



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 employees are responsible for developing and updating this document to meet current government mandated requirements. <https://covid19.ubc.ca/>

➤ Click here to view the [OCIO-UBC IT Intermediate Safety Plan](#).

Department / Faculty	Desktop Services / UBC Information Technology
Facility Location	Leonard S. Klinck Building (LSK) – 6356 Agricultural Road Instructional Resources Center (IRC) - 2194 Health Sciences Mall Faculty of Medicine Office - City Square (CS) - 555 W 12th Ave, Vancouver Fred Kaiser Building (Kaiser)– 2332 Main Mall Gerald McGavin Building (McGavin) – 2386 East Mall Walter C. Koerner Library (Koerner Library) - 1958 Main Mall Neville Scarfe Building (SCRF) - 2125 Main Mall Henry Angus Building (ANGU) - 2053 Main Mall Pharmaceutical Sciences Building (PHRM) - 2405 Wesbrook Mall Allard Hall (ALRD) - 1822 East Mall Brock Hall (BH) - 1874 East Mall David Strangway Building (DSB) - 5950 University Blvd Koerner Pavilion (KP) - 2211 Wesbrook Mall Continuing Studies Building (CSB) - 2121 West Mall Village Square Building (VSB) - 5958 Webber Lane
Proposed Re-opening Date	ASAP, 2020
Workspace Location	LSK - Room 106, 107 and 108 IRC – Room B4D and B4E CS – Suite 200 Kaiser – Room 2010 McGavin – Room 210 Koerner Library – Room 283 SCRF – Room 1011 ANGU – Room 451, 451C and 453 PHRM – Room 4114 ALRD – Room 438 Brock Hall – Room 0072 David Strangway Building – Room 5108 <i>New</i> Koerner Pavilion – Room T180C War Memorial Gymnasium – Room 210



Continuing Studies Building – Room A103C and A103D *New*
Village Square Building – Room 8 *New*

Introduction to Your Operation

1. Scope and Rationale for Opening

Describe what service and activity types/levels you are requesting to open by facility and date.

Desktop Services wholly transitioned to Work from Home (WFH) in mid-March 2020. At that time, most tasks requiring physical efforts diminished to a small number as most UBC employees began WFH themselves. However, as some units and departments begin to return to UBC and other UBC buildings/areas there has been an increase in need for on-site visits. With this plan we hope to encompass this growth of in-person tasks and meet SLCs. However, it is our goal to make sure as many incidents and requests as possible are handled remotely.

Since March, Desktop Services has been striving to reduce the number of tasks that need an onsite presence. By July, 30% of our tasks are considered 'on site' but now this need is starting to grow. As our clients start returning to site and the new educational year begins, we need to make sure the employees on site can meet the growing challenges while also maintaining a safe work environment.

Our plan is to create hubs that we can use as central locations to launch support from. This will cut down on travel time to clients and allow us to better manage the areas in which our employees are located.

These hubs will not allow for supported users or the public to visit our spaces. In areas where pick-ups are deemed necessary there will be a designated pick-up area for employees to leave equipment once a UBC client has arrived; this will reduce or remove face-to-face contact and maintain social distancing.

Our hub locations have been chosen to minimize the total amount of engineering controls for our group. These locations have been chosen based on frequency of current needs and on their geographical location from supported buildings.

Despite our efforts to mitigate user impact with this child plan, building's parent plans will dictate the final level of support we can provide our clients. Our staff will endeavor to communicate these issues to our clients and make sure we update this plan where possible to improve service levels. This plan will need to be updated as our environment changes from now till 2021.

All employees on-site will meet UBC's COVID-19 Campus Rules:
<https://srs.ubc.ca/files/2020/06/4.-COVID-19-Campus-Rules.pdf>

The below are services we will be offering from the above stated locations.

Services:

Deskside visits – LSK, IRC, CS, Kaiser, McGavin, Koerner Library, SCRF, PHRM, ALRD, DSB, BH, KP, MGYM, CSB, VSB and ANGU – **Soonest possible starting date**



Hardware Deployments – LSK, IRC, CS, Kaiser, McGavin, Koerner Library, SCRF, PHRM, ALRD, DSB, BH, KP, MGYM, CSB, VSB and ANGU – **Soonest possible starting date**

Vendor repairs – LSK, IRC, CS, Kaiser, McGavin, Koerner Library, SCRF, PHRM, ALRD, DSB, BH, KP, MGYM, CSB, VSB and ANGU – **Soonest possible starting date**

Employees Onboardings – LSK, IRC, CS, Kaiser, McGavin, Koerner Library, SCRF, PHRM, ALRD, DSB, BH, KP, MGYM, CSB, VSB and ANGU – **Soonest possible starting date**

What is your rationale for opening?

As units and departments begin to return to UBC we have seen an increase in need for on-site visits. With this plan we hope to encompass this growth of in-person tasks and meet SLCs from our various clients.

Due to the nature of support we provide our clients there is a large portion of work that requires us to have physical access to equipment; either in situ or brought to us. While we continue to get as much of our tasks completed remotely there will be a growing need for us to be on site to help take care of our clients.

Who has vetted and approved your draft plan within your department or faculty?

Patrice Steinmann, Manager Desktop Services, Bryan Swan, Senior Manager Desktop Service and IT Service Centre, and pending approval from Stephen Lamb, Deputy CIO.

Section #1 – Regulatory Context

2. Federal Guidance

List any specific federal COVID-19 regulatory guidance used in developing the plan:

Refer to OCIO-UBC IT Intermediate Safety Plan

3. Provincial and Sector-Specific Guidance

List any sector-specific provincial COVID-19 regulatory guidance used in developing the plan

Refer to OCIO-UBC IT Intermediate Safety Plan

4. Worksafe BC Guidance

List any WorkSafeBC COVID-19 regulatory guidance used in developing the plan

Refer to OCIO-UBC IT Intermediate Safety Plan

5. UBC Guidance

List any specific UBC COVID-19 guidance tools used in developing the plan

Refer to OCIO-UBC IT Intermediate Safety Plan

6. Professional/Industry Associations

List any specific industry association (or counterpart) guidance used in developing the plan

Refer to OCIO-UBC IT Intermediate 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

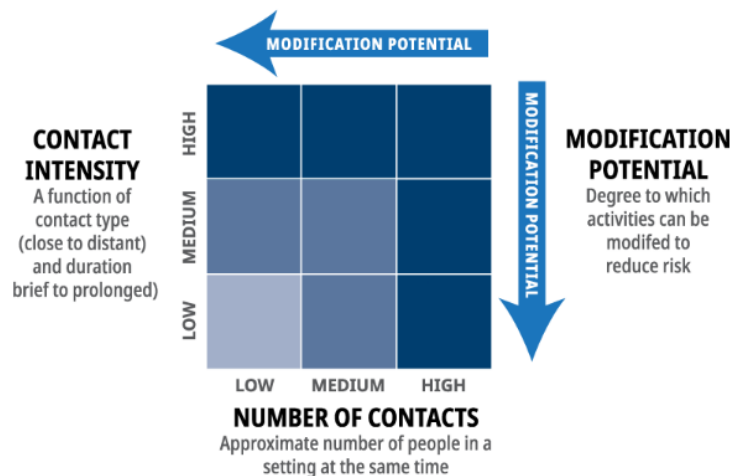


evident in the essential service areas that have remained open on campus to support the institution through these unprecedented times. These areas have been very active with respect to identifying and mitigating risks, and further re-evaluating the controls in place using the following risk assessment process.

Prior to opening or increasing employee 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.

Deskside visits – Close contact and can be for prolonged durations

This service will have employees visiting user's offices and desks. Our employees will strive for physical distancing by limiting direct contact where necessary. All employees have been provided with and are



required to wear face shields in all situations where social distancing cannot be maintained. We are also making sure our teams limit these tasks by trying to make sure remote support is a priority.

Employees are to wash their hands prior to and after their visits to make sure there is no cross contamination between clients.

We will also communicate to clients prior to our visits to make sure their equipment has been cleaned prior to our arrival. If equipment is below reasonable cleanliness, we will not interact with it and instead connect new equipment at the expense of resolution times.

Hardware Deployments – Distant and brief contact

All hardware handovers/deployments are to be completed while maintaining social distancing. Equipment is to be placed on the floor or a table to then be collected by a client or employees once social distancing is possible (at least two meters spacing). These locations will be designated with appropriate signage.

Our employees will review relevant safety plans of the buildings and spaces they will visit prior to the visit. In situations when social distancing cannot be maintained, employees are required to wear face shields, and all employees are to wash their hands before and after each visit.

In situations where we must deploy equipment to a client's office/desk we will make sure that social distancing is maintained by informing the clients prior to our visit on how to maintain social distancing. We will make sure situations where social distancing is not possible are flagged so our employees can make sure required PPE is available or engineering controls are brought in.

Vendor repairs

We will make sure a space is setup as close to our space entrances as possible for 3rd party vendors to setup and repair equipment. This space will typically be a desk with alcohol wipes/disinfectant spray. After each visit the station will be wiped down by the employees who is on site that day.

Visible signage will make the repair technician aware of where he/she is meant to be. In addition to signage, our on-site employees will provide a quick overview of our safety plan for our mutual safety. The overview will focus on social distancing, hygiene practices and keeping to assigned areas.

Employees Onboardings

While most employees onboarding requests will require shipping equipment to employees working from home, there may be situations where new employees are starting on site. This plan is for the employees starting at UBC locations and offices.

Our employees will review relevant safety plans of the buildings and spaces they will visit. New equipment will be setup prior to the starting time of a UBC employees. If the equipment has been previously deployed, the technician will need to clean the equipment with alcohol wipes before leaving. The remaining work will be completed by employees working remotely. Once the technician has returned to their office, they are to wash their hands.



For all provided services:

- When visiting sites outside of the office, staff have been trained/instructed in proper physical distancing, use of PPE provided, and follow pandemic safety procedures. COVID safety measures in other buildings and workspaces will be followed together with any safety instructions provided by members of the University community.
- When DSO staff are away from their primary office location performing operational site visits, they could be working in any UBC building. During these site visits, contact with others is kept to a minimum by following physical distancing best practices. Typical contact numbers would be 2 or less individuals. DSO staff have received training and instruction on how to minimize contact while performing operational site visits.
- The most significant changes in staff roles are when dealing with trouble-calls to customer sites where they are asked to abide by all proper COVID safety protocols (wearing PPE, wiping down surfaces, maintaining physical distancing, etc.). However, the actual work required in each role has stayed the same.

8. Contact Number (proposed COVID-19 Operations)

Describe the number of contacts in your proposed COVID-19 operational setting

- *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*

Leonard S. Klinck Building (LSK)

- General Range (High): 12 employees between rooms 106, 107, 107c and 108
- Pre-Covid Plan (Low): 3 employees between rooms 106 and 108
- Post-Covid Plan (Low): 8 employees between rooms 106, 107, 107b, 107c and 108
 - 2 in 106 (3-meter separation)
 - 2 in 107
 - 2 in 107b
 - 1 in 107c
 - 1 in 108
 - Employees will be separated into separate offices since reorganization of space is complex
- UBC IT has also provided 15 overflow desks on the 3rd floor

Instructional Resources Center (IRC)

- General Range (High): 4 - 5 employees in room B4D and 1 in B4E
- Pre-Covid Plan (Low): 0 Employees in B4D and B4E (building closed)
- Post-Covid Plan (Low): 2 employees in room B4D and 0 in B4E
 - 2 in B4D (3-meter separation)
 - We will reorganize space so entry and exit of room will not bring employees within 2-meters
 - B4E is a space which can be used for overflow if an increase in employees is required

Faculty of Medicine Office - City Square (CS)

- General Range (High): 3 - 4 employees in Diamond Health Clinic Center (DHCC)
- Pre-Covid Plan (Low): 0 employees in DHCC (building closed)



- Post-Covid Plan (Low): 1 employee in City Square (CS)
 - Employees will adhere to FoM Safety plan found in the Appendix A1

Fred Kaiser Building (Kaiser)

- General Range (High): 7
- Pre-COVID-19 Plan (Low): 2
- Post-COVID-19 Plan (Low): 3
 - Employees will adhere to the APSC safety plan found in the Appendix (to be added)
 - Separate doors for entry and exit
 - Desks 5 metres apart
 - Hand sanitizer station at the door (inside)
 - Dedicated sink and hand soap within the space

Gerald McGavin Building (McGavin)

- General Range (High): 9
- Pre-COVID-19 Plan (Low): 0
- Post-COVID-19 Plan (Low): 4
 - Employees will adhere to the McGavin building safety plan found in the Appendix (to be added)
 - Single person at any given time in the office
 - Hand sanitizer station at the door (inside)
 - Dedicated sink and hand soap within the space

Walter C. Koerner Library (Koerner Library)

- General Range (High): 16
- Pre-COVID-19 Plan (Low): 0
- Post-COVID-19 Plan (Low): 2
 - Employees will adhere to the UBC Library's safety plan found in the Appendix A2
 - Separate doors for entry and exit
 - Desks 2 metres apart
 - Hand sanitizer station at the door (inside)

Neville Scarfe Building (SCRF)

- General Range (High): 6 employees in room 1011
- Pre-Covid Plan (Low): 0 employees in room 1011 (building closed)
- Post-Covid Plan (Low): 1 employee in room 1011
 - Employees will adhere to FoE Safety plan.
 - Single door for entry into and exit from the space
 - Hand sanitizer station at the door (inside)

Sauder School of Business (ANGU)

- General Range (High): 41 employees (UBC IT DS-O, UBC IT AV Services and Sauder employees) in room 451, 453 and surrounding offices
- Pre-Covid Plan (Low): 0 employees in room 451 and 453 (building closed)



- Post-Covid Plan (Low): 1 DS-O employee in either room 451 or 453. Note: There may be employees from UBC IT AV Services and Sauder employees using room 453.
 - Single door for entry into and exit from the space.
 - Employees will adhere to Sauder's Safety plan.

Pharmaceutical Sciences Building (PHRM)

- General Range (High): 4 employees (UBC IT DS-O, UBC IT AV Services) in room 4114
- Pre-Covid Plan (Low): 0 employees in room 2326 (building closed)
- Post-Covid Plan (Low): 2 DS-O employees in room 4114. Note: There may be employees from UBC IT AV Services using room 4114.
 - Single door for entry into and exit from the space.
 - Employees will adhere to PHRM safety plan. Have not received PHRM safety plan.

Allard Hall (ALRD)

- General Range (High): 1 employee (UBC IT DS-O) in room 438
- Pre-Covid Plan (Low): 0 employees in room 438 (building closed)
- Post-Covid Plan (Low): 1 DS-O employee in room 438
 - Single door for entry into and exit from the space.
 - Employees will adhere to ALRD safety plan. Have not received ALRD safety plan.

Brock hall (BH)

- General Range (High): 4 employees in room 0072
- Pre-Covid Plan (Low): 0 employees in room 0072 (building closed)
- Post-Covid Plan (Low): 3 DS-O employees in room 0072.
 - Single door for entry into and exit from the space.
 - Employees will adhere to Brock hall safety plan. Have not received Brock Hall safety plan.

David Strangway Building (DSB) *New*

- General Range (High): 3 employees in room 4123
- Pre-Covid Plan (Low): 0 employees in room 4123 (building closed)
- Post-Covid Plan (Low): 1 DS-O employees in room 4123
 - Separate door for exit and entrance.
 - Employees will adhere to DSB safety plan.
 - # of employees can be increased to 2 by moving furniture
- General Range (High): 2 employees in room 5180
- Pre-Covid Plan (Low): 0 employees in room 5108 (building closed)
- Post-Covid Plan (Low): 1 DS-O employees in room 5108
 - Single door for entry into and exit from the space.
 - Employees will adhere to DSB safety plan. Have not received PHRM safety plan.

Koerner Pavilion (KP)

- General Range (High): 1 employee in room T180C
- Pre-Covid Plan (Low): 0 employees in room T180C (building closed)



- Post-Covid Plan (Low): 1 employee in room T180C
 - Single door for entry into and exit from the space.
 - Employees will adhere to Koerner Pavilion safety plan. Have not received Koerner Pavilion safety plan.

War Memorial Gymnasium (MGYM)

- General Range (High): 2 employees in room 210
- Pre-Covid Plan (Low): 0 employees in room 210 (building closed)
- Post-Covid Plan (Low): 2 employees in room 210 (1 UBC IT plus 1 KIN staff)
 - Single door for entry into and exit from the space.
 - Employees will adhere to MGYM safety plan.

Continuing Studies Building (CSB) *New*

- General Range (High): 1 employee in room A103C
- Pre-Covid Plan (Low): 0 employees in room A103C (building closed)
- Post-Covid Plan (Low): 1 DS-O employee in room A103C
 - Separate door for exit and entrance
 - Employee will adhere to CSB safety plan.
- General Range (High): 1 employee in room A103D
- Pre-Covid Plan (Low): 0 employees in room A103D (building closed)
- Post-Covid Plan (Low): 1 DS-O employees in room A103D
 - Separate door for exit and entrance.
 - Employee will adhere to CSB safety plan.

Village Square Building (VSB) *New*

- General Range (High): 1 employee in room 8
- Pre-Covid Plan (Low): 0 employees in room 8 (building closed)
- Post-Covid Plan (Low): 1 DS-O employee in room 8
 - Single door for entry into and exit from the space.
 - Employee will adhere to VSB safety plan. Have not received VSB safety plan.

9. Employees 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

Prior to submission –

- Employees presented with safety plan and asked to provide feedback before final plan submission
- **LSK** – Floor Warden engagement to make sure plan meets building requirements and to make sure all groups at LSK are aware of our plan
- **IRC and CS** – Engagement with FoM Facilities Manager, Eileen Koshi, to make sure our plan adheres to their Safety Plan
- **Kaiser** – Engagement with ECE Facilities to make sure our plan adheres to their Safety Plan
- **McGavin** – Engagement with building management to make sure our plan adheres to their Safety Plan



- **Koerner Library** – Engagement with Library Facilities to make sure our plan adheres to their Safety Plan
- **SCRF** – Engagement with FoE’s Administration and Communications Director, Katy Ellsworth to make sure our plan adheres to their Safety Plan.
- **ANGU** - Engagement with Sauder’s Resources and Operations Director, Linda Tommasini to make sure our plan adheres to their Safety Plan.
- **PHRM** - Engagement with PHAR (Pharmaceutical Sciences) Director of Operations & Facility Management Jamal Kurtu to make sure our plan adheres to their Safety Plan. Awaiting PHRM safety Plan.
- **ALRD** - Engagement with LAWF (Faculty of Law) Assistant Dean Saker Hirani to make sure our plan adheres to their Safety Plan. Awaiting LAWF safety Plan.
- **BH** - Engagement with BH local safety committee to make sure our plan adheres to their Safety Plan. Awaiting safety Plan.
- **DSB** - Engagement with David Johnston (CSM) to make sure our plan adheres to their Safety Plan.
- **KP** - Engagement with Cameron Smithers (CSM) to make sure our plan adheres to their Safety Plan. Awaiting safety Plan.
- **MGYM** - Engagement with Alex Etesami (CSM) to make sure our plan adheres to their Safety Plan. Awaiting safety Plan.
- **CSB** - Engagement with David Johnston (CSM) to make sure our plan adheres to their Safety Plan.
- **VS** - Engagement with Administration Manager, Ingeborg Brown, to make sure our plan adheres to their Safety Plan. Awaiting safety Plan.

Post approval –

- Weekly review with employees to make sure plan meets on-site realities with a 15-minute huddle
- Risks and misses to be immediately flagged to Managerial/Supervisory employees by phone and email
- Changes to plan to adapt and meet newly identified issues by frontline employees
- Frontline employees have the right to immediately stop tasks and activities if they feel that the plan does not meet needs.
 - A manager/supervisor will be contacted immediately and determine if further engineering controls are needed
- Changes to plan will be emailed to all Desktop Services Employees and to Laura Triay, Executive Coordinator, Office of the CIO/IT Resumption Planning Project Lead
- **IRC and CS** - Regular touch points with FoM Facilities Manager, Eileen Koshi, to make sure our plan continues to adhere to FoM 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 \(see Page 8\)](https://srs.ubc.ca/covid-19/safety-planning/determining-safety-plan-risk/) and [UBC Safety Plan Risk Site: https://srs.ubc.ca/covid-19/safety-planning/determining-safety-plan-risk/](https://srs.ubc.ca/covid-19/safety-planning/determining-safety-plan-risk/)



Risk Level – Medium/Medium

- Contact with small numbers of clients but there will be frequent contact through the workday
- Contacts may not always be able to maintain 2-meter social distancing in a small number of occasions, in which case employees will wear face shields
- All 'Hub' areas are internal offices with no opening windows
- All work areas are internal offices have no access to public or other UBC employees
 - Vendor's repair technicians will be provided a space specifically for them, ensuring sufficient space for social distancing

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 Intermediate Safety Plan.

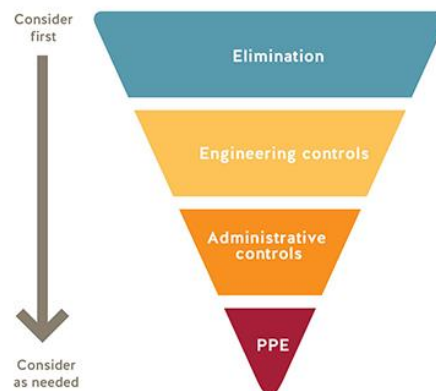
12. Plan Publication

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 Intermediate 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 employees 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 employees 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 employees 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

- 43 Employees, 4 Team Leads and 1 Manager make up Desktop Services Operations (DSO) (48 total)
 - Breakdown of employees by employee group: 48 M&P/AAPS
- The below list will be broken into their spaces as business needs will vary from area to area
 - LSK – Up to 8 employees on-site at any given time (9 employees WFH)
 - IRC - 2 employees on-site at any given time (10 Employees WFH)
 - CS - 1 employees on-site at any given time (2 employees WFH)
 - Kaiser - 1 employees on-site at any given time (1 employees WFH)
 - McGavin - 4 employees on-site at any given time (1 employee WFH)
 - Koerner Library - 2 employees on-site at any given time (3 employees WFH)
 - SCRF – 1 employee on-site at any given time (4 employees WFH)
 - ANGU – 1 employee on-site at any given time (4 employees WFH)
 - PHRM – 1 employee on-site at any given time (rotation schedule)
 - ALRD – 1 employee on-site one week at a time (rotation schedule)
 - BH - 3 employees on-site at any given time
 - DSB - 2 employee on-site at any given time
 - KP - 1 employee on-site at any given time
 - MGYM - 1 employee on-site at any given time
 - CSB – 1 employee on-site at any given time
 - VSB – 1 employee on-site at any given time.

**Refer to attached Employee List “20Jul02_UBC IT Employees and Contractors List” with information completed for IT 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 reschedule 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



- For all sites, employees who have the symptoms of a cold, flu, or COVID-19 including coughing or sneezing will not come into the workplace and coverage employees will need to come to work in their place
 - COVID-19 testing will then be required of the employees along with a two-week self-quarantine.
 - Return to site will only be allowed once a negative COVID-19 test is complete
 - [UBC Reporting COVID Exposure guidelines](#) will be followed
- Employees in high-risk groups have the opportunity to identify that they fall inside these groups and UBC IT HR will have the final word on sign-off regarding whether a team member is ineligible to return to site
- **LSK, IRC, CS, Kaiser, McGavin, Koerner Library, SCRF, ANGU, PHRM, DSB, CSB and ALRD** – Daily visits from employees when required
 - Employees will complete a calendar on our documentation site to track who will be on site and when
 - This calendar is managed by our employees but reviewed daily by Team Leads
 - Employees will manage between themselves tasks that can be shared with employees currently on site
 - This will reduce the total number of visits
 - When team members must be on site, they are scheduled to be on site all day
- **LSK** - 1 Permanent Employee within Shipping and Receiving (reporting to Bryan Swan)
 - Room 108
 - This employee manages equipment deliveries both incoming and outgoing

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

1) Identify and list the rooms and maximum occupancy for each workspace/area

- a. **LSK** –
 - i. **106** – 3 employees
 - ii. **107** - 3 employees
 - iii. **107B** - 1 employee
 - iv. **107C** - 2 employee
 - v. **108** - 1 employee
- b. **IRC** –
 - i. **B4D** – 2 employees
 - ii. **B4E** – 1 employee
- c. **CS** –
 - i. **200** - 3 employees
- d. **Kaiser** –
 - i. **2010** - 1 employee
- e. **McGavin** –
 - i. **210** - 4 employees
- f. **Koerner Library** –
 - i. **283** - 2 employees



- g. SCRF –
 - i. 1011 – 3 employees
- h. ANGU –
 - i. 453 – 4 employees
- i. PHRM –
 - i. 4114 – 2 employees
- j. ALRD –
 - i. 438 – 1 employee
- k. MGYM
 - i. 210 – 2 employees
- l. DSB
 - i. 4123 – 1 employee
- m. CSB
 - i. A103C – 1 employee
 - ii. A103D – 1 employee
- n. VSB
 - i. 8 – 1 employee

2) Illustrate a 2-metre radius circle around stationary workspaces and common areas

- a. LSK –
 - i. 106 – Desks are Separated with desks more than 2 meters wide and physical walls between desks and walkway
 - ii. 107 - Desks are Separated with desks more than 2 meters wide and physical walls between desks and walkway
 - iii. 107B - 1 Employee at maximum is allowed to be in the office at any time
 - iv. 107C - 1 Employee at maximum is allowed to be in the office at any time
 - v. 108 - 1 Employee at maximum is allowed to be in the office at any time
- b. IRC –
 - i. B4D – 2 Employees
 - ii. B4E – 1 Employee at maximum is allowed to be in the office at any time
- c. CS –
 - i. 1 employee on-site at any given time (2 employees WFH)
- d. Kaiser –
 - i. 2010 - 1 Employee at maximum is allowed to be in the office space at any time
- e. McGavin –
 - i. 210 - 4 Employee at maximum is allowed to be in the office at any time
- f. Koerner Library –
 - i. 283 - The two desks where employees will be working are more than 5 meters apart
- g. SCRF –
 - i. 1011 – If more than one employee is in the office, desks may need to be moved or employees may need to sit at a different desk in order to be at least 2 meters apart.
- h. ANGU



- i. **453** – If more than one employee is in the office, employees may need to sit at a different desk in order to be at least 2 meters apart.
- i. **PHRM**
 - i. **4114** 2 employees maximum are allowed in the office at any time. Workstations are greater than six feet (2 meters) apart.
- j. **ALRD**
 - i. **438** – 1 employee maximum is allowed in the office at any time
- k. **MGYM**
 - i. **210** – 2 employees maximum is allowed in the office at any time. Workstations are greater than six feet (2 meters) apart.
- l. **DSB**
 - i. **4213** - 2 employees maximum is allowed in the office at any time. Workstations are greater than six feet (2 meters) apart.
- m. **CSB**
 - i. **A103C** – 1 employee maximum is allowed in the office at any time.
 - ii. **A103D** – 1 employee maximum is allowed in the office at any time.
- n. **VSF**
 - i. **8** – 1 employee maximum is allowed in the office at any time.

3) Illustrate one-way directional traffic flows

- a. **LSK** – Entrance to the area through hallway entrance to 106 and exit through hallway entrance through 108
 - i. **One-way directional traffic flow**
- b. **IRC** – Visible entrances are available from desks, but one-way traffic is not possible. In answer to this: Signage for yielding the way will be posted and we will reduce on-site staff from 5 to 2, set as the maximum occupancy.
 - i. **Employees will need to verify no one is moving in the surrounding area to make sure social distancing can be maintained**
- c. **CS** – Entrances and exits are visible from employees' desks
 - i. **The large open plan office provides easy social distancing while entering and exiting**
 - ii. **When a larger workforce returns to work on campus (following UBC Executive direction- Date TBA; one-way traffic plan will be implemented)**
- d. **Kaiser** – Separate doors for entry to and exit from the building.
- e. **McGavin** – Front building door for entry and back stairway for exit.
- f. **Koerner Library** – Separate doors for entry to and exit from the building
- g. **SCRF** – Single visible entrance can be seen from employees' desks. One-way traffic is not possible, signage for yielding the way will be posted on-site.
- h. **ANGU** – Space is accessible via two separated doors. Only one door is visible from employees' desks. Traffic flow yet to be determined. Likely, entry into the space will be via the main entrance and exiting will be via the back door.
- i. **PHRM** – Single visible entrance can be seen from employees' desks. One-way traffic is not possible, signage for yielding the way will be posted on-site.



- j. **BH** – Single visible entrance can be seen from employees’ desks. One-way traffic is not possible, signage for yielding the way will be posted on-site.
- k. **DSB** – Single visible entrance can be seen from employees’ desks. One-way traffic is not possible, signage for yielding the way will be posted on-site.
- l. **KP** – Single visible entrance can be seen from employees’ desks. One-way traffic is not possible, signage for yielding the way will be posted on-site.
- m. **ALRD** – Single visible entrance can be seen from employees’ desk. This is a personal office, so the individual will control access to his office.
- n. **PHRM** – Single visible entrance can be seen from employees’ desks.
- o. **CSB** – Entrance cannot be seen from employees’ desk. This is a personal office, so the individual will control access to his office.
- p. **VSB** – Entrance not visible from the employee’s desk. One-way traffic is not possible.

Desktop Team leads will conduct on-site work location walk throughs with the UBC IT Facilities/Health & Safety Team in August to assess and implement onsite signage, space analysis, and traffic flow.

Referenced: [Space Analysis & Re-occupancy Planning Tool \[PDF\]](#)

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

Building spaces and amenities are covered within the OCIO-UBC IT Intermediate Safety Plan and that plan will cover the use of these spaces by our employees.

LSK, IRC, CS, Kaiser, McGavin, Koerner Library, SCRF, PHRM, ALRD, DSB, BH, DSB, KP, MGYM, CSB, VSB and ANGU

- **Deskside visits**
 - Clients are asked to not be in the offices or at the desks that we have been asked to visit
 - If clients will be there, employees will be notified ahead of time and they will make sure PPE incl. face shields are available
- **Hardware Deployments**
 - Identified pick-up/drop-off areas will be used and we will ask clients to communicate with us via telephone/email/text when they are ready to pick-up or drop-off equipment
 - Clients are asked to not be within 2-meters of this area when our employee is there
- **Vendor repairs**
 - The provided spaces for these technicians will be outside of 2-meters from on-site employee desks
 - Direction of travel will make sure technicians never come within 2-meters of on-site employees
- **Employee Onboardings**
 - Clients are asked to not be within 2-meters of this area when our employee is there
 - If clients will be there, employees will be notified ahead of time and they will make sure PPE incl. face shields are available



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

Desktop Services will be able to meet UBC's COVID-19 vehicle usage guidelines:

<https://riskmanagement.sites.olt.ubc.ca/files/2020/04/Guidance-for-Shared-Vehicles-FINAL.pdf>

We will specifically attempt to make sure we remove vehicle from rotation for 72 hours between users.

To track adherence to this guideline, and to make sure this guideline is top of mind, every employee will email their Team Lead that they have followed the entry and exit protocol of the vehicle.

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 Intermediate Safety Plan

Staff and contractors who are on campus are now required to directly confirm to a supervisor (or designate) that they have completed a daily self-assessment for symptoms of COVID-19 on arrival at their workplace. They will use the BC self-assessment tool at <https://bc.thrive.health/>. Anyone experiencing symptoms should follow the guidance provided in the self-assessment tool.

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 Intermediate 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 employees for common areas/surfaces (BOPS Custodial has limitations on cleaning frequency, etc.)

Refer to OCIO-UBC IT Intermediate 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 Intermediate Safety Plan

22. Partitions or Plexiglass installation

Describe any inclusion of physical barriers to be used at public-facing or point-of-service areas

LSK –

- a. 106 – Desk separation and desk walls separate walkways and traffic areas



- a. No public facing areas
- b. **107** - Desk separation and desk walls separate walkways and traffic areas
 - a. No public facing areas
- c. **107B** - No public facing areas
- d. **107C** - No public facing areas
- e. **108** - Public facing area is by the LSK Shipping and Receiving external door

IRC –

- f. **B4D** – Desk separation and desk walls separate walkways and traffic areas
 - a. No public facing areas
- g. **B4E** – No public facing areas

CS –

- h. **200** - Desk separation and desk walls separate walkways and traffic areas
 - a. No public facing areas

Kaiser –

- i. **2010** - No public facing areas

McGavin –

- j. **210** - No public facing areas

Koerner Library –

- k. **283** - No public facing areas

SCRF –

- l. **1011** – No public facing areas

ANGU –

- m. **451** – Plexiglass has been installed separating the Help Desk and the aisle in front of the Help Desk
- n. **453** – No public facing areas

PHRM –

- o. **4114**– No public facing areas

ALRD –

- p. **438** – No public facing areas

BH –

- q. **0072** – No public facing areas

DSB –

- r. **5108** – No public facing areas

KP –

- s. **T180C** – No public facing areas

MGYM –

- t. **210** – No public facing areas

DSB –

- u. **4123** – No public facing areas

CSB –

- v. **A103C** – No public facing areas
- w. **A103D** – No public facing areas

VSF –



x. 8 – No public facing areas

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 employees and the safety controls in place to reduce such risk.

Refer to OCIO-UBC IT Intermediate 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 Intermediate 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 Intermediate Safety Plan

26. Emergency Procedures

Recognizing limitations on employees 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 Intermediate 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 Intermediate Safety Plan

28. Addressing Risks from Previous Closure

Describe how you will address the following since the closure: employee changes/turnover; worker roles change; any new necessary training (e.g. new protocols); and training on new equipment

Mandatory [Preventing COVID-19 Infection in the Workplace](#) will be completed by all employees. All employees will also follow the below:

- COVID Safety Plans of employee's department/unit and areas/locations that they need to visit will be reviewed weekly for changes and updates
- Our coverage plan provides for back-up employees which can backfill or provide additional support if business needs dictate for more employees
- New employees will not be allowed into the on-site rotation until they have completed over a month of remote support and shown to Team Leadership that they understand UBC IT and Desktop Services' Safety Plans
- On-site training will not be attempted with new employees until over a month of employment
 - New employees will be required to provide remote support and proceed through Desktop Services normal training plans



- After a month of remote support and evidence that the employee understands our processes and policies, they will then be asked to do individual days with Support Analyst II to mentor

A complexity of this environment for our employees is the knowledge needed of not only their areas but of all the areas they will visit. This means each employee will need to be aware of many safety plans. To make sure we are making our plans as useful as possible; every conversation with employees around safety and return to work plans always end with a conversation like below:

Our employees' health and well-being is a priority and of larger importance than service level commitments. No plan created will 100% replicate the experience of employees on-site; therefore, it is imperative that our employees onsite can place down tools and stop work at any time they feel that our solutions are not providing a safe working space. At this time, the employee will need to contact their Team Lead to discuss the challenges and an amendment to our safety plan.

Our regular touchpoints with onsite employees will also allow us to track:

- Unforeseen activities
- Unidentified risks
- Areas where the safety plan did not engineer a solution enough to overcome identified risks

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 Intermediate 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 employees and how; 2) employees will acknowledge receipt and will comply with the Safety Plan.

Refer to OCIO-UBC IT Intermediate Safety Plan

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

Date 07-31-2020

Name (Manager or Supervisor) Patrice Steinmann

Title Manager, Desktop Services



Date	09-30-2020
Name (Unit Head)	Stephen Lamb
Title	Deputy CIO

Faculty and Employees Occupying Workspace

Name	Email	Confirmation of Understanding
Anantharaju, Madhushree	madhu.anantharaju@ubc.ca	All in this table have signed off through email and during a review meeting
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Bujas, Ante Tulio Tony	tony.bujas@sauder.ubc.ca	
Burrows, Evan	evan.burrows@ubc.ca	
Carlson, William B	bill.carlson@sauder.ubc.ca	
Cen, Shaodan	shaodan.cen@ubc.ca	
Cheung, Jonathan	jonathan.cheung@ubc.ca	
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Yu,Linda	linda.yu@ubc.ca
Zhang,Pei	nick.zhang@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.

(A1) Faculty of Medicine Parent Plan

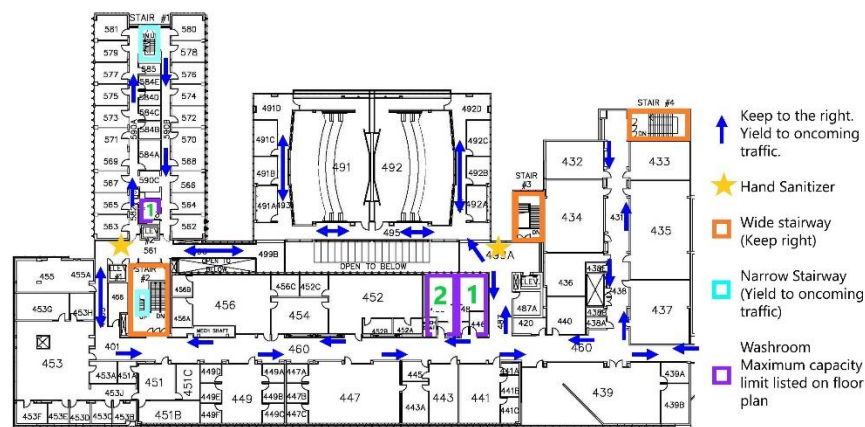
[FOM Resumption Parent Plan 20200709 final.pdf 3 MB](#)

(A2) Building Safety Plans LSK, Koerner Library, SCRF, ANGU and more

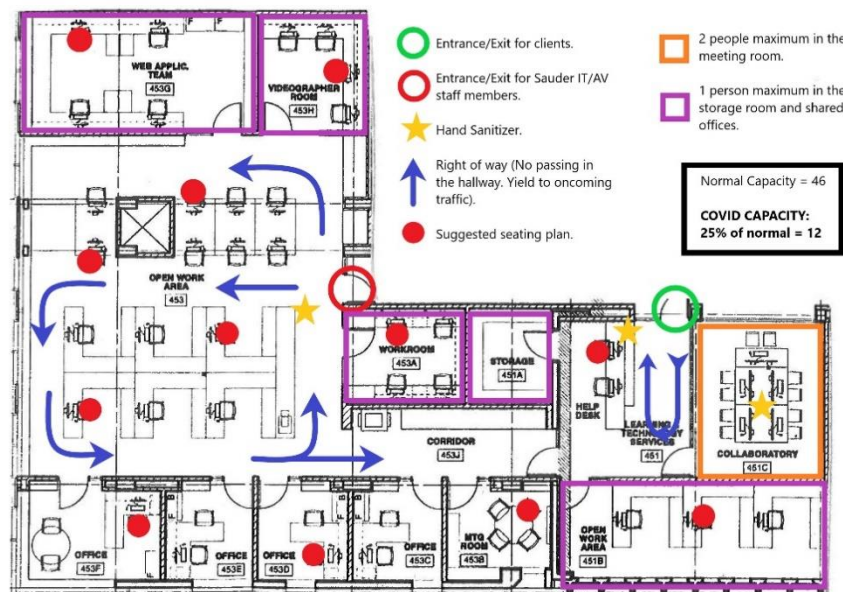
<https://shareit.it.ubc.ca/employeeresources/Health-Safety/1st/SitePages/Home.aspx>

Henry Angus Floor Plans and Direction of travel

Henry Angus 4th floor Classroom Block and 5th floor Office Tower

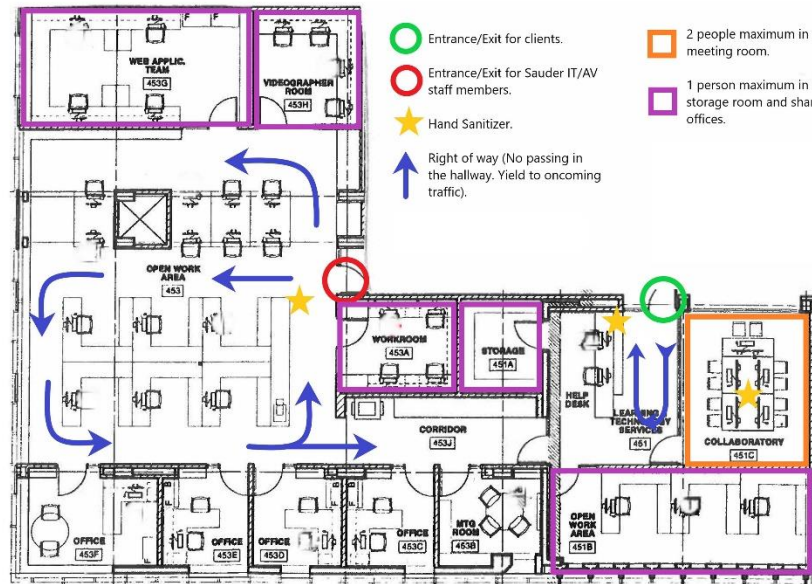


Sauder IT and AV





Sauder IT and AV



(A3) 2020 July_UBC Employee List



2020 July_UBC IT
Employees and Cont



Appendix – B – COVID-10 Workspace Safety Plan Document Revision

Date	Version	Writer	Change Description	Approved By
2021.01.15	4.4	Kenneth Wong, Team Lead, Desktop Services, Sauder IT	Added locations for ExL, ELI, and space at ISC. The three buildings are David Strangway building (already existed), Continuing Studies Building and Wesbrook Village Building.	Patrice Steinmann