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/. *Reference: UBC's Safety Planning Process*

Department	UBC IT Systems
Facility Location (building name and address)	Leonard S Klinck (LSK) 104 – 6356 Agricultural Road, Vancouver, BC
Proposed Re-opening Date	No change – occasional presence on campus
Workspace Location (building name(s)	LSK room 104

- View the OCIO-UBC IT Intermediate Safety Plan here

Introduction to Your Operation

1. Scope and Rationale for Opening

In a few sentences, describe what services you intend to offer? How would the service levels differ from normal operations? What is your rationale for opening? Who has vetted and approved your draft plan within your department or faculty?

Systems team manage the infrastructure used to support critical enterprise university services (servers, storage). Infrastructure is located in three geographical locations: Vancouver Campus, Kelowna Campus, and Kamloops Q9 facility. Occasionally, the team needs to visit the Vancouver Campus to perform hardware replacement for these critical systems, or, to perform hardware installation/removals as part of lifecycle management.

Kelowna and Kamloops facilities are maintained by UBC Okanagan IT team in Kelowna and a third-party vendor (DXC Advanced Solutions) in Kamloops. Systems works in conjunction with those teams to perform physical work in each location.

Due to the criticality of equipment and the services that we offer, there are no service level changes from normal operations; the team may be required to be on campus at all times of the day (24x7) for equipment maintenance and servicing. The Systems team does not do any face-to-face client support, all of our services and management interfaces are done remotely. The team has transitioned to work-from-home model as of March 16, 2020 and will continue to operate in that model until partial or full return to campus is directed by OCIO-UBC IT Leadership.

Our Vancouver Campus locations include LSK 104 (primary office site), University Data Centre in Pharmacy Building and LFSC Hub site (basement of building). Equipment is delivered to LSK #108 where we would pick it up.

The draft plan has been vetted and approved by Sanja LeBlanc, Manager, Systems, Mario Angers, Senior Manager, Systems and is pending approval from Stephen Lamb, Deputy CIO.

Section #1 – Regulatory Context

2. Federal Guidance
Refer to OCIO - UBC IT Safety Plan
3. Provincial and Sector-Specific Guidance
Refer to OCIO - UBC IT Safety Plan
4. WorkSafe BC Guidance
Refer to OCIO - UBC IT Safety Plan
5. UBC Guidance
Refer to OCIO - UBC IT Safety Plan
6. Professional/Industry Associations
Refer to OCIO - UBC IT Safety Plan

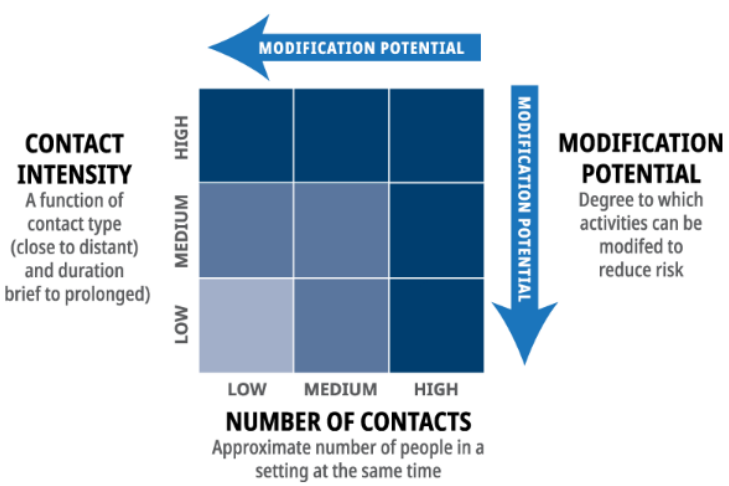
Section #2 - Risk Assessment

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. *Most, if not all, activities will trigger a medium or high without mitigation*
Majority of the work that Systems team performs is executed remotely and requires no face to face support or interaction. Visits to the data centres are coordinated with Dan Williamson and Rob Knight, who are responsible for the data centre facilities in Pharmacy (Dan Williamson) and Life Sciences (Rob Knight). Staff will follow direction from the Data Center Facilities Coordinators as to the timing of their visit, and follow the COVID-19 protocol communicated by Dan and Rob. **Hardware Deployments (Installation or Removal) – Close contact for brief periods of time** Systems will continue to utilize vendor professional services for equipment installation and moves where appropriate. The team will maintain physical distancing by limiting direct contact with the vendor and/or other team members while supervising or conducting required activities. In cases where required work does not allow for 2m of physical distancing (e.g. removing heavy equipment from racks to put on a pallet), staff are required to wear non-medical masks in conjunction with face shields.

Any unsafe conditions are to be reported by email or phone to Manager, Systems or Senior Manager, Systems. Staff have a right to refuse unsafe work.

Hardware Repairs – Distant and Brief Contact

Majority of hardware repairs are executed by a single individual from the team, or with assistance from the vendor. Vendor technicians will be escorted to the location where repair is to take place while remaining socially distant. Vendors will be directed to wear non-medical face masks while on campus in indoor areas.

Hardware Pickup / Drop off – Minimal to no contact

Hardware is delivered to LSK 108 (UBC IT Shipping and Receiving) and is picked up from that location by the Systems staff member. For parcel pick-ups or drop-offs, Systems team will follow the Desktop Services Child Safety Plan. If hardware is delivered to Pharmacy or LFSC Shipping and Receiving Loading docks, the delivery/pick-up is contactless.

Occasionally hardware is brought by the vendor technician on site who will be performing the replacement, in which case staff will meet the vendor in a designated location (outside of the Data Centre building) and escort the technician to the appropriate facility, while remaining 2 meter physical distance and wearing non-medical facial masks.

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)

Provide general range (L to H) of normal occupancy in non-COVID-19 operations and then show proposed COVID-19 density. Present a comparison for context – pre-COVID versus post-COVID plan

Pre-COVID, density was (Medium to High):

- Combined area of LSK 104, 104A, 103B had a total of 17 desk spaces, with 14 team members seated in the three areas.
- 12 staff in LSK 104 (shared office space), 2 staff in 103B, 104A was used as shared meeting space.
- 3 desks were empty in the shared desk area in 104.

Proposed COVID density is (Low): LSK 104: no staff are permanently assigned to work on campus.

Occasional visits are required and can accommodate up to 5 individuals in the large open office space in LSK:

- 3 people in 3 different “pods” in shared office space
- 1 person in 104A if needed (shared meeting room space could be used as temporary seating)
- 1 person in 103B

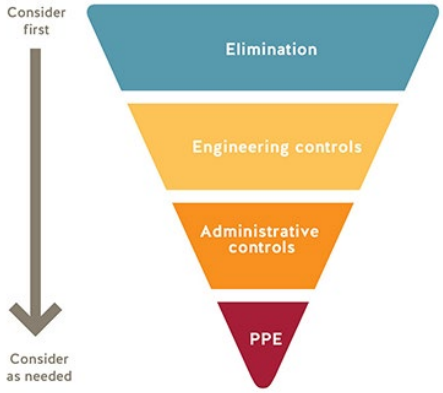
9. Employee Input/Involvement

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 *E.g. Staff meetings, town halls, email feedback*

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/ *Please ensure that the level of opening and type falls into the current phase of BC's Restart Plan*
Risk is Low: day to day operations of Systems team scope of work do not require in-person support and staff will not be working on campus. Occasional hardware replacements can usually be carried out by a single individual, or achieved by physically distancing from either a second team member or the vendor's technical representative. Planned equipment moves from UDC to LFSC will mostly be carried out by Professional Services, and may require up to 4 people from the Systems team to be present on campus to supervise and direct the work. Physical distancing will also be complemented by use of non-medical masks as mandated by the university. Face shields will also be worn in conjunction with face masks if 2-meter distance cannot be maintained.
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.

- *Outline who remains working remotely and who you've requested back to work and why. E.g. Five M&P/AAPS staff will continue to work from home.*
- **Attach excel sheet "UBC IT Employees and Contractors List" with information completed for your IT Unit. Include additional context in this box as required.*

All 14 M&P / AAPS staff continue to work remotely and will continue to do so until it is safe to return to campus, as advised by OCIO-UBC IT Leadership.

Presence on campus is required only when servicing physical hardware in the data centers.

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. *E.g. Certain staff groups work full-time shifts one week, and off for two weeks*

There continues to be no requirement for staff to work on campus full-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

- *Are you able to separate incoming and outgoing worker entry/exit?*
- *For support with obtaining building key plans and other spatial planning, please contact Jodi Scott, Facilities Planning, at Jodi.Scott@ubc.ca.*
- *Reference: Space Analysis & Re-occupancy Planning Tool [PDF] – attach Appendix with plans for your Unit.*

1) Leonard S Klinck
    a. Room 104, 104A, 103B – contiguous assigned space to Systems
    b. 104 – max 3 people
    c. 104A – max 1 person
    d. 103B – max 1 person
2) Please see Visio diagram illustration for possible seating arrangement
3) One-way directional traffic is not possible due to current furniture arrangement, however, the physical space is open and large for staff to be able to see each other and continue to respect physical distancing guidelines when passing through the office. Staff will yield as required. Signage will be posted to remind staff to physical distance and to yield.

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.

- *E.g. Use of only credit card machines; prop internal (only NON-FIRE) doors open; use only electronic documents provided; eliminate tasks requiring workers to be within 2 metres of each other*
- *Consider closing lunch rooms and meeting rooms*
- *Please see UBC guidance on Washrooms. How will you manage usage of the bathrooms so as not to exceed occupancy and physical distancing standards (e.g. locking stalls, putting every other sink "out-of-order")?*

In the rare occasions when on site work is required, shared office space will not be at full capacity which will allow adequate workspace and desks for staff to maintain physical distancing. Staff onsite will be assigned specific work areas.

Unused workspaces left vacant by staff who are able to work from home will be made available to on-site staff to increase physical distancing. Staff are required to disinfect workspaces before/after use. Disinfecting supplies have been provided in LSK #104. Work in each data center location is organized by Data Center Facilities coordinators to ensure only one party is occupying each row to support 2-meter distance.
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.
Systems team rarely requires use of UBC's vehicles. If usage is required, vehicles are borrowed from Desktop Services. The team will adhere to Desktop Services procedures for vehicle usage and follow UBC's COVID-19 vehicle usage guidelines.
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

20. Cleaning and Hygiene 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.)
Refer to OCIO - UBC IT Safety Plan
21. Equipment Removal/Sanitation 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.
Refer to OCIO - UBC IT Safety Plan
22.Partitions or Plexiglass installation Describe any inclusion of physical barriers to be used at public-facing or point-of-service areas • *Please see Worksafe's "Designing Effective Barriers" guidance* • *Please see Building Operations guidance on the purchase and installation of plexiglass*
There are no public facing or point-of-service areas. Office is physically secured and requires access card for entry. University Data Centre is also physically secured; no public access.

Section 5 – Administrative Controls

23. Communication Strategy for Employees 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.
Refer to OCIO - UBC IT Safety Plan
24. Training Strategy for Employees Detail how you will mandate, track and confirm that all employees successfully complete the **Preventing COVID-19 Infection in the Workplace** online training; further detail how you will confirm employee orientation to your specific safety plan.
Refer to OCIO - UBC IT Safety Plan
25. Signage Detail the type of signage you will utilize and how it will be placed (e.g. floor decals denoting one-way walkways and doors)
Refer to OCIO - UBC IT Safety Plan
26. Emergency Procedures 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.
Refer to OCIO - UBC IT Safety Plan
27. Monitoring/Updating COVID-19 Safety Plan 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
Refer to OCIO - UBC IT Safety Plan
28. Addressing Risks from Previous Closure 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. • *How have you adapted to new risks in terms of training for existing and new staff?* • *Does your training plan specifically address changes to your business, such as staff taking on new roles or responsibilities, e.g. regular disinfection?*
Mandatory Preventing COVID-19 Infection in the Workplace must be completed by all employees before entry. Systems Manager will ensure all Systems staff have completed the training. All employees will follow the COVID safety plans for each area that they need to visit (LSK, UDC, LFSC). Plans will be reviewed prior to each scheduled visit for changes and updates. IT Plans are posted here. New employees will not be allowed on-site until they have completed over three months of remote support and have demonstrated that they understand OCIO-UBC IT and Systems Safety Plans and have completed Preventing COVID-19 Infection in the Workplace training.

Any on-site training will not be attempted with new employees until over three months of employment. Visits to Data Centres will be supervised by another team member while socially distancing and following required safety measures. Team will continue to have regular touch points during daily scrums and weekly team meetings, during which any changes in safety plans will be reviewed.

Section #6 – Personal Protective Equipment (PPE)

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

Section #7 - Acknowledgement

30. Acknowledgement 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. *A template is offered below as a guide, but can take many forms. As a possible way to document Safety Plan receipt and understanding by your employees, please feel free to use the template language below under your own departmental/faculty letterhead.*
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 28, 2020
Name (Manager or Supervisor)	Mario Angers
Title	Senior Manager, Systems

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
Mario Angers	mario.angers@ubc.ca	☐

Sanja LeBlanc	sanja.leblanc@ubc.ca	☐
Brent Dunington	brent.dunington@ubc.ca	☐
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Dave Straley	dave.straley@ubc.ca	☐
Amrik Khella	Amrik.khella@ubc.ca	☐

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.

LSK 104