

COVID-19 Visitor Policy – July 2020

Effective Date:	September 14, 2020	Previous Effective Date: N/A
Approved By (ELT member or higher)	Senior Vice President, People & Culture	Approval Date: TBD
Issued By	Human Resources	Next Review Date: TBD
Application of Policy	All Visitors to the PBC Office	
Responsibility for Compliance	All Leaders of Client-facing and Member-facing Departments	

Policy Statement

Pacific Blue Cross is committed to keeping our Workers, customers, clients and vendors safe. Due to the COVID-19 pandemic, it has become necessary to outline guidelines for all Workers to follow when bringing visitors into the building for meetings, or to do work (such as repairs), or greeting visitors as they enter the building.

Authority (who maintains, amends, brings forward for discussion, communicates)
Director, Human Resources

Purpose (why does this policy exist)
<p>The intent of this policy is to provide guidelines that will inform how to safely and effectively welcome visitors into our building.</p> <p>For Workers covered by the collective agreement, in the event of any conflict between this Policy and the collective agreement, the collective agreement will govern, except as required by applicable public health directions and orders.</p>

Scope (who the policy applies to)
This Policy applies to all Workers which includes employees (union and non-union), contractors and visitors, referred to in this Policy as “Workers”, who are working onsite at the PBC office.

Policy (what is the policy / what do you do if you suspect something)
<p>This policy contains guidelines for member, contractor, vendor, and client visits. At the moment, the Customer Service Area (CSA) and DA Townley (DAT) Reception are closed to our Members. However, we continue to have external parties enter our building such as contractors, for repairs and maintenance, as well as garbage and recycling pickup, etc. so we need procedures for bringing visitors into the building.</p>

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While CSA and DAT remain closed, any authorized visitors to the building will need to be met in the lobby by the responsible party.

Client Visits

To ensure the health and safety of PBC Workers, client meetings will be limited to essential meetings only as defined in the COVID-19 Business Travel Policy. If an Account Executive or Account Manager is having a client meeting at the PBC building, they are required to follow the procedures outlined in the COVID-19 Visitor Protocol.

Contractor Visits

Contractors include vendors, and maintenance and repair workers. Contractor visits will be limited to those who are required to enter the building. For example, Xerox repair, HVAC repair, etc. See the COVID-19 Visitor Protocol for more details.

Courier/Supplier Visits

Courier and suppliers, who do not need to enter the building past the courier drop off table or the loading bay/supply room, will not be required to have their temperature taken. The process is contactless for the PBC staff. See the Shipping & Receiving Protocol and the COVID-19 Visitor Protocol for further details.

Member Visits

At this time, Member visits are not permitted. Prior to CSA and DAT Reception being opened, we will complete this section.

Responsibility for Compliance

(who is responsible for assuring compliance with policy)

All Leaders of Client-facing and Member-facing Departments

Exceptions

(whether allowed, who approves, who is notified of an exception)

Any exceptions must be approved by HR

Monitoring & Reporting

(who is monitoring & to whom are issues or breaches reported to)

Director, Human Resources

Oversight

(who has the roles & responsibilities oversight)

Senior Vice President, People & Culture

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Related legislation, regulations, policies, standards, guidelines or procedures

(what external guidelines apply in this area)

COVID-19 Visitor Protocol

[COVID-19 Monitoring Policy](#)

Shipping & Receiving Protocol

COVID-19 Notice to Third Party

WorkSafeBC Outside Visitor Guidelines

<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/offices>