

# Guide for BC Public Service Employees

## Serving clients onsite in public or employee-restricted areas

Since December 13, 2021, anyone accessing an employee-only area of a public service workplace, while staff are present, must provide proof of full vaccination. This applies to all BC Public Service (BCPS) employees and other employers or contractors working alongside BCPS staff. For further information regarding the vaccine mandate please refer to the [BC Public Service COVID-19 Vaccination Policy](#) page found on MyHR.

Personal vaccination for COVID-19 remains the most effective strategy to prevent severe illness, hospitalization and death. Being fully vaccinated provides excellent protection for staff and is an added layer of safety in our workplaces.

The COVID-19 vaccination policy does not apply to clients receiving a direct service from the BC Public Service and employees **must not** request proof of vaccination from clients to provide a service.

Other measures can be implemented to keep staff safe as part of the each worksite's mandatory [Communicable Disease Prevention Plan](#) (CDPP). These plans are designed to reduce the risk of transmission of respiratory illnesses and other infectious diseases in the workplace. For employees who are serving clients in-person, this document provides guidance and best practices to ensure the risk of COVID-19 transmission is minimized.

### ***When a client arrives on-site at the main counter for a service***

- When possible, always provide service to the client behind the physical barrier in place
- If employees must step out of their work area to provide a service, they must wear a mask if they can not maintain two metre distance from clients or others. Try to keep the interaction brief.
- If a BCPS employee has contact with the client's personal items (e.g. pen, phone, tablet, ID card, etc.), avoid touching your face and wash or sanitize hands immediately when the service has concluded

### ***When a client needs to enter employee-only areas for a service***

- Before they enter, remind the client of hygiene practices (coughing/sneezing in elbow or tissues)
- Employees must wear masks in the areas of the building where services are provided to clients, including meeting rooms
- Have sanitizers on counters and ask clients to sanitize their hands before allowing them to enter
- If the client appears unwell, offer to provide services in an alternative way (over the phone, video meeting, provide links) or to reschedule. If re-scheduling is required, run the client through the process or set up an alternative time for them

### ***Clients using employee-only rooms or areas***

- Use barriers or practice physical distancing: space out seating by a minimum of two metres
- When possible, leave door open to allow for air flow. Staff are also reminded that heating and ventilation systems are professionally maintained and comply with WSBC and ASHRAE standards for circulating and exchanging air

### ***Preparing the rooms or areas***

- Practice clean-in and clean-out protocols; ensure it is clear who has responsibility for this
- Provide cleaning supplies to disinfect high-touch surfaces. Place a garbage bin nearby to dispose of paper towels etc.
- Have hand sanitizer and tissue boxes available in the room

### ***Additional Notes***

- Ensure everyone onsite is aware of the applicable CDPP for the workplace
- When services are provided to clients off-site, it is important to follow the site specific CDPP measures in place; before booking or attending the venue, ensure employees, contractors and clients are aware of these measures

Vaccine requirements for contractors, statutory appointees, interns, work experience students, co-op students, statutory hires, staff from other employers and visitors are in effect from **December 13, 2021**.

### ***Vaccine Checking Protocols***

- Stakeholders or clients receiving a direct service are not required to show proof of vaccination and employees must not ask for this information
- When sending meeting invitations, inform attendees of requirements for proof of vaccination (if they are required to be vaccinated). If attendees are not vaccinated or refuse to show proof, provide alternatives such as virtual meetings or teleconference numbers
- The meeting organizer or site contact is responsible for vaccine record checks
- Do not request people to send vaccination proof by e-mail. Proof of immunization should be done in person or by video call in advance. If medical information is received, delete it as soon as possible
- Scanning QR Codes is not required – a visual check of vaccine card is sufficient
- If you don't know the person, it's acceptable to ask for identification to verify their vaccination status

For more information about checking proof of vaccination status see the [COVID-19 Vaccination FAQs: Contractors and Others](#) on [MyHR](#).

If you require further assistance, submit an [AskMyHR](#) service request.