

Return to Workplace Playbook

COVID-19 EDITION

BC DEVEXCHANGE LAB OPERATIONS
CREATED: JUNE 2020 POP KANJANAKANTORN
UPDATED: JULY 2020 POP KANJANAKANTORN



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Introduction

The government and health authorities are signalling the beginning phases of reopening businesses.

BCDevExchange is taking proactive measures while collaborating with Colliers International, Quartech, other Ministry of Citizens' Services (CITZ) representatives across the Digital Platforms and Data Division (DPD) and government facilities management representatives to prepare our office for individuals/teams that want to return to the office.

We know that going back to work in office buildings can pose many challenges and questions around health and safety. Rest assured, we are committed to keeping everyone safe while working in the office.

There is no requirement for you to return to the workplace.

This Return to Workplace Playbook outline decisions and actions being implemented, and the expectations of all staff as we prepare the office for your return. The playbook is intended to provide general information to ensure the safety of our employees, contractors, visitors and suppliers.

While this document has been created to address our current situation, it will be regularly updated as circumstances change and additional information becomes available.

These arrangements are to be followed by everyone for the safety of all, without exception.

This document is not intended to be legal advice and is only related to the BC DevExchange community.

Message from Leadership

**EXECUTIVE DIRECTOR,
STRATEGIC DESIGN & DELIVERY
RUMON CARTER**



Hey Team!

We hope that you and your family are staying safe and healthy.

As the events surrounding COVID-19 continue to evolve rapidly, we remain fully dedicated to the safety, health and well-being of the BC DevExchange community. The purpose of this playbook is to provide the BC DevExchange community with safety protocols and steps to take to help yourself and our community.

This playbook is based upon guidance as provided by the Centres for Disease Control and Prevention (CDC), BC Provincial Health Officer (PHO), BC Public Service Agency, WorkSafeBC and the World Health Organization (WHO) and other regional health organization. We are monitoring their guidance regularly.

At the end of this document you will find additional links and resources related to COVID-19 so you are equipped with the most up-to-date information.

Please do not hesitate to contact myself or my team with suggestions or feedback. We are here to support you and your teams.

Thank you for being part of and contributing to this supportive community that enables the BC Government to deliver better digital services.

A handwritten signature in black ink, appearing to read "Rumon Carter".

Summary of Key Actions & Requirements



- **Monday, June 8, 2020** - Quartech office **OPEN**, acting as a pilot
- **BCDevExchange 6 Phase Approach**
 - **Phase X:** default phase, office fully **CLOSED** with no access allowed
 - **Phase 1:** **1 person per team**, no amenities (excluding washrooms and bicycle area) and no visitors
 - **Phase 2:** **50% max. capacity**, **NO** amenities (excluding washrooms and bicycle area) and **NO** visitors
 - **Phase 3:** **50% max. capacity**, amenities **OPEN** and **LIMITED** visitors
 - **Phase 4:** **75% max. capacity**, amenities **OPEN** and **LIMITED** visitors
 - **Phase 5:** fully **OPEN**
- **Scheduling Process** - each team is expected to **self-organize** while keeping the Product Owner informed
- **Orientation** is **REQUIRED** for every individual/team who decide to return to the workplace (additional training required for BC Government Staff)
- **COVID-19 and office updates** - LabOps will provided **on-going updates**, education, guidelines bi-weekly basis or as information becomes available via email and Rocket.Chat (based on survey results)

Health Check COVID-19



By entering into the work location, you agree that:

1. YOU do NOT currently have any of the following symptoms:

- Coughing, sneezing
- Fever
- Shortness of breath, difficulty breathing
- Early symptoms of acute respiratory illness such as chills, body aches, sore throat, headache, diarrhea, nausea/vomiting, runny nose, muscle pain
- New loss of taste or smell

(if symptoms are believed to be allergy-related, you may come to work)

AND

2. YOU have NOT had close contact (within 6 feet or 2 meters for more than 15 minutes) with anyone who is either confirmed or suspected of having COVID-19, in the last 14 days, including anyone who is experiencing or displaying any of the known symptoms of COVID-19 (which are listed above)

AND

3. YOU have NOT tested positive or have been tested and are awaiting the results for COVID-19 in the last 14 days.

If you cannot agree that all of the above statements are true, you may NOT enter the premises.

We appreciate your caring for others and support of a safe and healthy work environment.

Orientation/Onboarding Requirement

Returning to the workplace is voluntary. If you decide to return, the following is mandatory.

- 1. Read and agreed to the Health Check COVID-19 document.**
- 2. Establish a schedule within your team, coordinating your hour(s)/day(s) in the lab (maximum number of members allowed are located in each of the phases).**
- 3. Each individual must sign up for a 15-minute "Return to Workplace COVID-19 Orientation" timeslot with the LabOps team.**
 - **Read this Return to the Workplace Playbook COVID-19 edition**
 - **Email exchangelab@gov.bc.ca to request your preferred date, time for the 15-minute orientation, and your preferred method (virtually or in-person). A LabOps team member will reply back to you with an event invite and provide orientation.**
- 4. BC Government Employees must complete additional online courses/documents:**
 - **BC Public Service Restart Strategy: All Staff Orientation**
 - **BC Public Service Maintaining a Safe and Healthy Workplace - Manager and Supervisor**
 - **COVID-19 Orientation Checklist**

Below is a brief overview of the 15-minute orientation that is to be conducted:

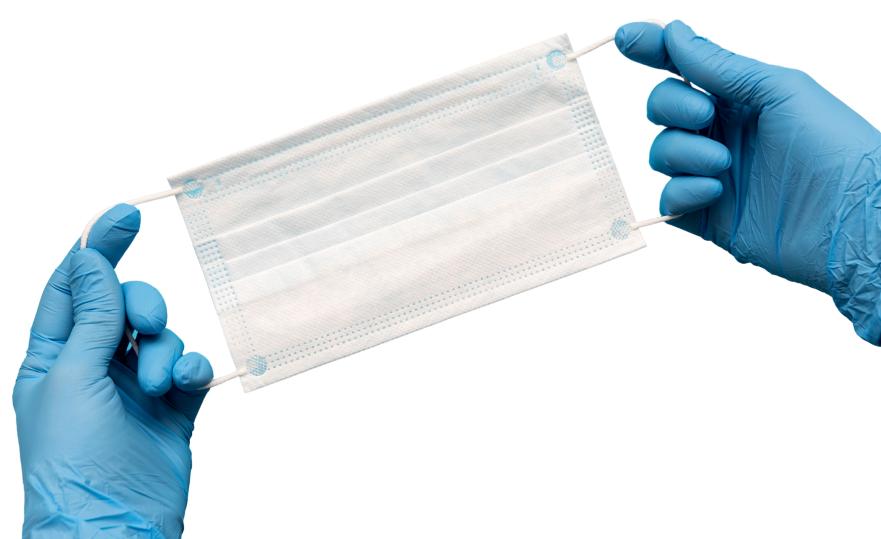
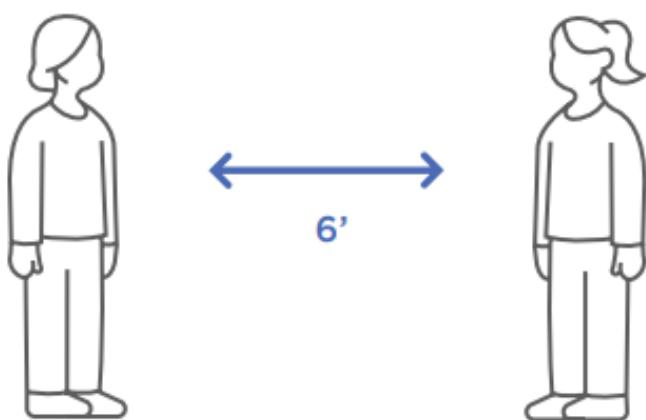
- **Health and safety procedures before, during and after work**
- **Building access**
- **Floor orientation**
- **Q&A**

Note: reading the above information and this playbook, does not satisfy the orientation/on-boarding requirement. If you do arrive without completing the orientation at a scheduled time, you may be asked to leave to ensure consistency and fairness for others.

Health & Safety Guideline

Travel to Work

**STAY
SMART
A P A R T**



If you do decide to commute to work, we recommend traveling to work by means that:

- Do no involve more than two people being in the same place
- Guarantee the essential distance between people of 6ft or two meters
- Appropriate hygiene measures are being followed

Extra health and safety precautions/measures should be taken if you take public transportation (bus, ride share, etc.) such as:

- Wearing a non-medical face mask
- Wearing Disposable gloves
- Carrying a mini-hand sanitizer bottle
- Carrying alcohol wipes

Note: if you do decide to ride your bicycle into work, please note that there is limited space on the 3rd floor and it is based on a first come first served basis.

The Broughton street library building parkade has additional bike parking and may be safer than on street parking.

Safe travels!

Health & Safety Guideline

Arrive at Work

Once you have arrived to the office, you must always do the following:

- Read and agree to the Health Check COVID-19
- Have your building fob (black) on you in order to access the first floor front door
- Use hand sanitizer right after you enter
- Follow elevator (max. of 1 per ride) and stairway (max. of 2 individuals going the same way and a distance of at least 5 stair cases) health and safety signs
- Proceed to your floor/team/spot in the lab

If you are the first person in the lab, please make sure you know your 4-digit code to disarm the alarm. Once disarm, please turn on all lights on and prop the main door open on your floor.

Note: each team will be provided a hand sanitizer and due to limited supplies paper towel rolls and bottle of disinfecting spray will be available in kitchen area for use on each floor (please RETURN once finished using).



Health Check COVID-19

Any Symptoms?
Traveled recently?
Tested positive?

If you answer NO to all, you may enter.

We appreciate your caring for others and support of a safe and healthy work environment.



Health & Safety Guideline

During Work

Please be aware of the current phase: signs are located on the doors, floors and walls.

- Office Etiquette/Rules in Common Area -

- **BIKE AREA** - first-come first-served basis
- **ELEVATOR** - max. capacity of 1 person per ride
- **LOBBIES** - no gathering, lounging and/or working
- **LOCKERS** - only use the locker that you have claimed and would suggest storing personal belongings at home instead
- **LOUNGE AREA** - please clean up after yourself
- **KITCHEN AREA** - bring your own cups, glass, mugs, plates, utensils, etc., please clean up after yourself and every Friday evening cleaners will be throwing away anything in the refrigerator
- **QUIET ROOMS** - not meant for all-day camping and please clean up after yourself
- **MEETING ROOMS** - please book via YARooms meeting purposes only (not meant for all day camping) and please clean up after your guests and yourself
- **PRINTER** - please have your printer access fobs (blue) to avoid typing in your IDIR and password
- **RECYCLE BINS** - each team/cubicle area will have one blue bin
- **SHREDDING BIN** - all government documents should be disposed correctly through the shredding bin located on the third floor near the printer and not in the recycling bin
- **STAIRWAY** - Colliers International has put up signs indicating a distance of at least three stair cases from one another, but we recommend at least 5 stair cases and max. capacity of 2 people going the same way
- **SUPPLY CLOSET** - see directions on closet for re-supply process
- **TRASH CANS** - located in the kitchen area of each floor and please clean up after yourself (all trash left on your desk will be considered a personal belonging and will not be touched/cleaned up by evening cleaning staff)
- **WASHROOMS** - max. capacity of 2 people per room (not stall) and to check, simply knock
- **WHITEBOARDS** - please erase after you have finished using the board in the common and meeting rooms (suggestion: take a picture if important)

Health & Safety Guideline

During Work continued

Please be aware of the current phase, signs located on the doors, floors and walls.

- Office Etiquette/Rules around the Office -

BUILDING ACCESS

- Please remember to have your **building access fobs** (black) at all times as we have additional security measures in place

FRONT DESK

- Due to constant interaction that the office coordinator has with other staff, a **plexi-glass screen** is installed

DELIVERY

- We request that **only business-related deliveries** be made to the property which means no personal packages will be accepted until further notice

WORK SCHEDULES

- As this is **self-organized** per team, keep your **Product Owner/Scrum Master informed**

WORK STATION

- Seat-to-seat distancing to minimize contact
- Work from your **assigned workstation**
- **Sanitize** your work station at the end of the day (disinfecting wipes, hand sanitizer and cleaning supplies will be available/provided)
- Personal items are asked to be removed in order to keep desks uncluttered for easier sanitization for both individual and cleaning staff

VISITORS

- Should be limited if possible and we **encourage the use of virtual meetings**

Health & Safety Guideline

Leaving Work

Before you leave, please follow the steps below:

- **Organize area for ease of cleaning**
- **Use hand sanitizer**
- **Grab the paper towel and disinfectant spray in the kitchen area**
- **Clean/disinfect area**
- **Return paper towel and disinfectant spray to original spot in the kitchen area you borrowed it from (if low on supplies, please let LabOps member know by emailing us at exchangelab@gov.bc.ca)**
- **Remove or put personal items away allowing for the evening cleaning crew to easily clean your work area**
- **Walk around your floor including quiet rooms, meeting rooms and knocking on the washroom doors to check that there is no one left**
- **If there is someone else, please make sure they know their 4-digit alarm code and know the lock up procedure for the floor**
- **If you are the last one, please turn off the lights, set the alarm and lock up**

Thank you.



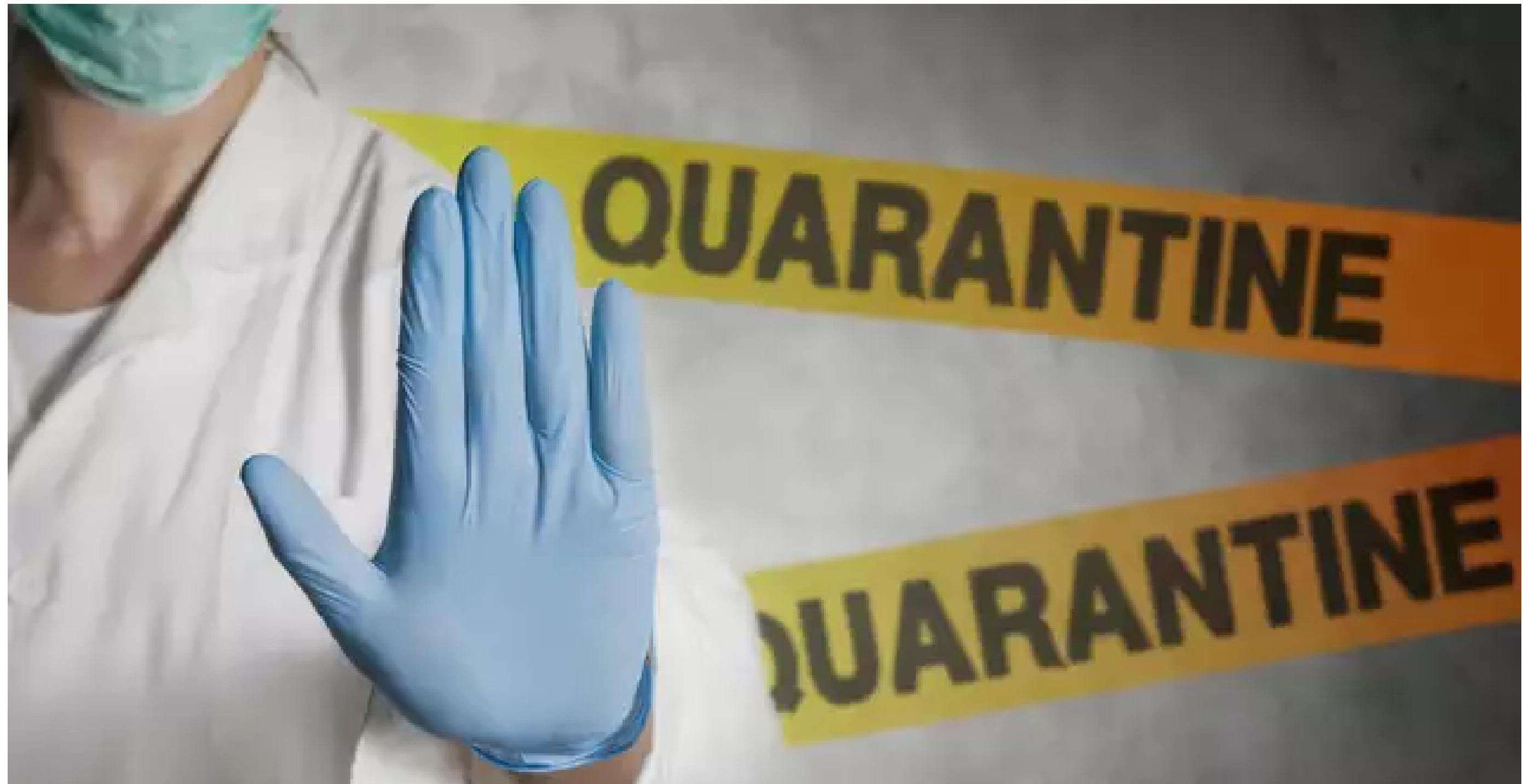
Phase X



This is the **default** phase in the case the Province goes back into a full quarantine lockdown or there is a COVID-19 outbreak meaning office is completely **CLOSED**.

In case of a COVID-19 outbreak:

- Call 811 (non-medical questions call 1-888-COVID19, available 7:30 am - 8:00 pm) and additional contacts located here: <http://www.bccdc.ca/contact>
- Please let your team members know right away especially your Product Owner
- Email ExchangeLab@gov.bc.ca and set email as high priority (we will let the BCDevExchange community know on your behalf immediately)
- Emergency Evacuee Guidance During COVID-19 (<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/emergency-response-and-recovery/emergency-evacuees>)
- Signs will be posted of quarantine outbreak and lockdown



Phase 1



This phase allows for **ONLY one person per team** in the building (exact numbers will be provided below per team due to different layouts of each team room), **amenities CLOSED** (excluding washrooms and bicycle area) and **NO visitors allowed**. Each team is expected to self-organized regarding office time including cleaning up before and after your area.

2nd floor

- Teams
 - BC Registries (Entities) - 1
 - BC Registries (Relationships) - 1
 - DevOps - 1
 - Platform Services - 1
- **Floor Total: 4 (excludes Quartech area)**

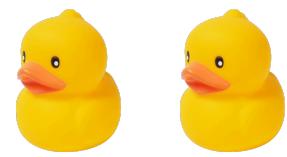
3rd floor

- Teams
 - BC Digital Trust Service - 1
 - BC Service Card - 1
 - BC Wildfire Predictive Services - 1
 - Climate Action Secretariat - 1
 - Common Components - 1
 - DevOps - 1
 - Digital Policy - 1
 - GDX Analytics - 1
 - Health Gateway - 1
 - Invasive Species - 1
 - LabOps - 1
 - Property Information Management System - 1
- **Floor Total: 12**

AMENITIES that are CLOSED

- Kitchen area (including coffee machine, cups/mugs/glasses, dishes, kettle, microwave, popcorn maker, refrigerator, utensils)
- Quiet rooms (4)
- Meeting rooms (5)

Phase 2



This phase allows for a **maximum capacity of 50%** in the building (exact numbers will be provided below per team due to different layouts of each team room), **amenities CLOSED** (excluding washrooms and bicycle area) and **NO visitors allowed**. Each team is expected to self-organized regarding office time.

2nd floor

- Teams
 - BC Registries (Entities) - 5
 - BC Registries (Relationships) - 5
 - DevOps - 2
 - Platform Services - 4
- **Floor Total: 16**

3rd floor

- Teams
 - BC Digital Trust Service - 2
 - BC Service Card - 3
 - BC Wildfire Predictive Services - 3
 - Climate Action Secretariat - 3
 - Common Components - 2
 - DevOps - 2
 - Digital Policy - 3
 - GDX Analytics - 3
 - Health Gateway - 3
 - Invasive Species - 3
 - LabOps - 4
 - Property Information Management System - 3
- **Total: 34**

AMENITIES that are CLOSED

- Kitchen area (including coffee machine, cups/mugs/glasses, dishes, kettle, microwave, popcorn maker, refrigerator, utensils)
- Quiet rooms (4)
- Meeting rooms (5)

Phase 3



This phase allows for a **maximum capacity of 50%** in the building (exact numbers will be provided below per team due to different layouts of each team room), **all amenities OPEN and LIMITED visitors allowed** (visitors may be in team area a long as it does not exceed max. team capacity indicated). Each team is expected to self-organized regarding office time including cleaning up before and after your area.

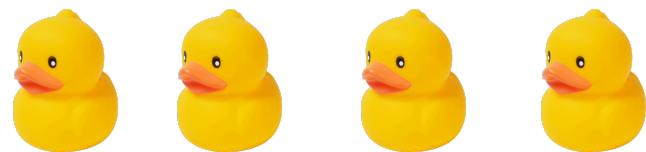
2nd floor

- Teams
 - BC Registries (Entities) - 5
 - BC Registries (Relationships) - 5
 - DevOps - 2
 - Platform Services - 4
- Curiosity - 3
- Quiet Room - 1
- Quiet Room - 1
- **Floor Total: 21**

3rd floor

- Teams
 - BC Digital Trust Service - 2
 - BC Service Card - 3
 - BC Wildfire Predictive Services - 3
 - Climate Action Secretariat - 3
 - Common Components - 2
 - DevOps - 2
 - Digital Policy - 3
 - GDX Analytics - 3
 - Health Gateway - 3
 - Invasive Species - 3
 - LabOps - 4
 - Property Information Management System - 3
- Alliance - 8
- Courage - 6
- Douglas - 4
- Fort - 2
- Quiet Room - 1
- Quiet Room - 1
- **Floor Total: 56**

Phase 4



This phase allows for a **maximum capacity of 75%** in the building (exact numbers will be provided below per team due to different layouts of each team room), **all amenities OPEN and LIMITED visitors allowed** (visitors may be in team area a long as it does not exceed max. team capacity indicated). Each team is expected to self-organized regarding office time including cleaning up before and after your area.

2nd floor

- Teams
 - BC Registries (Entities) - 7
 - BC Registries (Relationships) - 7
 - DevOps - 3
 - Platform Services - 5
- Curiosity - 4
- Quiet Room - 2
- Quiet Room - 2
- **Floor Total: 30**

3rd floor

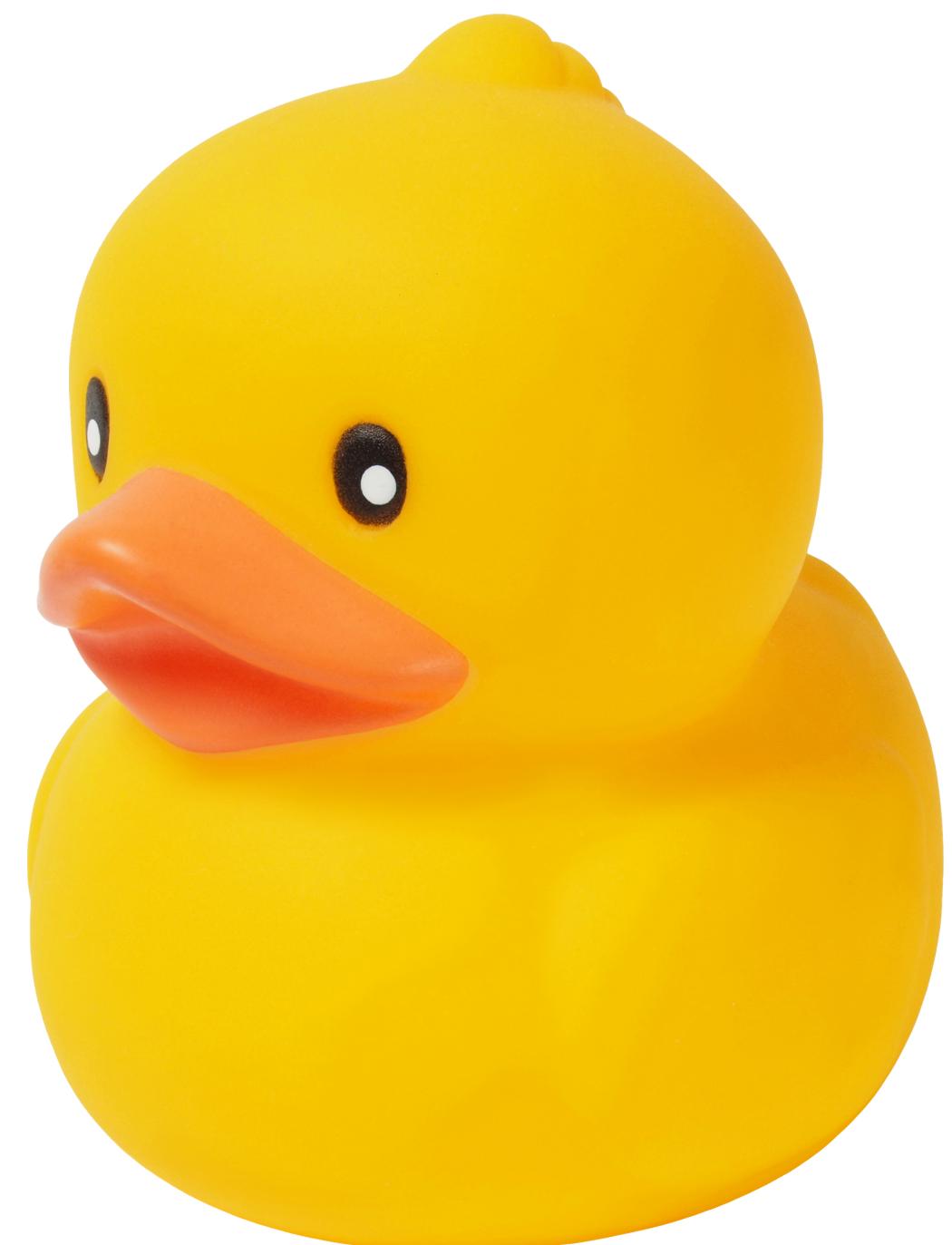
- Teams
 - BC Digital Trust Service - 3
 - BC Service Card - 4
 - BC Wildfire Predictive Services - 4
 - Climate Action Secretariat - 4
 - Common Components - 3
 - DevOps - 3
 - Digital Policy - 4
 - GDX Analytics - 4
 - Health Gateway - 4
 - Invasive Species - 4
 - LabOps - 6
 - Property Information Management System - 4
- Alliance - 12
- Courage - 8
- Douglas - 6
- Fort - 3
- Quiet Room - 2
- Quiet Room - 2
- **Floor Total: 80**

Phase 5



**WE ARE
FULLY OPEN!**

WELCOME BACK!



Workplace Assessments

The following documents are WorkSafe requirements that are printed and available to share to all:

COVID-19 Workplace Assessment Tool (https://www2.gov.bc.ca/assets/gov/careers/managers-supervisors/covid-19/covid-19_workplace_assessment_tool.docx)*

**COVID-19 Safe Work Procedures - General Procedures for the Office Environment
(https://www2.gov.bc.ca/assets/gov/careers/managers-supervisors/covid-19/covid-19_swp_office.docx)**

**COVID-19 Safe Work Procedures - General Cleaning Procedures
(https://www2.gov.bc.ca/assets/gov/careers/managers-supervisors/covid-19/covid-19_swp_cleaning.docx)**

**COVID-19 Safe Work Procedures - Handling Documents in the Office & Field
(https://www2.gov.bc.ca/assets/gov/careers/managers-supervisors/covid-19/covid-19_swp_document_handling.docx)**

**Providing First Aid During the COVID-19 Pandemic
(https://www2.qa.gov.bc.ca/assets/gov/careers/managers-supervisors/covid-19/covid-19_first_aid_info.docx)**

**Human Resources Policy 04 - Occupational Safety and Health
(https://www2.gov.bc.ca/assets/gov/careers/managers-supervisors/managing-employee-labour-relations/hr-policy-pdf-documents/04_occupational_safety_and_health_policy.pdf)**

**BC Public Service COVID-19 Response Overview
(https://www2.gov.bc.ca/assets/gov/careers/about-the-bc-public-service/bc_public_service_covid19_response_overview.pdf)**

BC Public Service COVID-19 FAQs (https://www2.gov.bc.ca/assets/gov/careers/about-the-bc-public-service/bc_public_service_covid19_response_faqs.pdf)

**BC Public Service COVID-19 FAQs regarding sick leave
(https://www2.gov.bc.ca/assets/gov/careers/about-the-bc-public-service/bc_public_service_covid19_response_faqs.pdf)**

***Links are to templates and completed versions are available at office and electronic versions can be requested**

Workplace Assessments continued

COVID-19 Weekly Inspection Checklist

(https://www2.qa.gov.bc.ca/assets/gov/careers/managers-supervisors/covid-19/covid-19_weekly_inspection_checklist.docx)*

COVID-19 Orientation Checklist (https://www2.qa.gov.bc.ca/assets/gov/careers/managers-supervisors/covid-19/covid-19_orientation_checklist.docx) - must be completed and signed by each individual

***Links are to templates and completed versions are available at office and electronic versions can be requested**

Appendix - Survey Results

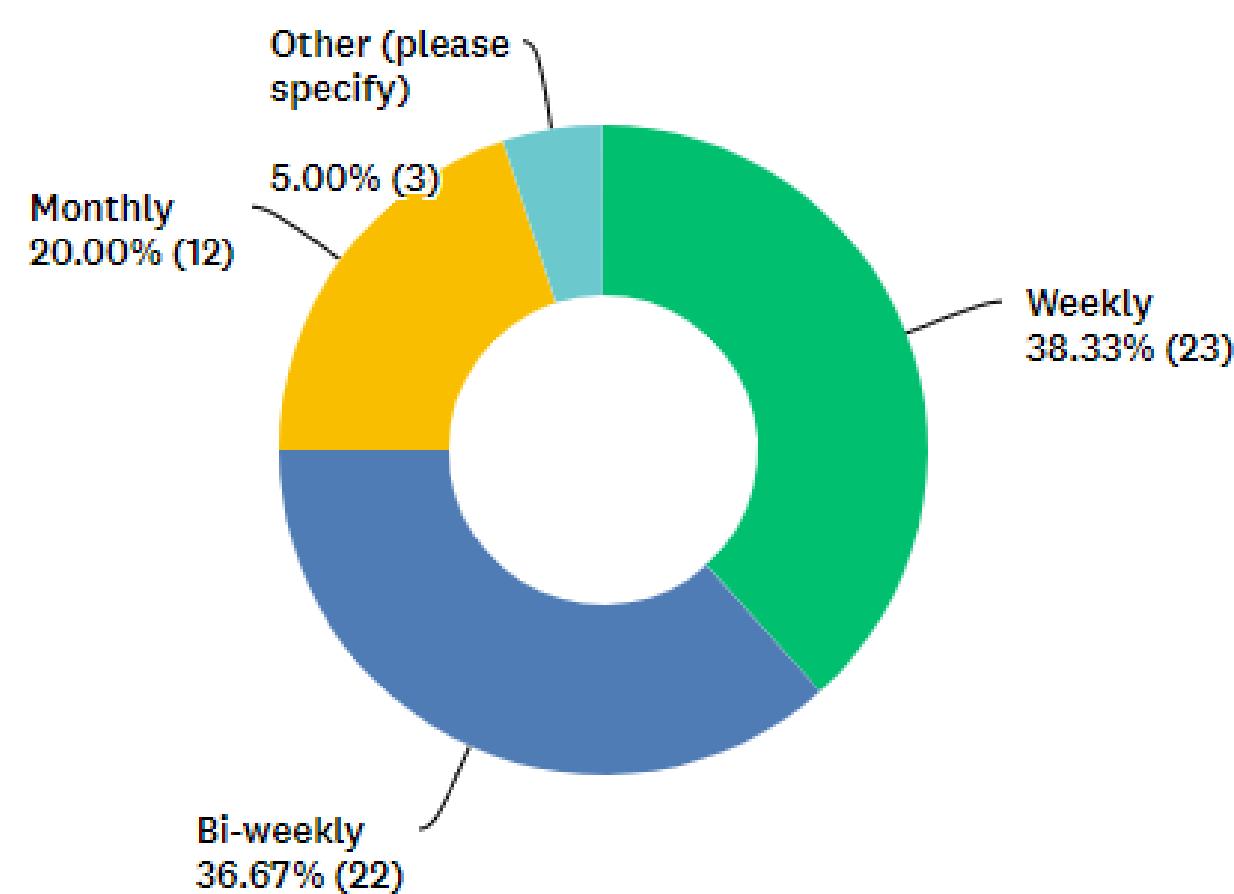
Here are the results of the survey sent on Wednesday, June 3, 2020 and concluded on Wednesday, June 17, 2020.

Response rate: 65%

Number of respondents: 60

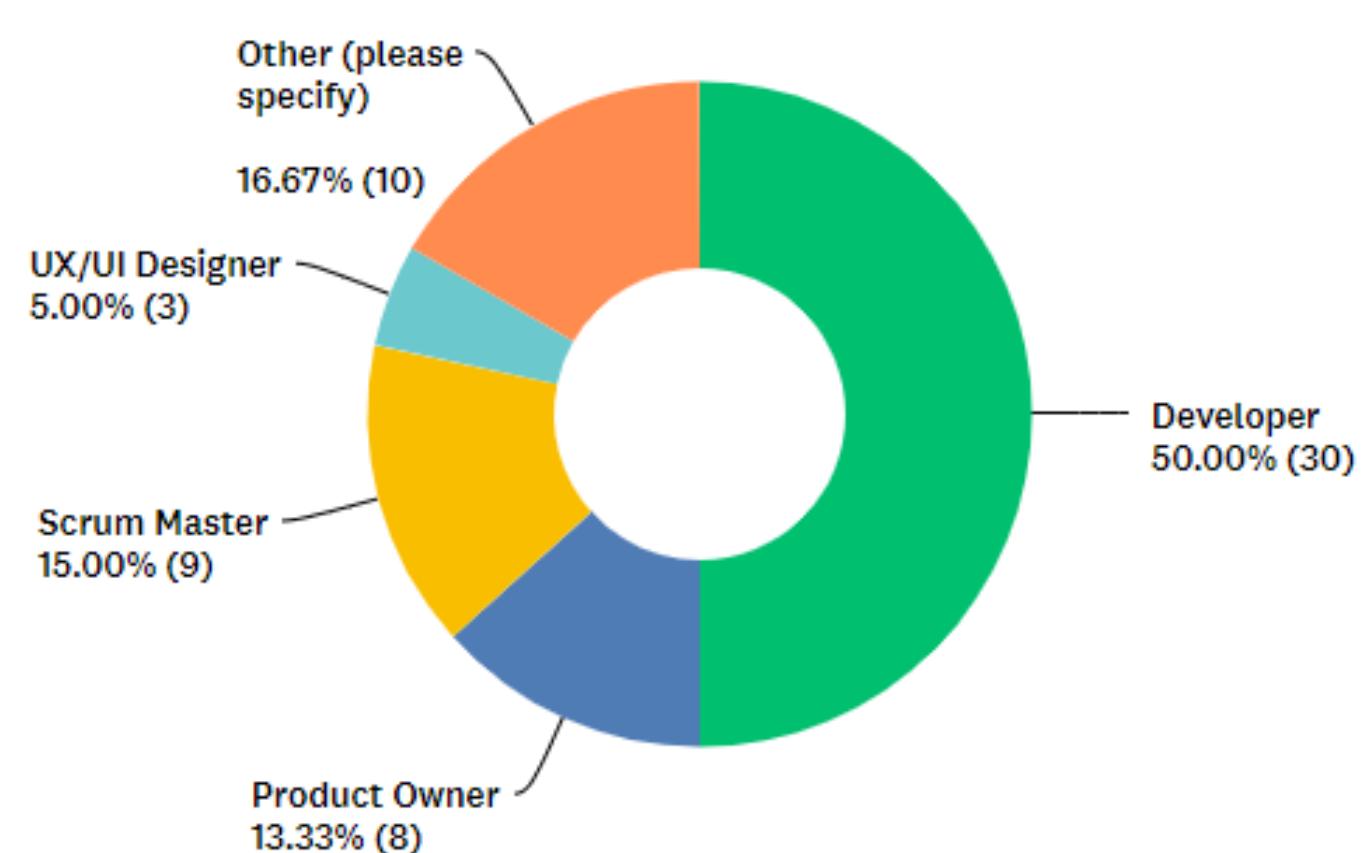
Number of lab residents: 92

How often would you like to receive an update regarding Return to Workplace and COVID-19?



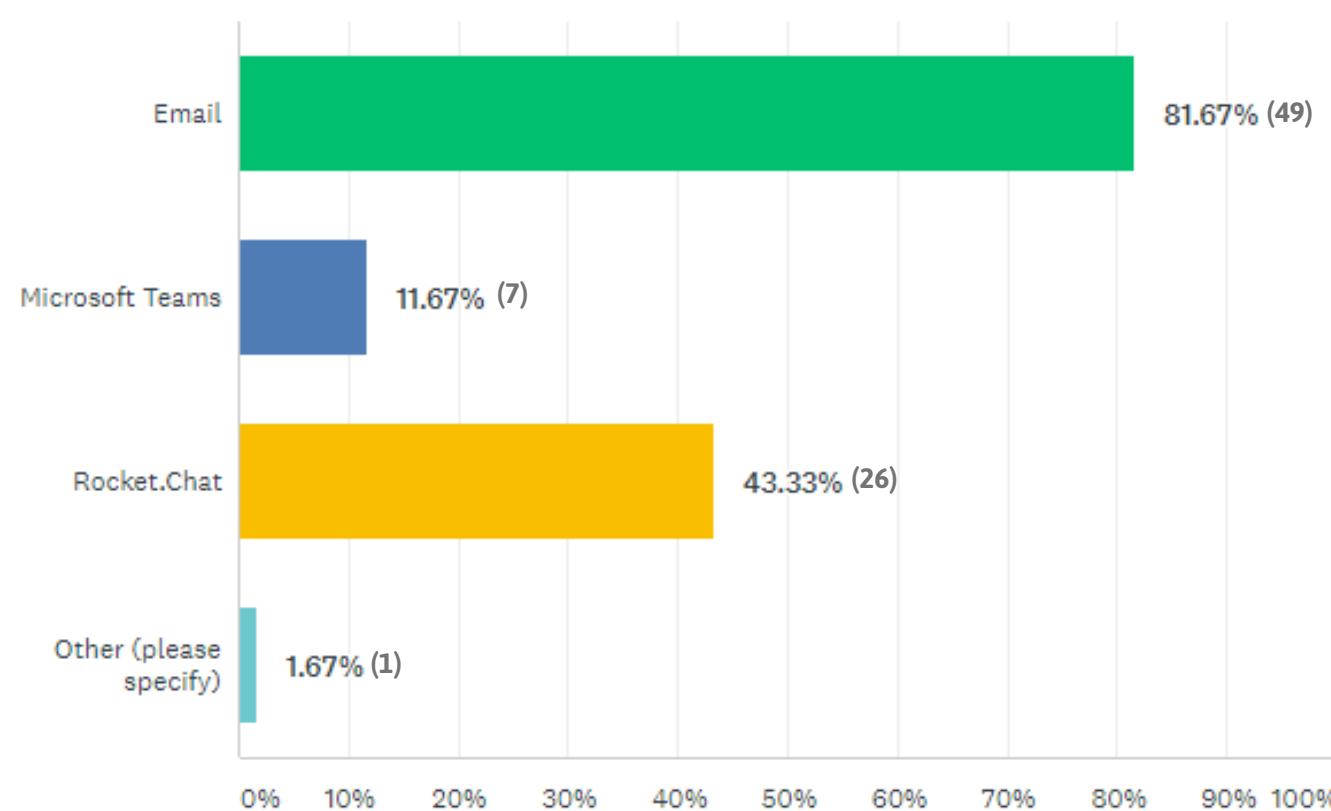
Other (please specify): As information becomes available.

What is your role?



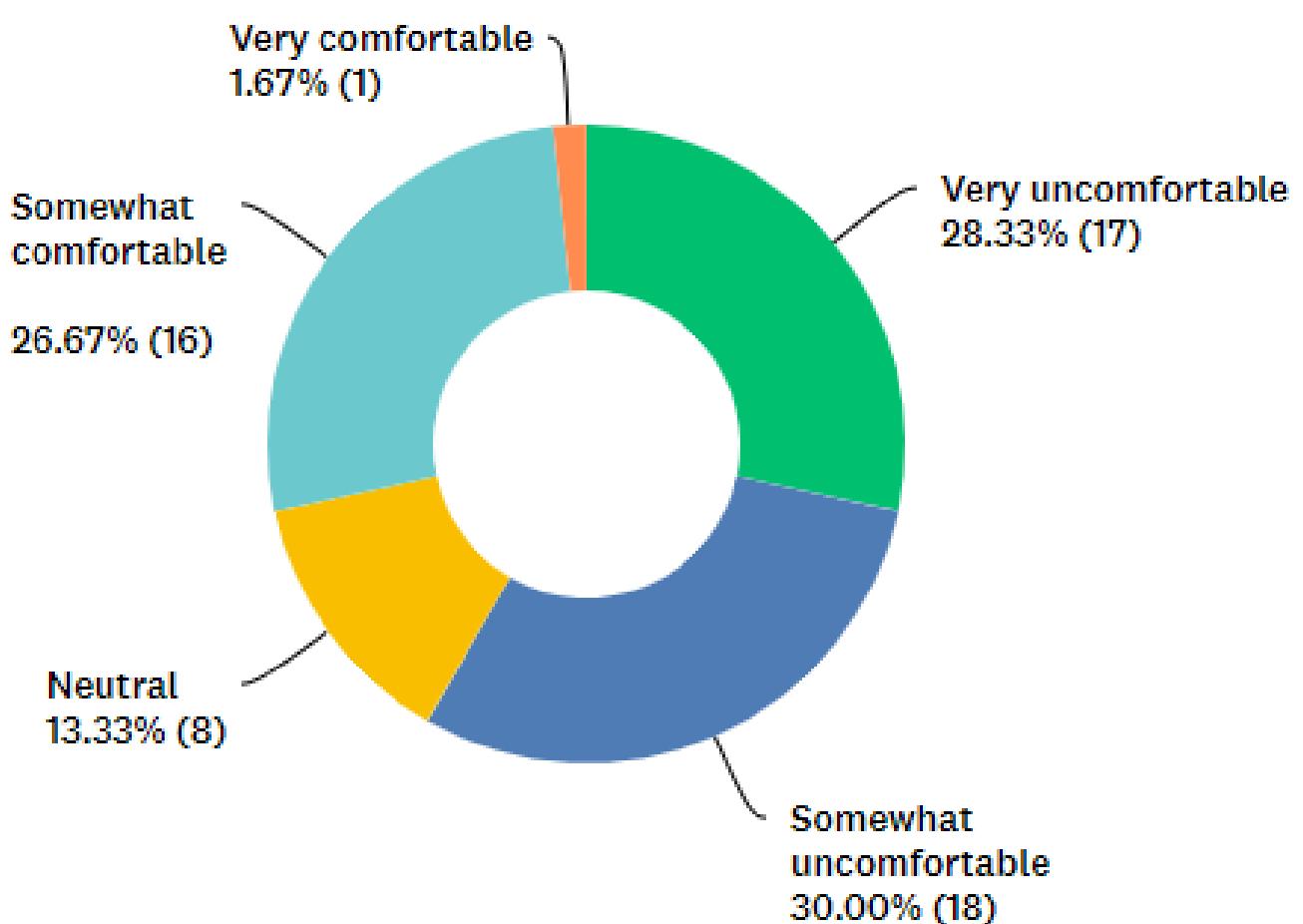
Other (please specify): Business Analyst, DevOps, Delivery Manager, LabOps, Sponsor.

On which communication platform would you like to receive the updates?



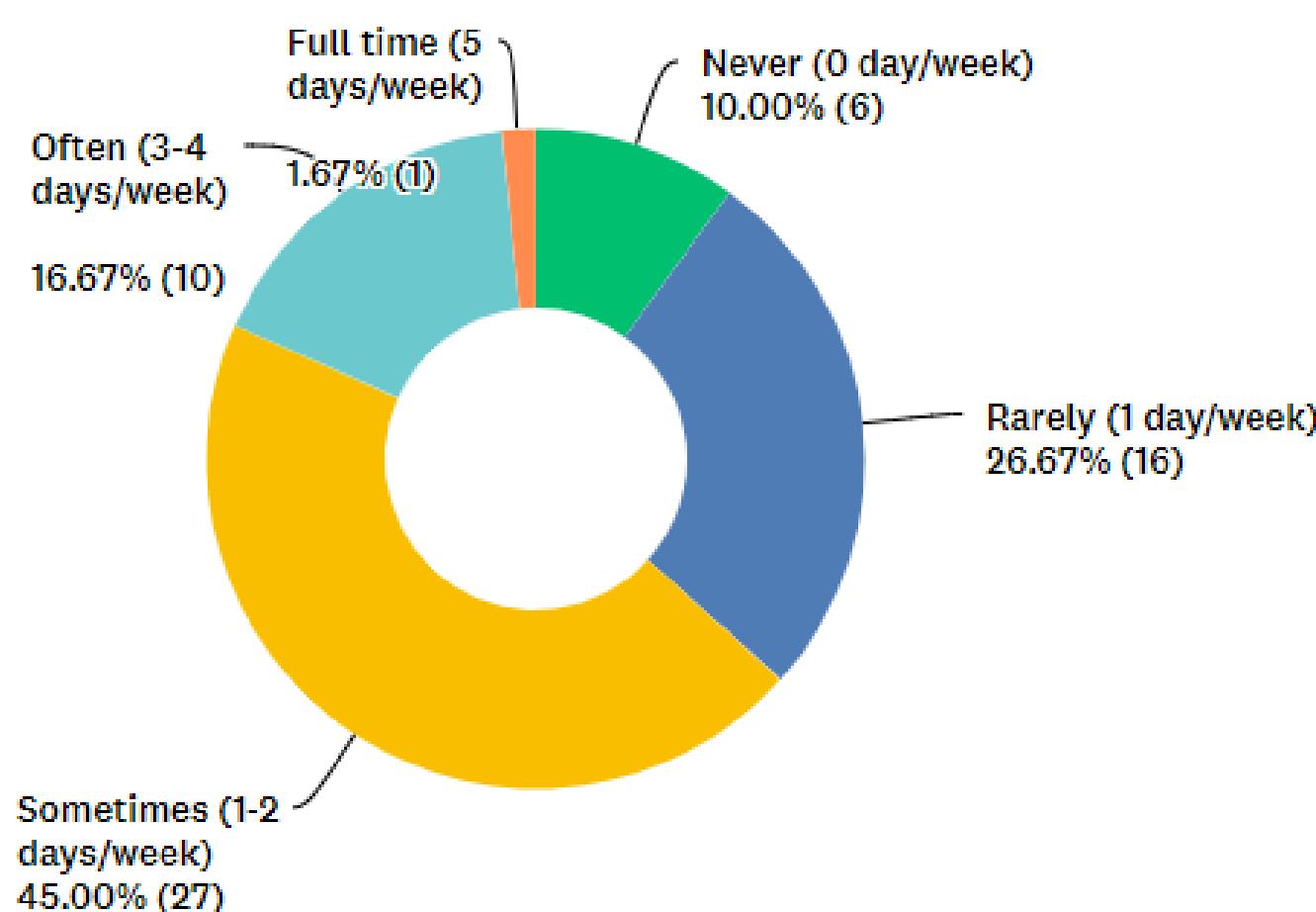
Other (please specify): Contractors do not have access to Microsoft Teams.

How comfortable would you feel returning to the workplace in the next couple of weeks?

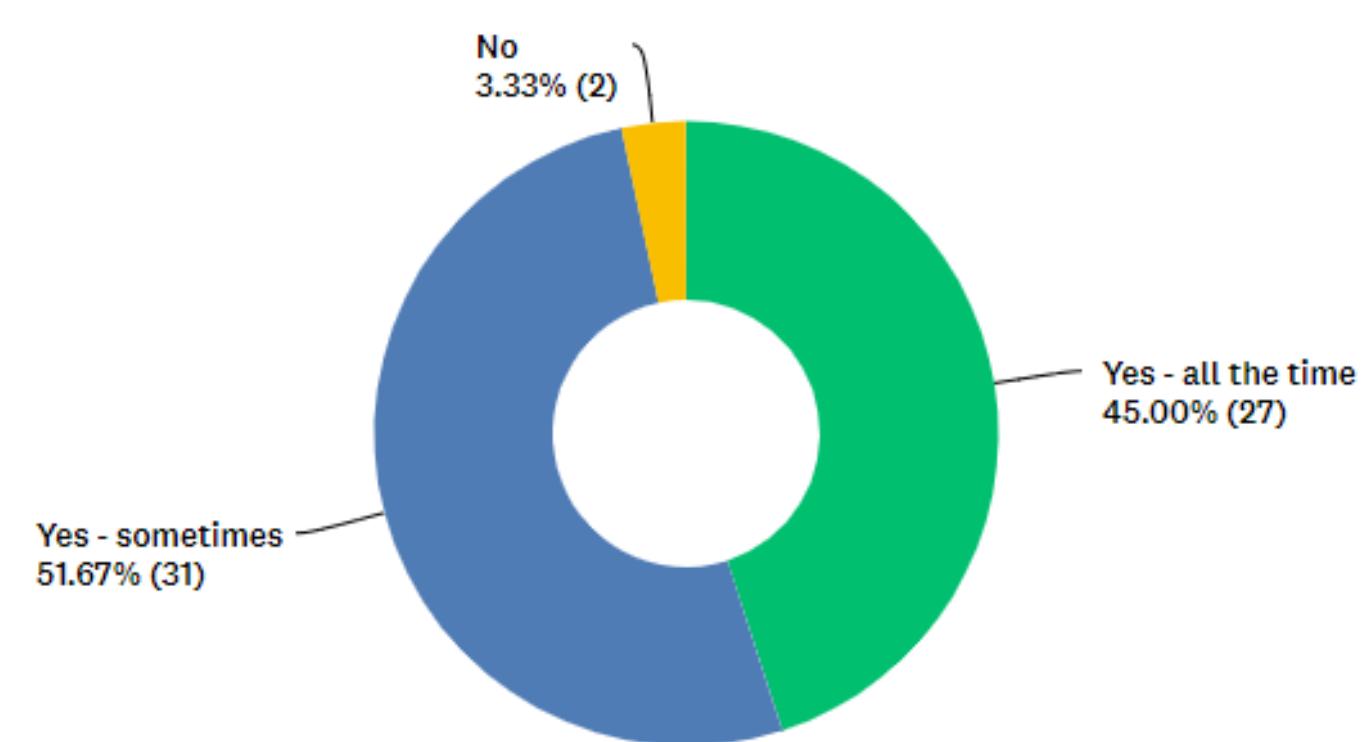


Appendix - Survey Results continued

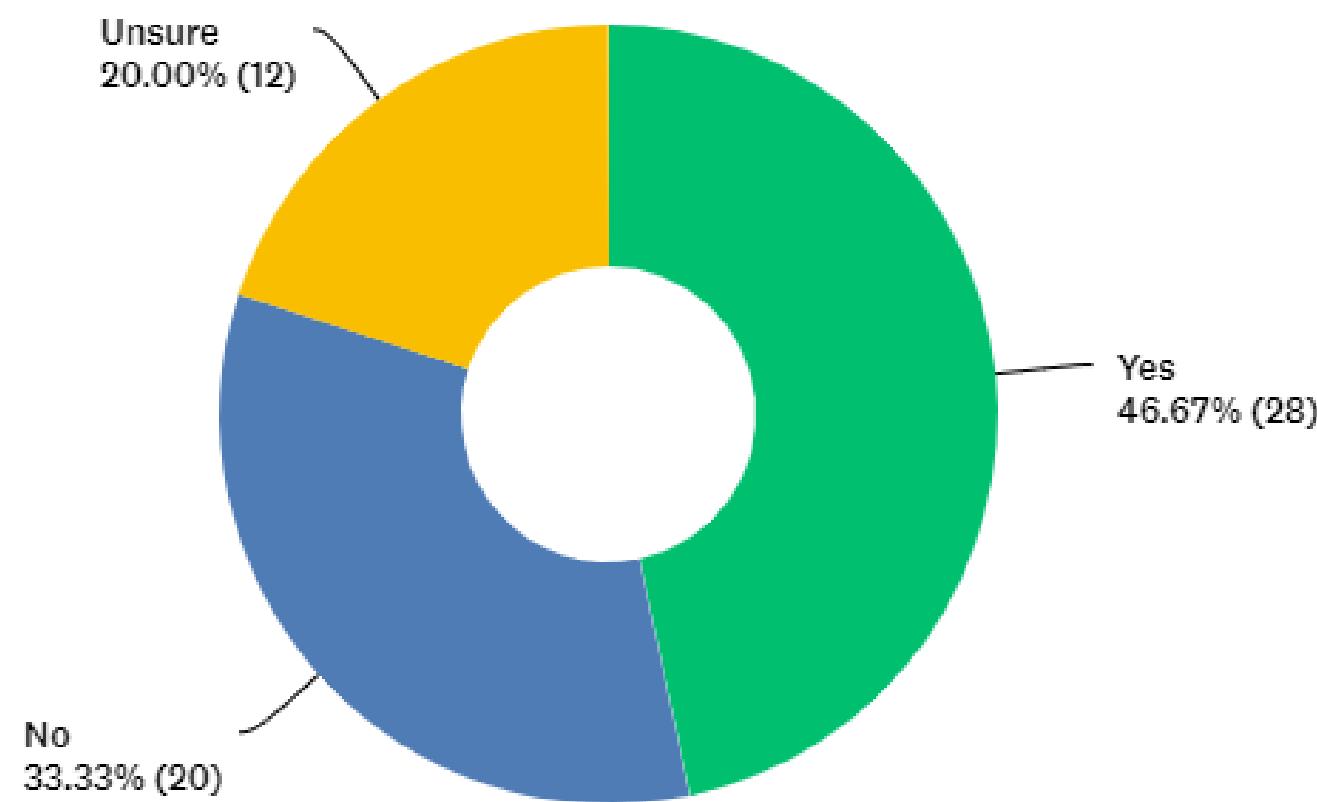
How often are you planning on working out of the office once re-opened?



Would you prefer to continue working from home?



Is there any value in having only part of your team into the office?



What is influencing your preference to work from home or the office aside from COVID-19?

- Community - social aspects
- Commute - duration of travel, public transportation, cost savings
- Convenience/Flexibility - working from home, controlled workspace, better ergonomics
- Family - availability of day care, child care, summer camps, schools
- Focused/Productive - less distractions, better work set up, time-saving
- Health - at/high-risk and/or compromised immune system family member at home, limiting contact with possible exposures, mental and physical health, stress

What are your concerns about coming into the office? (Sample of Answers)

- Possible exposure to virus in the office space, public transit when commuting. No added value when more than 50% of the team is working remotely.
- 1) Seating is very close together in my area - not enough room for social distancing. 2) Not sure how communal kitchen would work
- I feel am way more productive at home and saving some time in commute as well. Moreover, I won't consider taking public transport(mode of transport I depend on) a safe option - for now at least.
- Biggest concern is the kitchens. With a full office there's often dishes kicking around and a lineup to wash your hands, so depending on how many people return to the lab this could just get worse.
- Inevitable close proximity with others.
- Commuting, too many people in a small space.
- Have high risk category people who are easily prone to bronchitis
- If I'm the only one coming in then there's little value. The value would be in being able to work through things with team members (and other teams) in person.

Appendix - Survey Results continued

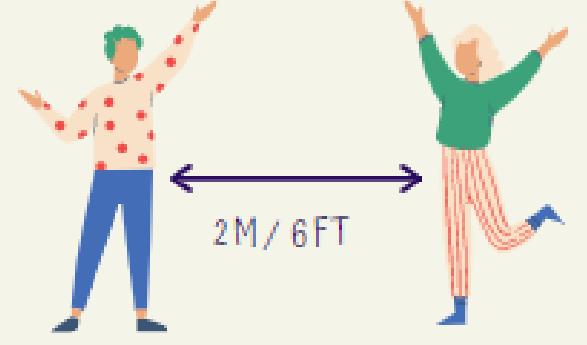
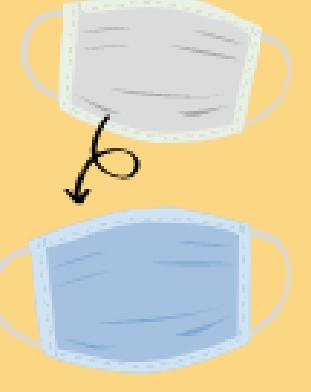
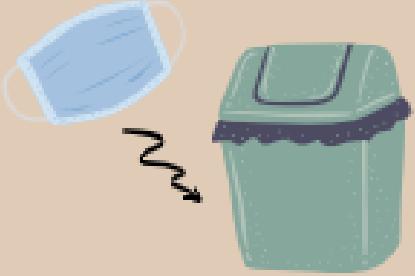
What are your concerns about coming into the office? - continued (Sample of Answers)

- Complying with physical distancing requirements
- Potential exposure to COVID-19
- Protocols in place to ensure the office is ready post-COVID
- Windows can't open for fresh air. Will we have to wear masks the whole time?
- Shared space, downtown area in general, second wave.
- Covid carriers who have no symptoms
- Just having too many people and not having proper sanitation.
- It is psychologically draining to be in public spaces right now. I don't have to think about moving so carefully around my home, and that is important for me to be productive. I think coming into the office a few times a week will help me get accustomed to physical distancing and sanitation practices/expectations at the office and I may find it is less of an impact over time.
- No real concerns so long as protocols are followed/addressed.
- Only COVID-19 at the moment. I know the cases are low in BC but I think it's worth seeing how the next couple of weeks go now that more places are open.
- The more public exposure I get the more reluctant older people who I interact with will be to interact with me.
- Too soon, with trends of CoVid penetration sans self-isolation yet unknown
- Contracting or transmitting COVID-19 to my family. Harder to manage family obligations resulting from restrictions that they're under
- it will be difficult to social distance while focusing on work.
- There is no vaccine yet
- Sanitation. Higher risk of COVID

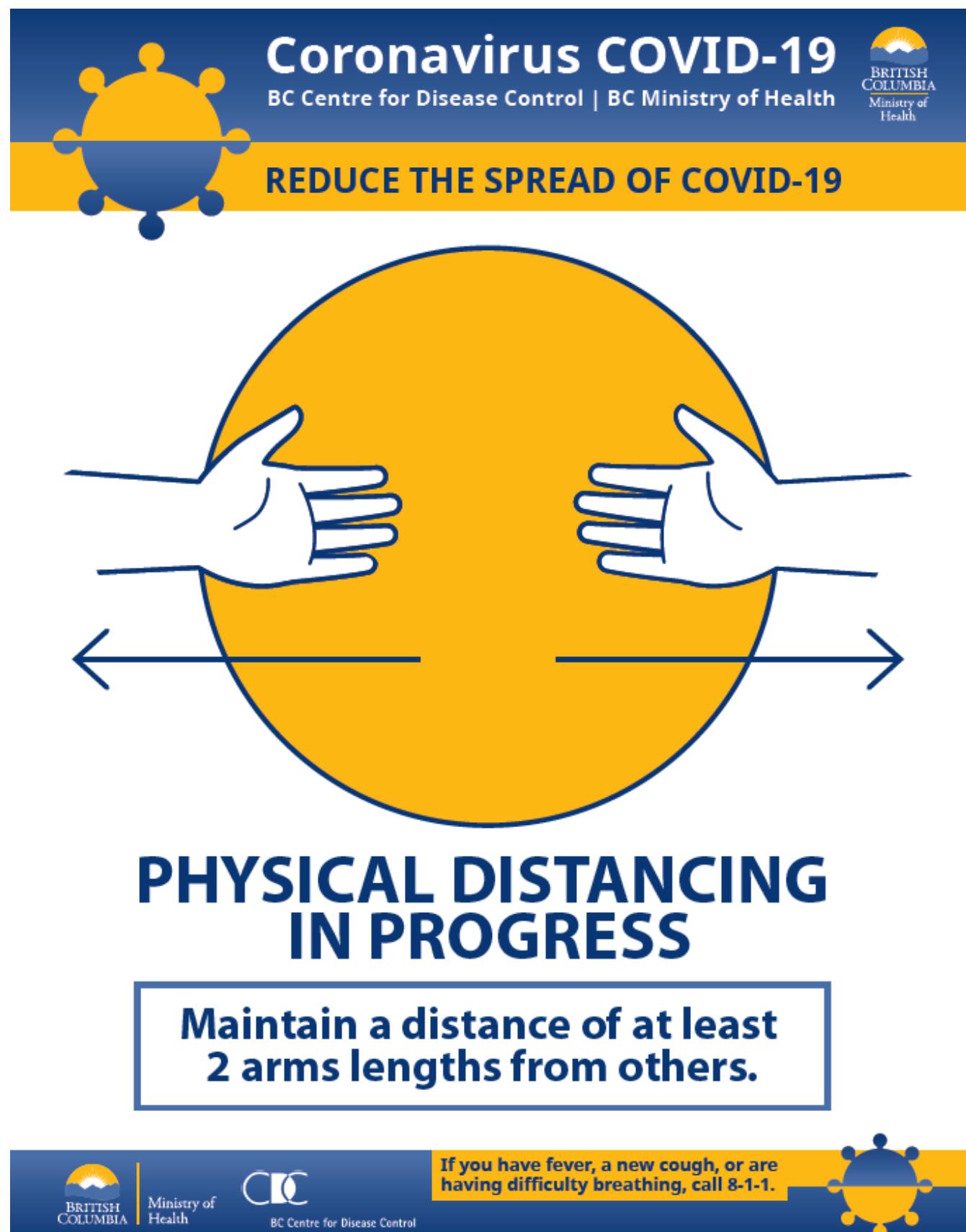
Do you have any additional comments/feedback that was not asked/captured in this survey? (Sample of Answers)

- I miss the white boards where we can gather round and brainstorm issues.
- Missing the coffee.
- Thank you for sharing this survey. It is great to have our feedback heard.
- Thanks for doing this survey.
- My team is working okay remotely, but there is definitely benefit in us having some face to face time. I think it is helpful to have some team members rotating through the Lab (as they feel comfortable) for co-working, particularly during sprints that need lots of conversation.
- Whether we all return to full time in the office or not, I'd just like to say that I'm really happy with the great work the entire platform services team has done so far. I've been impressed with everyone's support for each other and the community. It's great to be apart of the team.
- I guess returning to office should be a team decision. If the team is productive and collaborative wfh, there is no reason to jeopardize each other's health and come back to office when this covid is still out in our communities.
- Location work in does not work well with social distancing guidelines which I believe are still in effect.
- Thanks for asking.
- I see the return to an opportunity. With teams proving capable of producing results while at home (despite additional challenges of childcare), there is an opportunity to introduce more flexible working hours for employees permanently to reduce traffic during peak times for all of Victoria, reduce travel times, and giving people more time back into their days. This could look like allowing people to work from home for part of the day, coming in for meetings/collaboration opportunities, and ending their work day at home.
- Working from home has an important impact on sustainability in a climate crisis - less commuting, less energy consumption. Further, in the anticipated financial deficit that we will face, why would we want to keep paying for buildings?
- No, good idea with this survey
- Keep us informed. The more we know the better we can plan for the near future
- I think the things that make the lab normally such a great place to work - collaboration, socializing and rotating exchange of people from across gov / industry - are the same things that make it a serious hazard during a pandemic. I hope that the lab comes back strong after there is a COVID vaccine that actually works, but until then I'm not sure there's much value (compared to the risks) in trying to force it to be open in some way. Perhaps one person (max.) per office could get permission to go in, but overall during this time I think we should consider the physical lab space to be "on hold" until there is a vaccine.
- I really like this approach to easing back into working from the office! Well done
- Thanks for sending this out! Great first step :)

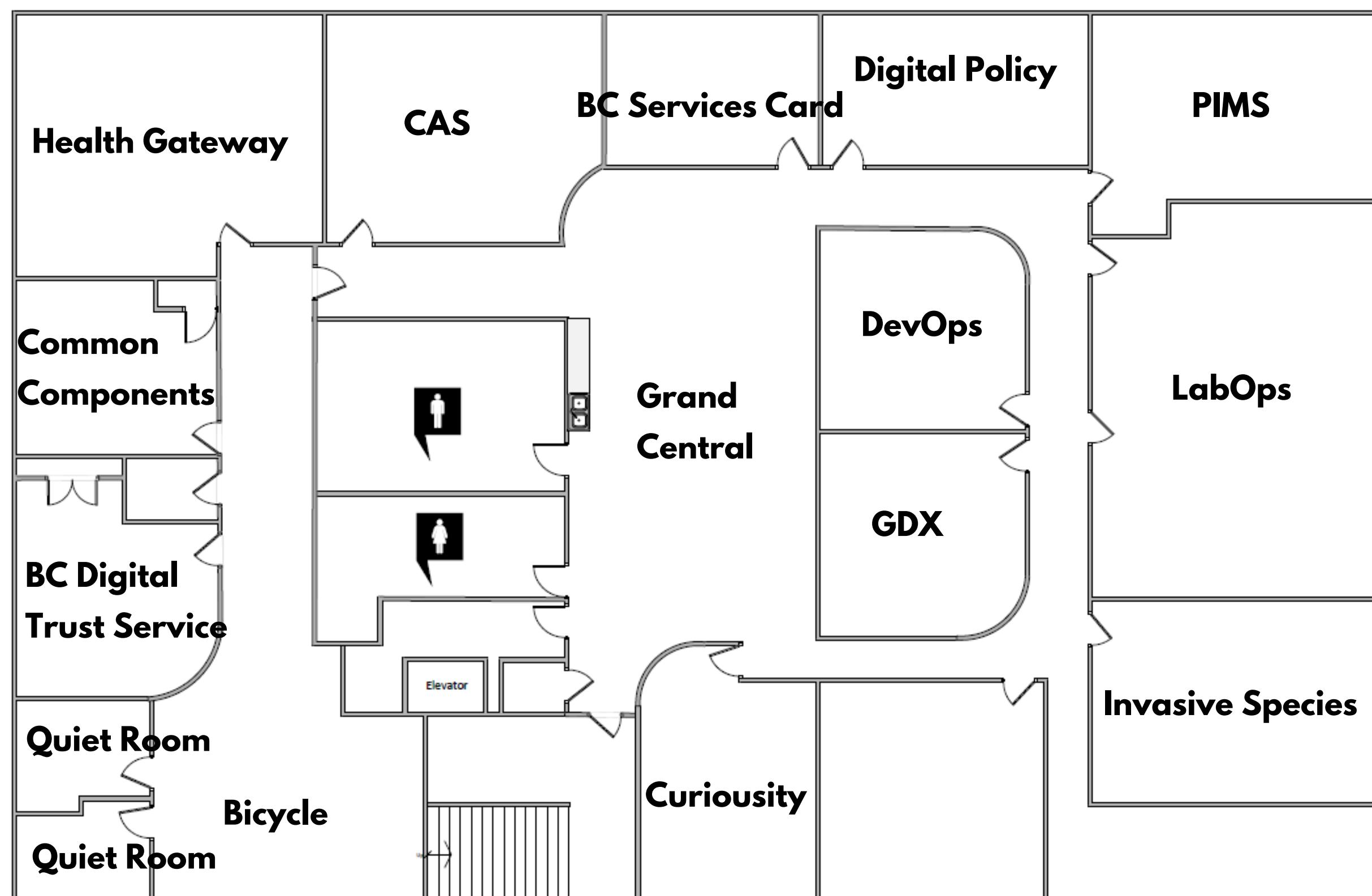
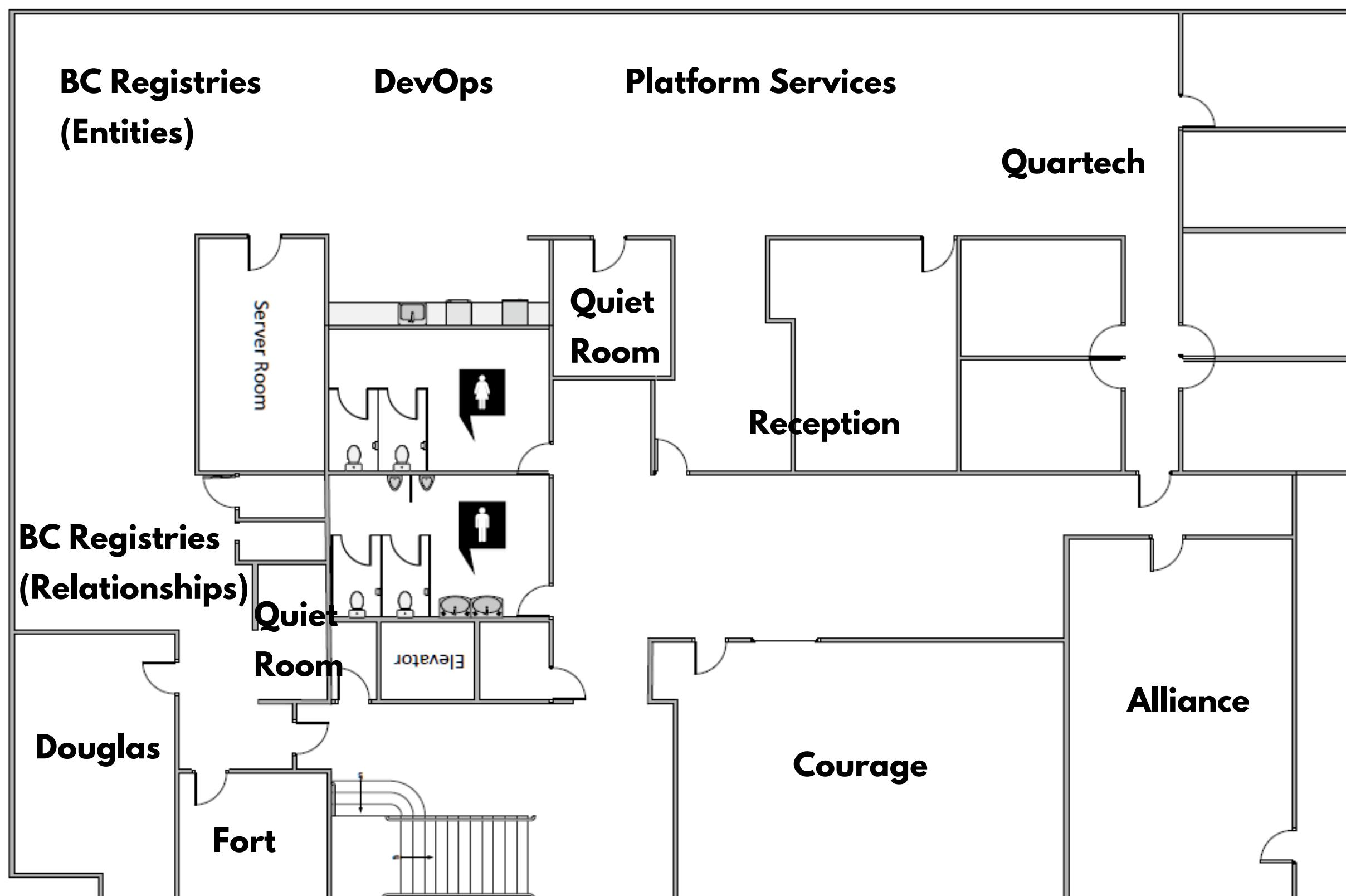
Appendix - Office Signs

<p>ELEVATOR NO MORE THAN</p>  <p>1 PERSON AT A TIME</p> <p>THANK YOU</p>	<p>ELEVATOR NO MORE THAN</p>  <p>1 PERSON AT A TIME</p> <p>THANK YOU</p>	<p>WASHROOM NO MORE THAN</p>  <p>2 PEOPLE AT A TIME</p> <p>THANK YOU</p>	<p>WASHROOM NO MORE THAN</p>  <p>2 PEOPLE AT A TIME</p> <p>THANK YOU</p>
<p>OFFICE RULES</p>		<p>A GUIDE TO MASK USE</p>	
 <p>WASH YOUR HANDS FREQUENTLY</p> <p>Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water.</p>	 <p>MAINTAIN PHYSICAL DISTANCING</p> <p>Maintain at least 2 meters (6 feet) distance between yourself and anyone who is coughing or sneezing.</p>	 <p>Before putting on a mask, clean hands with alcohol-based hand rub or soap and water.</p>	 <p>Cover mouth and nose with mask and make sure there are no gaps between your face and the mask.</p>
 <p>SANITIZE YOUR WORK STATION DAILY</p> <p>Disinfecting wipes and cleaning supplies are on hand, use them!</p>	 <p>IF YOU HAVE A FEVER, COUGH AND DIFFICULTY BREATHING, SEEK MEDICAL CARE EARLY</p> <p>Stay home if you feel unwell. If you have a fever, cough and difficulty breathing, seek medical attention and call in advance.</p>	 <p>Replace the mask with a new one as soon as it is damp and do not re-use single-use masks.</p>	 <p>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.</p>
<p>Source: World Health Organization</p>		<p>Source: World Health Organization</p>	

Appendix - Office Signs continued



Appendix - Floor Plan



FAQs

Q: What if an employee refuses to come back to work because they think it is not safe?

A: Employers have to provide a safe working environment under the Occupational Health and Safety Act (<https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation>). Returning to the workplace is voluntary and we are not forcing any individuals/teams in doing so as there are other factors aside from safety. Regarding health and safety guidelines, the lab is taking every health and safety measurement possible.

Q: I would like to have some input in the health, safety and/or mitigation plan around COVID-19, how can I do so?

A: Simply email us at (exchangelab@gov.bc.ca) and we are more than happy for you to join in the conversation or simply just your comments, feedback and/or input.

Q: Am I allowed to take the office supplies such as monitors, desks, tables, etc. home since I do not have a office set-up at home?

A: No, you would not be able to take any office supplies back home since they belong to Quartech. Since each team is from either from another Ministry/Division/Branch/organization, we recommend you ask your home team.

Q: Would it be possible to do a group orientation/onboarding?

A: Yes, a group orientation/onboarding is possible but it would have to be done virtually and not possible for an in-person. In-person is reserved for a 1-on-1 only to ensure health and safety of all parties.

Q: Is there enough space for multiple bicycles?

A: There is enough space for four bicycles currently, but Colliers International has procured the space in between 1012 Douglas Street and Freshii for additional bicycle storage and shower. Date for completion is to be determined. Broughton street library building parkade has additional bike parking and may be safer than on street parking.

Q: Can there be two individuals in the same stairway heading towards each other?

A: No, the stairway is not wide enough to follow the 6 ft or 2 meter recommendation so please look up or down before you use the stairway. If the other individual is unaware, feel free to let that individual know the stair health and safety guidelines in place.

FAQs continued

Q: We are very interested for a tour at the lab, would it be possible for a personal tour?

A: Of course! Our tours are still happening but just virtually via Mozilla and you can sign up by subscribing to our newsletter. We have created a virtual reality space at <https://hubs.mozilla.com/HxqLbYz/bcdevexchange-lab> so anyone can explore anytime.

Q: How do I subscribe to your newsletter?

A: Visit BCDevExchange at <https://bcdevexchange.org/>, scroll down, click 'Subscribe,' fill out the information and you are now subscribed.

Q: Are your course still be offered?

A: We are definitely offering courses such as Agile Fundamentals, Digital Leadership, OpenShift 101, etc. and to be updated about what we offer, you [subscribe to our newsletter](#).

Q: What is a good source for any provincial update?

A: Visit BC Gov News at <https://news.gov.bc.ca/>

Q: In the case I delete my email, where can I find this playbook available anywhere else?

A: This playbook will be updated as information becomes available and is located on the BCDevExchange Website (<https://bcdevexchange.org/>).

Q: I would like to provide my feedback regarding returning to workplace or be part of the conversation/planning, how would I do that?

A: Simply email us at exchangelab@gov.bc.ca.

Additional Resources

B.C.'s Response to COVID-19 (<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support>)

B.C.'s Provincial Health Officer Orders, Notices & Guidance
(<https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/current-health-topics/covid-19-novel-coronavirus>)

B.C.'s Restart Plan (https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/bc-restart-plan?utm_campaign=20200526_GCPE_AM_COVID_6_ADW_BCGOV_EN_BC_TEXT)

COVID-19 Provincial and Federal Benefits - Support for Individuals, Families, Business, organizations and industry (<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/financial-benefits#individuals>)

COVID-19 Support for Income & Disability Assistance
(<https://www2.gov.bc.ca/gov/content/family-social-supports/income-assistance/on-assistance/covid>)

BC Government New Releases (<https://news.gov.bc.ca/Search?q=COVID-19>)

Press Conference Videos (https://www.youtube.com/playlist?list=PLbER4Sxdn0R5jvMRXJo7tEVE2W_-SFcTC)

COVID-19 Cases in BC (<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/data>)

Modelling and Projections (<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/modelling-projections>)

Share Your Ideas on BC's Recovery Plan (<https://engage.gov.bc.ca/recoveryideas/>)

Government Support and Information

- **Business** (<https://www2.gov.bc.ca/gov/content/employment-business/business/small-business/resources/covid-19-supports>)
- **Employment** (<https://www2.gov.bc.ca/gov/content/employment-business/employment-standards-advice/employment-standards>)
- **Renters & Landlords** (<https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/covid-19>)

Additional Resources continued

- Transportation & Travel (<https://www2.gov.bc.ca/gov/content/transportation/driving-and-cycling/traveller-information/travel-affected-by-covid-19>)
- K-12 Education (<https://www2.gov.bc.ca/gov/content/education-training/k-12/administration/program-management/safe-caring-and-orderly-schools>)
- Child Care, Children & Youth (<https://www2.gov.bc.ca/gov/content/family-social-supports/covid-19-information>)
- Stay Safe and Emergencies (<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/emergency-response-and-recovery/emergency-evacuees>)
- Indigenous People (<https://www2.gov.bc.ca/gov/content/governments/indigenous-people/covid19>)
- Mental Health (<https://www2.gov.bc.ca/gov/content/health/managing-your-health/mental-health-substance-use/virtual-supports-covid-19>)
- People with Disabilities (<https://www2.gov.bc.ca/gov/content/family-social-supports/income-assistance/on-assistance/covid/support-people-disabilities>)

COVID-19 Health Information (<http://www.bccdc.ca/health-info/diseases-conditions/covid-19>)

BC COVID-19 Self-Assessment Tool (<https://bc.thrive.health/covid19/en>)

Supply Products and Services to BC (<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/supply-products-services>)

Government Services Affected by COVID-19
(<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/covid-19-services-changes>)

COVID-19 Common Questions (<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/common-questions>)

Additional Resources continued

LUNCH RECOMMENDATIONS

ASIAN

- Baan Thai - Thai
- Bao - mix
- Foo Asian Street Food - mix
- Island Poke - Hawaiian
- J & J Wonton Noodle - Chinese
- Le Petit Saign - Vietnamese
- King Sejong - Korean
- Menbow Ramen bar - Japanese
- Nubo Japanese Tapas - Japanese
- Pho Boi - Vietnamese
- Pho Vy - Vietnamese
- Shizen - Japanese
- Siam Thai - Thai
- Sizzling Tandoor - Indian
- Sookjai Thai - Thai
- Sushi Time Express - Japanese
- Sutra - Indian
- Tibetan Kitchen Cafe - Tibetan
- The Japanese Village - Japanese
- Uchida - Japanese
- Varsha - Indian

EUROPEAN

- Agrius - French
- Famoso Neapolitan Pizzaeria - Italian
- La Pasta - Italian
- Pagliacci's - Italian

MEXICAN/SPANISH

- Cafe Mexico
- Chorizo & Co. Spanish Eatery
- La Taqueria Pinche Taco Shop
- Taco Stand al Pastro
- Tacofino

MIDDLE-EASTERN

- Bold Butchery
- Superbaba
- Yalla

MIX

- Ali Baba Pizza
- Dobosala Catina & Ride Thru
- Fish Hook

NORTH AMERICAN

- Bin 4 Burger
- Blue Fox Cafe
- Cactus Club
- Ferries'
- Jam Cafe
- John's Place
- Jones Bar-B-Que
- Macchiato Caffe
- Red Fish Blue Fish
- Roast Meat & Sandwich Shop
- The Pink Bicycle
- The Salt & Pepper Fox

VEGETARIAN

- Green Cuisine
- The Very Good Butchers
- Virtuous Pie

DESSERT

- Board Game Cafe
- Bulk Barn
- Chocolate Favoris
- Crust Bakery

QUESTIONS/CONCERNS?



CONTACT US AT

ExchangeLab@gov.bc.ca