



# Tenant Information Handbook

Gordon and Leslie Diamond Health Care Centre  
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Dear Tenant:

Welcome to the Gordon and Leslie Diamond Health Care Centre (GLDHCC) at Vancouver General Hospital. This facility, which opened its doors on August 19, 2006, houses medical specialty clinics, medical education and research space, and select retail establishments, for the benefit of approximately 600,000 patients each year.

The GLDHCC was built as a public-private partnership, and the Landlord of the facility is AHV Access Health Vancouver Ltd. AHV has engaged BLJC as the facility management services provider to oversee the day-to-day operations of the building. Tenants of the GLDHCC enjoy the advantages of an onsite Operations Manager, Tenant Services Coordinator, Administrative Assistant and building maintenance personnel. We are committed to ensuring a safe and comfortable environment for you, and we will respond to your requests promptly and efficiently. Please do not hesitate to contact us if you have concerns regarding your tenancy or the operation of the building.

The Tenant Information Handbook is your guide to the services available to you and to the guidelines that govern the operation of the facility. As such, we ask that you read it thoroughly, and keep the handbook in a convenient location for your ongoing reference. If you have comments or concerns that are not addressed in the handbook, please contact us at 604-875-5830 or [dhcchelp@bljc.com](mailto:dhcchelp@bljc.com).

Yours truly,

A handwritten signature in black ink, appearing to read 'Roy Kirton', written over a light grey circular stamp.

Roy Kirton, RPA, HPA  
Operations Manager  
BLJC Facility Management Services

# FACILITY MANAGEMENT & SECURITY CONTACTS

## FACILITY MANAGEMENT OFFICE (FMO)

The BLJC Facility Management Office (FMO) is located in Room 8138, on the 8<sup>th</sup> floor of the GLDHCC. Our office hours are 8:00 AM to 4:00 PM, Monday to Friday (excluding statutory holidays).

Our contact information is as follows:

BLJC Facility Management Services  
Room 8138-2775 Laurel Street  
Vancouver, BC V5Z 1M9  
Phone: 604-875-5830  
Fax: 604-875-5833  
E-mail: [dhcchelp@bljc.com](mailto:dhcchelp@bljc.com)

Please place your facility service requests to the BLJC office by phone or by e-mail, and we will respond to your request as soon as possible. In order to help us serve you best, please include your **name and telephone number**, as well as the **room number** the request relates to. This enables us to dispatch service accurately as well as follow up with you should additional information be required.

Outside of office hours, please leave your service request on our voicemail system, and we will respond to your call when the office re-opens. After-hours requests of a more urgent nature can be reported to the Paladin Security office at 604-875-4492.

## SECURITY OFFICE

Security services at the GLDHCC are provided by Paladin Security. The onsite security office is located in Room 8139, adjacent to the BLJC FMO on the 8<sup>th</sup> floor.

Security can be contacted at 604-875-4492 (non-emergency number). Please see the "Reporting of Emergencies" section for direction on the correct way to reach Security for various emergency situations.

On-duty security personnel also carry a cell phone for emergencies only. This number is 604-825-7857.

# GENERAL BUILDING INFORMATION

## BUILDING HOURS & HOLIDAYS

The GLDHCC is open to the public from 7:00 AM to 7:00 PM, Monday to Friday (excluding statutory holidays).

The building will be closed in recognition of the following holidays:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- BC Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day

The GLDHCC is accessible outside of business hours to those tenants with valid security access cards which have been programmed for after-hours access. (Please see the "Electronic Access Control System" section for more information on after-hours programming).

## PARKING FACILITIES

There is a 5-level underground parkade beneath the GLDHCC, with 596 parking spaces for the convenience of facility patrons. The parkade is managed exclusively by Vancouver Coastal Health Parking Operations, and their subcontractor Metro Parking. Hourly and daily parking rates are established by VCH and subject to change.

The parkade is equipped with safety features, such as emergency help phones, gas detection sensors, and closed circuit video cameras.

Please note that access to the GLDHCC by parkade elevators is limited according to the building hours. Entrance to the parkade elevator lobbies after-hours is limited to those with validly programmed access cards.

All parkade inquiries should be directed to the Metro Parking, lot #87, lot supervisor at 604-417-6545.

## PATIENT DROP-OFF AREA

A patient drop-off area is located at the front entrance of the building on Laurel Street. Priority access to this area will be given to Handi-Dart and ambulance vehicles.

**Absolutely no parking is allowed at any time in this area, and violators will be ticketed and towed at the owner's expense.**

## LOADING BAY

The entrance to the GLDHCC loading bay is located north of the Laurel Street front entrance, just before the GLDHCC parkade entrance ramp. Access to the loading bay is restricted to regular building hours. After-hours access must be first coordinated through the BLJC FMO.

The loading bay is available on a first-come, first served basis, and there are no dedicated shipping/receiving personnel. Use of the loading bay is reserved for vehicles actively loading or unloading for delivery to building tenants. Signs have been posted throughout the loading bay, indicating a 30 minute time limit which is enforced by security personnel. It is recommended that delivery drivers leave contact information on their vehicle dashboard in the event that Security needs to contact the driver.

Please note that parking is **prohibited** in and around the loading bay. Any parked vehicles (or vehicles with no observed loading/unloading activity for a 30-minute period) will be towed at the owner's expense.

The loading bay is not a storage area or work site. No fabrication or restoration work of any kind is permitted in the area without prior approval from BLJC. **Smoking is prohibited in the loading bay at all times.**

Access to the loading bay is restricted to vehicles under 13 ft. 4 in. (or 4.07 meters) in height.

## ACCESSIBILITY FOR DISABLED PATRONS

The GLDHCC has been built in compliance with the BC Building Code and its regulations regarding accessibility for disabled persons. To further assist disabled patrons, Staxi transport chairs have been supplied to the building by VCH and are available for a nominal usage fee. Handicap parking stalls have also been designated throughout the parkade.

**We ask all tenants to show preference to mobility-challenged occupants and visitors to the building by taking care to allow priority entry/exit to these individuals at elevators, corridors, washrooms and other public areas.**

## ELEVATORS

There are a total of 8 elevators within the building – 1 patient transport/freight elevator, 5 passenger elevators, and 2 parkade shuttles. The patient/transport freight elevator serves all floors from Main to 11, in addition to the loading bay and the P2 level (for access to the VGH underground tunnel system). The passenger elevators serve the Main through 11<sup>th</sup> floors, and the parkade shuttles provided dedicated service from the P1 through P5 levels to the Main floor.

After-hours access to Floors 2 through 11 via the passenger and patient/freight elevators is restricted to those tenants carrying a validly programmed access card. Tenants and patrons will always be able to exit the building via elevator after-hours (to the main floor or to the parkade levels), without an access card.

UBC Student Access to Level 2 – please see section entitled ‘UBC STUDENTS’

## PATIENT TRANSPORT/FREIGHT ELEVATOR

The patient transport/freight elevator is accessible from the loading bay area, and is to be used for all deliveries to the upper floors of the building. **Delivery personnel are not permitted to make deliveries via the passenger elevators, elevators #2 - #6.** Padding has been installed in the patient transport/freight elevator to protect its interior walls from damage. Anticipated large or heavy deliveries will require advance notice to allow the facility management team to install additional elevator floor protection.

As the GLDHCC is first and foremost a medical care facility, patient transport will be given priority use of this elevator. We ask for your understanding in the delays that may result when calling this elevator. Tenants are also reminded that when this elevator is improperly used for regular passenger calls, this adversely affects ambulance service, delivery groups and other service providers who are unable to use the smaller passenger elevators due to safety concerns and impacts to regular pedestrian traffic.

“**Wheeled Traffic Only**” signs have been posted beside the door frame of the patient transport/freight elevator, at each floor level of the building. This will be enforced by security and facility management personnel, therefore we ask for your cooperation in respecting this regulation.

The patient transport/freight elevator may not be “locked off” for the exclusive use of any group within building hours. Use of the elevator for after-hours tenant moves or special deliveries can be arranged by contacting the BLJC FMO at least 24 hours in advance of the required date.

## SHOWER AND LOCKER ROOMS

Shower rooms are located on the P1 level of the parkade, for the exclusive use of GLDHCC tenants. Access to the rooms is restricted to those carrying validly programmed access cards. **For security reasons, please do not give others access to the shower rooms who do not possess their own valid access card.**

Lockers are offered on a first-come, first-served basis. Locks must be supplied by the individual user. Use of the lockers is monitored/audited on a semi-annual basis. Currently there are a number of lockers assigned to individuals; those individuals will be requested to confirm their locker usage during our semi-annual auditing. Lockers not assigned to specific users are to be emptied on a daily basis. Please note during our semi-annual auditing any unassigned lockers or assigned lockers where users have not confirmed their usage are subject to lock removal and items stored in lost & found for 30-days.

To ensure access for those actively using the facilities there will be three designated lockers in each of the men’s and women’s change rooms that cannot have a lock attached unless the user is in the room at that time. Locks discovered on these lockers with no user in the facility will be removed.



Items left behind in the shower rooms will be added to Lost and Found at the security office, and will be held for a period of 90 days.

**Please note that neither BLJC nor VCH will be responsible for any loss or damage to personal property as a result of using the shower room/locker facilities. Tenants using the shower room facilities do so at their own risk.**

**Please note there is no linen services provided in the shower rooms so any scrubs/towels left behind will be discarded to the garbage.**

## **BICYCLE PARKING FACILITIES / BICYCLE POLICY**

As per the Project Agreement, Schedule 3, VCHA Sublease, Schedule C, Regulations, item #13: "Tenants will not bring into or keep in their premises or the Building any vehicles, animals, birds, or other pets. Tenants may store any bicycles in the bicycle storage room set out in the site plan." As per the GLDHCC site plan the bicycle storage room is on level P1 of the parkade.

As per the head lease for the GLDHCC facility (which governs all subleases within the building), **no tenant is permitted to bring into or keep in their premises or the facility in general any bicycles or vehicles.** Those tenants found to be in violation will be issued a compliance notice, and failure to comply with such notice will result in further action by the Landlord.

(Where the tenancy in question is covered by the VCH Joint Occupational Health and Safety Committee, the Committee will be copied on the notice).

For the convenience of tenants, and to encourage cycling to/from the facility, the GLDHCC is equipped with several bicycle racks at street level, and a bicycle cage at the P1 level of the parkade. Cyclists are responsible to provide their own locks.

Bicycle racks are primarily located on the concrete plaza at the north east corner of the property, adjacent the loading bay entrance. Additional smaller bicycle racks are located at the other corners of the plaza. These racks are intended for use by patients and visitors to the facility. **Registered motor vehicles (including motorcycles and scooters) are not permitted at this area or anywhere on the plaza of the facility and will be removed at the expense of the owner.** Please also note that, bicycles found chained to areas other than supplied bicycle racks (such as but not limited to staircase handrails and plaza furniture) will have their locks removed. Many of the facilities visitors have mobility challenges and any impediment to clear and unfettered access to a staircase and the handrail can have serious and dangerous adverse impacts.

Entrance to the P1 bicycle cage is controlled via electronic access. Those GLDHCC tenants desiring access to the cage must arrange for access through the BLJC FMO. Access must be requested through the SAL (Security Administration Liaison), manager or other authorized entity as is applicable to all card or key requests. Please note that the P1 bicycle cage is for the use of GLDHCC tenants only.

**Please note that neither BLJC nor VCH will be responsible for any loss or damage to bicycles and related equipment as a result of using the bicycle racks or cage. Tenants using these facilities do so at their own risk.**

In the event of a stolen bicycle, please contact the BLJC FMO where we will arrange for security staff to assist you in completing an incident report. Stolen bicycles should also be reported to the Vancouver Police Department.

## **OTHER BUILDING AMENITIES**

In addition to the amenities already mentioned, the GLDHCC has a select group of retailers onsite, for the benefit of building occupants and patrons. Please refer to the Retail Directory in this handbook for retailer contact information.

On the main floor of the GLDHCC, tenants can also enjoy the use of the atrium eating area and an onsite cash machine. Additional tables and benches are located outside of the building for the benefit of tenants and patrons.

Please note if you encounter an issue with the ATM machine, please contact Cashline at 1-888-414-3733. (Phone number is noted on the ATM machine.)

## **INFORMATION DESK**

To provide assistance to callers and visitors to the GLDHCC, VCH has provided a phone located at the Information Desk (located on the main floor), that connects the caller to the main switchboard. Additionally, Volunteers will generally be present in the lobby between the hours of 7:30 AM to 4:30 PM, Monday to Friday to assist with general information and way-finding.

Security and/or facility-related issues should be directed to BLJC rather than to the Information Desk.

# GENERAL BUILDING POLICIES

## ADVERTISING AND PUBLIC NOTICES

Advertising and public notice space is limited to the poster holders located within the GLDHCC elevators. Please note that any items posted in the holders must first receive advance approval from VCH Communications to ensure compliance with VCH guidelines. Those wishing to post advertising are asked to contact the VCH Communications office at 604-875-4111, x. 68075.

Filming and picture taking are not allowed on the grounds or in the GLDHCC unless authorization has been provided from Vancouver Coastal Health Communications and Public Affairs.

Generally speaking, a poster must be professional in appearance (including containing an approved logo) and be of benefit to the general building population. Poster holder space is limited within the elevators, therefore space will be granted on a first-come, first-served basis, for a maximum of 10 business days. Priority will be given for the posting of public health notices and similar healthcare documents. **Note it is the responsibility of the advertiser to post and remove their approved items.**

Items found posted in elevators without prior approval from VCH Communications will be immediately removed. As well, any items found posted in washrooms, corridors and other common areas without prior approval from the FMO will be immediately removed.

## APPLIANCES, PORTABLE HEATERS & PORTABLE AIR CONDITIONERS

**Portable electric heaters and/or air conditioners are not allowed to be used in the facility. These devices pose a serious risk of fire and are a significant contributor to wasted electrical consumption. The tenancy electrical distribution is not designed to support heaters and appliances brought from home and as such will trip circuit breakers potentially affecting your neighboring areas. Heaters found in the facility will be confiscated and the user may contact the FMO to retrieve the unit along with a compliance notice. Please refer to the section entitled “Tenant Services Provided by BLJC”, ‘HVAC’, for information on addressing if you are too hot or too cold.**

Please note that kitchen appliances are only to be used in tenant spaces specifically designed for these items. Appliances can require dedicated circuits or special ventilation for proper operation, and without such items in place, appliances can pose a fire hazard; negatively impact air quality; or cause repetitive tripping of electrical circuits. Compliance notices will be issued to tenants with appliances in non-approved locations, which will require immediate action on the part of the tenant. The Facility User’s Committee and/or VCHA JOH&S will be copied on all compliance notices. Damages resulting from tenant appliances will be repaired at a cost to the department (i.e. leaky fridges/heat damaged walls/millwork).

Please note that appliances fall outside of the scope of work of the custodial staff, therefore they must be cleaned by tenants themselves or by special arrangement through the FMO at a cost to the tenant.

## COMMON AREAS AND CORRIDORS

Various areas throughout the facility are designated as “common area” for the use and enjoyment of all tenants. Examples of these areas include patient waiting areas, corridors, elevators, stairwells, atrium seating area, etc. Common areas are controlled by the FMO to ensure a consistent appearance and common standard throughout the building. No signage, artwork, etc. is to be mounted in a common area without prior authorization by the FMO.

Under no circumstances will items be allowed to be taped or pinned to walls or columns due to the resulting wall damage that occurs. **Tenants are advised that any unauthorized signage will be promptly removed by the FMO.** Damage to walls will be repaired at a cost to the offending department.

For fire safety reasons, all corridors and fire exits must be kept free of any items that could potentially prevent clear passage within the corridor. It is important to understand that even smaller items that do not appear to pose any impediment to safe egress may become very problematic in the event of reduced visibility due to smoke, or shifting due to seismic activity.

Hazardous situations discovered by the FMO will result in a compliance notice being issued to the tenant group to correct the situation and remove the hazard. (Where the tenancy in question is covered by the VCH Joint Occupational Health and Safety Committee, the Committee will be copied on the notice). The time given to comply will depend on the degree of the hazard, and the FMO reserves the right to remove any serious impediments immediately without notice to the tenant. Failure for the tenant to comply with a notice in the time frame allowed will result in the hazard being removed by the FMO at the tenant’s expense.

Tenants are also responsible to ensure they are in compliance with Worksafe BC regulations, including regular workplace inspections to identify possible hazards in their area, including in egress routes.

## CONSTRUCTION/RENOVATION BY TENANTS

A consistent standard of finishes is in place within the facility, to ensure a pleasing interior environment for building occupants and visitors. To ensure compliance with various building codes and regulations, the requirements of the Landlord, and the terms and conditions of a tenant’s sublease, **please note that all building construction and renovation projects must be coordinated through BLJC.** Please call us at 604-875-5830 to discuss your construction or renovation needs.

Any tenant considering the installation of heavy equipment such as filing systems, libraries and specialized equipment must provide thorough and detailed information of the weight and the footprint and intended location of the items to the FMO. Excessive weight loads will require review by the base building structural engineer at a cost to the tenant. Typical review costs are approximately \$600.00 and may increase based on quality of detail that is provided by the

tenant or their supplier or the extent of the proposed installation. Filing systems and libraries are particularly weight intensive.

## DELIVERIES AND COURIERS (INCLUDING CATERING)

External courier services should pick up and deliver to your individual location within the GLDHCC. An exception is incoming Canada Post “Priority Courier” packages, which due to the overall volume of mail delivered to the VGH site, may be delivered to VGH's centralized mail room and later to the GLDHCC mailroom.

All deliveries made to the GLDHCC (other than through VGH Distribution Services) must occur during regular building hours. There are no dedicated shipping/receiving personnel for the GLDHCC facility; therefore you must arrange to have all deliveries made directly to your space. To prevent damage to the facility, only items that can be carried by hand are allowed to be delivered through the atrium and lobby areas. All other deliveries (such as those requiring material handling carts or dollies) must be made through the loading bay and patient transport/freight elevator. Additionally, we require that carts or trolleys used for deliveries be equipped with rubber tires.

It is the tenant's responsibility to have someone available within their area to receive and direct placement of all deliveries. No deliveries will be permitted outside of regular business hours unless written authorization is received in advance from the tenant to the FMO. Security and facilities personnel cannot sign for or accept any packages on behalf of a tenant, nor are they equipped to assist with physically moving or receiving deliveries.

Please note it is the responsibility of each tenant to ensure that their delivery company removes any forklift pallets and large quantities of packing materials from the GLDHCC site. Any items not removed will be removed by BLJC at a charge to the applicable tenancy.

Items over 100 kilograms, typically delivered on pallet jacks which are not allowed in the building, may require special protection or other consideration for carpet and vinyl flooring surfaces. Check with the FMO if you are uncertain as heavy loads can cause expensive damages to the facility flooring and these repair costs will be allocated to the tenancy causing the damages.

## MOVING POLICY

All office moves should be coordinated as after-hours activity, and should be pre-arranged with the FMO. **Please note that no material/furniture is to be transported through the main lobby or via a passenger elevator at any time.** The freight elevator is to be used for the transport of all large goods through the facility, and for ease of use we encourage tenants to reserve the elevator after-hours. (Please see the “Patient Transport/Freight Elevator” section of this handbook for more information).

Upon moving out of the building, please ensure that all building keys are returned to the FMO.

## PEST CONTROL

Controlling unwanted pests is a key component to a pleasing environment for all building occupants and patrons. BLJC has a comprehensive pest management system in place for common areas and mechanical spaces within the building. We ask for the cooperation of tenants in keeping the GLDHCC pest-free by adhering to the following guidelines:

- Please do not store food in your tenancy for long periods of time, as this attracts pests. Food that is kept for short periods of time should be stored in a sealed or otherwise closed container.
- Do not leave leftover food, beverages or other such items lying around in your space. Discard of unwanted items, and properly store leftovers.
- Admin areas are cleaned twice per week, therefore it is recommended that tenants dispose of perishable (foodstuff and food packaging) in the black garbage bins typically located in corridors adjacent fire exit stairwells.
- Monitor the health of any plants in your area, and deal with any developing pest issues promptly. FMO reserves the right to remove plants causing damage or infested with pests.
- Practice good housekeeping habits in your workspace so that cleaning personnel can properly service your area. Place a service request to the FMO to ensure that any spills are promptly cleaned.
- Close your exterior windows at the end of each day to prevent insects from entering the facility at night.
- Report any pest concerns to the FMO.

**No tenant shall be permitted to carry out activities that could potentially cause a pest management issue for the building.**

## PET POLICY

As per the Project Agreement, Schedule 3, VCHA Sublease, Schedule C, Regulations, item #13: “Tenants will not bring into or keep in their premises or the Building any vehicles, animals, birds, or other pets. Tenants will store any bicycles in the bicycle storage room set out in the site plan.”

As per the head lease for the GLDHCC facility (which governs all subleases within the building), **no tenant is permitted to bring into or keep in their premises or the facility in general any animals, birds or other pets.** The only exception to this policy are guide/hearing/service dogs who accompany building occupants or members of the public with seeing, hearing or mobility challenges.

Those tenants found to be in violation will be issued a compliance notice, and failure to comply with such notice will result in further action by the Landlord.

## SIGNAGE POLICY

Signage within the building follows an established standard to contribute to a consistent appearance within the facility. Signage is under the control of BLJC, and tenants requiring updates/revisions to their signage should contact BLJC to obtain a quote.

For information on advertising and notice posting regulations, please see the “Advertising and Public Notices” section.

Paper signage that is not contained within a facility-standard signage holder will not be permitted and will be removed promptly by the FMO.

## SMOKING REGULATIONS

As of May 31, 2008, VCH implemented a smoke-free policy for all VCH owned and operated property, including all buildings, grounds, and parking lots. The purpose of this policy is to protect patients, clients, staff, volunteers and the general public from the harmful effects of smoking and exposure to second-hand smoke while in or on VCH facilities.

This policy has been adopted by AHV Access Health Vancouver Ltd. to be in effect at the GLDHCC, and applies to all building occupants and visitors. Non-smoking signage has been posted at various locations throughout the facility interior and grounds. Those occupants and patrons who smoke must do so completely off the property, and not within the vicinity of doors or air intakes, where indoor air quality may be affected. Smoking is not permitted anywhere on the exterior plaza.

## TOOL LENDING POLICY

Please note that BLJC cannot at any time lend hand tools, power tools, ladders, or materials-handling carts/dollies, etc. to tenants due to health, safety and liability reasons. If you require assistance with a maintenance item, please contact the FMO.

# TENANT SERVICES PROVIDED BY BLJC

## CUSTODIAL SERVICES

Custodial services are provided to all areas of the building, excluding the retail tenants who are responsible for cleaning their own premises. Please note that cleaning staff are not authorized to respond to requests made to them directly by tenants. **All cleaning requests, compliments, or concerns should be directed to BLJC at 604-875-5830 or by e-mail at [dhcchelp@bljc.com](mailto:dhcchelp@bljc.com).**

The majority of routine cleaning will be carried out on weekday evenings, after 7 PM when the facility is closed. It is important to note that if an area is inaccessible to cleaners due to an after-hours event, we may not be able to guarantee cleaning of that area by the following day shift. No cleaning activities are scheduled on weekends or statutory holidays, when the building is closed with the exception of a 4-hour evening shift on Sunday evening to clean the 2<sup>nd</sup> floor due to the volume of weekend usage.

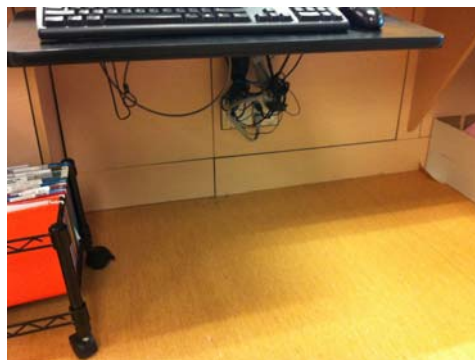
Three day custodians are onsite during weekdays to tend to urgent requests and to maintain common areas such as washrooms, grounds and the parkade. Please report urgent items such as spills, broken glass, empty dispensers etc. to BLJC so that the custodial team can be promptly dispatched. Emergency requests will be responded to within one hour of the request being made.

Evening custodial staff perform light dusting of desks, computer stations, keyboards, telephones, etc. They will not dust furniture such as bookcases or desks that are cluttered with objects or covered with paper. If you wish to have your surfaces dusted, please ensure your surfaces are uncluttered and that papers are stacked to one side of the desk. Please note admin areas and offices have garbage removed 2x per week. Odd floor numbers are on Tuesday, Friday. Even floor numbers are on Monday, Thursday.

All areas must be left in a state that allows for unimpeded cleaning activity. Examples of impediments include unmanaged power/data cabling, inappropriate storage. **Below is a picture of unmanaged cabling and a picture of the same area once the cables were tidied up.**



WILL NOT BE CLEANED



WILL BE CLEANED



Areas requiring additional cleaning services (i.e. special event-related, fridge cleaning) should direct their inquiry to the FMO for pricing. Any extraordinary cleaning tasks required due to tenant activities will be charged back at BLJC's discretion to the tenant responsible.

At BLJC, we are proud of our commitment to environmental stewardship. Wherever practical and possible, we will strive to ensure that green products are used in custodial functions at the GLDHCC.

## **ELECTRICAL**

**IMPORTANT REMINDER: Tenants are reminded that the GLDHCC has not been designed to support a critical environment. Emergency power is only supplied to facility life safety systems such as lighting and fire detection systems to ensure that facility occupants may safely exit the facility in the event of a power failure. Emergency power is also provided to each exam, treatment or procedure room but only to allow for backup lighting and not to power receptacles. Therefore tenants should not install equipment or systems that rely on continuous power supply or cannot withstand prolonged power outages. This is particularly important where fridges or freezers are concerned and tenants are advised to not keep medication or research materials that must be continuously maintained at specific temperatures on site. These materials are at serious risk of sudden, unplanned and extended power loss. Equipment of this type may also require special HVAC considerations beyond what can be supported by the design parameters of the facility.**

If you experience an interruption in your electrical power supply, please contact the BLJC office. A technician will be promptly dispatched to investigate the cause of the failure. To prevent serious or fatal injury, please do not attempt to repair or investigate non-functioning light fixtures or electrical outlets on your own.

Generally, circuit breakers that trip based on overloaded circuits will be reset at no charge to the tenant. However, where a pattern of repeat call-outs has been noted due to tenant(s) repeatedly overloading circuits beyond their capacity, a charge may be applied for resetting the breaker. In addition, these types of repeat calls will be responded to as a lower priority item. To avoid future problems, it may be required that a tenant upgrade their electrical circuits to handle their electrical load and/or that they replace the circuit breaker if it has been damaged due to multiple overload conditions.

Tenants will not be provided access to facility electrical rooms or electrical distribution panels. This is required for safety as well as for the prevention of unplanned power outages to other areas of the GLDHCC.

**Tenants are advised that using a chain of power bars or extension cords is not permissible, as this practice poses a significant fire hazard. Such situations noted by building service personnel will result in a hazard notice being issued to the department/division manager and OHS Committee.**

There will be occasional planned electrical outages (i.e. for code-required testing), and we will advise tenants in advance of these events. Planned outages will occur outside of regular business hours as much as possible. To prevent damage when power resumes, we ask for your cooperation in shutting down office equipment before a planned outage occurs. The next code-required full-facility power outage is planned for spring of 2015. It should occur over two weekends typically within a month's time period, with total power outage of approximately 8 to 10 hours each weekend.

## **EXTERIOR GROUNDS MAINTENANCE AND SNOW REMOVAL**

BLJC is responsible for the maintenance of the GLDHCC grounds, which includes the concrete plaza, sidewalks, loading bay and parkade entrances, and rooftop garden. Also maintained by BLJC are the planting beds that slope downward on the Oak Street side of the building. BLJC does not maintain the grassy area to the north of the building, nor the treed path located at the south of the building along 12<sup>th</sup> Avenue as these areas are not included within the GLDHCC footprint and are the property of VCHA.

Regular service contracts are in place for both summer and winter grounds maintenance needs (i.e. landscaping and snow removal). However, should a tenant notice a grounds maintenance problem, please report it to us at 604-875-5830.

## **HANDYMAN REPAIR SERVICES**

All base-building architectural finishes will be maintained by onsite BLJC maintenance personnel or subcontracted vendors as appropriate. This includes wall finishes, flooring, ceiling tiles, base-building millwork, etc. BLJC does not maintain tenant furnishings, personal lighting or certain items installed by the tenant post-occupancy (such as built-in cabinets or bookshelves). For servicing/maintenance of clinical/medical equipment please contact your department managers/PSM's for applicable servicing information/contacts.

BLJC will repair damage as a result of regular wear and tear; however undue damage as a result of tenant activities or furnishings will be repaired by BLJC at a cost to the tenant.

Examples of undue damage include damage from improperly wedging open a door, hanging decorations or attaching any fixture to the ceiling grid, damage to walls caused by the moving of pictures/shelves, office relocations and move-ins, pushing/dragging furniture/equipment, etc.

Please place repair requests for base building internal finishes to BLJC.

## **HEATING, VENTILATION AND AIR CONDITIONING (HVAC)**

The GLDHCC is equipped with an energy efficient HVAC system. The HVAC system will supply conditioned air to all areas of the facility during the standard operation hours of 7 AM and 7 PM, excluding weekends and statutory holidays. The HVAC system does not provide heating, cooling or ventilation after these hours, as the building is closed.

If you require increased HVAC provision due to an event outside of regular operating hours, please contact the FMO to discuss options and pricing. These additional costs will be charged back to the tenant making the request.

For all heating, cooling and ventilation concerns, please contact the BLJC office.

**No provision is made for nor required for maintaining ambient temperatures within the facility outside of regular business days and hours. Therefore, tenants are advised to not keep any temperature sensitive items in their premises that will not tolerate higher ambient conditions during extended unoccupied periods. Tenants are reminded that during many weekends in the summer periods that the facility ambient temperatures can average 30 degrees Celsius and even higher in offices with windows and direct solar exposure.**

**Important reminder: Tenants are advised that space heaters and portable air conditioners are strictly prohibited.**

## LIGHTING

Please report any lighting issues to BLJC, such as burned-out or flickering lights, or malfunctioning switches.

The GLDHCC is equipped with energy efficient, long-life T8 fluorescent lamps as the main interior lighting source in ceiling fixtures. A consistent lighting standard creates a uniform light level and colour for the building, which is pleasing to the eye and contributes to a more pleasant work environment. It also enhances the overall appearance of the building, both on the interior and also from the exterior view into the building via the atrium and perimeter windows.

Lighting is provided to all areas of the GLDHCC facility during regular hours. After hours, the lighting in corridors and lobby areas will automatically switch to a timed shut-off schedule to help conserve energy. After hours, lights may be manually turned on by tenants by activating the main light switch for their quadrant in the elevator lobby (near Elevator #3). For those rooms equipped with an occupancy sensor, the sensor must be reset after activating the main light switch in the elevator lobby.

Please note that specialty lamps, such as designer systems or task lighting are not maintained by BLJC and are the responsibility of the tenant. **Any change to base building light fixtures must receive prior approval by the FMO.**

If tenants have more than two (2) lights out; prior to contacting BLJC to report 'burned out' lights please test your light switch first. A typical office has two light switches and one occupancy sensor. One switch turns on one of three lights in the fixture. Second switch turns on the remaining two of three lights in the fixture. Occupancy sensor detects motion for automatic operation. Pushing the button above occupancy sensor also turns off all of the lights. **DO NOT** block the sensor or the lights will not automatically turn on. (see picture)



On a final note, we would ask all tenants for their support in using light efficiently. Lighting is a major consumer of energy, and we can all reduce electrical consumption and extend lamp life by switching off lights when not required. Lighting is a major source of interior building heat and significantly impacts the building’s cooling system. Reducing this load contributes to a more efficient cooling system and reduces environmental impact.

## **OUT-OF-SCOPE WORK, PROJECTS & MINOR CLIENT REQUESTS (MCR)**

Should you require an improvement to your premises, please contact the FMO for pricing, approval and coordination. Examples of this would be the addition of a wall partition, data cabling, picture or shelf hanging, furniture moving, re-keying requests, etc.

A “Minor Client Request” (MCR) form will be generated for these types of requests. Once a quote has been provided, BLJC will require the Minor Client Request to be signed off by a person with budgetary authority for the area (i.e. Patient Services Manager, Divisional Head, Department Manager). We cannot proceed to have any work completed without the appropriate approval.

In order to maintain a consistent standard of building finishes and to ensure that no negative facility/service impacts occur as a result of Small Works, BLJC will carry out all MCR work in the building. Where it makes sense for a client to self-perform work (i.e. work outside of BLJC’s specialty or onsite manpower resources, etc.), BLJC may direct a client to proceed with work on its own while adhering to facility guidelines, however BLJC will charge for whatever time or involvement required as input to the work/project, i.e. Reviews, shutdowns, attend coordination meetings. If a client has self-performed MCR work without prior notification to BLJC, and the work is not consistent with facility standards, BLJC will cause the work to be rectified at the client’s expense plus management fee.

The current pricing structure (effective January 1, 2011) for additional services is as follows (note: pricing subject to change):

BLJC in-house labour rate:	\$48 per hour (min ½ hr.)
Hardware/shop supplies rate:	\$5 per unit, plus 15% admin. fee
Keys*:	\$15 per key

\*This rate is applicable for facility-standard ASSA keys. Pricing for other types of keys can be obtained by request.

Projects requiring contractor services will be priced according to the scope of work and market prices. Please contact BLJC for more information. All contractor services are subject to BLJC's 15% administration fee.

## RECYCLING PROGRAMS

BLJC has a number of recycling programs in place. On every floor there are three stations typically adjacent to fire exit stairwells that will have three distinctly colored bins with signage providing clear direction as to what is permissible to be disposed of in each bin. Please see each section for more detail. New recycling initiatives will be added in the future with input from facility users and as local recycling facilities allow. Below is a picture of a typical recycling station.



### Confidential Paper Recycling (grey locked bin)

An all-shred program has been implemented within the GLDHCC, meaning that all paper for recycling will be treated as confidential. This eliminates the need for sorting confidential vs. non-confidential material, and the potential to accidentally place confidential material in the wrong receptacle.

Large, locked grey bins are placed in central locations on every floor. Each area has been provided with under-the-desk receptacles for collecting shredding material. Tenants are responsible to empty their desk side receptacles into the large, grey shredding bin within their area. The grey shredding bins will be monitored by custodial staff and emptied once full.

The central shredding bins are locked to protect the confidential material contained within them. Please contact BLJC if you need to retrieve paper that was accidentally inserted in the bin.

If a clinic/area would like to leave their bin unlocked at all times, BLJC will require the clinic/area to keep the bin in a lockable room. The clinic/area must also assume responsibility for the material contained in the bin due to the reduced security, and BLJC will require the department head/manager to approve this special arrangement.

General guidelines for the paper shredding program are as follows:

Materials that **can** be placed in the containers:

- Any clean paper, any colour
- Staples, paper clips, rubber bands, and small binding clips
- File folders, any colour

Materials that **cannot** be placed in the containers:

- Cardboard, telephone books, hardcover books
- Pre-shredded paper
- Metals – 3 ring binders, lever-arch binders, hanging folders, large bulldog clips
- General waste, food waste, bottles, glass or cans
- Plastics – such as plastic bags, packing material, computer discs, CD-ROM's, X-rays, microfilm, PCIS film, etc.
- Hazardous or biomedical waste materials

### Single Stream Recycling (blue bin)

A single stream recycling program has been implemented in the GLDHCC. This program allows various items to be placed into one container which is then transported to a facility that hand sorts the discarded items into the applicable recycling stream. All materials that tenants correctly deposited into these bins are 100% diverted from municipal landfill. Incorrect materials deposited into these bins will contaminate the entire bin and causes the material to become general waste.

Materials that **can** be placed in the containers:

- Cardboard, magazines, junk mail, phone books
- Paperboard, brown paper bags, newspapers
- Plastic bottles, glass bottles/jars
- Aluminum cans, aluminum foil & pie tins, steel cans, empty aerosol cans

**NOTE: While refundable containers may be recycled by Single Stream we would encourage use of the Recyclable Beverage Container bins located at the elevator lobbies as this option is both environmentally and socially responsible.**

Materials that **cannot** be placed in the containers:

- Plastic bags, food waste, wood
- 3-ring binders, lever-arch binders, hanging folders.

For cardboard, office tenants are encouraged to set aside cardboard from shipments, equipment purchases, etc., for recycling. Please collapse all boxes and mark them “for recycling,” and custodial staff will collect it during their evening rounds. **(Note: If there are boxes that you do not want taken away, please identify them separately from those that you want to be recycled).**

If you have large items of cardboard that are obstructing your area and need to be removed before the evening pickup, please contact the BLJC office.

Other points to keep in mind:

- If you know that you are going to create a large demand on the recycling containers due to a large shipment, please contact the FMO in advance so that necessary arrangements can be made.
- When ordering large shipments, please specify that your vendor take the boxes/packaging materials/pallets, etc. away with them. Vendors should provide this service if you request it.

### **Garbage only (black bin)**

We urge tenants to make use of the recycling blue and grey bins, however we do recognize that not all items will be recyclable at this time. The black bins are for garbage only. All items deposited into the black bins are destined for the municipal landfill, which is the least sustainable choice.

### **Recyclable Beverage Containers**

BLJC have teamed with the Salvation Army to provide one container collection bin (picture below) on each floor of the facility, adjacent to the elevator lobbies. All costs associated with this program have been covered by BLJC and AHV Access Health Vancouver Ltd. All proceeds from this program go directly to the Salvation Army for various social service programs. All tenants are urged to participate in this program, however it is not mandatory.

BLJC request that any tenants who wish to retain recyclable containers for their own fundraising activities do so in a manner that does not contribute to poor housekeeping practices. This requires that the materials are stored in such a way that they do not attract pests or give off unpleasant odors due to long-term storage or lack of rinsing.



## SPECIAL EVENTS

BLJC recognizes that tenants will occasionally wish to host special events or meetings within the building. In order for events to proceed smoothly for the organizer and without disruption to other tenants, additional security, cleaning, HVAC and lighting are often required. Depending on the event, these additional services may be required by BLJC in order for the event to proceed. Tenants are asked to contact BLJC at least 10 business days prior to an event to ensure that all facility-related issues are properly addressed in advance. For those events that will be using multiple rooms (i.e. exams) please provide a minimum of 15 business days notice.

**Please be advised that all events involving the serving of alcohol will require a valid liquor permit, a copy of which will need to be provided to BLJC by the tenant.**

Elevators within the building operate by card-access only after hours, therefore special arrangements must be made with BLJC should elevator programming need to be changed to facilitate a special event. Costs for programming changes may apply.

BLJC charges a minimum special event administration fee of \$50 plus HST (effective January 1, 2011) for events where BLJC's involvement is required. This fee may be higher depending on the complexity of the event. Events requiring more than one hour of administrative time will be charged an additional \$50.00 per hour required. Event costs will be handled via the MCR process (see page 20).

Pricing for additional cleaning, security, HVAC and lighting can be attained by contacting BLJC. If your event requires a technician to be on site charges will be applied based on applicable rates.

The main floor atrium area is currently available for booking after-hours only. During regular business hours, it is designated as common area and for the exclusive use of building occupants, visitors and retail patrons. To book the atrium area for a special event, please contact the FMO.



# WASTE REMOVAL

## General Waste

Garbage is removed nightly from patient care rooms (exam/treatment/procedure rooms and patient waiting areas). The centralized black bins located at the recycling stations are emptied nightly.

Garbage is removed from the administrative areas twice weekly (odd floors on Tues/Fri, even floors on Mon/Thurs). Tenants are encouraged to not leave perishable items (i.e. food items) in their garbage but dispose of them into the black centralized garbage bins to reduce odors and prevent attraction of potential pests.

Tenants are urged to participate in the recycling options provided to minimize the facilities environmental footprint.

## Biomedical Waste

BLJC provides biomedical waste removal services. Current types of wastes handled include: anatomical waste, non-anatomical waste, sharps disposal, cytotoxic waste, and pharmaceutical waste. Should a tenant require disposal of another type of biomedical waste, please contact the BLJC office.

Clinics that generate biomedical waste will be provided with appropriate collection receptacles for their waste items. Please note this excludes replacement sharps collection containers/buckets, which must be purchased and installed by each clinic/department. BLJC custodial staff will remove sharps containers once they are three-quarters full.

For the safety of all building users, it is very important for tenants to contact the FMO in the event you find improperly disposed of biomedical waste items. We will make arrangements for the material to be collected as soon as possible.

## PCIS Ribbon Disposal

**Tenants may not dispose of PCIS ribbon in the central grey shredding bins.**

PCIS 'used' ribbons contain confidential patient information. PCIS ribbons are to be placed in the yellow SHARPS containers for disposal per VCH direction and NOT in the grey paper shredding bins

## Disposal of Toner Cartridges

The building does not have a recycling stream for toner cartridges. Please contact your suppliers for returns/recycling, many suppliers have recycling programs for these. **DO NOT leave empty cartridges at the building recycling stations.** Please note cartridges that are not recycled end up in the landfill garbage which is not a responsible or desirable choice.

## Special Waste Items

From time-to-time, a tenant may have special items to dispose of that cannot be deposited in the facility dumpsters due to Metro Vancouver guidelines for landfill waste. Examples of such items include electronic devices (i.e. printers, monitors, and computers), furniture items, etc. BLJC regularly coordinates junk removal service at a fee on the behalf of tenants. Wherever possible, junk removal service calls are combined to pass cost savings on to the requestors. **PLEASE DO NOT leave items in the hallway/corridors or at the recycling stations, please contact the FMO for disposal options.**

Please be reminded that each one of us has a responsibility to ensure we are disposing of items in an environmentally responsible manner. Below is a link to Metro Vancouver Recycles that provides options for almost everything you would want to dispose of.

<http://www.metrovancouverrecycles.org/Pages/Residential.aspx>

## WINDOW AND CARPET CLEANING

Window cleaning is performed by BLJC according to an established schedule – exterior glass twice per year (early spring, late fall), and interior glass once per year (late fall). Spot cleaning will be done as required by the GLDHCC custodial team. We will notify tenants well in advance of any major glass cleaning activities. To facilitate window cleaning, after-hours access will be required to all areas of the building. It will be the individual tenant's responsibility to provide clear access to the windows in their area when major cleaning activities are scheduled.

Carpet cleaning is also performed on a regular basis. A full facility carpet cleaning is done once per year (July-Aug), with spot removal done regularly by the custodial team. Tenants will be advised well in advance of carpet cleaning activities.

# TENANT SERVICES PROVIDED BY OTHERS

## LINEN SERVICES

Each clinic is responsible for ordering its own linens. VGH Laundry Services is the primary service provider supplying linens to the GLDHCC (via their subcontracted service provider K-Bro Linens). VGH Laundry Services can be reached at x. 54123. In addition to servicing hospital clinics, private clinics may also contact Laundry Services to set up a private account.

Laundry hampers with plastic liners have been supplied by VGH Laundry Services for the collection of soiled linen. These hampers are emptied nightly by the BLJC custodial staff. As the plastic liners can tear from the weight of the linen, it is important for clinics to not overfill the bags and avoid the spillage of soiled laundry items.

Linen supply problems should be reported to VGH Laundry Services, however soiled linen collection problems should be reported to BLJC.

**Important note: Private groups within the GLDHCC who order linens from a source other than VGH Laundry Services will be responsible to arrange for the collection of soiled linens by that service provider. In order to eliminate confusion for the evening custodial staff, we would ask that appropriate signage be placed on private linen hampers (i.e. “Do Not Remove Linen”) so that these linens are not collected and returned to VGH Laundry Services in error.**

BLJC custodial staff do not provide bed-making services as part of the standard cleaning service. Those groups interested in this additional service are asked to contact the FMO for pricing.

## MAIL SERVICES

All incoming mail is delivered daily to the building via VGH Mail Services. The mailroom is located on the main floor of the building, near the Laurel Street entrance. The exterior door is locked to prevent public access, and must be opened with the key issued to each clinical group/program area. Individual mailboxes within the room are assigned by VGH Mail Services. Please call Mail Services at ext. 63189 if you have any questions or concerns regarding your mail delivery.

A second copy of individual mailbox keys is kept by BLJC for future copying as required. Additional copies can be made for a nominal fee, subject to written approval from the authorized Security Administration Liaison. (See the “Security” section of this manual for further information).

Mail Services has provided an outgoing mail bin in the mailroom, where clinics can deposit their outgoing mail. This mail will be collected once per day. Please note that appropriate postage must be affixed to outgoing mail. Mail Services will not affix postage on your clinic’s behalf,

unless you have an account set up with them to provide this service. Mail Services is not responsible for any mail that is sent out with insufficient or missing postage.

Please note there is also a Canada Post letterbox for outgoing mail, located at the corner of Oak Street and 12th Avenue.

## **MEETING ROOMS**

Meeting rooms are located throughout the GLDHCC. These facilities are primarily intended as a resource for the UBC Faculty of Medicine, however may be booked by other groups depending on availability.

Should you wish to use a meeting room, please follow the UBC Faculty of Medicine 'room booking request process' outlined at:

[http://www.med.ubc.ca/about\\_us/Facilities/Room\\_Booking\\_Process.htm](http://www.med.ubc.ca/about_us/Facilities/Room_Booking_Process.htm)

## **VOICE AND DATA SERVICES**

VCH's Voice Services department is the primary provider of telephone and data services throughout the GLDHCC facility. This includes the house phones on each level and courtesy phones on the main floor. For VCH data-related issues, VOIP phones, voicemail and analogue phone-related issues, please contact the Service Desk at 604-875-4334.

IT/telephone closets are located on Levels 2 through 11. Access to these rooms is restricted to authorized personnel only.

# BUILDING SECURITY

## SAFETY AND SECURITY

### Security System

The GLDHCC is equipped with a modern security system, which includes electronic access cards, onsite security presence, closed circuit video (CCV) and motion detectors. Security services are provided by Paladin Security. Security is located in Room 8139, and can be reached at 604-875-4492 (non-emergency desk phone) or at 604-825-7857 (emergency cell phone).

CCV cameras are located throughout the lobby and parkade of the GLDHCC, and are for review purposes by authorized personnel only. They are not monitored on a continuous basis. Images captured on camera are retained for a one-week period to facilitate requests for investigative review in the event of a loss or other unusual situation.

### Safety

Safety is the responsibility of all building occupants. The GLDHCC is accessible to the general public, however building occupants are asked to pay attention to strangers or unusual occurrences in the building. Similar to the successes enjoyed by neighbourhood watch programs, all GLDHCC tenants can enhance the security of the facility by being watchful for unusual activities within their areas and reporting same to Security for prompt investigation.

We encourage you to question people who appear to be in your area without proper authorization, however please do not approach someone if you feel your safety may be endangered. In those cases, please notify the on-duty Security officer at 604-825-7857 (emergency cell phone) for response.

### Solicitation

Solicitation is not permitted in the building or in/near building entrances at any time, without prior approval of VCH through the FMO. If you are being disturbed by solicitors or panhandlers, etc., please contact Security, who will attend your location to remove the solicitors from the building.

## SECURITY ADMINISTRATION LIAISON

Each GLDHCC tenancy is required to designate one person as their Security Administration Liaison (SAL). The role of this individual includes:

- Authorizing requests for security access cards for their area
- Authorizing requests to modify security time/zone modifications for their area
- Authorizing and monitoring the distribution of keys to their area

- Ensuring that current emergency contact information is provided to the FMO on an ongoing basis
- Assistance in identifying a minimum of two floor wardens (primary and alternate) per floor for inclusion in the GLDHCC's fire warden team. See the "Fire Wardens" section of this manual for more details. The SAL will also be requested to provide alternate floor wardens as the need arises.
- Collecting access cards and building keys from departing staff

The FMO will contact the SAL as required on an ongoing basis for security-related matters. It is highly advisable for a SAL to appoint a designate to respond to security issues in their absence.

## ELECTRONIC ACCESS CONTROL SYSTEM

Security access cards are issued by VCH Photo ID, and programming of the cards for access to the GLDHCC will be done by BLJC. (Programming for all other VCHA buildings is done by VGH Photo ID.) The SAL for each tenancy will be required to approve all access requests for their area prior to BLJC programming the access card system. Programming of access cards is done by BLJC on Tuesdays and Thursdays, and we require a minimum 48 hours advance notice for programming requests to be processed.

Should you lose or misplace your card, please let BLJC know as soon as possible to prevent unauthorized access to the facility. Lost or stolen access cards must be replaced through VCH Photo ID and may be subject to a replacement fee. VCH Photo ID is located in Room 176, 2647 Willow Street in the Willow Chest Centre. They can be reached at 604-875-4560.

Individuals **will not** be allowed to enter the GLDHCC after hours without possessing an appropriately programmed security access card. **Please do not allow others to "piggyback" on your access card and follow you into the building after hours.**

**Reminder** – it is the responsibility of each tenancy to provide to VCH Photo ID any updated information regarding employee changes that may have occurred, (i.e. resignations, terminations, increased or reduced access privileges). If the BLJC Help Desk ([dhcchelp@bljc.com](mailto:dhcchelp@bljc.com)) is informed as well we will ensure any programming changes for DHCC access are responded to accordingly.

## KEYS

To enhance security, the key system for the GLDHCC is restricted. Key blanks, lock cylinders and sidebars can only be obtained through BLJC, and copying of keys can only be done by BLJC's locksmith. Additional copies of ASSA door keys can be ordered from BLJC through each tenant's SAL. The cost of \$15 per key is subject to change based on market pricing. Key requests are typically compiled until a sufficient number is obtained to warrant a visit from BLJC's locksmith. Urgent key requests can be facilitated, with extra cost to the tenant for courier charges.

Re-keying of door locks is also arranged through the BLJC office, with prior approval from the SAL. Please contact the BLJC office for a price estimate.

Tenants who lose or misplace a key are asked to notify Security so that an incident report can be created and a found key be possibly reunited with its owner. When requesting an additional key copy, it is important to advise BLJC if the request is due to a lost or stolen key, as it could present a potential security concern and may result in the need for re-keying of the compromised area at the tenant's cost.

**An important security reminder for all keyholders:** Please do not tag your keys with any marks that could enable unauthorized persons to identify and access the area your key(s) may open.

NOTE: Only ASSA door keys, mailbox keys and base-building millwork keys will be administered by the FMO. All other specialty keys, including tenant-supplied desks and filing cabinets, will be the responsibility of each individual tenant. The FMO can make arrangements for these keys to be cut at the tenant's cost through the base building locksmith or alternatively tenants may contact their furniture providers (i.e. Heritage Office Furniture) for specialty keys.

## AFTER-HOURS ENTRY

GLDHCC occupants may gain after-hours access to the facility by swiping an appropriately programmed security access card over the card readers at the Laurel or /Oak Street entrances or at parkade elevator lobby doors. For UBC approved 2<sup>nd</sup> floor access only: authorized cardholders may access the 2<sup>nd</sup> floor of the building using the card reader on the Laurel Street fire exit door, to the left of the front sliding Laurel Street doors.

After entering the facility at the main floor level, cardholders may travel by elevator to their desired floor by swiping their security card over the card reader within an elevator (subject to having adequate access programmed into the security system for the desired floor level). **Occupants should be careful to not allow access to others when they enter with their access card.**

**Please note that Security is unable to authorize after-hours access to tenants or visitors to the building who do not have appropriate keys/access cards, or previously arranged access via written approval from the SAL. It is the department's responsibility to make appropriate access arrangements through the FMO in advance.**

## INTER-FLOOR SECURITY

Travel between floors in the GLDHCC must be by elevator only, with the exception of the second floor which can be accessed by using the above-mentioned card reader at the Laurel street exterior stairwell door (UBC approval required).

The fire stairwells are reserved for emergency exit only, and they are secured against re-entry from the stairwell side into the corridor. This prevents entry to GLDHCC space by individuals not possessing appropriate security access cards or keys. Cross-over floors (4<sup>th</sup> floor and 9<sup>th</sup> floor) are not locked against re-entry due to fire code requirements. However these doors are alarmed upon opening and are remotely monitored.

## LOST AND FOUND

If you find a misplaced item, please drop it off at the Security office on the 8th floor (Room 8139). They will tag the item and hold it for a period of 90 days. Persons reclaiming a lost item from the office will be asked for a detailed description of the lost item and to present identification. If after 90 days an item in usable condition is unclaimed, we will donate it to charity. If you have lost an item, please contact Paladin Security at x. 54492 in order to make a report.



# EMERGENCY PROCEDURES AND FIRE SAFETY

## REPORTING OF EMERGENCIES

The VCHA Emergency Code system is in place for the GLDHCC. Please refer to the VCH PolicyNet for specific details regarding each code. The following table summarizes the numbers to call in the event of emergency (using VGH VoIP or analog phones):

CODE	MEANING	NUMBER	WHO RESPONDS
<b>RED</b>	Fire (or smoke)	88 <u>Or</u> Pull Station	Fire Department
<b>BLUE</b>	Cardiac Arrest	88	Security & BC Ambulance
<b>WHITE</b>	Aggressive Behaviour	88	Security & Vancouver Police Dept.
<b>BROWN</b>	Hazardous Spill	88	Security to restrict access for clean up team
<b>BLACK</b>	Bomb threat	88	Security
<b>ORANGE</b>	Disaster	88	All VCH staff
<b>GREEN</b>	Evacuation	88	Security
<b>YELLOW</b>	Missing patient	88	Security & Administration Unit staff
<b>AMBER</b>	Missing Child	88	Security & Administration Unit staff

In the event of first aid emergencies, please dial 5800. The onsite GLDHCC First Aid Officer will be dispatched to respond.

## POWER FAILURE

In the event of a BC Hydro power failure resulting in a power outage to the building, BLJC will work in conjunction with the VCHA Duty Administrator. At the 30-minute mark of outage the Duty Administrator at that time may choose to elect to close, evacuate and secure the facility.

The facilities emergency generator is designed to support life safety systems only which extends to and includes elevator operation, fire systems (detection and suppression), security systems and minimal level of lighting to allow for safe egress out of the facility.

## FIRE PROTECTION SYSTEM

The GLDHCC is protected by a fully automatic sprinkler fire suppression (wet-pipe) system. The parkade and loading bay are on separate dry zones due to the potential freezing temperatures that may be experienced. The facility fire detection system is fully addressable, meaning that the exact location of an activated component may be traced back. All fire alarm activations will be automatically and immediately dispatched to the Vancouver Fire Department via a continuous monitoring service.

If you detect an unusual odour, particularly a burning smell, please report this to Security at 604-825-7857 (emergency cell phone) for immediate investigation.

If you discover smoke or fire within the GLDHCC, you should immediately activate the nearest fire alarm pull station. This will alert the other GLDHCC occupants to the emergency and help quickly evacuate the building. It will also dispatch the Vancouver Fire Department to respond to the alarm. Building operations staff will trace the location of the activated pull station in order to direct the fire fighters to the location of the emergency. If you have activated the fire alarm, it is helpful for you to report details of the emergency to the staff who will be stationed at the main fire control panel in the GLDHCC lobby (only if you are able to safely do so). All information you provide will be relayed to the fire department upon their arrival.

## FIRE SAFETY PLAN

The GLDHCC Fire Plan will be provided to fire wardens in Adobe Acrobat PDF format. Fire wardens (see next section) are responsible for training the members of their department or area of the required response in a fire situation.

The GLDHCC is equipped with a **two-stage alarm system**, and the following is provided as a summary only for tenant response to the two stages:

### First Stage – ALERT (Slow, Intermittent Bell)

During ALERT condition, the fire team will be investigating the cause of the signal activation and will update tenants through the fire panel annunciator as soon as information becomes available.

Evacuation is NOT required at this stage. If an actual emergency condition is observed, the ALERT will be escalated to an ALARM.

## Second Stage – ALARM (Fast, Continuous Bell)

In the event of an ALARM signal, occupants may be required to **evacuate** the facility per voice instruction via the nearest fire exit stairwell. Safely and calmly proceed down the fire exit stairwell, which will keep the fire exit stairwell doors clear and allow the remaining occupants clear egress to the facility exterior.

## FIRE WARDENS

The GLDHCC fire safety plan includes provision for the mandatory formation of a fire team comprised of volunteers from among the tenants. Fire regulations require that a minimum of two persons per floor become active members of the fire warden team. The primary responsibility of fire floor wardens is to provide direction to others in the event of fire alarm activation. Fire wardens will receive training specific to evacuation plans and facility fire suppression and detection systems

In the event of a facility evacuation, wardens are relied upon to assist fellow occupants in conducting an orderly evacuation. Once the occupants have evacuated the floor, the wardens are required to conduct a “sweep” of their floor and report on the status of their floor to the fire safety director at the GLDHCC lobby fire control panel. The Fire Safety Director (or alternate) is the person that will provide information to the emergency responders (primarily the Vancouver Fire Department).

It is important that fire wardens have alternates available in the event that they are unavailable at the time of fire alarm activation. This also fits the principle that the greater the number of trained personnel within a facility, the higher the state of preparedness will be, resulting in greater safety for all GLDHCC occupants.

All wardens will receive a Fire Warden Guide, an Adobe Acrobat PDF copy of the facility Fire Safety Plan, and a high visibility vest to readily identify them to others within the GLDHCC. Additional duties of the floor fire wardens include daily monitoring of the egress (exit) routes from their areas. This will also be a continuous duty of BLJC’s security and building maintenance personnel. The primary concern is to ensure that that all egress routes are left clear to allow for unimpeded passage of occupants in the event of an evacuation.

Fire drills will be conducted six (6) times per year as required per City of Vancouver fire regulations and as outlined in the Fire Safety Plan.

## FIRE EXIT CORRIDORS AND STAIRWELLS

Fire corridors are an important part of the fire evacuation plan. It is imperative that these areas remain clear at all times. Any items left in fire exit route corridors or in fire stairwells will be removed immediately.

## STORAGE REQUIREMENTS

Tenants are reminded no items are to be stored within 18" of the ceiling as per BC Fire Code.

**BLJC reserves the right to make changes to the policies, procedures, rules and regulations contained in this handbook at any given time.**

## RETAIL TENANT CONTACT LIST

<b>Retailer Name</b>	<b>Phone Number</b>	<b>Fax Number</b>
<b>O Sushi</b>	604-783-5787	
<b>Salad Loop</b>	604-871-9931	604-871-9931
<b>Shoppers Drug Mart</b>	604-714-1199	604-714-1127
<b>Shoppers Home Health Care</b>	604-739-4645	604-739-2945
<b>Starbucks Coffee</b>	604-709-9799	
<b>Zookaz Kaffe</b>	604-876-0089	604-876-0095

# CLEANING SERVICES FREQUENCY

## EXHIBIT E – SERVICE FREQUENCY MATRIX\*

### Task Description & Service Frequency

STANDARD #	TASK	FREQUENCY
<b>1.1</b>	<b>INTERIOR OF BUILDING</b>	
	Empty, clean all waste receptacles/containers	<b>104</b>
	Change liners as required.	<b>AR</b>
	Transport recyclables/designated location	<b>AR</b>
	Onsite Transport of hazardous waste in accordance with all Governmental guidelines for health and safety.	<b>AR</b>
	Transportation of confidential document bins to designated areas and replace with empty bin.	<b>AR</b>
	Spot clean/damp dust <b>all</b> furniture, frames, file cabinets, book-cases, credenzas, T.V.s, etc., vacuum/spot clean fabric, etc.	<b>52</b>
	<b>Clean all furniture in the patient waiting rooms</b>	<b>249</b>
	Clean telephones using germicidal detergent.	<b>52</b>
	Clean <b>all</b> horizontal ledges below 2 meters not excluding radiators, baseboards, sills, partitions, etc.	<b>52</b>
	Clean cleared chalkboards/whiteboards.	<b>AR</b>
	Clean all non-carpet floor surfaces.	<b>104</b>
	Vacuum/spot clean all carpets, mats, etc. including corners and edges.	<b>104</b>
	T-mats dust/damp mop as required.	<b>AR</b>
	Spot clean walls, doors, woodwork, partitions, etc.	<b>249</b>
	Spot clean partition glass, interior atrium glass and door glass.	<b>249</b>
	Clean with germicidal detergent all water fountains, top, sides, etc	<b>N/A</b>
	Clean all surfaces of elevators	<b>249</b>
	Clean cupboard fronts/plumbing, etc.	<b>52</b>
	Clean all metal kick plates, vents, push bars, etc	<b>52</b>
<b>1.2</b>	<b>WASHROOMS</b>	
	Clean with germicidal detergent inside and out, all sinks, showers, tubs, toilet seats, urinals, plumbing and fixtures.	<b>249</b>
	Remove liners, clean with germicidal detergent all sanitary and waste receptacles, replace liners.	<b>249</b>
	Clean with germicidal detergent and restock all receptacles, dispensers, holders, etc.	<b>249</b>
	Spot clean all partitions, walls, enamel, tile, etc.	<b>249</b>
	Wash all partition walls, etc.	<b>104</b>
	Clean all mirrors, bright work, etc.	<b>249</b>
	Clean, wet mop with germicidal detergent all floor surfaces.	<b>249</b>
	Free minor plumbing if plugged.	<b>AR</b>
	Maintain water level in floor drains where installed as required.	<b>AR</b>
	Scrub floors, and Buff/polish per Tarkett floors per manufacturer's maintenance instructions in Exhibit D, Schedule 2.	<b>MS</b>
<b>1.3</b>	<b>EXAM, PROCEDURE &amp; TREATMENT ROOM FACILITIES</b>	
	<b>Clean with germicidal detergent inside and out, all sinks (including taps), soap dispensers, and paper towel dispensers</b>	<b>249</b>

	Clean with germicidal detergent and restock all receptacles, dispensers, holders, etc.	249
	Clean frequently touched surfaces (defined below)	249
	Wipe examination table with germicidal detergent	249
	Wipe chairs with germicidal detergent	249
	Clean, wet mop with germicidal detergent all floor surfaces.	249
	Clean all counter tops, sinks surrounding wall surfaces.	249
<b>1.4</b>	<b>STAIRWAYS</b>	
	Clean handrails, ledges, etc.	52
	Clean stairs, risers, landings, etc.	52
	Professionally scrub/water extract carpets per manufacturer's maintenance instructions in Exhibit D, Schedule 2.	2
<b>1.5</b>	<b>RESILIENT &amp; NON-RESILIENT FLOORS</b>	
	For resilient flooring scrub floors and buff/polish per Tarkett floors per manufacturer's maintenance instructions in Exhibit D, Schedule 2.	MS
	For non-resilient slate floors clean per installers instructions in Exhibit D, Schedule 2.	MS
	Scrub clean, to wear areas, buff as required	MS
<b>1.6</b>	<b>ALL CARPETS &amp; MATTING</b>	
	Spot Clean as required	249
	Professionally scrub/water extract carpets per manufacturer's maintenance instructions in Exhibit D, Schedule 2.	2
<b>1.7</b>	<b>MICOSHADE ROLLER BLINDS</b>	
	Maintain per manufacturer's maintenance instructions in Exhibit D, Schedule 2.	1
<b>1.8</b>	<b>VERTICAL SURFACES &amp; HIGH CLEANING</b>	
	Clean all exposed pipes, wall louvers, clocks, fire ext., cabinets, door frames, etc.	1
<b>1.9</b>	<b>FURNITURE, SHOWCASES, FILE CABINETS, DIVIDERS, PRIVACY CURTAINS, ETC.</b>	
	Vacuum privacy curtains, dust tracks	1
	Deep clean vinyl furniture	1
	Wash/polish furniture	1
<b>1.10</b>	<b>LIGHT FIXTURES, PARABOLICS, AIR &amp; WALL VENTS</b>	
	Clean lights, excluding personal/desk lamps	1
	Remove insects as required	12
	Dust <b>all</b> wall and ceiling vents, air diffusers.	1
	Wash wall, door and ceiling vents	1
	Wash air diffusers	1
	Replace flickering or burnt out T8 fluorescent lamps	AR
<b>1.11</b>	<b>WINDOWS / PARTITIONS - GLASS / PLEXIGLAS / LEXAN</b>	
	Spot clean all.	249
	Clean entrance(s) glass	249
	Wash inside	1
	Wash outside	2
<b>1.12</b>	<b>STORAGE AREAS</b>	
	Clean floors as required	12
	High dust as required	12
<b>1.13</b>	<b>JANITOR ROOMS</b>	
	Clean floors, sinks, walls, shelves, equip., etc.	12
	Clean supply of cloths, mops, etc.	AR
	All chemicals and containers inc. sprayers labeled in accord.	12

	with WHMIS reqs., irrespective of where purchased. No banned products.	
	MSDS binder-on site/all products/approved.	<b>12</b>
<b>1.14</b>	<b>BUILDING EXTERIOR</b>	
	Litter pick-up/waste removal/ashtrays cleaned.	<b>249</b>
	Clean entrances, stairs, alcoves, etc.	<b>52</b>
	Hose / pressure wash loading docks, walkways, driveways and plaza	<b>MS</b>
<b>1.15</b>	<b>DEFECT REPORTING</b>	
	Report to <b>the tenant services coordinator</b> any cleaning, maintenance, electrical, mechanical or plumbing concerns of the Building or Grounds	<b>AR</b>
<b>1.16</b>	<b>CLEANING INSPECTIONS</b>	
	Carry out cleaning Inspections <b>with environmental marking tool</b>	<b>12</b>

**Service Frequency Key**

<b>Service Frequency</b>	<b>Frequency</b>
Annually	1
Semi-Annually	2
Every 4 Months	3
Quarterly	4
Every Other Month	6
Monthly	12
Every Other Week	26
Weekly	52
Two (2) Days/Week	104
Three (3) Days/Week	156
Four (4) Days/Week	208
Five (5) Days/Week	249
Daily (Excluding Sundays & Stat Holidays)	305
(6) Days/Week	312
Daily (7 Day Service)	365
Twice Daily	730
Three Times Daily	915
As Directed (with P.O.)	AD
As Required	AR
Maintain Standard <b>as per Manufacturer's Instructions</b>	MS
Not Required	NR

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**Note: Red text indicates: Revised by VCHA IC staff and VCHA cleaning manager- March 2010**



## Infection Control Cleaning Protocols

As a result of several meetings with Vancouver Coastal Health, guidelines have been provided as per Infection Control standards for **cleaning of patient care areas by clinical staff** as well as what constitutes the appropriate conditions to contact BLJC for dispatching of building cleaning staff to complete the activity.

- Promptly clean and decontaminate spills of blood or other potentially infectious materials.
- Use protective gloves and other PPE appropriate for this task.
- If a significant body spill requires additional cleaning, such as on the floor and the specific equipment needed for the clean is not at the disposal of clinical staff (i.e. buckets/mops), then it would be appropriate to contact BLJC for dispatch of building cleaning staff. It must be stated however, that all body spills should be wiped up, immediately, and then place call for the **building cleaners**. It is not acceptable to leave a spill that has not had a preliminary clean up with gloves, paper towels and Virox. If a spill is left the potential for further spread exists and the possibility of cross contamination.
- Using a moderately wet cloth or paper towels soaked with Virox (accelerated hydrogen peroxide) wipe the affected area. The surface must remain wet with the disinfectant for 5 minutes to disinfect before being allowed to dry.
- If Virox is not available, use a 1:100 dilution (500-615 ppm available chlorine) to decontaminate nonporous surfaces after cleaning a spill of either blood or body fluids in patient care settings.
- All working surface areas should be wiped down with a Virox dampened cloth between all patients. This should be a lightly dampened cloth and the entire process should take no longer than 2 minutes. All patients must be considered positive for an ARO and this cleaning practice provides a consistent best practice level of cleanliness.

# BLJC HEALTH & SAFETY AND ENVIRONMENTAL POLICIES

## BLJC GROUP OF COMPANIES HEALTH AND SAFETY POLICY

The safety and well-being of our team members is inherent in the BLJC Group of Companies' operating philosophy. It is a value embedded in our corporate culture, and a practice reflected in our health and safety program and our business processes. We are the industry leader in workplace management solutions, and our focus on the welfare of our team members has helped to position us there.

The BLJC Group of Companies is committed to all of its employees and to complying with all applicable health and safety legislation, requirements, codes of practice, internal standards and guidelines subscribed to by ourselves and our clients.

Through audits, team member feedback, accountability and periodic reviews, we are continually striving to improve upon our safety performance. We establish aggressive goals and targets, while providing training and resources to move our organization towards a zero incident rate.

Team members are integral in implementing and maintaining a safe and healthy workplace for ourselves, our contractors, our clients and the public who enter our workplace. We ensure our employees are aware of and understand their rights and responsibilities with respect to health and safety. To this end, we ensure that this policy is communicated to, and understood by, the employees of the BLJC Group of Companies and our sub-contractors who are involved in the delivery of work on behalf of our clients. Team members provide input and participate in all health and safety related programs and initiatives to ensure that safety and well-being is the blueprint of all our activities. The BLJC Group of Companies understands the importance of safety and well-being at both a personal and organizational level, and BLJC fosters this culture through our ongoing initiatives. Together, we will ensure that every day is a safe one.

**SAFETY FIRST**, it is the way we do business!

Date: July 26, 2012



Gordon I. Hicks  
President



## BLJC GROUP OF COMPANIES ENVIRONMENTAL POLICY

Environmental stewardship is a cornerstone of the BLJC Group of Companies' operating philosophy. It is a value embedded in our corporate culture and a practice reflected in our national environmental management system and our business processes. Not only do we manage environmental impacts resulting from self-performed and sub-contractor delivered services, we also manage our clients' impact on the environment in thousands of buildings across Canada. We are the industry leader in workplace management solutions, and our focus on environmental stewardship has helped to position us there.

The communication of this policy is paramount to its understanding and effectiveness. Therefore we have taken measures to ensure that it is communicated to, and understood by, the employees of the BLJC Group of Companies and our sub-contractors who are involved in the delivery of work on behalf of our clients.


We are committed to complying with all applicable environmental legislation, requirements, codes of practice, internal standards and guidelines subscribed to by ourselves and/or our clients. The BLJC Group of Companies and its employees are also committed to conducting our operations in a manner that minimizes any environmental impacts.

The BLJC Group of Companies is always aiming for continual improvement in our environmental practices. We set specific performance goals and targets, and provide our team with the resources to achieve these objectives. Our progress related to meeting these targets is reviewed and evaluated regularly, while our overall environmental program, policy and management system are reviewed annually.

Our employees understand the importance of environmental and social responsibility at a personal and organizational level, and we foster this culture through ongoing training and education.

**Together, we can make a difference.**

Date: July 26, 2012



Gordon I. Hicks  
President

Optimizing your workplace



# UBC STUDENTS

## AFTER HOUR'S ACCESS

All medical/dental students must be familiar with current policies and follow them when on site. Please read the following information carefully and if you have any concerns, please feel free to contact the Dean's Office.

All medical/dental students accessing GLDHCC outside of regular business days hours of M-F 0700 – 1900 HRS excluding Stat holidays, must have properly programmed VCH access cards/photo ID on their possession or they will not be permitted access to the facility. Security will not provide access to anyone and has a mandate to keep unauthorized people out of the facility. Furthermore, security is well within their rights to challenge anyone that is onsite within GLDHCC outside of regular business hours. If a student is challenged they are required to show the security officer their access card and UBC photo ID. If they do not have their card, security is expected to ask the person/people to leave as they have gained unauthorized access. Security are to report who has assisted them in gaining access and are to provide report to BLJC (604-875-5830) for follow up with UBC. Security would not need to challenge anybody that is wearing their photo ID card on their collar or lanyard or otherwise prominently displayed. MD/DMD students must display their ID card at all times when on site.

This policy is in place, has always been in place and is for the benefit and safety of the students, other facility users and the facility itself.

## STAIRWELL ACCESS

With the volume of students in attendance at the GLDHCC there is often significant congestion in the GLDHCC Atrium, caused in part by students accessing the 2nd floor via the elevators.

Students should be aware that faster 24/7 access is available to all students with a Vancouver Coastal Health (VCH) card, via the exterior stair well (adjacent to the Salad Loop on Laurel Street).

GLDHCC is a privately owned building, whose major occupants include the UBC medical school, hospital clinics, and many private offices. There are approximately 1,000 patient visits each day at GLDHCC. Given this, at peak times the elevators in the atrium are often over laden with traffic, many of whom are patients who require use of the elevators to attend their appointments.

It is very strongly recommended that all students access both the 2nd floor of GLDHCC and the Main Floor from the 2nd Floor via the stairwell using their VCH programmed ID Card. This card will give you much faster access to the building (either entering or exiting) and will also help to alleviate traffic in the Atrium area around the elevators on the main floor.

On the wall outside the stairwell entrance is a card reader which will give you access using your VCH programmed card. A similar card reader will give you access to the 2nd floor from the

stairwell. When in the GLDHCC lecture theatre students are also very strongly encouraged to access this stairwell from the exit door on the east facing wall.

If you encounter your card not working please contact Robert Brackenbury who will then provide your card details to BLJC Facility Management requesting that access be programmed accordingly.

- Robert Brackenbury  
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