

DECEMBER 1, 2021

Return to Office Guide Stage 3

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This Guide has been developed by BCFSAs COVID-19 Incident Response Team, in consultation with the Return-To-Office Committee, which includes representatives from the Business Continuity Planning Committee, Joint Occupational Health & Safety Committee, HR Team and the Senior Executive Team as well as our Regulatory Departments. The Guide has been approved by the Senior Executive Team and shared with the Board of Directors.



Production of this document included environmentally friendly best practices.
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Introduction

This Return to Office Guide (“Guide”) outlines protocols that will ensure a safe and orderly return of Team Members to BCFSA’s office space as the impacts of the COVID-19 pandemic abate and now that the Provincial Government has rescinded its State of Emergency.

BCFSA’s COVID-19 response planning continues to take direction from Provincial Government authorities. Guidance provided by these authorities due to the Province moving into Step 3 of its Restart Plan have made updates to this version of the Guide necessary.

A dedicated communications site has been established to share important information with Team Members, including this Guide, and links to additional resources.

Questions and concerns about the safety of the workplace as a result of COVID-19, and individual Team Member considerations, should be discussed with People Leaders, but can also be submitted through the AskUS portal or via email to faq@bcfsa.ca.

OBJECTIVES OF BCFSA RETURN TO OFFICE PLANNING

The following objectives drive our return to office planning:

- Ensure that work in the office space is as safe as possible, while recognizing that we cannot 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 Team Members’ return to the office while continuing to encourage working from home;
- Tailor our response to our unique organizational 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](#) (“PHAC”), [BC Provincial Health Officer](#) (“PHO”), [BC Center for Disease Control](#) (“BCCDC”), [HealthLink BC](#), and [WorksafeBC](#) (“WSBC”), with BCFSA’s Senior Executive Team (“SET”) being the decision-making body for BCFSA response actions.

The SET People Leaders (“PL”), Business Continuity Planning (“BCP”) Committee, Joint Occupational Health and Safety Committee (“JOHSC”), HR Team, COVID-19 Incident Response Team (“IRT”), and Manager, Enterprise Risk will:

- Define and assess COVID-19 risks;
- Develop and implement controls to minimize risk of COVID-19 transmissions 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;
- **Not** come into the office if ill, and otherwise, will 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 (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.

NOTE: 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 Senior Executive where required.

RETURN TO THE OFFICE 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 SET approval.
- 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.
- Safety protocols defined, published, and adhered to.

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

- Any Team Member may return to the workplace based on workstation capacity.
- Team Member work-related travel as approved by your respective SET member.
- Safety protocols defined, published, and adhered to.

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 unrestricted for operational and statutory functions.

Protocols and Procedures

These protocols are defined to support Stage 3 of our Return to Office. They have been updated where necessary based on direction from government authorities and changes will be communicated to Team Members. All Team Members and visitors using the offices are expected to conform with basic hygiene measures. Where Team Members are using non-BCFSA space, they must follow host protocols.

OFFICE USE HEALTH & SAFETY PROTOCOLS

Vaccination Requirement: BCFSA has implemented a mandatory vaccine policy for its Team Members. Effective December 1, 2022 no one, including third party visitors may enter BCFSA office spaces without providing evidence of full vaccination. This policy further requires Team Members and contractors visiting third party offices on BCFSA business to be fully vaccinated. The full HR policy is available on The Loop. Please consult the latest [Vaccine Information](#) from the Province if you have questions or concerns about COVID-19 vaccinations.

Work from Home: During Return to Office Stage 3, BCFSA Team Members continue to be encouraged to work from home.

Mask Use: BCFSA will adhere to Public Health guidance governing mask use in public areas of all BCFSA buildings. BCFSA recommends mask use *within* its office space (except when seated) but it is no longer a ‘requirement’.

Health Check: Team Members must always conduct a personal health check before travelling to the office and stay home when sick. Documenting these in a log or email is no longer required.

Vaccines: Vaccine use is a primary preventative measure against COVID-19 infection. BCFSA encourages vaccine use but does not require vaccine use. Please consult the latest [Vaccine Information](#) from the Province if you have questions or concerns about COVID-19 vaccinations.

Voluntary Self-Check Stations: These have been set up for Team Member use consisting of a touchless thermometer, instructions, Lysol wipes and hand sanitizer. These are provided for Team Member use through to Stage 4 and are located as follows:

- 28th floor station (555 West Hastings) located just inside the North East entrance
- 9th floor (750 West Pender) located near Reception

Directional Flow Controls: Floor and door markers have been removed at 555 West Hastings. Please be courteous to those you encounter in doorways and corners.

Meeting Rooms: Capacity restrictions no longer apply during Stage 3, but normal seating arrangements should apply, avoiding large group or crowded congregation. Plexiglass shields installed in the Arbutus and Kootenay rooms will remain in place until the office move later this year. Please respect the comfort levels of those you are meeting with.

Kitchens: These are now open for general use. Team Members must clean surfaces used and respect pre-pandemic protocols around food disposal as well as thoroughly washing and drying dishes. Cleaning supplies are provided on the counter or under the sink.

Washrooms: There is no longer a requirement for washrooms to be single use but locking mechanisms will not be removed.

Visitors: Visitors are expected to follow all basic hygiene practices and protocols, including the requirement for full vaccination, and not attend our offices if they are ill.

Meeting organizers must validate proof of vaccination status in advance, and arrange alternatives to in-person attendance, such as phone or video conferencing.

In-person discipline and other hearings may be held on BCFSA premises provided there is compliance with the vaccine requirements by all attending persons. Potential non-compliance will be addressed by conducting the hearings at other premises, consistent with such other location's rules and procedures.

Emergencies: In the event of emergency (fire, earthquake, etc.), those Team Members present in the office are expected to continue to follow appropriate safety protocols during any evacuations or shelter-in-place situations outlined in their respective emergency plans. Keep masks handy and respect physical distance where possible.

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](#).

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 Team Members on how to bandage or treat a minor injury; and
- Advise the onsite Team Members when it's time to send an injured worker to a clinic or hospital.

For more serious injury or illness issues: Call 911 immediately

BUILDING PROTOCOLS

- Confirmed cases of COVID-19 must be reported to building management for any BCFSA leased offices.
- Face masks continue to be recommended in the lobby and common areas (elevators, food court, etc.)
- Hand sanitizer is available in the lobby
- Continuous cleaning of common touchpoints (door handles, elevator touch pads) remains in place.
- Desk cleaning continues nightly
- Elevator Capacity Limit at 555 West Hastings has been removed
- Elevator Capacity Limit at 750 West Pender is four people
- Gym at 555 West Hastings to re-open in September (bike room remains accessible)
- Gym at 750 West Pender is open now

MANAGING DEMAND FOR OFFICE USE

Team Members are expected to follow direction for working in BCFSA offices impacted by construction and the office move. Information about availability of floors and workspaces will be posted to The Loop.

Tracking office visits in a log or email is no longer required, but we encourage you to discuss changes to your office use with your People Leader.

RECEPTION

As of August 1, 2021, BCFSA Reception is officially housed at 750 West Pender and is open daily. Reception personnel will be equipped with a vaccine passport scanner and may assist with verifying vaccine status for visitors.

The Reception desk at 555 W. Hastings will no longer be staffed.

Elevator access to the 28th floor of 555 West Hastings (as well as the 27th) remains locked off with access card required.

TRAVEL PROTOCOLS

Work-related travel should continue to be limited if possible. The applicable SET member can determine the appropriateness of attending off-site meetings, while respecting the comfort level of participants.

Team Members are asked to be familiar with and adhere to all provincial, national and international travel restrictions as they are imposed or rescinded.

COVID-19 GENERAL HEALTH & SAFETY PROTOCOLS & SUPPORTS

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.

Prohibition from Entering the Workplace: Individuals who fall into one of the following categories will be prohibited from entering our workplace:

- Those without full COVID-19 Vaccination Status;

- 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; and
- Those who have been exposed to a presumed or confirmed COVID-19 infected person;

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.

Requirements to Quarantine or Self-Isolate: Team Members will be required to observe the current directives from the [Public Health Agency of Canada](#) on isolation and quarantine measures. For those who test positive with COVID-19, a medical clearance will be required before being allowed to return to the office.

Reporting Requirements:

- Team Members are required to inform their People Leader immediately for any COVID-19 exposure or confirmed cases.
- People Leaders are to advise an IRT HR representative for appropriate guidance on next steps and monitoring of the situation.

Please see Appendix A for our Exposure and Infection Response Plan.

Temporary COVID-19 Related Paid Leave: Team Members can take three days of paid sick leave if they need to stay home because of COVID-19. This new temporary paid leave is covered under the [Employment Standards Act 52.121 COVID-19 RELATED PAID LEAVE](#) and is in place until December 31, 2021.

Effective May 20, 2021, you can take up to three paid sick days if you need to stay home because of COVID-19. For example:

- Diagnosed with COVID-19
- In quarantine or self-isolation in accordance with PHO, an order made under the *Quarantine Act* (Canada), or guidelines from BCCDC and PHAC
- Directed to stay home by the employer because of exposure risks

Pay: You will get paid your regular wage.

Eligibility: Permanent and contract full-time and part-time Team Members

Medical Note: To take a COVID-19 sick day, a doctor's note is not required.

Paid Sick Leave: Team Members who are advised by a medical professional to remain at home to isolate because of COVID-19 sickness or stay in the hospital for treatment due to a communicable disease or any type of illnesses are eligible for sick pay under the provisions of BCFSA's Sick Leave Program.

Contact HR Team for specific cases or any other detailed questions on BCFSA's Sick Leave Program.

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*.

Addressing Health & Safety Concerns: Team Members who encounter undue hazard (“unwarranted, inappropriate, excessive, or disproportionate” hazard”) in the workplace, may contact the JOHSC Chair to facilitate consultation with the Team Member, JOHSC members, and the 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.

Appendix A: 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 been inside the workplace within the past 14 days.	Team Member has been confirmed with COVID-19 outside the workplace and has not been in the office in the past 14 days.

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 or through alternatives with the support of their People Leader. If the People Leader is not available, the situation will be managed by a leader within their team or a member of the IRT.

If the Team Member 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:

- 555 West Hastings: 27th Floor - Pine Room or Maple Room
 - 555 West Hastings: 28th Floor - Whistler Room
 - 750 West Pender: First Aid Room
2. Cleaning: The IRT Facilities Rep will initiate COVID-19 cleaning protocols to affected areas.
 3. 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.
 4. 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.

People Leaders should regularly monitor the Team Member's health situation to receive updates on recovery.

Appendix B: Contact Tracing Guide for The 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 Return to Office 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: There is a privacy concern when personal medical information is involved:

- Notwithstanding the fact that the identity of infected or exposed Team Members may emerge during the investigation, only mention the person's name if necessary;
- Avoid speculating about the affected person's health; and
- Avoid use of the person's name in emails and any other record created.

Appendix C:

Additional Resources

SITES FOR 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 BC Public Health Authority Alerts and latest updates - [BCGOV](#)

OTHER SITES

- 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, Travel Notices and Requirements](#)
- [World Health Organization](#)
- [BC Centre for Disease Control – Novel coronavirus \(COVID-19\)](#)
- [BC Government – COVID-19 Paid Sick Leave](#)



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