

ALMA MATER SOCIETY COVID-19 OVERARCHING PLAN

Society	Alma Mater Society of UBC Vancouver ("The NEST Building")
Composed of:	All stems of AMS Operation
Address:	6133 University Boulevard Vancouver, BC V6T 1Z1
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Overview of Operational Divisions:

The AMS of UBC Vancouver is a Society with focus of providing services to UBC resident and non-resident students, based inside the building called ‘the Nest’. Our operation have five distinct Stems providing services to the students.

- Student Services
- F&B operations
- Catering & Conferences
- Offices
- Building Operations

The AMS COVID-19 Overarching plan provide the overarching framework, guidance and expectations for the department. Individual food service units will have their own site specific COVID-19 Safety Plans in place, which enable them to operate effectively and safely. Our goal is to ensure that all employees and guests can work and/or interact together at our locations in a safe, kind and respectful manner. We will to do our part to mitigate the potential spread of COVID-19 inside the Nest by following “best practices” and latest regulatory guidance at all times.

As outlined in the COVID-19 Guiding Principles, the following are being used by AMS to guide decision-making and processes related to a staged resumption of any on-site activities:

1. The health and well-being of staff, and the public is paramount.
2. The orders, notices and guidance of the Provincial Health Officer (PHO), Health Authorities and Work Safe BC, will be followed.
3. Approval of on-site activities will only be granted to those who require on-site resources, or are required to provide on-site services and cannot conduct this work remotely. All activities that can continue remote work must do so.
4. There will be a staged and coordinated approach across each department.
5. Staged resumption of activity may need to be reversed and stricter curtailment conditions imposed in response to public health guidance or changes to the public health situation at any particular site.
6. Equity and personal circumstances will be considered in evaluating how to plan and conduct resumption of on-site activities.
7. All Unit leadership, management and supervisory staff must know their roles, responsibility and accountability for ensuring compliance with their units COVID-19 Safety Plan (CSP). (*See Appendix A: Roles, Responsibility and Accountability*)

Regulatory Context

Federal Guidance

- [Coronavirus disease \(COVID-19\): Awareness resources](#)
- [Government of Canada: “Hard-surface disinfectants and hand sanitizers \(COVID-19\): List of disinfectants with evidence for use against COVID-19”](#)

Provincial and Sector-Specific Guidance

- [BC Centre for Disease Control](#)
- [BC COVID-19 Go-Forward Management Strategy](#)

Work Safe BC Guidance

- [Guide to reducing the risk of COVID-19](#)
- [COVID-19 Safety Plan](#)
- [COVID-19 Forms and Resources](#)
- [COVID-19 and returning to safe operation – Phase 2](#)
- [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](#)

AMS Guidance

- [COVID-19 Resources | AMS of UBC](#)
- [COVID-19 Resources | AMS of UBC Finance](#)
- [COVID-19 Resources | AMS of UBC Class/Work/Programmes](#)
- [COVID-19 Resources | AMS of UBC Housing](#)
- [COVID-19 Resources | AMS of UBC Mental Health](#)
- [COVID-19 Resources | AMS of UBC Food Security](#)
- [AMS-COVID-19-Response-Plan-1-1.pdf](#)

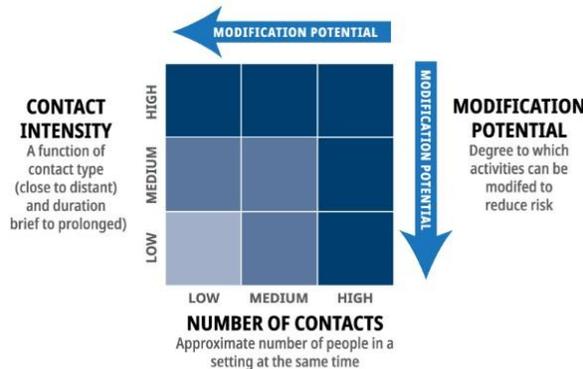
Risk Assessment

As an employer, the AMS of UBC Vancouver 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. The Nest has re-opened from May 2020 on campus to support the students 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 organizational unit 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*

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Risk Identification in AMS Building:

The following risks have been considered in accordance with WorkSafeBC determining Safety Plan Risk assessment tool:

Risk #1 – Higher proportion of individuals from outside of the AMS community visit the Building/ Unit; if employees or staff are exposed to more than 10 random people in a day; or if the unit is public facing

Risk #2 – Prolonged close interaction with others not in the usual cohort of colleagues; if contact lasts for more than 15 minutes and transient in nature

Risk #3 – The workplace or activity is indoors and windows cannot be opened.

Risk #4 – Employees/students/visitors have frequent contact with high-touch surfaces (service counters, card payment machines)

Risk #5 – The activity involves people who are at higher risk of severe illness (i.e., older adults or those with chronic health conditions)

Risk #6 – The activity involves people who are not able or likely to follow hygiene practices such as washing hands frequently, respiratory etiquette, and identifying when they feel and/or staying home

Applicable risk factors:

With operational levels and delivery models in use to date, most risks have been mitigated/eliminated inside the COVID-19 plans at each location. These risks are subject to change, based on COVID-19 developments and breadth of campus operations and will be, incorporated into plan updates as part of our regular monitoring requirements

Contact Density

Individual units are responsible for having COVID-19 Safety Plans (CSP) that identify:

- the type and duration of contact where people congregate;
- the jobs that require close proximity;
- the surfaces that are touched most often;
- Equipment that has high contact points.

Contact Number

- All units shall aim to reduce the physical density of staff working at static sites as needed to maintain physical distancing.
- Essential operational areas and functions that are not spatially constrained may elect to maintain a higher number of staff on site. The ability to physically distance, particularly at pinch points, shall be the determinative factor.

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Employee Input/Involvement

- This plan will be presented to AMS of UBC Vancouver staff, including front line staff via email, for questions and feedback. Specific units may use other means of communication to ensure these plans are known and accessible.
- Staff will be encouraged to email or discuss any questions, concerns or suggestions for improvements with their supervisor or AMS Building Operations.
buildingopsmanager@ams.ubc.ca

Worker Health

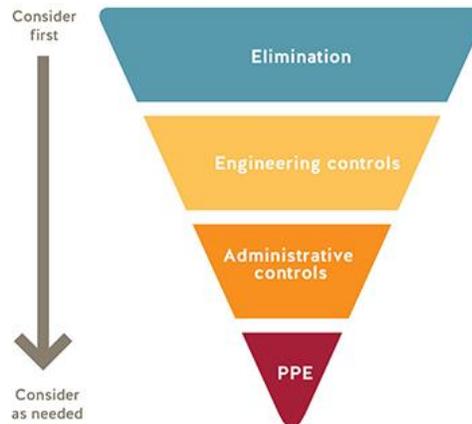
- All units are to inform supervisors on appropriate Workplace Health measures and supports for staff mental and physical health. Check in's and supports can be made available via the following channels:
 - Regular team meetings
 - Portfolio and departmental communications and, one-on-one meetings with direct supervisors
 - H&S Meetings & Communications
- HR emails Wellness Newsletters at regular intervals

Plan Publication

- Plans are posted on the AMS of UBC Vancouver website. Additionally, hardcopies have been posted on Health and Safety boards.

Section #3 – Hazard Elimination or Physical Distancing

Corona virus 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 Nest 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 that no gatherings (> 50 people in a single space) are taking place
- Management must ensure that workers have access to dedicated on-site supervision.
- All staff are required to wear non-medical masks and are aware of the risks and limitations of the face covering they have chosen to wear or have been provided with to limit the dispersion of respiratory droplets.

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Work from Home/Remote Work

- All work that can be done off site, must continue to be done off site in all the respective units in accordance with AMS Work from Home Policy: **Appendix B**
- Most meetings can be held virtually though Zoom or phone.
- When on site, appropriate safety measures will be taken as described in other areas of this document.

Work Schedule Changes

- A schedule will be outlined for each individual unit that enables physical distancing. This can include a rotating/ staggered schedule of staff for administrative areas.
- For shift workers, scheduling will be required to limit contact intensity. Scheduling employees into dedicated groups (sometimes called cohorts) can also help to limit exposure and facilitate contact tracing.

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

- Refer to WorkSafeBC for, Re-occupancy and Space Analysis and Re-occupancy Planning Tool can be used by the individual units to determine occupancy for their areas
<https://www.worksafebc.com/en/about-us/shared-data/interactive-tools/employer-safety-planning-tool-kit>
- Each department will take responsibility to implement signage for occupancy limits, traffic flows and/or behavioral expectations/reminders and for mapping their traffic flow, building entry/exits, elevators, staircase usage, etc. **See Appendix C**

Accommodations to maintain 2 meter distance

- Reduce the number of tasks that require workers to be within 2 metres of each other.
- Provide specific locations for staff meals/breaks with physical distancing markers/occupancy limits documented/marked as needed. Sanitizer and/or disinfectant is usually available for use by employee to clean the table after use. Workers must wash their hands properly before going back to work.
- Importance of communication and follow up with all team members re the standards and expectations at the back of house. Listen to employee feedback and make adjustments if plan specifics aren't working as well as anticipated.

Transportation

- Not applicable, no shared transportation at AMS of UBC Vancouver.

Worker Screening

- Before coming to work, all personnel must check their health status online by following this link: [Daily Health Declaration | AMS of UBC](#) Personnel 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.
- Individuals displaying symptoms of COVID-19 (described above) must remain at home and isolated until they have been confirmed COVID-free by testing or have been symptom free for the length of time recommended by the BCCDC.
- Personnel who have been in contact with a person confirmed or presumed to have COVID-19 must also 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.
- Every front and back entry door has signage for both workers and visitors/guests that prohibits entry if any of the above 3 criteria apply. WorkSafeBC provides such signage, as below:
 - a. [WorkSafeBC: Entry Check for Workers](#)
 - b. [WorkSafeBC: Entry Check for Visitors](#)

Workers will be encouraged to use the [Thrive BC Self-Assessment Tool](#) to monitor themselves for symptoms of COVID19 or other concerns prior to entering the workplace. An Employee Assistance Program (EAP) is available through Lifeworks to non-student employees. Students have access to a similar program through Empower Me.

Engineering Controls

Cleaning and Hygiene

- The standard UBC custodial standards will apply as AMS uses UBC Custodial – see [Facilities COVID-19 website](#).
- Personnel must wash their hands regularly and avoid contact with one another.
- Personal desktops and items will not be cleaned by custodial staff and individuals are asked to maintain a clean workplace by disinfecting any shared areas or equipment before and after use as well as when visibly soiled.

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- Individuals are asked to sanitize their hands when entering the building and beginning work and to frequently wash hands or use hand sanitizer throughout the day. In addition, the following practices are recommended.
 - Greeting people with a wave instead of a handshake
 - Avoiding touching your face except immediately after hand washing
 - Coughing or sneezing into your arm
 - Providing training materials in electronic form to avoid the passing of documents between participants
 - Hand washing will be carried out:
 - Upon arriving to work
 - Upon arrival to and departure from work site or building
 - Prior to beginning a new job/task throughout the day
 - Before and after handling shared tools and equipment
 - Before and after using Personal Protective Equipment
 - Before and after going on a break
 - After using the washroom
 - After sneezing or coughing
- Note: If workers sneeze or cough, they will cover their mouth and nose with a disposable tissue or the crease of their elbow and then wash their hands
- When hands are visibly dirty
 - Before and after food prep or eating
 - After handling items that have come into contact with the public

Equipment Removal/Sanitation

- If microwaves or other cooking equipment are being used, there must be signage and training to reinforce cleaning protocols (e.g. users disinfecting the handles and buttons) and there must be supplies available there for this purpose.
- If there is no dishwasher, staff should be asked to bring their own dishes and utensils from home
- Units may consider preventing the use of common food preparation equipment if they think it is unsafe.
- Units are to consider, if equipment can be individually assigned and labelled with the name of the assigned employee. If not, it must be accompanied with a sanitation regimen.
- Indoor drinking water fountains have been restricted.

Partitions or Plexiglas installation

- Each unit will address partitions or Plexiglas installation in their child plans using [WorkSafeBC's "Designing Effective Barriers" guidance](#) on the purchase and installation of Plexiglas.

Administrative Controls

Communication Strategy for Employees

Dissemination of this Plan to the AMS H&S committee

This plan will be distributed to the AMS H&S committee for review. This will give the worker representatives on the committee an opportunity to preview the document and provide further suggestions for improvement. This pre-review process will be documented in the respective AMS H&S meeting minutes.

Communication of the Plan to the AMS of UBC Vancouver Employees

To communicate the mitigation of COVID-19 exposure risks in the workplace to the employees, the AMS of UBC Vancouver will disseminate this overarching plan to the portfolio leadership via email. Once received, Unit leadership is responsible for determining the optimal means of communication for their workplace.

Communication of Worker's Concerns Employees can raise concerns through their supervisor or AMS H&S representative. In addition, WorkSafeBC Right to refuse unsafe work will also be followed.

Training Strategy for Employees

- Site-specific training will be identified, provided and documented by the supervisor.
- The COVID-19 Safety Plan for each unit will be posted on-site
- Safety Plans will be posted on line on the AMS website.

Signage

- AMS will utilize the signage provide by the Communication Department.
- Required Signage:
 - Entry door signage to remind staff of the requirements self-monitoring and not to enter if experiencing COVID-19 symptoms or if meeting the requirements for quarantine/self-isolation. **Appendix B**
 - Signs that state the maximum occupancy of common rooms.
 - Use of tape to block off rooms that are off limits.
 - Use of tape and floor signage to direct traffic through high flow areas. Signs to remind people to adhere to physical distancing guidelines.

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- Floor signs to mark off 2m spaces where people might line up (if needed).
- Checklist of items that require disinfection at the end of each shift.

Emergency Procedures

Emergency Procedures

- Units are expected to update their Building Emergency Response Plan (BERP) with the BERP Amendment.
- The floor wardens for the Nest are assigned by the AMS H&S Committee.
- Units are to consider that with fewer people on campus, building occupants should be reminded, on what to do and where to go when the fire alarm rings. Include information on the location of the wall mounted Emergency Procedure Key Plans and the Building Emergency Response Plan.

Handling Potential COVID-19 Incidents:

- Suspected positive incidents or exposure concerns are to be reported to the Supervisor who will follow the WorkSafeBC guidelines [Link what employees should do](#)
- Direct people who are unsure about what they should do to the [BC Self-Assessment Tool](#).

Monitoring/Updating COVID-19 Safety Plan

- AMS H&S Committee members and alternates are a great resource for bringing up safety concerns to after speaking with your manager /supervisor. have representatives from the staffing side to raise any concerns
- Staff are encouraged to discuss directly any concerns with their supervisor to be brought forward to management or at monthly AMS H&S Committee meetings
- Plans will be monitored by operational leadership in AMS on a monthly basis for the next 12-18 months.
- If regulations/ guidelines change, any applicable modifications will be incorporated into the respective COVID-19 Plans.
- Updated protocols will be reviewed with all team members on site in a timely manner.
- In the event of a COVID-19 outbreak, we would immediately follow AMS/VCH/Public Health Office direction to mitigate the hazard.

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Addressing Risks from Previous Closure

- Employees will receive a site specific orientation when they return to the workplace so they understand COVID-19 protocols and are trained on new practices and expectations including knowing where to find their units documented safety plan.
- Employees will receive training re the new cleaning/ disinfecting protocols in place at all units.
- Employees will be shown, best practices and limitations around the use of non-medical masks as part of their site-specific orientation.
- Reinforcing the critical importance of excellent hand hygiene at all times and physical distancing practices where possible, ongoing reviews and reinforcement with all employees

Personal Protective Equipment (PPE)

Personal Protective Equipment

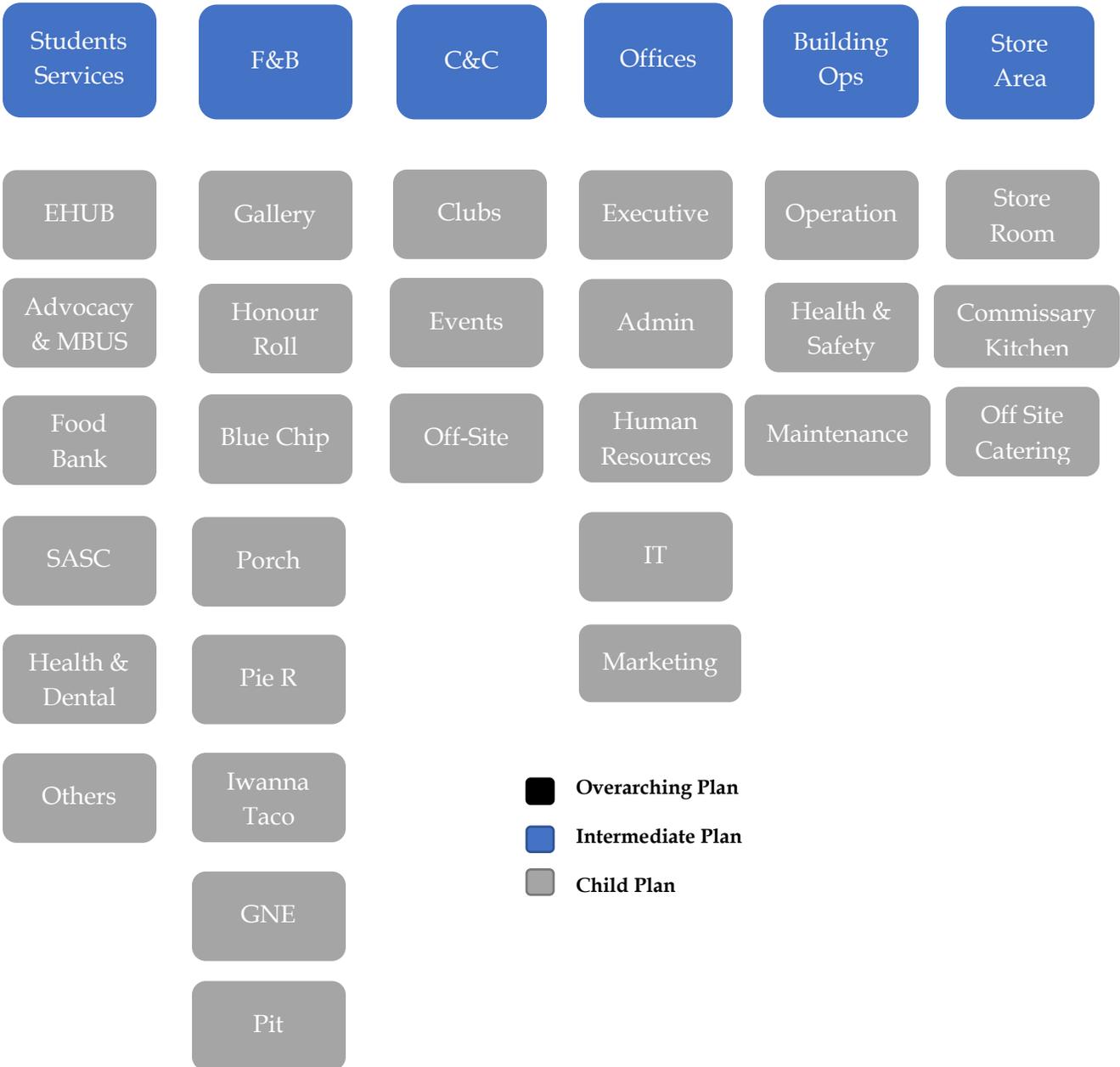
Each location will determine their PPE needs relative to the job risk assessment and this will be reflected in their appropriate appendix.

Non-Medical Masks

All staff in portfolio will follow the requirements around mask-wearing described in [AMS Policy I 7A - mandatory face covering](#)

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AMS BUILDING



- Overarching Plan**
- Intermediate Plan**
- Child Plan**

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Note: All Heads of Department are responsible for the development or communication of safety plans for their departments.

In some Case Intermediate plan and child plan could be combined OR one of them could be eliminated if operation is not big enough eg: Storeroom area will be merged with F&B

Appendix A: Roles, Responsibilities and Accountability

Responsibility of AMS H&S Committee

- Responsible for developing these plans.
- Work together with Departments to develop safe working plans.
- Coordinate safety plans across shared buildings.
- Review and approve department safety plans.
- Have regular meetings where Safety Plan updates/review is a standing agenda item.

Responsibility of Heads of Department

- Responsible for the development or communication of safety plans for their departments All developed plans must incorporate the guidelines outlined in this document.
- Responsible for ensuring that signage is in place throughout the common spaces of the building. This signage is in place to ensure physical distancing and cleaning protocols are practiced in common areas (e.g., elevators, social rooms, lunch rooms, bathrooms, stairwells), department offices (e.g., main office, mail room), and shared facilities that are under their purview.
- Responsible for approving site-specific safety plans relevant to their areas that ensure physical distancing and safe working practices, and for making it clear that supervisors/managers must enforce the measures taken.

Responsibility of Supervisors and Managers

- Responsible for ensuring that their space either has a site-specific plan or has access to a plan that includes their specific location and communicate this to all personnel.
- Responsible for posting occupancy limitations on the doors or entrance area to their work areas.
- Where a workspace is shared by multiple groups, this maximum occupancy must be agreed upon by all supervisors/managers.
- Responsible for scheduling shifts / rotations of personnel as needed to ensure that physical distancing can be practiced and that the workspace.

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- Acknowledge that all employees may not have the same comfort level or ability to return to work and there is a duty to understand each situation.
- Ensure the availability of all necessary PPE prior to assigning tasks requiring it.

Employee Responsibilities

- Before coming to work, all personnel must check their health status online [Daily Health Declaration | AMS of UBC](#) Personnel 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.
- Individuals displaying symptoms of COVID-19 (described above) must remain at home and isolated until they have been confirmed COVID-free by testing or have been symptom free for the length of time recommended by the BCCDC. Personnel who have been in contact with a person confirmed or presumed to have COVID-19 must also self-isolate as per provincial health guidelines. Personnel will be referred to the [BC Health Self-Assessment](#) tool to determine if they require testing and/or medical care.
- All work that can be done off campus must continue to be done off campus.
- Through communication from their Manager/Supervisor, all employees must know the location of the safety plans for their spaces. All identified health and safety issues should be brought to the supervisor's attention. All employees are encouraged to consult with their AMS H&S Committee, where needed. However, they may also report concerns confidentially to the following email address: celiachung@ams.ubc.ca
- Prioritization of personnel within a work location will be determined by the supervisor/manager and approved by the Department Head.

Appendix C Work from Home Policy

Please see separate attachment for this policy besides the link provided
[F:\Human Resources\Policy](#)

Appendix D Signage for AMS Building

Please see separate attachment.

[F:\02 Building Operations\Building Sign](#)