



### COVID-19 Workspace Safety Plan

*Use of this template: All light italicized grey font are instructional and must be removed before final copy is approved. Management of the workspace must review and approve of this plan. Any modification of the requirements outlined in this template must contact UBC Safety & Risk Services for approval.*

This plan requires the review of the operational activities in your workspace to ensure effective controls are in place to prevent the transmission of COVID-19. Management and supervisory staff are responsible for developing and updating this document to meet current government mandated requirements.

<https://covid19.ubc.ca/>

➤ View the Office of the CIO-UBC IT Intermediate Plan [here](#)

<b>Department / Faculty</b>	UBC IT – IT Service Centre
<b>Facility Location</b>	Main Office: Room 209 - LS Klinck Building, 6356 Agricultural Road, Vancouver, BC V6T 1Z2
<b>Proposed Re-opening Date</b>	Currently open with hybrid/rotating working remotely and on campus
<b>Workspace Locations</b>	<ul style="list-style-type: none"> <li>• LS Klinck Building – Room 209</li> <li>• Walter C. Koerner Library - Main Floor</li> <li>• Henry Angus Building - Room 451</li> </ul>

### Introduction to Your Operation

#### 1. Scope and Rationale for Opening

During the pandemic, the UBC IT Help Desk walk-in counter at the Walter C. Koerner Library as well as the Sauder Help Desk located at the Henry Angus building are both closed.

All the Service Desk staff (about 30 in total) have moved to remote work arrangements to conduct the day-to-day Help Desk inquiries via phone calls and emails, with the exception of the Network Operations Centre located at LS Klinck Building #209 where there is a requirement to have one person work onsite during business hours, evenings and weekends due to its 24/7 operational needs. Currently we have a roster of 13 staff members on rotation to work onsite during the pandemic.

Staff who work at the MedIT Service Desk are working remotely, handling customer inquiries via phone calls and emails. There is no in-person support.

The front counter located in Room 209 at the LS Klinck Building is currently closed to the public, but is providing minimal service for internal UBC IT staff who may need to come onsite. The 2 administrative staff who normally serve the front counter are working remotely.

There is no plan to re-open the walk-in Help Desk facilities at the Koerner Library or the Henry Angus building locations given the uncertainty of when the pandemic will end.



### Section #1 – Regulatory Context

<b>2. Federal Guidance</b>
<i>List any specific federal COVID-19 regulatory guidance used in developing the plan:</i> Refer to OCIO - UBC IT Safety Plan
<b>3. Provincial and Sector-Specific Guidance</b>
<i>List any sector-specific provincial COVID-19 regulatory guidance used in developing the plan</i> Refer to OCIO - UBC IT Safety Plan
<b>4. Worksafe BC Guidance</b>
<i>List any WorkSafeBC COVID-19 regulatory guidance used in developing the plan</i> Refer to OCIO - UBC IT Safety Plan
<b>5. UBC Guidance</b>
<i>List any specific UBC COVID-19 guidance tools used in developing the plan</i> Refer to OCIO - UBC IT Safety Plan
<b>6. Professional/Industry Associations</b>
<i>List any specific industry association (or counterpart) guidance used in developing the plan</i> Refer to OCIO - UBC IT Safety Plan

### Section #2 - Risk Assessment

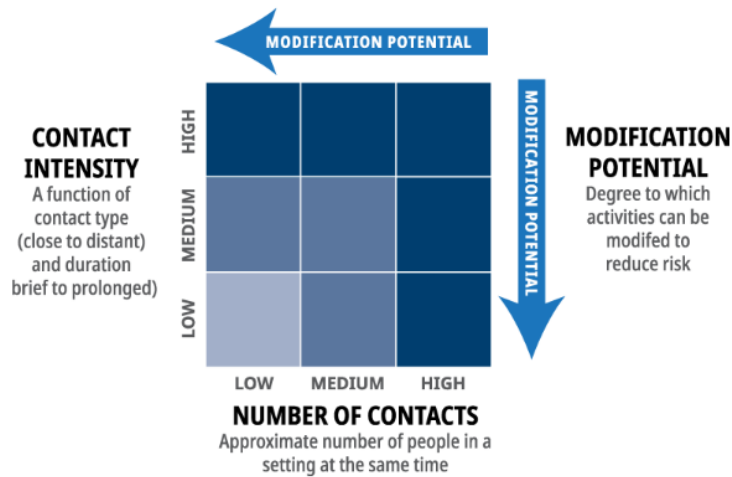
Reference: <https://srs.ubc.ca/covid-19/safety-planning/determining-safety-plan-risk/>

As an employer, UBC has been working diligently to follow the guidance of federal and provincial authorities in implementing risk mitigation measures to keep the risk of exposure as low as reasonably achievable. This is most evident in the essential service areas that have remained open on campus to support the institution through these unprecedented times. These areas have been very active with respect to identifying and mitigating risks, and further re-evaluating the controls in place using the following risk assessment process.

*Prior to opening or increasing staff levels:*

Where your organization belongs to a sector that is permitted to open, but specific guidance as to activities under that sector are lacking, you can use the following risk assessment approach to determine activity level risk by identifying both your organization’s or activity’s contact intensity and contact number, as defined below:

1. What is the contact intensity in your setting pre-mitigation – the type of contact (close/distant) and duration of contact (brief/prolonged)?
2. What is the number of contacts in your setting – the number of people present in the setting at the same time? As a result of the mass gatherings order, over 50 will fall into the high risk.



One or more steps under the following controls can be taken to further reduce the risk, including:

- Physical distancing measures – measures to reduce the density of people
- Engineering controls – physical barriers (like Plexiglas or stanchions to delineate space) or increased ventilation
- Administrative controls – clear rules and guidelines
- Personal protective equipment – like the use of respiratory protection

### 7. Contact Density (proposed COVID-19 Operations)

Describe the type of contact (close/distant) and duration of the contact (brief/prolonged) under COVID operations - where do people congregate; what job tasks require close proximity; what surfaces are touched often; what tools, machinery, and equipment do people come into contact with during work.

#### Front Counter in LS Klinck 209

The front counter located in LS Klinck Building Room 209 is currently closed to the public but is providing minimal service for internal UBC IT staff who may need to come onsite.

#### IT Service Centre (ITSC) /MedIT Service Desk

All staff are currently working remotely.

#### Network Operations Centre in Room 209 LS Klinck

There is a requirement to have one person work onsite during business hours, evenings and weekends due to its 24/7 operational needs. Currently we have a roster of 13 staff members on rotation to work onsite during the pandemic.

#### Pantry Room (Klinck 209C)

The pantry consists of the fridge, watercooler, coffee-maker, microwave, toaster oven, kettle and tea supply.



- Pre-COVID-19 staff may congregate in the morning or during lunch break, waiting to use the appliances.
  - This is currently not a concern as only one person is working on campus at a time.
  - Signage posted to indicate maximum occupancy of 1 person and social distancing.
  - Cleaning supplies have been provided (sanitizers, disinfecting wipes, paper towels)

**Equipment Room (209E)**

- This room has the copier, paper shredder, toner, paper cutting and paper supply.
  - Signage has been posted to indicate maximum occupancy of 1 person.
  - Cleaning supplies have been provided (sanitizers, disinfecting wipes, paper towels)

**Meeting Room in 209 LS Klinck**

- This room is currently not being used for meetings.
- Signage has been posted to indicate maximum occupancy of 1 person.

**Walk-in HelpDesk at the Koerner Library**

- This walk-in facility is currently closed.

**Sauder HelpDesk at Henry Angus Building**

- This walk-in facility is currently closed.

**8. Contact Number (proposed COVID-19 Operations)**

Describe the number of contacts in your proposed COVID-19 operational setting (# of people present in setting at same time)

Location	Pre COVID-19 (normal occupancy)	Proposed COVID-19
Room 209 – LSK Building	15 (High – with people congregating and socializing in the open work area)	Only one person is scheduled to work onsite at this time
HelpDesk @ Koerner Library	1 (High – high traffic area, due to close interactions with customers)	Closed
Sauder Helpdesk @ Henry Angus Building	2 (High – high traffic area, close interactions with customers and other staff)	Closed
Pantry LSK Room 209C	1-3 (Medium)	1 (low) – occupancy limit set to one person and clear signage posted for cleaning protocols.
Equipment LSK Room 209E	1-2 (Low)	1 (low) – occupancy limit set to one person at a time.



Meeting room (enclosed) behind LSK Room 207A	7-8 (high)	Since there is only 1 person working onsite, this room is not being used for meetings. Occupancy limit set to one person.
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**9. Employee Input/Involvement**

Detail how you have met the MANDATORY requirement to involve frontline workers, Joint Occupational Health and Safety Committees, and Supervisors in identifying risks and protocols as part of this plan

The Safety Plan has been shared with the frontline staff to solicit their feedback and concerns via regular team or staff meetings as well as email feedback. Also refer to OCIO - UBC IT Safety Plan.

**10. Risk Level Determination (H/M/L)**

Identify the COVID-19 risk category (High / Medium / Low) pre-mitigations for your operation using the [BC COVID-19 Go Forward Management Strategy Risk Matrix \(see Page 8\)](#) and [UBC Safety Plan Risk Site: https://srs.ubc.ca/covid-19/safety-planning/determining-safety-plan-risk/](#)

Location	Pre-mitigation (Risk category)	Covid-19 Operations (Risk category)
Room 209 – LS Klinck Building	High (Contact Intensity) High (Number of contacts)	Low (Contact Intensity) Low (Number of contacts)
Accounts Team - Front Counter LS Klinck Room 209	High /High	Low
HelpDesk @ Koerner Library	High (Contact intensity) High (Number of contacts)	N/A (closed)
Sauder HelpDesk @ Henry Angus Building	High (Contact intensity) High (Number of contacts)	N/A (closed)

**11. Worker Health**

Detail how all Supervisors have been notified on appropriate Workplace Health measures and support available and how they will communicate these to employees

Refer to OCIO - UBC IT Safety Plan

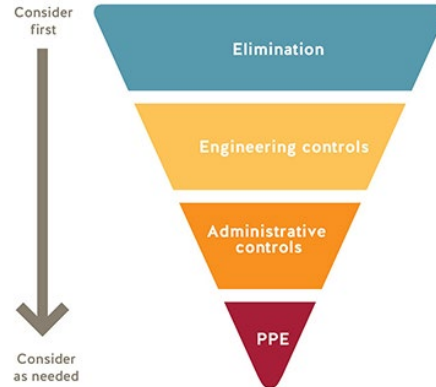
**12. Plan Publication**

Describe how you will publish your plan ONLINE and post in HARD COPY at your workplace for employees and for others that may need to attend site

Refer to OCIO - UBC IT Safety Plan

**Section #3 – Hazard Elimination or Physical Distancing**

Coronavirus is transmitted through contaminated droplets that are spread by coughing or sneezing, or by contact with contaminated hands, surfaces or objects. UBC’s goal is to minimize COVID-19 transmission by following the safety hierarchy of controls in eliminating this risk, as below.



The following general practices shall be applied for all UBC buildings and workspaces:

- Where possible, workers are instructed to work from home.
- Anybody who has travelled internationally, been in contact with a clinically confirmed case of COVID-19 or is experiencing “flu like” symptoms must stay at home.
- All staff are aware that they must maintain a physical distance of at least 2 meters from each other at all times
- Do not touch your eyes/nose/mouth with unwashed hands
- When you sneeze or cough, cover your mouth and nose with a disposable tissue or the crease of your elbow, and then wash your hands
- All staff are aware of proper handwashing and sanitizing procedures for their workspace
- Supervisors and managers must ensure large events/gatherings (> 50 people in a single space) are avoided
- Management must ensure that all workers have access to dedicated onsite supervision at all times.
- All staff wearing non-medical masks are aware of the risks and limitations of the face covering they have chosen to wear or have been provided to protect against the transmission of COVID-19. See [SRS](#) website for further information.

### 13. Work from Home/Remote Work

Detail how/which workers can/will continue to work from home (WFH); this is required where it is feasible

- 2 CUPE 2950 staff currently working remotely.
- All M&P staff (21) and student employees (10) who work on the Help Desk side are working remotely. Most responsibilities and tasks can be performed remotely such as handling customer calls/email requests. Exception of 1 M&P staff (on shift rotation) required to work onsite at the Network Operations Centre in LS Klinck Building 209 during business hours, evenings, and weekends to serve 24/7 operational requirements, with the exception of between the hours of 1600-21:30 where the Network Operations Centre is managed by staff working remotely where there is no 12-hr shift scheduled. This has been set since the start of COVID-19 in March 2020.

*Attached” “20Jul02\_UBC IT Employees and Contractors List- ITSC” providing information for ITSC Unit.*



#### **14. Work Schedule Changes/Creation of Work Pods or Crews or Cohorts**

For those required or wanting to resume work at UBC, detail how you are able to rescheduling of workers (e.g. shifted start/end times) in order to limit contact intensity at any given time at UBC; describe how you may group employees semi-permanently to limit exposure to specialized workers, if applicable.

All 34 staff are currently working remotely on shift rotations, with the earliest shift starting at 0730 and the latest shift at 1300. Only one staff member is working onsite at LS Klinck 209 at any given time.

#### **15. Spatial Analysis: Occupancy limits, floor space, and traffic flows**

Using UBC building key plans:

- 1) Identify and list the rooms and maximum occupancy for each workspace/area;
- 2) Illustrate a 2-metre radius circle around stationary workspaces and common areas; and
- 3) Illustrate one-way directional traffic flows

*Reference:* [Space Analysis & Re-occupancy Planning Tool \[PDF\]](#) – attach Appendix with plans for your Unit

As only one person is working onsite at LS Klinck 209 there is no need to consider spatial analysis.

#### **Washrooms**

- Occupancy limit set to 1.
- Signage posted outside washrooms indicating occupancy limit.
- Signage posted inside washrooms indicating hand washing procedure/protocols.

#### **16. Accommodations to maintain 2 metre distance**

Please detail what accommodations/changes you have made to ensure employees can successfully follow the rule of distancing at least 2 metres from another employee while working

##### **Front Counter Room 209**

- No staff currently working onsite.

##### **MedIT Service Desk Area (Room 209)**

- No staff currently working onsite.

##### **UBCIT HelpDesk Area (Room 209)**

- No staff currently working onsite.

##### **Network Operations Centre (Room 209)**

- One person working onsite.
- Staff required to work in designated Network Operations Centre workstation (a shared workstation).
- Staff are required to follow cleaning protocols.
- Signage posted to remind staff to disinfect workstation at the end of each shift (e.g. keyboard, mouse, work desk, phone, stationary, chairs, microphone, monitors, call out binders, etc.).
- Cleaning supplies such as disinfecting wipes and sanitizers have been provided.



**Pantry (Room 209C)**

- Occupancy limit set to one person.
- Signage posted to indicate cleaning protocols for highly-touched surfaces such as tabletop, microwave, toaster oven, kettle, coffee maker, fridge handle, etc. to be cleaned after each use.
- Cleaning supplies have been provided (paper towels, disinfecting wipes, sanitizers, etc.)
- Staff are required to bring and use their own kitchen utensils (forks, knives, plates, cups, etc.)

**Equipment Room (Room 209E)**

- Occupancy limit set to one person.
- Signage posted indicating cleaning protocols for equipment to be disinfected before/after each use, such as the touchscreen on the copier machine, paper trays, document feeder, power button, paper cutting machine, and paper shredder.
- Cleaning supplies have been provided.

**Meeting Room (behind Room 207A)**

- This room is currently not being used.

**Sauder HelpDesk @ Henry Angus Building**

- This is currently closed.

**HelpDesk @ Koerner Library (recommend to close down this facility)**

- This is currently closed.

**17. Transportation**

Detail how you are able to (or not) apply [UBC's COVID-19 vehicle usage guidelines](#) to the proposed operational model - if you cannot apply these guidelines, please describe alternative control measures

Not Applicable for the ITSC.

**18. Worker Screening**

Describe how you will screen workers: 1) exhibiting symptoms of the common cold, influenza or gastrointestinal; 2) to ensure self-isolation if returning to Canada from international travel; and 3) to ensure self-isolation if clinical or confirmed COVID-19 case in household or as medically advised

Refer to OCIO - UBC IT Safety Plan

**19. Prohibited Worker Tracking**

Describe how you will track and communicate with workers who meet categories above for worker screenings

Refer to OCIO - UBC IT Safety Plan





**Section 4 – Engineering Controls**

<p><b>20. Cleaning and Hygiene</b> Detail your cleaning and hygiene plan, including identification for hand-washing stations and the cleaning regimen required to be completed by departmental staff for common areas/surfaces (BOPS Custodial has limitations on cleaning frequency, etc.)</p>
<p>Refer to OCIO - UBC IT Safety Plan</p>
<p><b>21. Equipment Removal/Sanitation</b> Detail your appropriate removal of unnecessary tools/equipment/access to areas and/or adequate sanitation for items that must be shared that may elevate risk of transmission, such as coffee makers, kettles, shared dishes and utensils</p>
<p>Refer to OCIO - UBC IT Safety Plan</p>
<p><b>22. Partitions or Plexiglass installation</b> Describe any inclusion of physical barriers to be used at public-facing or point-of-service areas</p>
<p><b>Front Counter in Room 209</b> Plexiglass countertop shield has been installed. See Appendix.</p>

**Section 5 – Administrative Controls**

<p><b>23. Communication Strategy for Employees</b> Describe how your unit has or will communicate the risk of exposure to COVID-19 in the workplace to your employee and the safety controls in place to reduce such risk.</p>
<p>Refer to OCIO - UBC IT Safety Plan</p>
<p><b>24. Training Strategy for Employees</b> Detail how you will mandate, track and confirm that all employees successfully complete the <b>Preventing COVID-19 Infection in the Workplace</b> online training; further detail how you will confirm employee orientation to your specific safety plan</p>
<p>Refer to OCIO - UBC IT Safety Plan</p>
<p><b>25. Signage</b> Detail the type of signage you will utilize and how it will be placed (e.g. floor decals denoting one-way walkways and doors)</p>
<p>Refer to OCIO - UBC IT Safety Plan</p>
<p><b>26. Emergency Procedures</b> Recognizing limitations on staffing that may affect execution of emergency procedures, detail your strategy to amend your emergency response plan procedures during COVID-19. Recognizing limitations on staffing that may affect execution of emergency procedures, detail your strategy to amend your emergency response plan procedures during COVID-19. Also describe your approach to handling potential COVID-19 incidents</p>
<p>Refer to OCIO - UBC IT Safety Plan</p>
<p><b>27. Monitoring/Updating COVID-19 Safety Plan</b> Describe how you will monitor your workplace and update your plans as needed; detail how employees can raise safety concerns (e.g. via the JOHSC or Supervisor) - plan must remain valid and updated for next 12-18 months</p>



Refer to OCIO - UBC IT Safety Plan
<p><b>28. Addressing Risks from Previous Closure</b> Describe how you will address the following since the closure: staff changes/turnover; worker roles change; any new necessary training (e.g. new protocols); and training on new equipment</p> <ul style="list-style-type: none"> <li>• All ITSC staff and new hires are required to complete the Preventing COVID-19 Infection in the Workplace online training program.</li> <li>• All staff required to work onsite are required to have read and confirm understanding of this ITSC COVID Safety Plan as well as the <a href="#">OCIO-UBC IT COVID Safety Plan</a>, and must adhere to all safety protocols and procedures.</li> <li>• For all new hires, training and orientation is being conducted remotely.</li> <li>• As a result of the pandemic, with most staff working remotely, we have developed and implemented the following interim-procedures to handle the following tasks:             <ol style="list-style-type: none"> <li>a) Equipment dropped off by HR, contractors or employees: a ticket needs to be submitted in advance by either HR or the hiring manager providing details about the date &amp; time the person will be coming onsite well as details of equipment that will be dropped off. The staff member working at the Network Operations Centre is made aware of this and is responsible for collecting the equipment. The equipment gets dropped off at LSK 209 counter, behind the plexiglass barrier, and the ITSC staff member disinfects the equipment.</li> <li>b) Key handling requests from UBC Building Operations staff: reduced hours- all keys must be returned to the Network Operations Centre by 3:30pm on Monday-Friday.</li> <li>c) Equipment Tracking Form: used to track all equipment loaned out to staff for remote work arrangements.</li> <li>d) Network Operations Centre has interim remote support 1600 – 21:30 on days when we don't have staff for 12-hr shift.</li> </ol> </li> </ul>

**Section #6 – Personal Protective Equipment (PPE)**

<p><b>29. Personal Protective Equipment</b> Describe what appropriate PPE you will utilize and how you will/continue to procure the PPE</p>
Refer to OCIO - UBC IT Safety Plan

**Section #7 - Acknowledgement**

<p><b>30. Acknowledgement</b> Plan must demonstrate approval by Administrative Head of Unit, confirming: 1) the Safety Plan will be shared with staff and how; 2) staff will acknowledged receipt and will comply with the Safety Plan.</p>
Refer to OCIO - UBC IT Safety Plan



I acknowledge that this Safety Plan has been shared with staff both through email and will be made available as a shared document. Staff can either provide a signature or email confirmation that they have received, read and understood the contents of the plan.

**Date** September 20, 2020  
**Name (Manager or Supervisor)** Rose Chan  
**Title** Manager

**Date** September 24, 2020  
**Name (Manager or Supervisor)** Bryan Swan  
**Title** Senior Manager

**Date** October 7, 2020  
**Name (Sr. Leadership Team)** Stephen Lamb  
**Title** Deputy CIO

**Faculty and Staff Occupying Workspace:** Email confirmation accepted

Name	Email	Confirmation of Understanding
Vinnie Potvin	Vinnie.potvin@ubc.ca	<input type="checkbox"/>
Ben Leung	Ben.leung@ubc.ca	<input type="checkbox"/>
Gary Keremidschieff	Gary.keremidschieff@ubc.ca	<input type="checkbox"/>
Kainer Yu	Kainer.yu@ubc.ca	<input type="checkbox"/>
Neyko Piskov	Neyko.piskov@ubc.ca	<input type="checkbox"/>
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John Lee	John.lee@ubc.ca	<input type="checkbox"/>
Connie Cheng	Connie.cheng@ubc.ca	<input type="checkbox"/>
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Lacey Liang	Lacey.liang@ubc.ca	<input type="checkbox"/>



## Appendix

Please attach any maps, pictures, departmental policies or risk assessments applicable UBC Guidance documents, where necessary, and other regulatory requirements referred to in document.

As only one person is working onsite at any given time, spatial analysis is not required.

