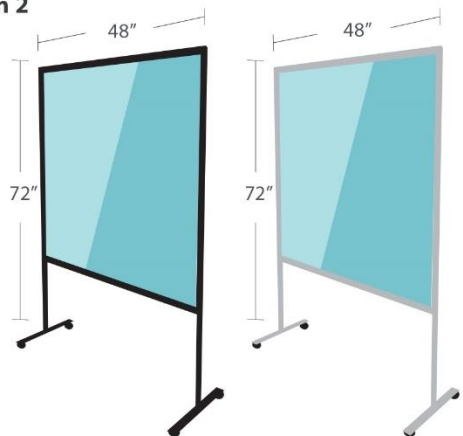
Available Add Ons:

- ✓ Extension (extends shields to 72" w or 96"w)

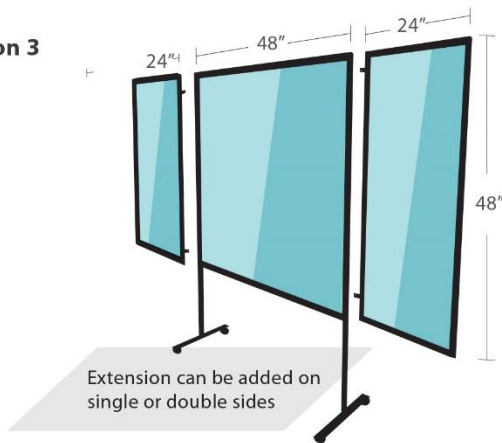
* Artwork for reference only.

Colors available ● ●

Option 2



Option 3



Option 4

