

# OUR RETURN TO WORK PLAN

We reopened our offices on May 25 under new protocols. *Changes to these protocols will be made and communicated, as information is made available, subject to recommendations from the PHO, Province and Worksafe BC.*

**Our office hours: 8am – 4:30pm, Monday to Friday**

**Property Management Reception: 778 945 5100**

Although our offices are now open to our staff and the public, **please continue to interact with us by phone and email.** Due to physical-distancing requirements, we are limiting the number of people who are in our offices at any given time. We are using Zoom for any face-to-face meetings. If you must attend our office, please ensure you are informed on our new protocols and safety measures below.

## **FOR COURIERS AND MAIL DELIVERY:**

We will continue with contactless delivery in our reception area. If you need any assistance, please call our Reception on 778 945 5100.

## **INVOICES:**

Please continue to email all invoices to [payables@ubcproperties.com](mailto:payables@ubcproperties.com). Cheques can be picked up at our Head Office Reception on Level 2.

## **VISITORS AND THE COLLECTION OF YOUR INFORMATION:**

The PHO made an Order on May 22 regarding collection of personal information under BC's PIPPA. Copies of the Order can be found online or we have hard copies available. In relation to this order, **we will be asking all visitors who come into our office for meetings to ensure they understand our new office protocols, and to complete a declaration before entering our offices.**

We will be **collecting** the following information from you: your name, the time and date you entered our office, email and phone number. The information will be kept in hard copy only and **stored** in a locked filing cabinet for 30 days. The only person to have access to this information will be the Office Coordinator and Office Manager. **The purpose of collection** is to notify individuals if they have come into contact with someone diagnosed with COVID-19 in our office. After 30 days, your information will be **destroyed**. If you have any concerns or questions regarding the collection or use of your information, please contact our office.

## **We have implemented the following safety measures:**

- **ANY visitor or staff member who has any of the following will NOT be permitted entry into our offices:**
  - **COVID-19 symptoms;**
  - **Has travelled abroad within the last 14 days; or**
  - **Has been in contact with someone who has tested positive for COVID-19**
- PPE: disposable masks and gloves are available for all staff and guests at our Reception desks.
- All work travel is currently suspended and all staff are asked to not undertake any international travel (including the U.S), unless essential. A 14-day quarantine period is mandatory for any staff that travel abroad.
- Staff identified in the vulnerable category, or with other specific personal reasons, will be accommodated and able to work from home.
- All corporate social events and work functions have been cancelled until further notice.
- Staff are regularly informed on the office protocols and updates to safety measures.

### **PHYSICAL DISTANCING AND ROOM CAPACITY:**

- Elevators are limited to 1 person, so using the stairs is encouraged which have now been converted to “one way” (unless there is an emergency).
- We have installed plexiglass barriers in our reception areas and between occupied workstations.
- Some workstations have been relocated for staff to ensure physical distancing is maintained, as well as shift rotations for those staff unable to maintain sufficient physical distancing or workstation modification.
- Every room now has a poster indicating maximum capacity.
- There are decals on the floor at 6ft intervals as a reference to maintain physical distancing.

### **CLEANING:**

- Hand sanitizer is available, as well as handwashing facilities in our kitchen and washrooms.
- The cleaning schedule has been increased to ~8 times a day on frequent touch points/common areas, as well as thorough janitorial cleaning every night.
- Safety posters have been put up throughout the offices as reminders (hand washing, physical distancing etc.)
- We have hospital-grade disinfectant spray available for cleaning of workstations and personal items.
- The office has a clean desk policy to ensure easy access/cleaning.

**If you require more information on our ‘Return to Work Plan’ call 604 731 3103 or email [info@ubcproperties.com](mailto:info@ubcproperties.com)**