



BC FINANCIAL
SERVICES AUTHORITY

BC Financial Services Authority

Return to the Office Guide

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Prepared in Collaboration with the Office of the Superintendent of Real Estate

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INTRODUCTION	4
ABOUT CORONAVIRUS	4
PREVENTING THE SPREAD AND BASIC HYGIENE	5
DEDICATED SITE SUPPORTING RETURN TO THE OFFICE	5
OBJECTIVES.....	5
ACCOUNTABILITIES	6
CORPORATE ACCOUNTABILITIES	6
INDIVIDUAL ACCOUNTABILITIES.....	6
SELF-ASSESSMENT TOOL AND SEEKING MEDICAL ATTENTION	6
ACKNOWLEDGEMENT FORM FOR TEAM MEMBERS & VISITORS	6
APPROVALS	7
PRIORITIZATION CONSIDERATIONS FOR RETURNING TEAM MEMBERS	7
PROTOCOLS AND PROCEDURES	8
BUSINESS OPERATIONS PROTOCOLS	8
<i>WORKPLACE OPERATIONS</i>	8
<i>SELF-CHECK STATIONS</i>	8
<i>OFFICE SUITE ACCESS</i>	8
<i>WORKSTATIONS</i>	9
<i>MEETING ROOMS</i>	9
<i>KITCHENS</i>	9
<i>WASHROOMS</i>	10
<i>OTHER COMMUNAL AREAS</i>	10
<i>OUTSIDE VISITORS</i>	10
<i>RECEPTION</i>	10
<i>HARBOUR CENTRE PROTOCOLS</i>	11
HEALTH & SAFETY PROTOCOLS	11
EXPOSURE AND INFECTION RESPONSE PLAN	14
INSIDE THE WORKPLACE: SYMPTOMATIC AND CONFIRMED CASE	15
OUTSIDE THE WORKPLACE: SYMPTOMATIC AND CONFIRMED CASE.....	15
CONTACT TRACING GUIDE FOR WORKPLACE	16
TRAVEL PROTOCOLS	16
APPENDIX A – TEAM MEMBER RETURN-TO-OFFICE ACKNOWLEDGEMENT FORM	18
APPENDIX B - RETURN-TO-OFFICE ACKNOWLEDGEMENT FORM: VISITORS	19
PRIMARY BCFSA VISITOR PROTOCOLS	20
APPENDIX C - THE PROPER USE OF GLOVES & MASKS.....	21
APPENDIX D - EXPOSURE TRACING FORM.....	22
APPENDIX E - ADDITIONAL RESOURCES	24

INTRODUCTION

This Guide outlines the protocols that ensure a safe and orderly return of Team Members to BCFSA's office space. All Teams, including the Office of the Superintendent of Real Estate, were included in the planning efforts.

The primary guidance for planning includes direction from the BC Public Health Officer, the Public Sector Employers Council, the Ministry of Finance, and WorkSafe BC as of June 11, 2020. Direction provided by these authorities will be monitored and revisions to this Guide will be communicated to all Team Members.

Questions and concerns about the safety of the workplace and individual considerations should be discussed with supervisors but can also be submitted through the Ask Us section on the portal.

ABOUT CORONAVIRUS

COVID-19 is an illness caused by a coronavirus. Human coronaviruses are common and are typically associated with mild illnesses, like the common cold. The most common [COVID-19 symptoms](#) are: *fever, chills, cough, shortness of breath, headache, muscle aches, stuffy or runny nose, sore throat and painful swallowing, diarrhea, nausea, vomiting, loss of sense of smell or taste, loss of appetite, and fatigue*. It may take up to 14 days to appear after exposure to the virus.

Coronaviruses are most commonly spread from an infected person through:

- **Contact Transmission, Both Direct and Indirect**
 - Direct contact involves skin-to-skin contact, for example: shaking hands, hugging, helping with personal hygiene, etc.
 - Indirect contact involves a worker touching a contaminated object such as a table, doorknob, telephone, or computer keyboard, and then touching the eyes, nose, or mouth.
 - Contact transmission is important to consider because COVID-19 viruses may persist for minutes on hands and potentially hours on surfaces.
- **Droplet Transmission**
 - Large droplets may be generated when an infected person coughs or sneezes. Droplets travel a short distance (one to two meters) through the air and can be deposited on inanimate surfaces or in the eyes, nose, or mouth of other persons in close proximity.
- **Airborne Transmission**
 - Airborne (inhalable) particles can be generated from coughs and sneezes.
 - Coughs and sneezes produce both large droplets and smaller airborne particles. The smaller particles remain suspended in air for longer periods and can be inhaled.
 - The large droplets can also evaporate quickly to form additional inhalable particles.
 - As the distance from the person coughing or sneezing increases, the risk of infection from airborne exposure is reduced; but it can still be a concern in smaller, enclosed areas, especially where there is limited ventilation. As the number of infected people in a room increases, the risk of infection can increase.

PREVENTING THE SPREAD AND BASIC HYGIENE

The best way to prevent the spread of infection is to:

- Wash hands often with soap and water for at least 20 seconds or use a hand sanitizer that contains at least 60% alcohol, if soap and water are not available.
- Wash your hands immediately:
 - Before leaving a work area
 - After handling materials that may be contaminated
 - Before eating, drinking, smoking, handling contact lenses, or applying makeup
 - Avoid touching eyes, nose, and mouth with unwashed hands
- Keep a distance of at least two arms' length (approximately two meters) from others, as much as possible.
- Other required physical distancing measures include:
 - Avoiding crowded places and cancelling of gatherings (e.g., in-person meetings, assemblies and sports events)
 - Avoiding common greetings, such as handshakes
 - Limiting contact with people at higher risk (e.g. older adults and those in poor health)
- No sharing of food or drink.
- Cover cough or sneeze with arm or tissue; immediately dispose of used tissues into the trash, then wash hands afterward;
- Clean and disinfect frequently touched objects and surfaces;
- Stay home when sick; and
- Choose to wear a mask to contain large droplets generated during coughing and sneezing. Masks help minimize the spread of potentially infected material.

DEDICATED SITE SUPPORTING RETURN TO THE OFFICE

A dedicated site has been created to support BCFSA Team Members in their return to the office. The site contains this Guide, a mandatory tool for logging visits to the office, all necessary forms, and reference material. Frequently Asked Questions are also provided and are updated on a regular basis. Updates will be made to the site when required to make sure Team Members have all the information they need.

OBJECTIVES

The following objectives were established as part of our return to office planning:

- Ensure that work in the office space is as safe as possible, while recognizing that we can't eliminate all risk;
- Ensure that work outside the office (examinations/evidence gathering) is as safe as possible, while acknowledging that we can't eliminate all risk;
- Ensure that Team Members understand and adhere to the procedures and protocols put in place for their protection;
- Take a measured and priority-based approach to scheduling Team Members' return to the office and continuing to encourage working from home;
- Tailor our preparations and planning to BCFSA (and OSRE) and our unique context and capabilities; and
- Respect the needs of Team Members.

ACCOUNTABILITIES

To promote protection, health, and safety while carrying out our work during this COVID-19 pandemic, the following Return-To-Office corporate and individual accountabilities have been defined.

CORPORATE ACCOUNTABILITIES

BCFSA will adhere to all COVID-19 related orders and directions released by the [Public Health Agency of Canada](#), [BC Provincial Health Officer](#), [BC Center for Disease Control](#), [HealthLink BC](#), and [WorkSafeBC](#).

The Senior Executive Team, People Leaders, Business Continuity Planning Committee, Joint Occupational Health and Safety Committee, HR Team, COVID-19 Incident Response Team, and Enterprise Risk Manager will:

- Assess and define COVID-19 risks;
- Develop and implement controls to minimize risk of COVID-19 transmissions;
- Establish protocols that comply with WorksafeBC and Public Health Officer COVID-19 requirements;
- Monitor progress in managing COVID-19 impacts and modify responses as required;
- Provide the necessary information, training, and supervision to Team Members about the COVID-19 protocols;
- Communicate all COVID-19 Return-To-Office measures to Team Members, third party-contractors, and visitors, and emphasize the importance of complying with such measures;
- Ensure People Leaders understand and enforce the safety protocols and directives defined within this Guide; and
- Be open to considering adoption of new and safe ways to conduct business to ensure protection from COVID-19 exposure.

INDIVIDUAL ACCOUNTABILITIES

Every BCFSA Team Member will:

- Be aware of COVID-19 virus symptoms and any exposure to known cases to support contact tracing;
- Comply with applicable COVID-19 directives from the Provincial Health Officer on preventative hygiene while in the office and while travelling to or from workplaces (i.e. physical distancing, handwashing, disinfection, use of masks, etc.);
- Cooperate with BCFSA management to achieve its goal for a COVID-19 virus-free corporate office by adhering to all protocols and reporting requirements set out in this Guide;
- Seek to promote and protect the health and safety of everyone, including their visitors, and to reduce COVID-19 risk to themselves and their colleagues; and
- Seek to understand and abide by the protocols set out by our regulated entities for safe access to offices you may be required to visit.

SELF-ASSESSMENT TOOL AND SEEKING MEDICAL ATTENTION

Those experiencing [symptoms](#) of COVID-19 are encouraged to use the [BC COVID-19 Self-Assessment Tool](#) or call 811 to help determine if they require further assessment by a healthcare provider or if they should visit a local COVID-19 test collection centre.

ACKNOWLEDGEMENT FORM FOR TEAM MEMBERS & VISITORS

BCFSA Team Members will be required to sign an acknowledgement form confirming they understand the criteria that would prevent them from coming into the office and affirming their commitment to follow the protocols set out in this Guide. This type of declaration will also be required for visitors to

BCFSA offices. See *Appendix A* for the Employee Acknowledgement Form and *Appendix B* for the Visitor Acknowledgement Form. These forms are available on the Return-To-Office SharePoint Site.

APPROVALS

This Guide has been developed by the Incident Response Team in consultation with the Return-To-Office Committee, which includes representatives from Business Continuity Planning Committee, Joint Occupational Health & Safety Committee, HR Team. The Guide has been approved by the Senior Executive Team (SET) and shared with the Board of Directors.

PRIORITIZATION CONSIDERATIONS FOR RETURNING TEAM MEMBERS

BCFSA leadership has offered flexibility in its approach to returning Team Members to the office. Results have shown that almost all BCFSA work can be done at home; the factors influencing an individual's return will be determined by the function to be performed in the office and an individual's unique circumstances.

BCFSA recognizes and will prioritize the return to office of those individuals who may be struggling with the 'work from home' requirement, either due to the quality of the home office environment, or emotional and psychological impacts of isolation.

Appropriate accommodations will also be made for those who may not be able to return at all due to factors in their home life. The following workplace stages will be used. Timing of movement from one stage to the next will be assessed based on guidance provided by the relevant authorities.

RETURN TO WORK STAGES

STAGE 1: Remote Workplace: Virtually All Team Members Work Remotely

- Workplace access for all Team Members should be limited and infrequent (e.g. mail / records handling) with VP approvals.
- Basic hygiene and physical distancing apply.
- Team Member work-related travel prohibited.

STAGE 2: Limited Workplace: Capacity for Limited Return to the Workplace

- Access to the workplace continues to be limited based on workstation capacity.
- Managed access is available for priority Team Members with approval.
- Team Member work-related travel restricted to fulfill statutory function.

STAGE 3: Managed Workplace: Capacity for a Broader Return to the Workplace

- Access to the workplace will be managed for all Team Members.
- All Team Members may return to the workplace.
- Team Members who prefer to continue working remotely on a full-time basis require People Leader approval.
- Team Members that return to the workplace require updated flexible work agreements in order to capture the new arrangement and ensure that access to the workplace is equitably managed.
- Team Member work-related travel restricted to fulfill statutory function.

STAGE 4: Unrestricted Workplace: All Team Members Can Resume “Normal” Workplace Access

- All Team Members may access the workplace at their discretion and subject to any flexible work arrangements.
- Team Member work-related travel permitted for operational and statutory functions.

PROTOCOLS AND PROCEDURES

These protocols will be updated where necessary based on direction from government authorities. Changes will be communicated to Team Members and will require acknowledgement. Team Members and visitors using the offices are expected to conform with the basic hygiene measures outlined in the Health and Safety Protocols Section.

If at any point you feel uncomfortable with a situation in the office, please reach out to your People Leader to discuss. Urgent matters can be escalated to your Team’s Vice President where required.

BUSINESS OPERATIONS PROTOCOLS**WORKPLACE OPERATIONS**

- BCFSA will continue to follow the guidelines from the Provincial Health Authority and, while physical distancing recommendations are in place, remote work is encouraged and recommended;
- Whenever possible meetings are to be held virtually; and
- An Office Visit Log is located on the Return-To-Office SharePoint Site and is to be updated by Team Members whenever they visit the office. This log is also used to record any external visitors.

SELF-CHECK STATIONS

- Voluntary Self-Check stations have been set up on each floor consisting of a touchless thermometer, instructions, Lysol wipes and hand sanitizer.
 - 27th floor station is located just inside the entrance through the glass doors
 - 28th floor station is located just inside the entrance by mortgage brokers

OFFICE SUITE ACCESS

- One-way system implemented on both floors indicated by directional arrows (see *Appendix E*);
- One-way system for stairwell use. Stairway located on the 27th floor close to The Zone for upward traffic and stairway on the 28th floor by reception for downward traffic;
- Hand sanitizers located by doors to suite;
- Signage posted indicating designated entrance and exit doors;
- COVID 19 information posters placed in various locations including elevator area of the 27th and 28th floor;
- Signage indicating people who may be prohibited from entering the office/building as per WorkSafe BC guidelines (i.e. anyone exhibiting COVID 19 symptoms, have travelled outside Canada the last 14 days, had a close contact with a presumed/confirmed case);
- Signage posted on COVID-19 symptoms (WorkSafe BC).

WORKSTATIONS

- If office attendance is required, marked available workstations are at least two metres apart. Unavailable stations will be taped off and floor plans will be provided in advance to indicate which are open in their Team's allocated zone;
- Please work with your Team's Administrative Assistants or Program Coordinators to familiarize yourself with procedures to schedule an available workstation.
- Harbour Centre has implemented a Clean Desk Program that uses a 2-sided tent card sign to indicate if a desk or meeting room table needs to be sanitized. At the end of your workday in the office, flip the tent card over to the red side, which indicates that sanitization is required. This will make it clear to the cleaners that desks need to be sanitized.
- Team Members are to wipe down their workstation before and after use and BCFSA will consider contracting out additional cleaners if it is deemed that staff are not following protocols set by BCFSA; and
- Team Members are to avoid touching other workstations other than the one they are using as well as any partitions.

MEETING ROOMS

- In-person meetings where visitors are required to come into the office should be limited to the rooms by reception (Main Boardroom, Arbutus Room and Kootenay Rooms);
- Plexiglass counter guards have been set up in the Kootenay and Arbutus Rooms;
- Team Members are directed that all flat surfaces in meeting rooms (tabletops, chair arms) must be wiped down before and after any meeting; and
- The following meeting rooms are limited to the following capacity:
 - Main Boardroom: 6
 - Executive Boardroom: 4
 - Whistler Boardroom: 3
 - Arbutus Room: 2
 - Kootenay Room: 2
 - Baker Room: 4

KITCHENS

- Kitchen use is to be kept to a minimum and access is limited to two people at any given time;
- Team Members are directed to wash their hands when both entering (before touching anything) and leaving the kitchen area;
- Team Members are directed to limit food preparation in the kitchens by bringing prepared food;
- As per WorkSafe BC requirements, all communal dishes and utensils will be inaccessible for use;
- Team Members are required to bring their own utensils;
- Compostable utensils are encouraged or if Team Members bring their own, they can wash them using the sink before bringing them home;
- Team Members are encouraged to eat at their desks;
- Some tables in The Zone to be taken out of service to accommodate physical distancing;
- Counter tops must be wiped down before leaving the kitchen area. Lysol wipes, cleaning sprays and hand sanitizer will be available in each kitchen area;
- Communal doors to The Zone and the kitchen on the 28th floor will remain open to reduce contact with door handles.

WASHROOMS

- Washrooms are to be considered single use due to their size. locking mechanisms have been installed on each door. Please limit your usage time as much as possible.;
- The Occupied sign will be added to the regular touch point cleaning by Harbour Centre;
- As directed by Harbour Centre, DO NOT throw your paper towel on the ground after using it to open washroom door, but continue and use it to open office doors and then place in a waste receptacle when back in the office. Additional garbage cans have also been placed outside of each washroom and each entrance point into the office.

OTHER COMMUNAL AREAS

Reduce the need to use printers and ensure they are disinfected between use. Lysol wipes, hand sanitizer, and garbage cans have been situated by each printer. Team Members are to use electronic versions of documents whenever possible;

- Limit any unnecessary movement around the office.

OUTSIDE VISITORS

- Whenever possible, continue to hold virtual meetings.
- If visitors are required:
 - Visitors to the office must be scheduled in advance. Team Members should inform Business Operations via email at bcfsa@bcfsa.ca at least 2 days in advance so that a washroom access card can be provided;
 - Use of meeting rooms will be limited to the following: Main Boardroom, Arbutus and Kootenay. *NOTE: Exceptions are any service providers such as building maintenance crew and janitorial services who are required to move around the two floors.*
 - Visitors are to be met in the building lobby as floor access has been locked and there will not be a regular reception presence;
 - Visitors must be provided masks before entering if they have not brought their own;
 - Visitors must adhere to BCFSA's safety protocols and complete a declaration that they are not experiencing any [COVID-19 symptoms](#), or have been exposed to a confirmed COVID-19 infected person or have traveled outside of Canada within the last 14 days;
 - Please encourage visitors to bring their own water as communal glasses will not be provided;
 - All visits to the workplace must be recorded in the Office Visit Log on SharePoint.

RECEPTION

- The current schedule of Tuesday and Friday office presence to remain for the foreseeable future and this may be amended based on need;
- Elevator access to the 28th floor has been locked off; access card is required;
- Couriers will continue to be escorted by security or by appointment;
- A video intercom system has been installed just outside of the main reception entrance on the 28th floor;
- BCMAIL will pick up mail at the office on the specific days that reception coverage is present;
- Special deliveries will be managed as much as possible through scheduling or sending the items to individual's home (IT and Facilities);
- A drop box has been installed in the lobby of 28th floor for other unscheduled couriers and registered mail.

HARBOUR CENTRE PROTOCOLS

- In the event a Team Member or visitor tests positive after being in the building, it is to be reported as soon as possible to Harbour Centre building operations. Provide the last date the individual was on site, and what areas of the building they visited in the 14 days prior to receiving the positive test.
- Directional arrows have been installed in the office tower lobby;
- Decals have been installed in the main office tower lobbies to promote safe physical distancing when entering or exiting the elevators;
- It is recommended to wear a face mask upon entering the building, traveling to the office, when exiting your office and when using the elevators;
- Elevators are limited to four people with spots on the floor indicating standing locations. Some may not feel comfortable being in an elevator with one person, let alone three others. Politely ask that others not to enter the elevator with you and wait for the next one;
- Remember to step back for occupants exiting elevators and do not crowd the doors;
- Stairwells are exit only at the ground floor;
- Hand sanitizer is available in the lobby;
- Cleaners will sanitize clutter free desks nightly. A tent card has been provided and when a surface has been sanitized, they will flip it over to indicate it has been completed.
- Continuous cleaning of touchpoints (door handles, elevator call buttons) throughout the day;
- Janitorial, security and maintenance staff will wear a face mask when entering an occupied tenant space;
- All HVAC filters have been replaced;
- Bicycle storage is open, and showers will be open as of July 2nd with additional cleaning protocols put in place;
- The fitness facility will remain closed until further notice;
- Harbour Centre has completed a one-time carpet cleaning and a deep clean of the office sanitizing all work surfaces.

HEALTH & SAFETY PROTOCOLS

To help us achieve our health and safety workplace objectives, the following protocols are being implemented to mitigate risks associated with COVID-19 exposure, including managing of virus-related illnesses, absences, and leaves.

- A. **PROHIBITION FROM ENTERING WORKPLACE:** Individuals who fall into one of the following categories will be **prohibited** from entering our workplace:
- those who are displaying [COVID-19 symptoms](#) (*such as fever, chills, cough, shortness of breath, headache, muscle aches, fatigue, stuffy or runny nose, loss of sense of smell, loss of appetite, sore throat and painful swallowing*), whether or not the illness has been confirmed as COVID-19;
 - those who are directed by a public health official to [self-isolate](#);
 - those who have been exposed to a presumed or confirmed COVID-19 infected person; and
 - those who travelled outside of Canada within the last 14 days.
- B. **STAYING HOME WHEN SICK:** All Team Members have a duty to protect the health and well-being of all by reporting if they feel unwell and by staying at home. Team Members who start feeling sick while at work must plan to go home immediately after informing their People Leader.

- C. **PERSONAL PROTECTIVE EQUIPMENT (Masks and Gloves):** Wearing a mask is required when moving around the office. It is not required while seated at your workstation. We recommend that Team Members wear **reusable** masks (or a plastic face shield for those with difficulty wearing masks) to lessen environmental impact. Gloves should only be used by those cleaning or disposing of infected materials. For more information and proper guidance on the use of gloves and masks, please refer to *Appendix D*.
- D. **REQUIREMENTS to QUARANTINE and ISOLATE:** Team Members will be required to observe the current directives from the [Public Health Agency of Canada](#) on [isolation and quarantine](#) measures.

QUARANTINE for 14 days even without symptoms (starting from the date you arrive in Canada) and any of the following apply:

- returning from travel outside of Canada (*mandatory quarantine*)
- travelling to a [province or territory enforcing 14-day quarantine](#) for all inter-provincial travellers
- had close contact with someone who has or is suspected to have COVID-19
- have been told by the public health authority of potential exposure and need to quarantine

ISOLATE for a minimum 10 days from onset of symptoms until symptoms are completely resolved (which may be longer than 10 days) if you:

- have been diagnosed with COVID-19 or exhibiting [COVID-19 symptoms](#) (even if mild)
- are awaiting lab test results
- have been in contact with a suspected, probable or confirmed case of COVID-19
- have been told by public health about exposure to COVID-19
- returned from travel outside Canada with symptoms of COVID-19 (mandatory)

For those who test positive with COVID-19, a medical clearance will be required before being allowed to return to the office.

- E. **REPORTING REQUIREMENTS:** If any of the above situations occur, Team Members are required to inform their People Leader immediately, and in turn, advise an IRT HR Rep for appropriate guidance and monitoring of the situation.
- F. **FLEXIBLE WORK ACCOMMODATIONS:** BCFSA continues to support telework arrangements, as our mitigation strategy, as long as needed. This supports physical distancing practices recommended by public health officials to reduce risk of transmission. People Leaders should remain flexible by allowing Team Members to continue work-at-home arrangements especially for those who are in the following categories:
- Those at greater risk of developing severe illnesses, should they contract COVID-19 (*i.e. older adults, people with chronic illnesses, pre-existing medical condition, and immunocompromised individuals*);
 - Those prohibited from the workplace (*as per section A above*) and are required to observe [isolation and quarantine](#) measures (*as per section D above*); and
 - Those who face special circumstances at home (e.g., child or elderly care obligations).

Apart from telework arrangements, People Leaders should also assess and monitor current Team Member's situation and explore options to accommodate individual needs such as adjustments to

working arrangements (*i.e. flexible work hours, staggered start times*), while maintaining operational requirements to the extent possible. People Leaders requiring further guidance on managing COVID-related topics (*i.e. absenteeism and work accommodation*) should immediately inform their VP in order to seek HR advice on appropriate considerations and issue resolution.

- G. **TEMPORARY SICK LEAVE PROGRAM:** For Team Members who are unable to work as a result of COVID-19 health issues, both paid and unpaid leave may be taken to provide time to recuperate. Where a Team Member is sick or taking any form of leave, they are expected to access their leave bank as per usual.

BCFSA has developed a temporary sick leave management program specifically to address COVID-19 related illnesses which will remain in place until further provincial guidance is provided. Details on this COVID-19 sick leave management process will be provided by the HR Team when there are questions from People Leaders regarding specific cases.

- H. **JOB-PROTECTED UNPAID LEAVE:** Pursuant to the [Employment Standards Act 52.12](#), Team Members can also take **unpaid, job-protected leave** if they are unable to work due to COVID-19 as outlined in [Sub-section \(2\)](#). During this public health emergency, Team Members can take this job-protected leave for the reasons outlined in [52.12 Sub-section \(2\)](#) as long as they need it, without putting their job at risk. Once it is no longer needed, this leave will be removed from the Employment Standards Act.

- I. **ADDRESSING HEALTH & SAFETY CONCERNS:** Team Members who encounter [undue hazard](#) (*“unwarranted, inappropriate, excessive, or disproportionate” hazard*) in the workplace, may contact the Joint Occupational Health & Safety Committee (JOHSC) Chair to facilitate consultation with the Team Member, JOHSC members, and Senior Executive Team (SET).

If the matter is not resolved, the JOHSC Chair will [contact WorkSafeBC](#). Once that occurs, a prevention officer will consult with JOHSC, the People Leader, and the Team Member to determine whether there is an undue hazard and issue orders if necessary.

- J. **EMERGENCIES, FLOOR WARDENS:** In the event of emergency (fire, earthquake, etc.), those Team Members present in the office are expected to continue to practice physical distancing during any evacuations or shelter-in-place situations as much as possible, which should include orderly movements down the stairwells. **Floor wardens** will support this process. If there are no floor wardens on-site, please listen for instructions via the PA system. In case of evacuation, the muster point is in the parking lot between Waterfront Station and Steamworks Brew Pub.

- K. **FIRST AID:** BCFSA will ensure first aid levels are maintained and will periodically reassess the levels of attendants and equipment to comply with the minimum requirements set out in the [Occupational Health and Safety Regulation](#). To ensure adequate and appropriate level of first aid coverage is in place, BCFSA has a first aid sharing agreement with the building so that First Aid Level 1 may be provided by Harbour Centre Security if BCFSA’s First Aid Attendant (FAA) is not available.

When working from home or offsite, BCFSA’s first aid attendants are expected to continue providing services relating to minor injuries in a modified way, such as:

- Injuries to be added to the first aid records when they return to the worksite
- Coach onsite workers on how to bandage or treat a minor injury

- Advise the onsite workers when it's time to send an injured worker to a clinic or hospital

For minor issues, **First Aid Attendants** can provide in-person assistance. In case none of the FAAs are on site, they may be able to provide remote support by calling **604-218-3845**.

For more serious injury or illness issues:

Call 911 immediately and ask for an FAA to assist while waiting. In case an FAA is not currently on site, reach out to any BCFSA staff to assist in getting help from Harbour Centre Security at **604-669-1136** and inform them of 911 arriving so they can arrange building access.

Police/Fire/Ambulance (Emergency)	911
Harbour Centre Security Desk	604-669-1136
First Aid Attendant	604-218-3845
Non-Emergency	VPD 604-717-3321 Paladin Security 1-800-241-1122

EXPOSURE AND INFECTION RESPONSE PLAN

An action plan has been developed to address infection exposure both inside and outside the workplace. The plan also includes implementation of contact tracing applicable to Team Members identified with confirmed cases.

For the purposes of this plan a 'presumptive' or 'presumed' case means a case where either:

- Somebody is exhibiting cold, flu or COVID-19 – like symptoms (even if mild), or
- Somebody provides care or has had recent close contact with somebody who has a confirmed case of COVID-19.

Close contact means somebody who:

- Had close prolonged contact (i.e. within two metres or 15 minutes of close exposure), or
- Had direct contact with the infectious body fluids (e.g. was coughed on or sneezed on) while not wearing recommended personal protective equipment).

These definitions have been defined based on the language used on the [BC Centre for Disease Control](#) website.

Below are the procedures to follow when faced with Team Members who are symptomatic and those who are confirmed cases inside and outside the workplace:

CASE	INSIDE THE WORKPLACE	OUTSIDE THE WORKPLACE
SYMPTOMATIC	Team Member is experiencing symptoms while inside the workplace.	Team Member is experiencing symptoms outside the workplace and has not been in the office in the past 14 days.
CONFIRMED	Team Member has been confirmed with COVID-19 and has	Team Member has been confirmed with COVID-19 outside the workplace and has not been in the office in the past 14 days.

	been inside the workplace within the past 14 days.	
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INSIDE THE WORKPLACE: SYMPTOMATIC AND CONFIRMED CASE

A TEAM MEMBER IS SYMPTOMATIC IN THE WORKPLACE

A Team Member who is exhibiting [COVID-19 symptoms](#) while at work, **must immediately put on a mask, plan to go home** and report their situation to their People Leader and the IRT Business Operations Rep.

1. Team Members should ideally return home using their own personal transportation. Those who do not have their own vehicle at work should arrange transportation with someone from their household. The People Leader will support in finding alternative transportation to ensure safe arrival of Team Member at their home. If the People Leader is not available, the situation will be managed by a leader within their team or a member of the IRT.
2. If the Team Members is unable to go home at once for any reason, they will be relocated to one of the following designated rooms to reduce the risk of transmission:
 - **27th Floor - Pine Room or Maple Room**
 - **28th Floor - Whistler Room**
3. Cleaning: The IRT Business Operations Rep will start COVID-19 cleaning protocols to affected areas.
4. The People Leader should call the Team Member to confirm safe arrival at home and encourage use of the [BC COVID-19 Self-Assessment Tool](#) and/or call 811. In the succeeding days, the People Leader should regularly monitor the Team Member's health situation to confirm whether the sickness results in a positive case of COVID-19.
5. If the Team Member's sickness results in a positive case, Public Health will advise self-isolation requirements and conduct contact tracing.

A TEAM MEMBER HAS A CONFIRMED CASE AND HAS BEEN IN THE OFFICE WITHIN THE PAST 14 DAYS

1. Team Member reports to People Leader that they have tested positive for COVID-19 and will follow direction from Public Health on self-isolation requirements.
2. Public Health will interview the Team Member to conduct contact tracing.
3. Consequently, the People Leader should also initiate contact tracing in the workplace. For steps to implement contact tracing, please refer to the guide below.
4. People Leader should regularly monitor the Team Member's health situation to receive updates on recovery.

OUTSIDE THE WORKPLACE: SYMPTOMATIC AND CONFIRMED CASE

A TEAM MEMBER IS SYMPTOMATIC AND HAS NOT BEEN IN THE OFFICE IN THE PAST 14 DAYS

1. Team Member reports to People Leader of being symptomatic for COVID-19.
2. People Leaders should encourage use of the [BC COVID-19 Self-Assessment Tool](#) and/or call 811.

3. People Leader must remind Team Member that even if they are not tested, they are a presumptive case, and therefore must not come into the workplace for 14 days.
4. In the succeeding days, the People Leader should regularly monitor the Team Member's health situation to confirm if the sickness results in a positive case of COVID-19.
5. If the Team Member's sickness results in a positive case, Public Health will advise on self-isolation requirements and interview the Team Member to conduct contact tracing and validate workplace exposure.

A TEAM MEMBER IS A CONFIRMED CASE AND HAS NOT BEEN IN THE OFFICE IN THE PAST 14 DAYS

1. Team Member reports to People Leader of testing positive for COVID-19 and follows direction from Public Health on self-isolation requirements.
2. Public Health will interview the Team Member to conduct contact tracing and validate workplace exposure.
3. People Leaders should regularly monitor the Team Member's health situation to receive updates on recovery.

CONTACT TRACING GUIDE FOR WORKPLACE

Contact tracing is a process used to identify, educate, and monitor people who have had close contact with an infected person. Although contact tracing is Public Health's principal responsibility, employers can support contact tracing efforts by implementing steps in the workplace.

Below are the procedures for conducting contact tracing:

1. Access the Exposure Tracing Form from RTO SharePoint Site to download the form.
2. People Leader contacts the Team Member, preferably by phone or Skype.
3. People Leader provides the completed form to an IRT HR Rep who will manage storage, appropriate reporting and continue to work with People Leader to monitor the situation.

PRIVACY: Remember that we have a privacy consideration when somebody's medical information is involved:

- Notwithstanding the fact that some people will find out who it is during the investigation, only mention the person's name if necessary;
- Avoid speculating about the affected person's health;
- Avoid use of the person's name in emails and any other record created.

TRAVEL PROTOCOLS

Under the current COVID-19 conditions, only exceptional requests to travel for work will be considered and will require approval from your SET member. All work-related travel should be avoided as much as possible.

Since there are risks involved with any kind of travel the recommendations below are provided for consideration of Team Members who are planning personal travel. It is also expected that the latest and most recent directions from Government of Canada and BC Centre for Disease Control are investigated before undertaking any personal travel.

INTERNATIONAL TRAVEL

- Review the current [Government of Canada travel health notices](#) before undertaking any travel, particularly to an international destination.
- Governmental directives regarding travel outside the country must be followed.
- Please be aware that many insurers have indicated that they will not cover international travel.
- Team Members are required to report all current or intended international personal travel to their People Leader.
- Team Members who travelled outside the country must “quarantine” and work remotely or take a leave of absence for 14 days upon their return to Canada, as currently directed by federal and provincial governments. Team Members may then return to the office after 14 days if no COVID-19 symptoms emerge.
- Team Members with household members who travelled internationally are also **recommended** to work remotely during the 14 days of their household member’s quarantine period to ensure exposure risks are controlled.

DOMESTIC TRAVEL

- Some provinces and territories may have extra regulations about interprovincial travel. Please check your destination for any COVID-19 related domestic travel information prior to leaving.
- Although there is no current government travel directive, Team Members and those with household members who have travelled to other provinces with high infection rates are also **recommended** to work remotely for 14 days.

APPENDIX A – TEAM MEMBER RETURN-TO-OFFICE ACKNOWLEDGEMENT FORM

Form is available on the RTO SharePoint Site.

To help prevent the spread of COVID-19 in the workplace, every Team Member is required to complete and sign this form before returning to the office.

I hereby acknowledge that I have read and understood all protocols and procedures established by BCFSA in the “Return to Office Guide” for safe return to office, and I agree to abide by them, at all times. I also confirm having attended an RTO Guide Orientation Session.

I agree to stay home and not attend the office of BCFSA or any other regulated entity and I also agree to promptly notify my People Leader in case:

1. I have been diagnosed with COVID-19, awaiting lab results, or exhibiting one or more of the following [COVID-19 symptoms](#) (even if mild), such as:
 - o Fever, cough, or sore throat
 - o Mild to moderate shortness of breath
 - o Headache and muscle pains entice
 - o Inability to lie down because of difficulty breathing
2. I have been directed by a Public Health Official to [quarantine](#) for 14 days or [isolate](#) for 10 days.
3. I have been in close contact with a person who has or is suspected to have COVID-19, and directed by a Public Health Official to [quarantine](#) for 14 days or [isolate](#) for 10 days.
4. I have travelled to other Canadian provinces or outside of Canada in the past 14 days and need to follow mandatory quarantine requirements since returning from travel.

I also acknowledge that should I start exhibiting [COVID-19 symptoms](#), become aware of a positive COVID-19 test, or known COVID-19 exposure of myself either at work or away from work, I will promptly notify my People Leader and proactively engage in a conversation that could include identifying known contacts who may have been exposed.

DATE: _____

NAME: [Click or tap here to enter text.](#)

SIGNATURE: [Click or tap here to enter text.](#)

Please submit your signed Return to Office Acknowledgement form to Human Resources by creating an online HR Service Ticket.

APPENDIX B - RETURN-TO-OFFICE ACKNOWLEDGEMENT FORM: VISITORS

Form is available on the RTO SharePoint Site.

To help prevent the spread of COVID-19 in the workplace, visitors are required to complete and sign this form before attending BCFSA offices. Thank you for your time.

I hereby acknowledge that I must abide by all posted safety protocols and procedures established by BCFSA while physically present in their office space.

I will not travel to or enter BCFSA offices under any of these conditions:

1. I experience one or more of the following [COVID-19 symptoms](#):
 - Fever, cough, or sore throat
 - Mild to moderate shortness of breath
 - Headache and muscle pains
 - Inability to lie down because of difficulty breathing
2. I have been directed by a Public Health Official to [self-isolate](#).
3. I have been in close contact with a person who has or is suspected to have COVID-19.
4. I have travelled to other Canadian provinces and outside of Canada in the past 14 days and need to follow mandatory quarantine requirements since returning from travel.

I also agree that, should I start exhibiting COVID-19 symptoms, become aware of a positive COVID-19 test, or known COVID-19 exposure of myself, either at work or away from work, I will promptly notify my BCFSA contact.

VISITOR NAME: _____ SIGNATURE: _____

VISITOR ORGANIZATION: _____ DATE: _____

BCFSA HOST/CONTACT NAME and DIVISION: _____

Please return a completed copy of this Office Visitor Declaration to your BCFSA Host one day prior to your scheduled visit. Should you have any questions, please contact your BCFSA Host.

Your name and contact information are being collected under the authority of section 26(c) of the Freedom of Information and Protection of Privacy Act and will be used to document who has accessed BCFSA offices in accordance with safety and security guidelines. If you have any questions regarding the collection or use of this information, please contact the Security Analyst at 604-660-3555 or at 2800-555 West Hastings St., Vancouver, BC, V6B 4N6.

PRIMARY BCFSA VISITOR PROTOCOLS

- All visitors are required to inform their BCFSA host immediately should any of the screening conditions change between signing the form and their scheduled visit.
- All visitors are required to inform their BCFSA host immediately if they begin to feel unwell during or after their visit.
- All visitors are required to wear a mask while moving around the office space just as BCFSA Team Members do. If you do not have a suitable mask of your own, a disposable mask will be provided to you.
- All visitors are required to follow the directional arrows posted in the building and office unless specifically guided by their host.
- All visitors are required to follow the basic preventative hygiene measures posted throughout the office (frequent handwashing/sanitizing, etc.).
- All visitors are required to respect the occupancy rules in common areas, washrooms and meeting rooms, maintaining physical distancing.
- All visitors are required to bring their own water and drinking vessels, as none will be provided by BCFSA for health and safety reasons.

APPENDIX C - THE PROPER USE OF GLOVES & MASKS

When worn properly, a person wearing a non-medical mask can reduce the spread of his or her own infectious respiratory droplets.

- Before putting on a mask, clean hands with alcohol-based hand rub or soap and water.
- Cover mouth and nose with mask and make sure there are no gaps between your face and the edge of the mask.
- Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water.
- Replace the mask with a new one as soon as it is damp and do not re-use single-use masks.
- To remove the mask: remove it from behind (do not touch the front of mask); discard immediately in a closed bin; clean hands with alcohol-based hand rub or soap and water.

Non-medical face masks or face coverings ***should***:

- Allow for easy breathing but not allow you to blow out a candle.
- Fit securely to the head with ties or ear loops.
- Maintain their shape after washing and drying.
- Be changed as soon as possible if damp or dirty.
- Be comfortable and not require frequent adjustment.
- Be made of at least two layers of tightly woven material fabric (such as cotton or linen).
- Be large enough to completely and comfortably cover the nose and mouth without gaping.

Non-medical masks or face coverings ***should not***:

- Be shared with others.
- Impair vision or interfere with tasks.
- Be made of plastic or other non-breathable materials.
- Be secured with tape or other inappropriate materials.
- Be made exclusively of materials that easily fall apart, such as tissues.
- Be placed on anyone unable to remove them without assistance or anyone who has trouble breathing.

Gloves should only be used by those cleaning or disposing of infected materials. Gloves put Team Members at higher risk of exposure and are not recommended for general protective use for the following reasons:

- The COVID-19 virus does not harm your hands, so gloves provide no protection, and touching your face with contaminated hands, whether gloved or not, poses a significant risk of infection.
- Gloves often create a false sense of security for the individuals wearing them; people are more likely to touch contaminated surfaces because they feel they are protected from the virus because of the gloves when, they are not.
- When wearing gloves, people are less inclined to wash their hands; this is counterproductive and puts others at higher risk; we want people to wash their hands because it is the number-one defense against any virus.
- Proper removal of gloves takes training; if contaminated gloves are not removed properly, our employees are exposed to greater risk.

APPENDIX D - EXPOSURE TRACING FORM

PURPOSE: To support BCFSA's Infection Response Plan, the organization will work jointly with Public Health in determining workplace exposure by providing a list of employees who may have been potentially exposed to an infected Team Member. This form serves as a guide for People Leaders and Incident Response Team (IRT) HR Rep to learn about the movements of the infected Team Member within the office and building premises. This way, information collected may be provided to Public Health in their contact tracing efforts.

INSTRUCTIONS FOR PEOPLE LEADER:

1. Contact the Team Member with a confirmed case, preferably by phone or Skype.
2. Investigate and record movement details (affected people and areas).
3. Provide the details of your investigation to the COVID-19 Incident Response Team (IRT) HR Rep.

Team Member Name		People Leader or HR Representative	
Telephone Number		Date of Discussion	

EXPOSURE TO TEAM MEMBERS and TOUCH POINTS	EMPLOYEES CIRCULATION/LOCATIONS IN THE OFFICE / BUILDING WHEN THEY WERE LAST IN
Date affected Team Member was confirmed to have tested positive.	Which entrances did the Team Member use and when?
Date/s Team Member was present in the office. Note: Also refer to the employee and visitor logbook.	Which floors/areas did the Team Member go to and when?
Who did the affected Team Member come into close contact with and when? <i>Close Contact = within 2 metres or 15 minutes of close exposure</i>	Which elevators/staircases did the Team Member use and when?
	Identify Office / Building Touchpoints (desks, kitchen, washroom, food court, gym, bookstore, etc).

INVESTIGATION:

Work with the affected Team Member to determine when they tested positive. That date will determine—at a minimum—the two potential 14-day windows for you to be concerned with:

- The first 14-day window is the period where the Team Member may have been infected and transmitted the virus but may not yet be experiencing symptoms. Team Members who had contact with the infected employee in the 14 days prior to their positive test result should be required to leave the office and be sent home to prevent the spread of the virus. Any person who had contact with the infected employee is considered as potentially having contracted the virus.
- The second 14-day window dictates how long the Team Member will need to stay away from the workplace. The length of this leave will depend on current recommendations from Health Canada and or a medical professional.

APPENDIX E - ADDITIONAL RESOURCES

Updates and Alerts

- Latest Provincial Pandemic / Influenza outbreak update – [BC Centre for Disease Control](#)
- Latest Federal Pandemic / Influenza outbreak update – [Public Health Agency of Canada](#)
- Latest travel advice – [Travel Advice and Advisories](#)
- Latest tweets from EMBC - [@EmergencyInfoBC](#)
- Latest Public Health Alerts and latest updates on current Pandemic - [HealthLink BC](#)

Other

- Canadian Centre for Occupational Health and Safety – [Business Continuity Plan Infectious Diseases](#)
- [Center for Disease Control and Prevention – Coronavirus Disease 2019 \(COVID-19\)](#)
- [Government of Canada, Awareness Resources](#)
- [Government of Canada, Travel Notices](#)
- [World Health Organization – Coronavirus disease \(COVID-19\) outbreak](#)
 - [World Health Organization – Getting your Workplace Ready for COVID-19](#)
 - [BC Centre for Disease Control – Novel coronavirus \(COVID-19\)](#)
- [Vancouver Coastal Health – Information on Coronavirus Disease \(COVID-19\)](#)