### Goal

* Enable a safe and organized return to the workplace

### Objectives

* Monitor and manage capacity at buildings occupied by ECCC personnel
* Ensure personnel are accessing buildings occupied by ECCC staff are safe and healthy
* Obtain employee attestation of their good health with regards to COVID symptoms

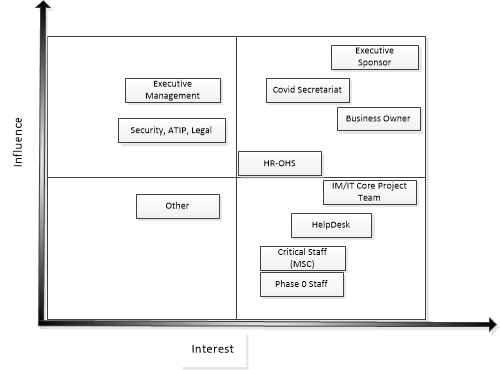
### Scope

* Allocate and enforce capacity limitations per building and per floor
* Allow booking of time slots by personnel to access buildings occupied by ECCC staff
* Review and approval of access requests by accountable managers
* Allow managers to view booked capacity to a building by date/time
* Ensure attestation of personnel that they are healthy before granting access to the buildings
* Provide information to facilitate contact tracing activities

### Out of Scope

* Scheduling multiple dates (ie. Employee can only request access for one day at a time)
* Reserving workstations or cubicles (capacity capped by floor or zone instead)
* Scheduling common area use (elevators, cafeterias, kitchenettes, washrooms)
* Employee movement within the facilities
* Enforcement (honour bound, not to be strictly enforced)
* Auditing or reconciliation with commissionaires logs

### Stakeholders



|  |  |  |
| --- | --- | --- |
| Stakeholder | Names | Role |
| IM/IT Core Project Team | *Robin Coates (IT Project Manager)*  *Angela Miller (IM - EC3)*  *Pete Saddler (SSC Liasion)*  *Ryan Heffron (BASD)*  *Brigitte Lachance (Cloud Services)*  *Bill Nixon (BASD)*  *Keith Young(DSIM)*  *Ian Walker (DSIM)*  *Nolan Billingsley*  *Dhammika Wijayawardhana (Business Analyst)* | Co-ordinate delivery of a solution that meets the business needs |
| *Business Owner (ARPSD - Real Property)* | Mélanie Peris - PM (ARPSD)  Nancy Tremblay (ARPSD)  Sonia Desaulniers (ARPSD)  Steve Thorsell (ARPSD) | Provide guidance to core project team as subject matter experts |
| *Executive Management* | Branch ADMs and SBOs | Make decisions to ensure safety of personnel within a branch or a building |
| *Executive Sponsor* | Martine Dubuc (Associate DM)  Mélanie Peris (ARPSD) | Responsible for overall workplace safety within the organization |
| *Covid Secretariat* | Chaired by Jennifer McCrank Francoise Twagirayezu  Represented by all branches of ECCC  RTW Working Group (Mélanie Peris / Kate Beauchamp) | High level committee established to guide ECCC return to work |
| *OHS* | Eric Saint-Onge  Nancy Toma  Pascale Barrette | Provide guidance for contact tracing activities and may use reporting features in RTW application |
| *MSC Critical Staff* | Russell White (DG, prediction services)  Christine Best (MSC rep to RTW working group)  Chris Linklater (MSC – Field) |  |
| *Phase 0 Staff* | Following branches have staff accessing ECCC facilities during phase 0 )  DMO  CSFB-ARPSD  CSFB-CIO  Finance  STB- (Toxic and other)  EPB - NEEC  MSC   * PS AVIPADS * ADMO * NHS * MSC-PS   CWS   * SARA * NWA * G&C/Fin * MB Permits * CITES * Wildlife * Emergency? |  |
| *Phase 1 staff* | Includes Phase 0 staff and any other personnel that are unable to work remotely. More details to come |  |
| *Other?* | Communications  Legal  Unions |  |

### User Roles

* Users
  + Includes ECCC employees, ECCC employed contractors and students. Later phases may also expand users to include other GoC staff and visitors that need to access ECCC locations
  + Create and submit access requests for approval
  + View/display confirmation of approval
  + View requests submitted and their statuses
* Surrogate User
  + Has permission to submit requests on behalf of another user
* Approver
  + A manager who has authority to approve an access request from an employee, contractor, student or a guest
  + View, Approve or deny access requests
  + View floor/zone capacity in order to approve requests
  + Change previously approved requests
* Report Users
  + Includes Senior Building officials (SBOs), Commissionaires, Real Property team (business owner) who needs access to consolidated booking and capacity information for planning purposes as well as to ensure health and safety
  + Managers/OHS may use reports to help identify potential contacts with a Covid-19 positive individual
  + View used capacity by date/time and floor
  + View users approve for access a floor/zone by date/time
* Building Manager
  + Same as report user above
  + In addition, updates capacity limits per floor/zone
  + Member of ARPSD-Real property team, most likely only 2-3 people will have this role for all ECCC

 Business Objects(ie. main entities user will see in the system)

* Building
  + has an address, floors, capacity
* Floor/Zone
  + has an associated building, capacity limit, used capacity
* Access Request
  + request #, name of requestor, date/time, building, floor, branch, manager
* Notification / proof of approval
  + name of requestor, building, timeslot, approval status, date/time requested, date/time approved, approver name

### Workflow

<https://ecollab.ncr.int.ec.gc.ca/org/11001/CSFBCollaboration/ECCC-Covid-19%20ReEntryAppScreens-Business%20Logic.pdf>

### Scenarios

Booking Access

1. Phase 0 (mission critical) user scheduling access to ECCC facility
   1. Phase 0 user login to RTW application and requests access to a timeslot
   2. System identifies Phase 0 user and allows the user to submit request without identifying the manager
   3. The Phase 0 user’s request status will be approved by default and is not required to gain access to the building.
   4. The employee’s manager specified in the User SettingTable will be automatically assigned in the AccessRequest (prevents the request from be orphaned in the dashboard)
   5. The system will not trigger an email or notification when the request is submitted.
   6. From a security point of view, all phase 0 users are considered mission critical and are to be given access without showing proof. A list of phase 0 users will be maintained and provided by email to the security team daily and the security team will ensure that commissionaires have a list of phase 0 staff.
2. Phase 1 user accessing ECCC facility
   1. With proof of reservation – allowed access
   2. No reservations/proof of reservation
      1. Declined even if there is capacity in the zone (no strict enforcement). The user can submit a request onsite using a mobile device (work or personal) and wait for manager approval.
3. Phase 0 or 1 user requires assistance for accessibility.
   1. The person requiring and accommodation contacts the manager
   2. The manager identifies a user with permission to submit on behalf the user requiring accommodation (ie. surrogate user)
   3. Surrogate user submit request on behalf
   4. Manager approve/deny request
   5. RTW tool send notification to users
4. External Contractor or visitor requires access.
   1. User who has access to RTW tool submits a request on behalf of the contractor or visitor.
   2. Manager approves/denies the request
   3. RTW tool sends notifications to users.
5. User has a critical need for access ECCC facility immediately but they do not have a reservation
   1. Phase 1 user will not be able to access ECCC facility. Their work around is to submit a ticket onsite using their personal device if there is capacity and wait for their manager to approve.   
        
      If there is no capacity, they may contact their manager so that the manager can cancel another request and free up a spot for the employee and then submit a request and wait for approval.
   2. Phase 0 users can get access to the building without a reservation and must submit their reservation after access the workplace.
      1. If zone is at capacity
         1. Access the zone and get another person to leave based on priority ASAP
         2. Get approval from manager to go beyond capacity when risk of going beyond capacity is less than risk of potential injury of not doing so
      2. Manager keep a manual log to track emergency access of employees
6. Users crossing zones for work related activities
   1. The user is required to log access to each and every zone
   2. Emergency access criteria for phase 0 staff above applies. They are required to update RTW tool ASAP
7. Employee tries to submit a request but floor/zone capacity has reached
   1. RTW prevents submission - Employee is not able to proceed with request
8. Manager try to approve a request but capacity no longer available
   1. RTW tool prevents approval – manager can only decline
   2. Manager can make capacity available by declining already approved request if desired

Other Activities

1. Update information for a floor or building
   1. Building manager update capacity in the tool
      1. Option 1 – Contact development team to update building information (capacity, adding zones, closing a floor…etc)
      2. Option 2 - Building manager access ecollab list and update information for the corresponding building
      3. Option 3 (For later releases) – Building manager use RTW interface to update building information

* 1. RTW tool will use new number to calculate capacity cutoff for new requests
  2. Previous requests or existing requests not affected
     1. If changes result in reduced capacity, or closing an area, then appropriate action is needed to inform users. Need to be done manually

1. Provide assistance to complete AACT request
   1. Person requiring accommodation contacts the manager
   2. Manager identify user with permission to submit on behalf the user requiring accommodation (ie. surrogate user)
   3. Surrogate user submit request on behalf
   4. Manager approve/deny request
   5. RTW tool send notification to user(s)?
2. Manage physical distancing in a work area/zone/floor has personnel reporting to different managers
   1. Employees and Managers cannot be sure adjacent cublicle/workspace will be vacant and this may make physical distancing difficult once employee is at location
   2. Instructions to be provided by ARPSD to employees advising what to do when physical distancing is not possible (ie. Inform manage, leave the area)
3. Need to identify and inform personnel that were potentially exposed

Overview of process (based on the OSH protocol)

\*The privacy of the employee is paramount in all situations and all steps of the process.

1. Employee is to report if they are presumed\* to have COVID-19 or has tested positive for COVID-19 to their manager.  Employee must indicate if they have accessed the workplace; this will determine the procedure to follow.
   1. Employee is responsible for informing manager
2. Manager reports incident to OHS Division via COVID-19 mailbox (encrypted)
3. OHS Division follow up with Manager to request more information on the situation
   1. OHS Division needs to be consulted before notifying anyone
4. If positive COVID-19 case is identified, OHS Division will guide managers to obtains DG approval to inform individuals who may have been in close contact with employee
5. Manager performs contact tracing and inform OHS Division
   1. OHS Division may request access RTW data to help identify potential exposure
6. Managers consult the OHS Division before notifying the local OHS Committee or OHS Representative, Senior Building Officer and other employees who work in this building.
7. Managers consult the OHS Division before notifying other tenants/ Departments as necessary
8. OHS Division reports daily to TBS on confirmed COVID-19 cases and building closures
9. OHS Division provide guidance to managers in order for employees to safely return to work after resolution of illness

Issues with availability

1. Application outage (RTW application not available)
   * Phase 0 (Critical) personnel provide verbal attestation and agree to abide by safety protocols to the commissionaire.
   * Phase 0 personnel continue with their own record keeping for contact tracing purposes
   * Phase 1 staff who have a proof of an approval (printed copy or screen shot) may access after showing proof.
   * In the meantime all other personnel will work from home until further notice
   * Commissionaires will use a list of critical staff who can access building regardless of approval status (ie. Phase 0 list)
2. Closing a floor/zone/building
   1. Building Manager (ie. ARPSD staff) remove floor/zone// building from RTW tool
   2. Users will no longer be able to book access through RTW application. Existing reservations not affected

There is no way to inform users through the tool. Managers need to communicate cancellations through other means.

ECCC building closure hotline needs to be updated.

Reduce capacity to a floor/zone

* 1. Building Manager (ie. ARPSD staff) update floor/zone capacity in RTW tool
  2. RTW tool use new capacity information to enforce limits. Already approved reservations not affected
  3. If reduced capacity exceeds limit adjustment need to be done manually by cancelling existing reservations

Glossary

1. ECCC managed facility
   1. A building managed by ECCC’s ARPSD-Real Property team?
2. Critical staff
   1. May not be a formally defined term within ECCC. Currently used to refer to **Phase 0** staff that need to be physically in the buildings to perform work activities
   2. TBS established a critical service as being:

a service or activity whose disruption would result in a high or very high degree of injury to the health, safety, security or economic well-being of Canadians or to the effective functioning of the Government of Canada.