



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	UBC IT Desktop Services – Library support team
Facility Location	Koerner Library – Room 283 - 1958 Main Mall
Proposed Re-opening Date	23 November 2020
Workspace	
Locations	

Workspace Location Name:

- Asian Library
- Automated Storage and Retrieval System (ASRS) - IKBLC
- Biomedical Branch (BMB)
- InterLibrary Loan (ILL) and Circ - Koerner Library
- David Lam Management Research Library
- Education Library
- Law Library
- Library IT - Koerner Library
- Preservation and Archives (PARC)
- Music, Art, and Architecture (MAA) - IKBLC
- Rare Books and Special Collections (RBSC) - IKBLC
- Tech Services -Woodward
- Woodward Library
- Xwix7wa Library

Address:

- 1871 West Mall
- 1961 East Mall
- 2775 Laurel Street
- 1958 Main Mall
- 2033 Main Mall
- 2125 Main Mall
- 1822 East Mall
- 1958 Main Mall
- 6049 Nurseries Road
- 1961 East Mall
- 1961 East Mall
- 2198 Health Sciences Mall
- 2198 Health Sciences Mall
- 1985 West Mall



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Introduction to Your Operation

1. Scope and Rationale for Opening

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, in order to complete the **MS Windows 7 to 10 upgrade project**, the UBC IT Desktop Services – Library support team will require physical access to some computers in the above listed **workspace locations**.

Despite our efforts to mitigate user impact with this child plan, buildings’ parent plans will dictate the final level of support we can provide to our clients. Our team 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 following risks are considered in accordance with the web page at:
<https://srs.ubc.ca/covid-19/safety-planning/determining-safety-plan-risk/>

- Risk #3 – The workplace or activity is indoors with no building ventilation system and access to outdoor air is not available (e.g. openable windows)
- Risk #4 – Employees/students/visitors have frequent contact with high-touch surfaces (service counters, card payment machines)

Note: Applicable risk factors (from above) are listed may be subject to change based on COVID-19 developments and Campus operations, and will be addressed as part of the monitoring requirements.

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”](#)

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 COVID-19 Self Assessment Tool](#)



4. WorkSafeBC Guidance
<i>List any WorkSafeBC COVID-19 regulatory guidance used in developing the plan</i>
<ul style="list-style-type: none">• COVID-19 and returning to safe operation - Phases 2 & 3• WorkSafeBC COVID-19 Safety Plan• WorkSafeBC: Designing Effective Barriers• WorkSafeBC: Entry Check for Workers• WorkSafeBC: Entry Check for Visitors• WorkSafeBC Protocol: Offices• WorkSafeBC Protocols: Post-Secondary Education
5. UBC Guidance
<i>List any specific UBC COVID-19 guidance tools used in developing the plan</i>
<ul style="list-style-type: none">• COVID-19 Campus Rules.• Guidelines for Preparing for Reoccupancy• Guidelines for Safe Washroom Reoccupancy• Space Analysis and Reoccupancy Planning Tool• UBC Employee COVID-19 PPE Guidance• Ordering Critical Personal Protective Equipment• UBC Employee COVID-19 Use of Shared UBC Vehicles Guidance• Building Operations COVID-19 website - Service Level Information• UBC Employees COVID-19 Essential In-person Meetings/Trainings Guidance• Workplace Physical distancing Planning Tool and Signage Kit• UBC Facilities COVID-19 information• UBC Entry Check Sign• Preventing COVID-19 Infection in the Workplace training course• UBC Cleaning Standards & Recommendations for Supplementary Cleaning• UBC Classroom Safety Planning
6. Professional/Industry Associations
List any specific industry association (or counterpart) guidance used in developing the plan EDUCAUSE

Section #2 - Risk Assessment

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

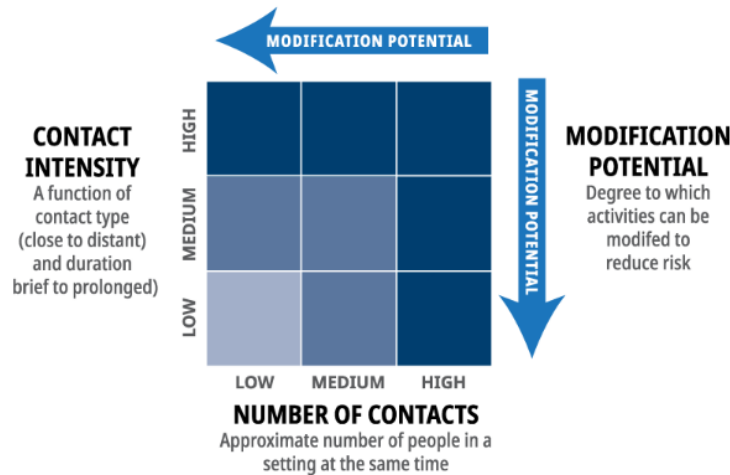
As an employer, UBC has been working diligently to follow the guidance of federal and provincial authorities in implementing risk mitigation measures to keep the risk of exposure as low as reasonably achievable. This is most evident in the essential service areas that have remained open on campus to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

Hardware Deployments – Distant and brief contact

All hardware deployments related to the **MS Windows 7 to 10 upgrade project** are to be completed while maintaining social distancing.



Our employees will review relevant safety plans of the buildings and spaces they will visit, prior to the visit. Our employees are required to wear non-medical masks and, in some cases, masks and 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.

Our team members will be wearing surgical gloves, will bring their own keyboard and mouse, in order to minimize any contact with the clients’ physical IT hardware. Staff will Spray Germosolve 5 on paper towel (not directly on surface) and wipe down the outside any equipment being deployed and will dispose of paper towel immediately

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 the same time)

Asian Library

- Pre-COVID Plan: 8 employees
- COVID Plan: 3 in total, but only 1 at a time

Automated Storage and Retrieval System (ASRS) – IKBLC

- Pre-COVID Plan: max 2 staff and 3 student assistants.
- COVID Plan (Low): no-one from Tech Services is regularly going in. I do believe MAAL staff may be helping in that area to re-stock the ASRS.

Biomedical Branch (BMB)

- Pre-COVID Plan: 3 employees
- COVID Plan: 2 in total, but only 1 at a time

InterLibrary Loan (ILL) and Circ - Koerner Library

- Pre-COVID Plan: 22 employees
- COVID Plan: Currently: 9 in total, at the same, over 3 floors
When Borrower Services Extended Safety Plan is accepted:
17 total, 6 at the same time over 3 floors

David Lam Management Research Library

- Pre-COVID Plan: 9 employees
- COVID Plan (Low): 1 employee (Tuesdays and Fridays only)

Education Library

- Pre-COVID Plan: 12 employees
- COVID Plan: 7 people (max 2 or 3 per day)

Law Library

- Pre-COVID Plan: 11 employees
- COVID Plan: 7 in total, 3 at any one time



Library IT - Koerner Library

- Pre-COVID Plan: 17 employees
- COVID Plan: 1 employee

Preservation and Archives (PARC)

- Pre-COVID Plan: 5 FTES (includes 1 FTE from Records Management), 1-3 part time students.
- COVID Plan: Maximum 2 people per day

Music, Art, and Architecture (MAA) – IKBLC

- Pre-COVID Plan: 17 employees
- COVID Plan: MAA 314 has 3, MAA 414 has 2

Rare Books and Special Collections (RBSC) – IKBLC

- Pre-COVID Plan: 8 employees
- COVID Plan: 1 employee

Tech Services -Woodward

- Pre-COVID Plan: 41 employees
- COVID Plan): Maximum 7 employees per day

Woodward Library

- Pre-COVID Plan: 23 employees
- COVID Plan: 2 in total, but only 1 at a time

Xwix7wa Library

- Pre-COVID Plan: 5 employees
- COVID Plan: 2 in total, but only 1 at a time

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

Prior to submission:

- This plan has been developed and reviewed by all frontline workers
- Engagement with Library Facilities to make sure our plan adheres to UBC Library Safety Plan
- Engagement with the affected Head to ensure that staff know Desktop Services will be on-site

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/or 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

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

Text from the [OCIO-UBC IT Intermediate Safety Plan](#). [September 22, 2020 | Vs.6]

Worker Health Communications and Support

- “COVID-19 Information for UBC IT Staff” site is available on [ShareIT](#).
- IT Resumption Planning Leads have been, and will continue to work with Supervisors/Managers in the preparation, review, monitoring, communication and implementation of CSP, and participating in team meetings to provide guidance.
- Since the onset of COVID-19, regular and ongoing communication on COVID-19 resources, information and guidelines have been shared with IT management and staff by email, Zoom meetings, at IT Stand Up meetings and posted on [ShareIT](#).
- IT Health & Safety and Facilities Team (Laura Triay, Eric De Jesus), in conjunction with Safety & Risk Services representatives, are providing on-site walk-through visits and consultations with unit Managers/Supervisors to provide guidance and direction on COVID health & safety measures & requirements, and are providing ongoing support for on-site safety implementations. Since March 2020, the team has also been providing ongoing support by sourcing, ordering, and distributing required PPE to IT units.
- Monthly [Health & Wellness resources, information and updates](#) have been, and will continue to be provided to IT staff on ShareIT.
- [Healthy Workplace](#) workshops conducted over Zoom have been, and will continue to be offered to IT staff.
- [IT JOHSC](#) continues to send monthly emails to staff sharing health, safety and wellness information and resources.
- SRS Safe Working Consultations: members of the Safety & Risk Services team are available to provide safe working consultations to Managers/Supervisors and employees, in person or online, and help to develop COVID-19 safety plans. Contact ready.ubc@ubc.ca to request support.
 - For questions or concerns, employees may reach out to their Manager, [IT JOHSC](#), and Safety & Risk Services at ready.ubc@ubc.ca to review work tasks/workplace and as/when needed, the appropriate corrective actions will be added to [Safe Working Procedures \(SWP\)](#) and communicated to staff.
 - Resource: [Refusal of Unsafe Work](#): Workers have the right to refuse unsafe work. If staff have a reasonable cause to believe that performing a job or task puts them at



risk, it is the employee's right to not perform that job or task. Notify your supervisor immediately of this as they must investigate the matter and correct it if possible. A detailed flowchart has been created outlining all the steps to take and means of escalation: Refusal of Unsafe Work Flowchart.

Before Coming to Work:

Refer to *Section 17. Worker Screening*

On Campus:

Staff are required to follow:

- [COVID-19 Prevention Guidelines](#)
- [COVID-19 Campus Rules](#)

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

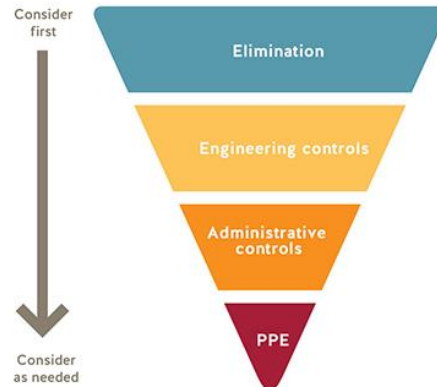
Text from the [OCIO-UBC IT Intermediate Safety Plan](#). [September 22, 2020 | Vs.6]

- Final approved IT COVID Safety Plans (CSP) will be posted on the ShareIT [COVID-19 Information for UBC IT Staff site / Health, Safety & Planning](#) (accessible to all IT staff)
- Communications with links to the CSPs will be emailed to IT staff; posted on ShareIT; communicated at IT Stand Up meetings, at IT Operations meetings, and at team meetings.
- The OCIO-UBC IT CSP will also be posted on the [CIO website](#) to make accessible to contractors, partners and clients.
- IT Unit Child Plans: Unit Managers are required to:
 - Share their unit plans with their staff (including Contractors) by email; can send ShareIT [Health, Safety & Planning](#) where CSPs are posted. For Contractors (contractors do not have access to ShareIT- only employees), send link to [CIO external website](#) to view the CSPs.
 - Review and discuss safety plans at team meetings, providing opportunity for staff comments and feedback
 - Share staff comments/feedback with the [Resumption Planning Lead](#) to help ensure continuous process improvement.
- Managers are required to provide IT CSPs *in advance of entry* to all external visitors, suppliers, vendors expected to enter any IT work locations.
- Hard copies maybe provided to staff and contractors upon request from their Managers. Otherwise CSPs will not be printed due to health safety concerns (multiple people touching hard copies), and, anticipating that CSPs will be regularly reviewed/revised/updated (reduce environmental footprint by limiting printing).



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



- Koerner Library – room 283: 2 employees on-site at any given time (3 employees WFH)

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 reschedule 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

- Shifts will be scheduled Monday to Friday, 8:00 AM – 12:00 PM and 1:-00 PM – 5:00 PM. This is based on employee feedback to reduce contacts. Communication needed between shifts will be sent via email.
- Shifts will have maximum of 1 DS-O employee working in each specific library location at a time and no more than 3 DS-O employees working in total.
- The DS-O Senior Support Analyst will be present, as needed, 1 shift per week to oversee work and ensure operations are on track. The DS-O Senior Support Analyst will be working out of room 283 of the Koerner Library. Room 283 in Koerner Library has partitioned cubicles, will only have one person present at a time, and is located away from CUPE staff.
- 2 meters physical distancing procedures will apply at all times. One-way traffic flow lines will be adhered to, and cleaning protocols will be in place and followed as needed.

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

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

There will be only a single Desktop Services team member present at any of the following UBC Library branches during the implementation of the **MS Windows 7 to 10 upgrade project**.

- Asian Library
- Automated Storage and Retrieval System (ASRS) – IKBLC
- Biomedical Branch (BMB)
- InterLibrary Loan (ILL) and Circ - Koerner Library
- David Lam Management Research Library
- Education Library
- Law Library
- Library IT - Koerner Library
- Preservation and Archives (PARC)
- Music, Art, and Architecture (MAA) – IKBLC
- Rare Books and Special Collections (RBSC) – IKBLC
- Tech Services -Woodward
- Woodward Library
- Xwix7wa Library

**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

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.

- Deskside visits
 - Clients are asked not be in the offices or at the desks during the upgrade of MS Windows 7 machines
 - If clients will be there, employees will be notified ahead of time and they will make sure to wear non-medical masks and, in some cases, masks and face shields are worn.
- 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 requested not to be within 2-meters of the area being worked in when our employee is there.

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

- 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.

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 their household or as medically advised

Text from the [OCIO-UBC IT Intermediate Safety Plan](#). [September 22, 2020 | Vs.6]

- Before coming to work all staff must check their health status- Signage has been posted as a reminder in all work areas.
- Staff experiencing any symptoms of COVID-19 (cough, sneezing, shortness of breath, loss of sense of smell/taste, sore throat, tiredness, fever) must not come to work.
- If staff come to work exhibiting any symptoms, they will be asked by their supervisors to go home immediately.
- Staff should refer to the BC Health Self-Assessment Tool at <https://bc.thrive.health> to determine if they require testing and/or medical care.



- Individuals displaying symptoms of COVID-19 (described above) must remain at home and call 8-1-1 and remain isolated until they have been confirmed COVID-free by testing or have been symptom free for at least 14 days.
- Staff who have been in contact with a person confirmed or presumed to have COVID-19 must self-isolate as per provincial health guidelines.
- Anyone returning from outside of Canada must follow the directions of the quarantine act, which specifies 14 days of self-isolation, regardless of whether or not they are experiencing COVID-19 symptoms.
- Building entrance doors must post signage for both workers and visitors/guests that prohibits entry if any of the above criteria apply. The primary building tenant/and or Building Operations is responsible for posting the building signage. The signage will either use a UBC copy, or WorkSafeBC signage:
 - [Worksafe: Entry Check for Workers](#)
 - [Worksafe: Entry Check for Visitors](#)
- COVID-19 symptoms and health advice can be found on the [BCCDC website](#), including information about when and how to get tested.
- Reference [Reporting COVID-19 Exposure](#)

18. Prohibited Worker Tracking

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

Text from the [OCIO-UBC IT Intermediate Safety Plan](#). [September 22, 2020 | Vs.6]

- Staff who are feeling unwell are asked to contact their Manager/Supervisor.
- Refer to Section: *17. Worker Screening*
- UBC's Personal Absence Tracking System (PAT) will be utilized by all staff to track staff who cannot attend work due to one or more of the three categories of restriction (as defined by WorkSafeBC).

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

Text from the [OCIO-UBC IT Intermediate Safety Plan](#). [September 22, 2020 | Vs.6]



- Managers/Supervisors are responsible for ensuring staff are trained in appropriate cleaning protocols for their desk spaces, including cleaning high contact surfaces (where applicable), such as photocopiers, lunch rooms, other shared equipment, doorknobs and other common areas within their areas.
- Resources:
 - <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/cleaning-disinfecting-public-spaces.html>
 - <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/cleaning-and-disinfecting>
 - <http://buildingoperations.ubc.ca/2020/05/25/custodial-services-keeping-your-facility-clean-and-sanitized/>
 - https://riskmanagement.sites.olt.ubc.ca/files/2020/08/Guidelines_cleaning_spaces_V_8_final.pdf
- Staff are advised to use the kitchen/bathroom sinks to wash their hands. [Hand washing instructions](#) are posted at kitchen sinks.
- Cleaning/disinfecting supplies are provided in IT kitchens and common areas for staff to use to clean high touch surfaces and their work areas/spaces.
- Staff are asked to return cleaning/sanitizing products back to the stations after use, in order to allow others access to the products.
- If additional/replacement cleaning supplies are required, providing a minimum 2-week advance notice, staff are asked to contact eric.dejesus@ubc.ca.
- Hand sanitizer stations provided by Building Operations are located on the main entrance of buildings. UBC Custodial Services will replenish supplies.
- Hand sanitizer stations are also located at each currently occupied IT work location. If sanitizers are empty contact eric.dejesus@ubc.ca who can connect with Custodial Services and/or replenish IT supplies.

For information on UBC Custodial Services' cleaning standards during COVID-19, please [click here](#)

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 the risk of transmission, such as coffee makers, kettles, shared dishes and utensils.

Text from the [OCIO-UBC IT Intermediate Safety Plan](#). [September 22, 2020 | Vs.6]

Shared Equipment/Tools

- Some work activities require the use of shared materials/equipment/tools such as keyboards, mice, laptops, filming equipment, repair tools, servers.
- Disinfectant and cleaning products are provided at IT work locations.



- Managers are responsible for posting instructions/reminders at work locations, providing cleaning instructions and reminding staff to disinfect shared equipment/tools before and after use, and to wash their hands regularly, before/after use.

Kitchen/Common Areas

- To reduce the risk of contamination, users of common/shared kitchen appliances such as refrigerators, microwaves and water dispensers, users are required to wash their hands before/after use and disinfect all touched surfaces before/after use.
- Staff are encouraged to bring food that is contained and ready to eat without needing refrigeration, heating, or other preparation in common kitchens.
- Staff are encouraged eat/take breaks outdoors, weather permitting.
- Refer to signage and decals when utilizing facilities.
- Kitchen dishware/utensils: all dishware/utensils must be removed from shared kitchens. Staff are required to bring own utensils/dishware from home and take home to wash.
- When shared office equipment is used (e.g., photocopiers, etc.), users must wash their hands before/after use and disinfect all touched equipment before/after use.
- Disinfectant and cleaning products have been provided in kitchens/common areas.
- Water fountains are closed in most buildings, with the exception of IKBLC.

21. Partitions or Plexiglass installation

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

- Koerner Library – room 283: No public facing areas

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

Text from the [OCIO-UBC IT Intermediate Safety Plan](#). [September 22, 2020 | Vs.6]

OCIO-UBC IT will disseminate safety plans through its communication channels including: [CIO website](#), [ShareIT COVID-19 Site: Health, Safety & Planning](#), staff emails, New Employee Orientation (via HR), and shall provide notice to staff at IT Stand Up meetings, IT Operational Leadership meetings, and Unit team meetings.

Refer to Sections:

- 11. Plan Publication



- 14. Spatial Analysis: Occupancy limits, floor space, and traffic flows
- 15. Accommodations to maintain 2 metre distance
- 19. Cleaning and Hygiene
- 20. Equipment Removal/Sanitation

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

Text from the [OCIO-UBC IT Intermediate Safety Plan](#). [September 22, 2020 | Vs.6]

- On June 30th 2020 the Deputy CIO sent email communication to all IT staff providing notice of the mandatory requirement to complete the [Preventing COVID-19 Infection in the Workplace training](#) and set completion timelines. A reminder email was sent to staff on July 30th 2020.
- Staff training completion is being tracked by the Resumption Planning Project Lead and reminders are sent to staff and Managers to ensure 100% participation.

IT Contractors

All IT contractors must complete the mandatory COVID safety training before going on campus, in addition:

- Unit Supervisors must provide and inform contractors with IT Safety plans (OCIO-UBC IT Intermediate Plan and pertinent IT Unit Child Plan).
- Contractors are required to adhere to all protocols and guideline set out in CSPs.
- Supervisors must ensure contractors follow safety plans and protocols.

When preparing safety plans, Managers must ensure contractors are included in the total number of people working on campus to ensure social distancing and safety requirements are met.

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)

Text from the [OCIO-UBC IT Intermediate Safety Plan](#). [September 22, 2020 | Vs.6]

- [Safety & Risk Services COVID-19 Communications Resources](#)
- [Worksafe's COVID-19 – Resources](#)
- *See Appendix D: Spatial Analysis and Signage*
- Signage has been placed at IT work locations including meeting rooms/common/ shared areas to indicate occupancy limits; yield/directional traffic flow information; reminders of safety requirements and protocol.
- Floor signs mark 2-meter spaces where people might line up.



25. Emergency Procedures

Recognizing limitations on staffing that may affect the 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

Text from the [OCIO-UBC IT Intermediate Safety Plan](#). [September 22, 2020 | Vs.6]

- L.S. Klinck and Ponderosa Annex A Building Emergency Response Plans (BERPs), managed by OCIO-UBC IT, have been updated to reflect COVID temporary changes.
- Building Emergency Response Plans and/or Evacuation Maps for currently open IT work locations have been posted on the [ShareIT site](#).
- Temporary Floor Wardens have been assigned for all IT units and locations where staff are working on campus, ensuring sufficient staff at each location have been trained to provide coverage independent of rotational/shift schedules. A list of temporary Floor Wardens are posted on [ShareIT Health & Safety Site](#).

Staff working on campus are expected to:

- Maintain and adhere to the Building Emergency Response Plans for specific buildings.
- During evacuations, follow the instructions of Floor Wardens and vacate the buildings.
- Call emergency response in case of urgent medical or safety situations:
 - Occupational First Aid (Vancouver Campus): 604-822-4444
 - Hazardous Material Response (Vancouver Fire & Rescue Services): 911
 - UBC Hospital Urgent Care (8:00 a.m. – 10:00 p.m.): 604-822-7662
 - Poison Control Centre: 604-682-5050
 - Campus Security (For an Emergency call 911): 604-822-2222
 - Fire, Police, or Ambulance: 911

For COVID-19 specific concerns:

- For individuals presenting COVID-19-like symptoms, the direction to employees is to call UBC First Aid at 2-4444
- Suspected positive incidents are to be reported to the Supervisor and documented by the supervisor as well as by emailing ready.ubc@ubc.ca
- UBC COVID-19 exposure information can be found on the [SRS site](#).
- Direct people who are unsure about what they should do to the BC Self-Assessment tool
- If there was a confirmed positive incident, SRS would defer to the government response protocols and rely on their direction.

**26. 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) - the plan must remain valid and updated for next 12-18 months

Text from the [OCIO-UBC IT Intermediate Safety Plan](#). [September 22, 2020 | Vs.6]

OCIO-UBC IT will review COVID Safety Plans on a monthly basis to ensure measures put in place are effective at mitigating potential risks associated with on-site activities, as well as any time new activities need to be revised/added. Plans will be updated per mandated government and University requirements captured at <https://covid19.ubc.ca/>.

OCIO-UBC IT staff who have concerns about compliance, safety, or have related questions, comments or suggestions can contact their Manager, or, the [IT Joint Occupational Health and Safety Committee \(JOHSC\)](#) at ubcit.johsc@ubc.ca.

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

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 wellbeing are 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)

28. Personal Protective Equipment

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

Text from the OCIO-UBC IT Intermediate Safety Plan. [September 22, 2020 | Vs.6]

The University has produced university-wide guidance documents on the procurement and use of [PPE during the COVID-19 pandemic](#), which are being consulted and followed.

Since the onset of COVID, OCIO-UBC IT has consulted with SRS on adequate PPE required for IT units working on campus, specific to the work being performed on campus. SRS's recommendations have been followed and PPE has been sourced, secured and distributed to on campus managers/staff.

Products provided to on campus staff includes:

- Face shields
- Hand sanitizer
- Disinfectant wipes
- Disinfectant Sprays
- Paper Towels

PPE supplied meets [Health Canada guidelines](#).

Non-Medical Face Masks:

Effective Wednesday, September 16, 2020, UBC students, faculty, staff and visitors are required to wear non-medical masks when indoors at UBC campuses.

All students, faculty, staff and visitors are required to follow protocol as directed on the SRS website:

- <https://srs.ubc.ca/covid-19/health-safety-covid-19/non-medical-masks/>
- <https://srs.ubc.ca/files/2020/06/4.-COVID-19-Campus-Rules.pdf>



- For exceptions refer to: <https://srs.ubc.ca/covid-19/health-safety-covid-19/non-medical-masks/>.

When staff are working in single occupancy room/office, or at their cubicles *while maintaining a 2-meter distance*, they can remove their mask. If they leave their office/cubicle, mask must be worn. For this phase of resumption, staff working on campus must be scheduled to ensure that physical distancing can be maintained at all times between work stations.

Face Shields:

When working in close proximity and 2-meter distance cannot be maintained, IT staff must wear face shield in conjunction with non-medical face mask (this follows SRS’ guidelines and risk assessment).

PPE Sourcing and Forecasts:

PPE requirement forecasts for all IT crucial service units working on campus have been collected, documented, sourced, and stored- anticipating and obtaining sufficient PPE supplies for March through to December 2020. In October 2020, a new call out will go to managers to collect and source PPE needs for 2021, as required. PPE supplies inventory for IT is being tracked and monitored to ensure a consistent flow and availability of PPE supplies. Inquiries about PPE may be directed to: laura.triay@ubc.ca; eric.dejesus@ubc.ca.

Section #7 – Non-Medical Masks

29. Non-Medical Masks

Describe your plan to inform faculty and staff on the wearing of non-medical masks

- See [Using Non-Medical Masks](#) website for the most up to date information
- **Suggested language for Overarching Portfolio Plans:**
“All staff in portfolio will follow the requirements around mask-wearing described in <https://srs.ubc.ca/covid-19/health-safety-covid-19/non-medical-masks/> and <https://srs.ubc.ca/files/2020/06/4.-COVID-19-Campus-Rules.pdf>.
 - *Unit Intermediate and Unit/Workspace plans will detail any further requirements for the use of non-medical masks for staff within their specific workspace(s).”*
- **Suggested instruction for Intermediate or Unit/Workspace/Local Safety Plans:** Use the [COVID-19 Safety Plan Addendum: Required Non-Medical Masks](#) as a guidance tool on how to incorporate NMMs into the workplace.

Section #8 - Acknowledgement

30. Acknowledgement

The plan must demonstrate approval by the 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.



Safety Plans will be shared with staff as noted in Sections:

- 11. Plan Publication
- 22. Communication Strategy for Employees

Staff acknowledgement of receipt and compliance with the Safety Plans will be recorded by Unit Managers for their teams and will be saved in a shared folder in ShareIT accessible to all IT Managers. Compliance will be tracked and monitored by the Resumption Planning Lead.

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.

Library

Date

November 13, 2020

Name (Manager or Supervisor)

Allan Bell

Title

Associate University Librarian Digital Programs and Services



Faculty and Staff Occupying Workspace

Name	Email	Confirmation of Understanding
Douglas, Tracey	tracey.douglas@ubc.ca	Yes
Separovic, Darko	darko.separovic@ubc.ca	Yes
Zhang, Nick	nick.zhang@ubc.ca	Yes
Hagbjork, Mats	mats.hagbjork@ubc.ca	Yes
Yan, Cyndi	cyndi.yan@ubc.ca	Yes
Hollander, Laszlo	Laszlo.Hollander@ubc.ca	Yes



Appendices

Appendix A: Title

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



Appendix [X]: COVID-19 Workspace Safety Plan Document Revision

Date	Version	Writer	Change Description	Approved By
2020.10.29		Allan Bell, Associate University Librarian	Feedback from the Library Safety Committee	Business Owner of the relationship with UBC IT
2020.11.4		Laszlo Hollander	Requested Changes	
2020.11.5		Allan Bell	Feedback from the Library Safety Committee	
2020.11.10	Rev0			UBC Library COVID-19 Safety Committee

