



UBC Faculty of Medicine Tenant Information Handbook GLDHCC 11th Floor

APRIL 28, 2023

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GENERAL BUILDING INFORMATION

GLDHCC TENANT HANDBOOK

Please refer to the [BGIS \(GLDHCC\) Tenant Handbook](#) for general building information.

BUILDING HOURS

The Gordon & Leslie Diamond Health Care Centre is accessible to the public from 7:00AM to 7:00PM, Monday to Friday (excluding statutory holidays).

Elevator access to 11th floor is closed to public at 5:00 PM. Access cards programmed with after-hours access is required.

HOSPITAL SHUTTLE

Shuttles operate from 7:00 AM to 5:05 PM, Monday to Friday (excluding statutory holidays) as follows:

Shuttles depart both VGH and UBC Hospital (UBCH) at :05 and :35 each hour from VGH Centennial Pavilion and from outside the Urgent Care Centre entrance to UBCH.

The first trip VGH to UBCH is at 6:35 AM. Last trip UBCH to VGH is at 5:05 PM. The first trip from VGH to St. Paul's Hospital (SPH) is at 6:40 AM.

Times are subject to temporary changes without notice due to weather and road/traffic conditions. We strongly advise that you arrive a few minutes early for your trip.

MAINTENANCE AND FACILITIES REQUESTS

BUILDING MANAGEMENT

All maintenance & facilities service requests are managed by Brookfield Global Integrated Solutions (BGIS), the facility management company for the Gordon & Leslie Diamond Health Care Centre. Their office is located at the following:

BGIS Facility Management
Gordon & Leslie Diamond Health Care Centre
Room 8138 – 2775 Laurel Street
Vancouver, BC
V5Z 1M9
Phone: 604-875-5830

Email: DHCChelp@bgis.com

MAINTENANCE AND CUSTODIAL

All maintenance and custodial requests (i.e. burnt out lights, HVAC adjustments, spills, etc) should be submitted to the BGIS Helpdesk at 604-875-5830 or DHCCHelp@bgis.com.

Please see the **Tenant Services Provided by BGIS** section (pg. 16) of the [BGIS Tenant Information Handbook](#).

PROJECTS AND MINOR CLIENT REQUESTS (MCR)

Should you require an improvement to your space, contact the BGIS Helpdesk at 604-875-5830 or DHCCHelp@bgis.com for pricing, approval and coordination. Examples include data port installations, furniture moves, re-keying, wall partitions, etc.

Please see the **Out-of-Scope Work, Projects & Minor Client Requests** section (pg. 20) of the [BGIS Tenant Information Handbook](#).

OFFICE AMENITIES

KITCHEN / STAFF LOUNGE - DHCC 11200

The DHCC 11th floor kitchen is shared between all groups on the 11th floor & other Dean's office groups in the building. As a shared space, it is everyone's responsibility to keep it clean and tidy.

There is a kettle, water cooler, 2 microwaves and 2 fridges available for your use. The code to access the kitchen is 1928.

COFFEE, TEA AND WATER

Coffee, tea and related supplies are provided for staff. There is a large automated coffee machine located in the 11th floor kitchen (DHCC 11200) that offers free regular coffee. Milk and cream are provided for hot beverages but staff must bring their own supplies for cereal, oatmeal, etc.

SHARED SPACES & RESOURCES

FOM VIDEOCONFERENCE / NON-VIDEOCONFERENCE ROOMS

Visit the Resources > Room Booking > [Find a Room](#) search tool to pull up a list of all room locations or to filter by room type, capacity, city, and site.

Staff will continue to book shared FoM conference and videoconference rooms by submitting a request to the Resource Coordination team. Detailed instructions on the room booking process and the booking request form can be found [here](#).

11116
11124
11177
11209
11210
11265
11268
11282

SWING WORKSTATIONS

There are several swing workstations and touchdown spaces available on the DHCC 11th floor. Swing workstations can be booked in the following shared Outlook calendars:

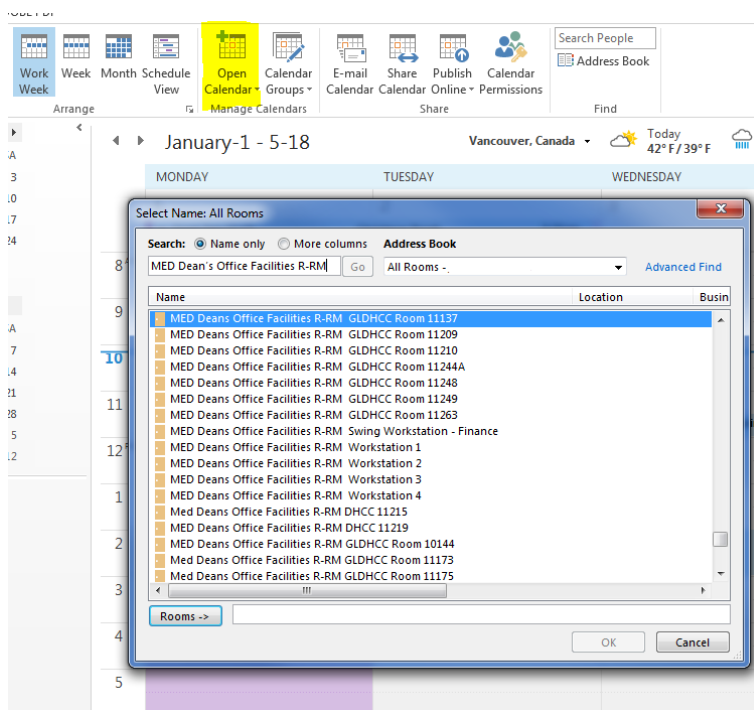
| OUTLOOK CALENDARS | # OF WORKSTATIONS | NOTES |
|---|-------------------|---|
| Med Deans Office Facilities R-RM GLDHCC Room 11206 | 2 workstations | Dean's Executive Team (DEX) only |
| Med Deans Office Facilities R-RM GLDHCC Room 11229 | 2 workstations | |
| Med Deans Office Facilities R-RM GLDHCC Room 11248 | 1 workstation | |
| Med Deans Office Facilities R-RM GLDHCC Room 11249 | 2 workstations | Priority booking for Office of Vice Dean, Education |

Touchdown spaces are open workstations available on a first come, first served only:

| ROOM NUMBER / LOCATION | # OF WORKSTATIONS | NOTES |
|------------------------|-------------------|------------------------|
| DHCC 11244 | 1 workstation | Straight desk |
| DHCC 11117 | 2 workstations | 2 UBC computers/phones |
| DHCC 11117 (VCH) | 1 workstation | 1 VCH computer/phone |

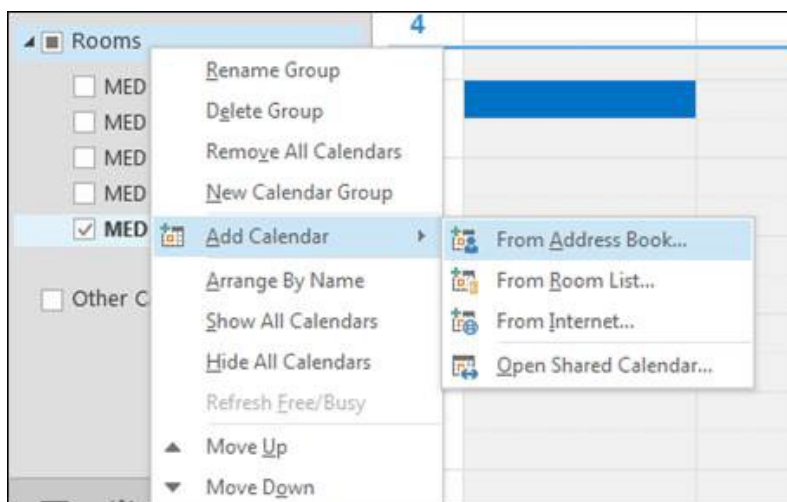
ADDING SHARED CALENDARS ON OUTLOOK

To add the room in Outlook in the calendar view, click the drop-down menu on the calendar icon in the top ribbon, select From Room List, and enter the calendar name. (i.e. Med Deans Office Facilities R-RM GLDHCC Room 11210)



OR

To add the room in Outlook, right click on the calendar folder, select Add Calendar, From Address Book, and enter the calendar name (i.e. Med Deans Office Facilities R-RM GLDHCC Room 11210):



SECURE ACCESS

KEYS

Contact the BGIS Helpdesk at 604-875-5830 or DHCCHelp@bgis.com for all DHCC keys. Key requests must be approved by your supervisor. Please note that BGIS charges \$18 per key.

ACCESS / ID CARDS

UBC

Staff should obtain a UBC ID card – please [see here for the instructions](#).

Once you have obtained your UBC ID card, contact the FoM Facilities Manager to request after-hours access to the IRC and/or other UBC buildings. Requests for after-hours access must be approved by your supervisor.

VCH

Please contact the FoM Facilities Manager or Office Manager for instructions to acquire a health authority ID card.

Should staff require after-hours access to the DHCC building, contact the BGIS Helpdesk at 604-875-5830 or DHCCHelp@bgis.com for the appropriate programming to your VCH ID card or generic access card.

Requests for after-hours access must be approved by your supervisor.

STAIRWELL ACCESS

Effective May 1, 2017, all staff, tenants and students with a valid VCH ID or DHCC access card will be able to use the NORTH stairwell (stairwell #2) to travel between floors in the building as well as to enter and exit the building. Note that all fire exit stairwells in the GLDHCC are free to use as an EXIT at any time in the event of an emergency.

Important information to know:

1. The stairs are accessible from Monday to Friday between 7:00 am to 5:00 pm. To enter the building to use the stairs, swipe your photo id card to access the door (located to left of the main front doors if facing the building) on Laurel Street.
2. Take the stairs up to Level 2. You will see directional signage indicating "GREEN ROUTE". Follow the signs to cross over to the North stairwell on Level 2.
3. Using the North stairwell, proceed to your preferred floor and swipe with your photo id card to enter.
4. Please be respectful of staff and students who may be working at workstations, offices close to the entrance to the stairs by keeping noise level to a minimum.
5. Doors will alarm (at Lenel monitoring workstation) if held open.
6. Level 4 and Level 9 are cross over floors per regulatory requirements. The doors to the stairwells on these two floors are programmed such that the alarm will sound each time a door is open. BGIS will deactivate the alarm between 7:00 am to 5:00 pm on Level 4 and Level 9 for the North stairwell only.
7. If you use the North stairwell to exit the building, you will arrive at the grass area between Diamond Health Care Centre and Jack Bell Research Centre. You cannot enter the building from this location.
8. The North Stairwell doors, the interior side of the door has a "Green Route" decal placed on them to assist with becoming familiar with the Green Route.

If you have any questions or concerns, please contact the BGIS Help Desk at 604-875-5830 or DHCCHelp@bgis.com.

HEALTH & SECURITY AND SAFETY

BUILDING SECURITY

Security services at the GLDHCC are provided by Paladin Security. The onsite security office is located in Room 8139. Security can be contacted at 604-875-4492 (non-emergency number).

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

For more detailed information, refer to the **Building Security** section (pg. 29 - 30) of the [BGIS Tenant Information Handbook](#).

EMERGENCY PROCEDURES AND FIRE SAFETY

The GLDHCC is equipped with a two-stage alarm system. If the first-stage fire alarm goes off, follow the instructions from the public address system and the floor wardens at all times. Unlike in other buildings, a fire alarm does not equal immediate evacuation. But If you discover a fire, follow “R-A-C-E.” Code RED is second-stage fire alarm. Do not evacuate until instructed to do so (by floor wardens/hospital security/PA announcement), unless you are in immediate danger.

Please refer to the **Emergency Procedures and Fire Safety** section (pg. 33 - 35) of the [BGIS Tenant Information Handbook](#).

HEALTH AND SAFETY

FIRST AID

From a landline, **7111** is the number to call for all emergencies at GLDHCC. First Aid is available to all staff, students, patients and visitors during all Occupied Hours of the facility. Occupied Hours are defined as M-F 7AM-7PM excluding BC stat holidays.

Outside of these hours, **CALL 911 IMMEDIATELY.**

ERGONOMICS

The UBC Ergonomics program helps to ensure the safety and well-being of employees. It promotes optimal working postures and practices in order to reduce workplace musculoskeletal injuries. If interested, please [UBC HR's Office Ergonomics page](#) for resources and to request a workstation assessment.

OFFICE PROCESSES & PROCEDURES

DEAN'S EXECUTIVE TEAM / OFFICE PORTFOLIOS

The Dean's Executive Team supports the Departments, Schools, Centres and other units in achieving the Faculty's academic mission and provides strategic leadership to the Faculty of Medicine. To learn more about the Dean's Executive Team and each portfolio, or to find contact information and service information for administrative service units, departments, schools, centres and institutes, click [here](#).

VISITORS

If you are expecting visitors, please instruct your guests to contact you as they arrive in the building. Please greet them at elevator lobby/reception and escort them through the office.

MAIL

The address for the DHCC building is:

UBC Faculty of Medicine
(Dept/Unit and Contact Name)
Gordon & Leslie Diamond Health Care Centre (Floor number)
2775 Laurel St.
Vancouver, BC V5Z 1M9

For card access to the DHCC mail room, please contact the BGIS Helpdesk at 604-875-5830 or DHCCHelp@bgis.com.

Any mail addressed to "Faculty of Medicine Dean's Office" will be delivered to IRC 317 first, regardless of intended recipient, and then redirected. Thus when sending, please specify both a dept/person and a building location if possible.

Campus Mail Services can be used to send mail to the Point Grey campus and other hospital sites. Regular service: Pick-up is at 8:30AM and delivered next business day.

Hospital Mail: Mail delivered to FoM's affiliate hospital sites (e.g. VGH, Children's & Women's, & St. Paul's)

External Mail: Mail services are for business purposes only. Unless you have prepaid postage for your personal service items, each piece of outgoing mail must include the appropriate department billing worktag, or bundled together with similarly tagged items.

COURIERS

The Faculty of Medicine / Dean's Office uses several service providers, depending on the package and destination desired – please contact the Office Manager for assistance in selecting an appropriate vendor.

Individual staff are responsible for arranging their own courier pickups. Please contact the vendor – you will need to provide the pickup location & contact, destination address & recipient, approx. size & weight of package, service level, and billing info. After requesting your service, you may leave your package at the front desk for pickup.

Incoming packages are received at the Front Desk. They will be placed into your mail slot.

TEMPLATES & LOGOS

Both the University and Faculty strive to obtain a common look and feel, ensuring the layout and design of printed and electronic materials displays the appropriate logos & information consistently. Templates and graphics [to use are here](#).

Please contact the Communications department for further information on the usage of the logo(s).

OFFICE SUPPLIES

Each group is expected to follow their current established procedures for purchasing office supplies. Please contact your respective administrator for instructions.

BUSINESS CARDS & OFFICE STATIONERY

Each group is expected to follow their current established procedures for purchasing office stationery. Please contact your respective administrator for instructions.

COMPUTER EQUIPMENT

Hardware, Software, & Accessories: MedIT works with preferred vendors to provide hardware solutions that meet the needs of the Faculty. Please discuss any computer requirements with your manager/director; the updated list of available computers and peripherals is located [here](#). If approval is received to purchase new hardware, software, or accessories, complete and submit the "[MedIT Order Form](#)." Purchased software is licensed to individual users to prevent illegal/unethical uses. Once the order has been received, you will be contacted by MedIT to arrange installation/deployment of the new equipment.

Replaced hardware can either be kept by the department or repurposed to the Dean's Office for swing station use. Obsolete equipment is declared surplus and recycled through UBC Sustainability programs.

Note that any equipment not purchased through the MedIT Service Desk will not be serviced nor supported - further [details are here](#).

TELEPHONES

Each group is expected to follow their current established procedures for requesting phone services. Please contact your respective administrator for instructions.

To access UBC's online directory service, click [here](#). Requests for updates to the directory can be sent to your department administrator.

PHOTOCOPIERS AND PRINTERS

Each group is expected to follow their current established procedures for copying, scanning, and printing. For paper, supplies, and servicing, please contact your respective administrator for instructions.

CONFIDENTIAL SHREDDING

Confidential shredding service is provided across VGH. Throughout each floor are several consoles that are serviced regularly – simply place your materials into these consoles.

If you have a large amount of materials, please request a one-off service. Please contact the DHCC Helpdesk at 604-875-5830 or DHCCHelp@bgis.com to arrange – see Facilities section above.

FILE STORAGE

For storage of confidential files, please review the [Faculty's Records Management guidelines](#) and contact the Office Manager for assistance.