



COVID-19 Workspace Safety Plan

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/>

Department / Faculty	SHCS – Conferences and Accommodation at UBC
Facility Location	5961 Student Union Blvd – West Coast Suites Sales and Admin Office
Proposed Re-opening Date	West Coast Suites Admin Office - Never closed Walter Gage Residence - Never closed Totem Park Residence – Aug 19, 2020
Workspace Location	5961 Student Union Blvd- West Coast Suites Admin Office 5959 Student Union Blvd – Walter Gage Front Desk 2525 West Mall – Totem Park Front Desk

Introduction to Your Operation

1. Scope and Rationale for Opening

General Overview

- Conferences and Accommodation at UBC provides accommodation on the UBC Vancouver Point Grey campus for our campus partners, campus affiliates and members of the public who wish to stay with us for the purposes of campus activities, general travel, conference/group travel and self-isolation. Meeting space arrangements are also coordinated for group and conference business for both campus partners and external clients.
- The following locations are operated by Conferences and Accommodation and will be covered by this safety plan:

Name	Location	Opening date	Types of accommodation
Sales and Admin Office	5961 Student Union Blvd	Never closed	N/A – offices only
Walter Gage Residence	5959 Student Union Blvd	Never closed	- Hotel Suites - Shared washroom apartments
Totem Park Residence	2525 West Mall	August 19, 2020	- Shared washroom dormitory



			- Private bedroom with attached washroom
Place Vanier Residence	1935 Lower Mall	Proposed – May 2021	Shared washroom dormitory
Ponderosa Commons – Cedar House	2075 West Mall	Proposed – May 2021	- Hotel Suites - Shared washroom apartments
Orchard Commons	6363 Agronomy Road	Proposed – June 2021	Private bedroom with attached washroom

- Operational procedures, floor plans and guest communication are customized to each location and will be appended to this plan. Procedures and floor plans developed for each location must incorporate the safety measures detailed in this plan and be in agreement with the current provincial health regulations and guidance. Procedures around shared washroom guest accommodation were developed in consultation with Vancouver Coastal Health, and Vancouver Coastal Health is supportive of UBC residence space serving to self isolate incoming travelers to BC.
- This plan has been vetted by the General Manager of Conferences and Accommodation at UBC and SHCS OH&S group.

Sales and Admin Office

- The admin office (5961 Student Union Blvd) has remained open to provide support services to the ongoing operation of Conferences and Accommodation. Tasks necessary to perform onsite are cash deposits, housekeeping supervision, and housestaff operations. As selling efforts for future years intensify in the fall, sales and services activities will be performed out of this office.
- The complete services provided by the C&A admin office include managerial oversight and strategic direction of Conferences and Accommodation operations, taking group and conference bookings, taking and servicing meeting space bookings, providing meeting management services, selling to/bidding on future conference groups, revenue management and marketing strategies, accounts payable and accounts receivable functions, cash office, housestaff operations and housekeeping supervision. Many of these activities have been performed remotely since mid-March.

Walter Gage Residence

- Our front desk operations at Walter Gage Residence (5959 Student Union Blvd) are an essential service for the University and remained open. Our frontline staff check guests in at the Walter Gage Residence Front Desk and guests are accommodated in the West Coast Suites, the Gage Apartments or the Gage Towers. All hotel rooms and shared apartments are operated as private suites at this time. Currently, guests are generally tourists; visitors on



university business; UBC faculty, staff and students and their family and friends; and visitors to the UBC Hospital.

- The Gage Front Desk service operates 24-hours for guest assistance and emergency procedures. The service levels provided by the Gage Front Desk will be similar to pre-COVID offerings, although with safety measures implemented to eliminate or mitigate the risk level. These services include guest check ins, checkouts, taking reservations, generally assisting guests and assisting emergency personnel when required.

Totem Park Residence

- The Totem Park Front Desk (2525 West Mall) will temporarily re-open on Aug 19, 2020 to accommodate students that need to self-isolate prior to moving in to shared residence rooms. The front desk operation will facilitate their check in process and will provide assistance with spare keys and emergency procedures on a 24-hour basis. Scholars Catering will deliver pre-arranged meals to the rooms. SHCS FABS will provide housekeeping cleaning to common areas while students are in house.
- Self isolating UBC students will be assigned to their own private room with private washroom. External self isolating groups will be assigned to a private bedroom with a shared washroom, or a private room with private washroom, if available. Any symptomatic guests in shared washroom accommodation will immediately be moved to private washroom accommodation at onset of symptoms and ample vacant rooms will be held for this purpose.

Other Future Locations

- Place Vanier, Ponderosa Commons – Cedar House, and Orchard Commons are expected to re-open in beginning in May 2021. Procedures specific to those areas will be developed as addendums to this safety plan.

Meeting Space

- A related safety plan for SHCS meeting space has been developed and will be used for any university or external rental of such meeting space. This plan is located in the Sales and Admin office and has been distributed to staff.

Housekeeping

- The housekeeping operation has reduced service levels to be check out cleaning only and room amenity drop offs in guest rooms. No room services or linen changes are offered at this time. Cleaning of common spaces has increased from pre-COVID levels
- Housekeeping protocols follow provincial guidelines on hotel cleaning procedures.
<https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/covid-19-pho-guidance-hotel-sector.pdf>



- Detailed cleaning procedures are covered in the *UBC SHCS FABS – Building Services Safety Plan*.

Self Isolation for Returning Travelers

- Procedures for self isolation have been developed for various university cohorts and external guest and groups and are appended to this plan. Procedures will detail all guest communication, BC CDC guidance, applicable contract language (external groups), where self isolation will take place, and the approach for those who develop symptoms.
- UBC students will start to arrive at Totem Park Residence on **August 19, 2020** to begin self isolating prior to start of Term 1.

Risk Considerations

The following risks are considered in accordance with <https://srs.ubc.ca/covid-19/safety-planning/determining-safety-plan-risk/>

- Risk #1 – Higher proportion of individuals from outside of the UBC community visit the campus/unit; if employees or staff are exposed to more than 10 random people in a day; or if the unit is public facing
- Risk #2 – Prolonged close interaction with others not in the usual cohort of colleagues; if contact lasts for more than 15 minutes and transient in nature
- Risk #3 – The workplace or activity is indoors and windows cannot be opened
- Risk #4 – Employees/students/visitors have frequent contact with high-touch surfaces (service counters, card payment machines)
- Risk #5 – The activity involves people who are at higher risk of severe illness (i.e., older adults or those with chronic health conditions)
- Risk #6 – The activity involves people who are not able or likely to follow hygiene practices such as washing hands frequently, respiratory etiquette, and identifying when they are feeling ill and staying home

Applicable risk factors (from above) are listed by unit, and may be subject to change based on Covid-19 developments and Campus operations, and will be addressed as part of the monitoring requirements. Unit/Site specific plans will account for controls to specific risk assessments.

- Walter Gage Front Desk – Applicable Risks: 1, 3, 4, 5
- Totem Park Front Desk – Applicable Risks: 1, 3, 4, 5
- Admin office – Applicable Risks: none
- Meeting Space – Applicable Risks: 1, 3, 5

Out of Scope

- Student Housing – Any students, staff or faculty occupying SHCS rooms under a residence contract with Student Housing are out of scope to these procedures.



- Any external use of residence buildings not coordinated by Conferences and Accommodation are out of scope to these procedures.

Additional Procedures include:

1. Procedure of COVID Test Positive Cases
2. Guest Check In Information
3. Hotel Operations in Shared Washroom Residence
4. Self Isolating Guest Check In Information – Suites
5. Self Isolating Guest Check In Information – Totem
6. Pre-Arrival Information for Self Isolation
7. Self Isolation group procedures - contract
8. Protocols for Urgent Maintenance Requests
9. High Touch Point – Cleaning and Disinfecting Protocol
10. High Touch Point Checklist Offices

Related Plans

- Related safety plans are *UBC SHCS FABS – Building Services Safety Plan* and *C&A Meeting Space Safety Plan*.

Section #1 – Regulatory Context

2. Federal Guidance

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

- [Government of Canada: “Hard-surface disinfectants and hand sanitizers \(COVID-19\): List of disinfectants with evidence for use against COVID-19”](#)
- <http://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

3. Provincial and Sector-Specific Guidance

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

- [BC’s Restart Plan: “Next Steps to move BC through the pandemic”](#)
- BC CDC Guidelines for cleaning and disinfecting: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/cleaning-and-disinfecting>
- BC CDC Guidance for the hotel sector: <https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/covid-19-pho-guidance-hotel-sector.pdf>
- https://www2.gov.bc.ca/assets/gov/education/post-secondary-education/institution-resources-administration/aest_postsecgoforwardguidelines.pdf

4. WorksafeBC Guidance

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



- [COVID-19 and returning to safe operation – Phase 2](#)
- [Worksafe COVID-19 Safety Plan](#)
- [Worksafe: Designing Effective Barriers](#)
- [Worksafe: Entry Check for Workers](#)
- [Worksafe: Entry Check for Visitors](#)
- Workplace Accommodations <https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/accommodation>
- Workplace Guidance for Offices <https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/offices>

5. UBC Guidance

- [UBC Employee COVID-19 PPE Guidance](#)
- [Building Operations COVID-19 website - Service Level Information](#)
- <https://srs.ubc.ca/covid-19/health-safety-covid-19/>
- <https://riskmanagement.sites.olt.ubc.ca/files/2020/04/Guidance-for-Shared-Vehicles-FINAL.pdf>
- <https://srs.ubc.ca/covid-19/health-safety-covid-19/reporting-covid-19-exposure/>
- <https://srs.ubc.ca/covid-19/communications-resources/>
- <https://riskmanagement.sites.olt.ubc.ca/files/2020/04/Guidelines-for-Meetings-Trainings-FINAL.pdf>
- <https://riskmanagement.sites.olt.ubc.ca/files/2020/04/COVID-19-Physical-Distancing-Guidance-FINAL-.pdf>
- https://riskmanagement.sites.olt.ubc.ca/files/2020/04/SRS-OHS-SWP-001-General-Surface-Cleaning_final.pdf

6. Professional/Industry Associations

- Hotel Association Information on COVID: <https://www.hac-covid.com/information-for-hotels>

Section #2 - Risk Assessment

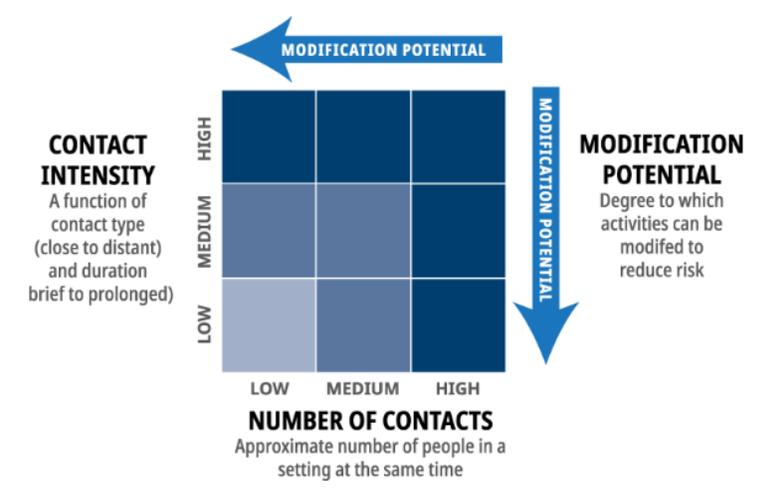
As an employer, UBC has been working diligently to follow the guidance of federal and provincial authorities in implementing risk mitigation measures to keep the risk of exposure as low as reasonably achievable. This is most evident in the essential service areas that have remained open on campus to 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

- Contact between staff has been restricted so that staff that can maintain a 2-meter distance
- While on shift, employees have a designated work station. Work stations are 2 meters apart
 - Hallways in the office have been designated as one way to keep staff 2 meters apart
 - Pinch points in the office have been identified and staff have been made aware of these places
 - We have posted occupancy levels in our staff room and elevators



- Employees have been assigned their own office supplies to reduce sharing of office items
- Shared items such as phones, photocopiers, and debit machines are wiped down after use
- Shared kitchen items such as cutlery and dishes have been removed
- Staff have been directed to bring their own dishes and cutlery

Contact between staff and guests has been modified to maintain a 2-meter distance and reduce physical contact

- Stanchions have been installed to maintain a 2-meter distance between staff and guests
- floor decals direct guests to maintain a 2-meter distance while waiting in line. Plexiglass shields will be installed.
- meeting room spaces have been closed and locked pending a safety plan for guest use
- Shared items between guests and staff have been eliminated.
- Staff no longer handle guest items such as credit cards, or luggage
- Housekeeping staff do not enter occupied guest rooms – No housekeeping services are provided during their stay
- Housekeeping staff wait a minimum of 3 hours prior to entering a checked out room
- Guest room amenities are dropped off outside of the guest room door

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)

- With current scheduling protocols, the maximum number of people at each front desk at any time is 4. This includes managers and allows everyone on shift to have their own workstation that is 2 meters away from anyone else on shift.
- The admin office can accommodate up to 7 people and allows for everyone to have their own workstation at least 2 meters apart.

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

- Safety Plans in draft form are presented to the SHHS-JOHSC at their monthly meetings for review (last Tues of the month)
- Supervisors/managers have been actively engaged in the adjustment of protocols in their units since late March 2020. Returning supervisors are brought up to speed by their manager when they return.
- Listening to team members at individual units and taking their suggestions into consideration.
- Presenting protocols at weekly staff meetings (via video conference) and incorporating input.

10. 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

In person, email, or through online courses:

- Housekeepers have been trained on Elevated High Touch Disinfecting Procedures



- Staff have been trained on monitoring the workplace to ensure policies and procedures are being followed.
- Staff have been trained on the two-step risk assessment process for maintenance requests

- One-on-one or in informal team meetings (maintaining physical distancing).
- Listening to concerns raised by team members and clarifying expectations and best practices
- Providing updates to the team in a timely manner as they become available

They are also expected to make sure they are following these procedures and leading by example.

- Staff are reminded of the importance of workplace health and wellbeing at weekly staff meetings and through occasional department communication emails.
- Reference: <https://wellbeing.ubc.ca>

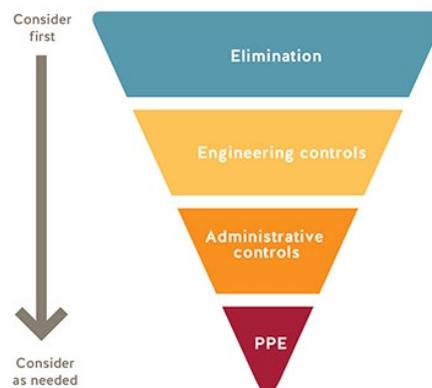
11. Plan Publication

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

- Plans will be posted on the SHCS Covid-19 Safety Plan web site – waiting for date confirmation from SHSC IT and Communications group
- Printed plans are posted in all units. COVID-19 Safety Plans with all supporting documentation are available in a binder in a central location at the unit to review with team members and to update info as needed.

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.

12. Work from Home/Remote Work

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

- Most M&P staff are able to remote work from home the majority of the time with the changed nature of business operations in place due to COVID-19. Operational managers have been required to be on site for a minimum of 3 days a week to provide support and supervision for crucial staff / working remotely the other two days if they so choose
- CUPE 2950 and 116 staff are required to do crucial work and regular tasks on site – they are not working from home

13. Work Schedule Changes/Creation of Work Pods or Crews or Cohorts

For those required/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; describe how you may group employees semi-permanently to limit exposure, where necessary

- Required staff have different start and finish times –shifts are staggered throughout the day and work is organized to maintain 2m of physical distance from others when shifts do overlap.
- On site workers are given a private workspace free of other employees. If an employee is turning over the workstation/equipment for the next day, the workstation/equipment is wiped down according to disinfectant protocols at the end of shift and the start of the next shift.
- Managers have separate office and can maintain a 2 meter distance if they choose to resume a full time presence in the office



- If admin management tasks require a greater onsite manager presence, cohorts will be created to keep staff contact small. Physical distancing requirements and office occupancy limits will be maintained at all times.
- Staff teams at front desk locations are small (< 4 at one time, < 10 total staff pool) and 24 scheduling requirements are not conducive to creating cohorts. Staff are able to keep 2m of physical distance at all times.

14. Spatial Analysis: Occupancy limits, floor space, and traffic flows

Describe or use UBC building keyplans(or do both, where appropriate) to identify and list the rooms and maximum occupancy for each workspace/area, explaining your methodology for determining occupancy

- Refer to each areas' floor plans for max occupancies, directional arrows and workspace distancing.
- Principles is determining workspace use:
 - Allowing for 2m of physical distance at all times
 - Workstations located in private offices are single occupancy
 - Any workstation in the common area of the office is limited to one person in that area
 - Spaces with only one corridor through the office: Employees are advised to keep to the right, maintain 2 meters of distance while moving through the office and wait until the way is clear before proceeding

15. 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

- Employees have designated work stations while on shift. Work stations are 2 meters apart.
- Directional arrows have been put on the floor to ensure a one-way flow of traffic in the office.
- Pinch points have been identified and staff are aware of these areas
- Stanchions have been placed around the front desk to create a 2-meter space between staff and guests. Plexiglass shields will be installed.
- Housekeeping staff do not enter occupied rooms – no room service provided
- Housekeeping staff wait a minimum of 3 hours before entering a checked out
- Majority of management working remotely to limit people in the office.

16. 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

- 1 Person per vehicle; vehicles will be assigned to one staff member.
- SRS guidelines on Use of vehicles will be followed in regards to hygiene and disinfecting vehicles. <https://riskmanagement.sites.olt.ubc.ca/files/2020/04/Guidance-for-Shared-Vehicles-FINAL.pdf>
- Reference: <https://srs.ubc.ca/covid-19/safety-planning/templates-resources/>

17. 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

- Staff are advised to self-assess for COVID symptoms daily
- Worksafe BC/SHCS signage is posted at each site for workers and visitors upon entry, stressing non entry if meeting criteria listed in any check box
- Staff have been reminded to call in sick if they are unwell
- Staff are able to use an additional 10 days if they have 0 accrued sick time remaining
- Sick workers should report to their supervisor who calls UBC-first aid(FA) even with mild symptoms 2-4444 / 604-822-4444. They are trained to WSBC COVID-19 OFA protocols
- If the worker is severely ill (e.g., difficulty breathing, chest pain), call 911.
- Clean and disinfect any surfaces that the ill worker has come into contact with.
- Workers and Supervisors have been made aware and educated on these protocols.
- Clean and disinfect any surfaces that the ill worker has come into contact with.
- References:
 - [Worksafe: Entry Check for Workers](#)
 - [Worksafe: Entry Check for Visitors](#)

18. Prohibited Worker Tracking

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

- Staff who are experiencing symptoms of COVID-19 are advised to stay home and seek advice from a medical professional
- Managers of staff will track sick calls and remind staff of protocols around when they can return to work. The posted schedule will be changed to reflect the employee's earliest return to work date.
- Managers of staff are directly responsible for setting up remote work arrangements or removing staff from the schedule if they are unable to physically attend the office due to the above criteria.
- Staff who have returned from international travel are advised they are not allowed to report to work until they have completed an isolation period of 14 days with no symptoms. For more information on the self isolation period, see <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/self-isolation>
- Reference: <http://www.hr.ubc.ca/covid-19/leading-managing-employees-during-covid-19/#leave>

Section #4 – Engineering Controls

19. Cleaning and Hygiene

Detail your cleaning and hygiene plan, including identification for hand-washing stations and the cleaning regimen required to be completed by your departmental staff (i.e. non-Building Operations) for common areas/surfaces



- guest rooms are cleaned in accordance with Industry standards:
<https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/covid-19-pho-guidance-hotel-sector.pdf>
- no room service is provided during a guest stay
- in room amenities are left outside of a guest's room if they make a request for additional amenities
- Housekeeping staff wait a minimum of 3 hours before entering a suite that a guest has checked out of
- in addition to our already robust cleaning protocols, we have increased the frequency of disinfecting high touch points throughout the office and hotel
- staff have been trained and follow the Safe Work Procedure for Cleaning and Disinfecting as well as the Elevated High Touch Point Disinfecting procedure
- reference:
 - https://riskmanagement.sites.olt.ubc.ca/files/2020/04/SHS-OHS-SWP-001-General-Surface-Cleaning_final.pdf
 - Elevated High Touch Point Checklist
 - Elevated High Touch Point Procedure
- High touch points in common areas disinfected twice daily, this includes offices, staff break rooms, washroom facilities, elevators, door handles
- Staff are using an approved Health Canada product known to kill Covid-19
 - Reference: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/cleaning-and-disinfecting>

20. 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

- Dishes and cutlery have been removed from staff kitchen areas – staff have been directed to bring their own dishes and cutlery and be responsible for cleaning them
- Hand sanitizer and disinfectant have been placed near the coffee maker and kettle and staff have been directed to wipe down surfaces after use
- Hand sanitizer and disinfectant have been placed throughout the office in areas where there are shared items such as phones, photocopiers, key cabinets, etc. – staff have been directed to disinfect items before and after each use
- Hand sanitizer has been made available to guests while they are checking in
- Shared items between staff and guests have been eliminated

21. Partitions or Plexiglass installation

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

- A row of stanchions has been added to extend the front desk area in order to keep staff and guests 2 meters apart.
- Staff are able to stay 2 meters apart within the office space



- Floor decals provide 2 meter spacing requirements for guests while they wait in line
- Plexiglass has been ordered for installation on top of the front desk counters

Section #5 – Administrative Controls

22. Communication Strategy for Employees

Describe how you have or will communicate the risk of exposure to COVID-19 in the workplace to your employee, the conduct expectations for the employee's physical return to work around personal hygiene (including use of non-medical masks), the familiarization to contents of this plan, including how employees may raise concerns and how you will address these, and how you will document all of this information exchange

- Information posters have been posted throughout the workplace providing information on COVID-19 symptoms, transmission, how to prevent the spread, proper hand hygiene and encouraging staff to stay home if unwell
- COVID -19 safety protocols are discussed at regular staff meetings (conducted via video conferencing). The principles around physical distancing and proper hand hygiene are emphasized.
- The safety plan was distributed and discussed in the staff meeting, allowing staff an opportunity to ask questions and ensure a common understanding on the new behaviors expected while in the workplace.
- Signage posted at entrances prohibiting anyone from entering that is exhibiting symptoms of COVID-19.
- Floor markings in place to remind staff not to loiter in hallways or around corners.

23. 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

- All employees on site will have 30 days to complete the mandatory course offered on Canvas. Manager will get completion data monthly from Canvas/HRMS to monitor completion and to address any gaps. Returning employees will do the course prior to their first shift back, where possible or on their first day.
- Entry point signage outlines guidelines to enter a work space
- The safety plan was distributed and discussed in the staff meeting, allowing staff an opportunity to ask questions and ensure a common understanding on the new behaviors expected while in the workplace.
- Online availability throughout SHCS is pending IT/Mar Comm updates
- The safety plan will be available at the workplace for staff to reference as needed.
- Weekly reminders on protocols are communicated to staff via supervisors and managers

24. 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)

- Directional arrows have been placed on the floor in the office to indicate the direction of travel
- Doors have been designated as one way either enter or exit
- Floor decals provide a 2-meter spacing for guests in line
- Max occupancy signs have been posted for break rooms, washrooms and elevators
- The following signs have been posted around workspaces -proper hand hygiene, preventing the spread of COVID-19, symptoms of COVID-19, physical distancing reminders

25. 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. Also describe your approach to handling potential COVID-19 incidents

- Fire safety plans are posted in all work spaces. Evacuation procedures and designated meeting place for employees and guests remains the same
- Adjusted work schedules and occupancy limits allows for maintaining of fire safety plan procedures in the event of an emergency
- Evacuation procedures will continue as normal, using the same designated meeting place. After evacuating follow “physical distancing” best practices as much as possible.
- Employers response to employees reporting symptoms on the job:
 - Sick workers should report to their supervisor/manager immediately who will then call UBC First Aid (UBC-FA) @ 2-4444 / 604-822-4444 even with mild symptoms. Note: all UBC-FAA have been trained to WSBC COVID-19 OFA protocols
 - If the worker is severely ill (e.g., difficulty breathing, chest pain), call 911.
 - Clean and disinfect any surfaces that the ill worker has come into contact with.
 - Workers and Supervisors have been made aware and trained on these protocols
- Suspected positive incidents or exposure concerns are to be reported to the Supervisor.
- Further incident reporting information can be found on the [SRS webpage](#)
- Direct people who are unsure about what they should do to the [BC Self Assessment tool](#)
 - [OPH programs and services](#) remain available to all staff, faculty, and paid students who have questions or concerns about their health and safety in the workplace, including questions around COVID-19.
- If there was a confirmed positive incident, SRS would defer to the government response protocols and rely on their direction. UBC would provide assistance as requested.
- For hotel guests:
 - Any suspected cases will be quarantined in a private room and staff will communicate with the guest how to contact public health. <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/testing>
 - Staff will take direction from UBC SRS and BC public health according to the latest guidelines and protocols. <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/if-you-are-sick>
 - After guest departure, staff will not enter the room to clean or do maintenance of any kind until public health guidelines deem it safe to do so.



- For self isolation external group booking:
 - Private suites will be provided to any COVID test positive guest
 - Adult groups will follow the same guidelines as regular hotel guests
 - Minors will be monitored and care provided by the external group organizer as stipulated in the agreement with UBC and the external group.
- Please refer to Procedure for COVID Positive Response for further details and UBC student approach.

26. Monitoring/Updating COVID-19 Safety Plan

Describe how 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

- Local Safety Team and JOHCS meetings have representatives from the staffing side to raise any concerns
- SHCS Safety Group has regular contact and meetings with managers and supervisors regarding new developments and requirements
- Staff are encouraged to discuss directly any concerns with their supervisor to be brought forward to management or at monthly FS-LST/SHHS-JOHCS meetings
- Senior management team will keep apprised of new developments as related to COVID safety and update the safety plan accordingly.

27. 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

- Conferences and Accommodation has never closed and our front line staff have been consistent since the beginning of May
- Staff that were brought on at the beginning of May were trained in our new protocols and office procedures
- Any new staff that are hired will also be trained in new protocols and office procedures through one-on-one training with managers
- New locations opening will re-assign staff from other areas familiar in COVID 19 protocol

Section #6 – Personal Protective Equipment (PPE)

28. Personal Protective Equipment

Describe what appropriate PPE you will utilize and how you will/continue to procure the PPE

- Employees who use cleaning products that require the use of PPE have been trained in their proper use and disposal.
- gloves and face shields have been made available to front desk staff - they have been trained on their proper use and disposal



Section #7 - Acknowledgement

29. 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.

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 Aug 6, 2020

Name(Manager or Supervisor) Allan de Jong

Title General Manager, Conferences and Accommodation

Faculty and Staff Occupying Workspace

Name	Email	Confirmation of Understanding
		<input type="checkbox"/>



Appendix

These additional materials will be posted at C&A locations with the above safety plan as applicable.

Additional COVID 19 Protocols for Conferences and Accommodation Operations

11. Procedure of COVID Test Positive Cases
12. Guest Check In Information
13. Hotel Operations in Shared Washroom Residence
14. Self Isolating Guest Check In Information – Suites
15. Self Isolating Guest Check In Information – Totem
16. Pre-Arrival Information for Self Isolation
17. Self Isolation group procedures - contract
18. Protocols for Urgent Maintenance Requests
19. High Touch Point – Cleaning and Disinfecting Protocol
20. High Touch Point Checklist Offices

Reference Documents

- <https://srs.ubc.ca/files/2020/06/6.-Guidelines-for-Safe-Washroom-Re-Occupancy.pdf>
- https://riskmanagement.sites.olt.ubc.ca/files/2020/04/COVID-19-PPE-Guidance_final.pdf
- https://riskmanagement.sites.olt.ubc.ca/files/2020/04/SRS-OHS-SWP-001-General-Surface-Cleaning_final.pdf
- <https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/covid-19-pho-guidance-hotel-sector.pdf>