

# The Link: A Family Support Centre

Resident & Employee Handbook

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## History of Space/Committees

### Introduction

Initially put into motion in 2013, The Link: A Family Support Centre, also known as “The Link”, officially broke ground (literally) in November 2019 and completed in March 2021. The Link is situated in the Renfrew Collingwood Community - 2780 East Broadway, in a 36,000sq. ft building. The space aims to reduce the barriers for families looking for support and connect community service providers, this location is conveniently accessible by Skytrain, bus, bike routes and includes available public parking.

The Link is a Family Support Centre – is home to Ministry of Child and Family Development (MCFD), Westcoast Family Centres Society (WFC), and Pacific Community Resource Society (PCRS), this space is designed to give families a centralized place to access a variety of services and resources. In 2023, Westcoast Childcare Resource Centre (WCCRC) of 2782 East Broadway, amalgamated with WFC. Together, the agencies form the Child and Youth Innovation Centre Cooperative.

This handbook has been created in collaboration with all agencies to help staff guide to what can be expected working at The Link, and how to best share the space. If you have suggestions or feedback for future versions of this handbook, contact your supervisor or email us

[Link@westcoastfamily.org](mailto:Link@westcoastfamily.org).

### About the Organizations

#### Ministry of Child and Family Development



The Ministry of Child and Family Development (MCFD) is a provincial organization that supports children and youth in British Columbia. Their primary focus is to ensure all children and youth have safe, healthy, and nurturing families and they provide services to achieve this goal. There are two Family Services teams that operate out of this office (RFD and RFJ), and the Adoptions and Guardianship Team (RFL).

#### Westcoast Family Centres Society



Westcoast Family Centres (WFC) is a multi-service non-profit that has been serving families in the Lower Mainland since 1984. WFC delivers child-centered, evidence-based, family focused programs and services with the mission to strengthen relationships between children and families and between families and their communities.

Visit the WFC website to learn more: <https://www.westcoastfamily.org/>



Our Child Care Resource Centre provides information, referrals, training and resources to families, individuals and organizations who are seeking the best child care and early learning.

Visit the CCRC website to learn more: [Westcoast Child Care Resource Centre](#)

#### **Pacific Community Resource Society**



Pacific Community Resource Society (PCRS) delivers people-centred social services with the mission to inspire healthy and inclusive communities. Their services include education, employment, housing, mental health, and much more.

Visit the PCRS website to learn more: <https://pcrs.ca/>

## Tips for working in a co-working space!

The Link will be a shared, co-working environment. This has many advantages but if this is your first time working in a co-working space, it may take some getting used to. Here are some tips on how to get the most out of your co-working space:



### Be respectful of others.

- This goes for both the shared workspace as well as the shared staff areas like the kitchen, bathroom, and shower areas. Keep all areas clean and keep noise to a minimum so that everyone can get their work done.



### Take advantage of meeting rooms.

- If you know you have something to discuss with a teammate, take advantage of the meeting rooms for extra privacy and to avoid distracting others. Ensure to book your room in advance if possible. Check out the meeting room guidelines on page 6.



### Bring the essentials.

- Here's a tip: keep your laptop, headphones, chargers, and anything else you need in your workbag or locker (if available). And if you do forget something, don't be afraid to ask for help from reception.



### Bring headphones.

- These can be a lifesaver if you are easily distracted by noise or activity around you. You can turn up some tunes or invest in some noise-cancelling headphones to help you focus.



### Engage in community events.

- One of the best parts of having a co-working space is the sense of community that comes along with it. Keep an eye out for advertised events.



### Take regular breaks.

- This is good advice regardless of what kind of environment you work in. Move around step outside in the staff yard, do some stretches, or utilize the shared wellness room to meditate, avoid burnout and increase productivity.

## Access

Each employee and/or student will receive a security/access training prior to offering service at the space. It is important to familiarize yourself with the access and security of the building. If you have any questions, please don't hesitate to ask your agency contact or email the Link at [Link@westcoastfamily.org](mailto:Link@westcoastfamily.org).

## General

- Employees at the Link each will have unique access cards. For identification purposes:
  - **WFC** – Purple Lanyard
  - **MCFD** – Green Lanyard
  - **PCRS** – Blue Lanyard
  - **Visitor** - Orange
- Always keep your access card on you when at the LINK. All cards are assigned to a specific person. Do not share your card with anyone.
- If you lose your card, please contact your supervisor immediately.
- All clients/guests/visitors must use the sign in system/sheet at reception.
- Clients/guests must be accompanied outside of the shared reception area. Do not leave your clients unattended.
- Clients/guests only have access to client space (reception, client washrooms, meeting/playrooms). There is no shared kitchen for clients – however, a microwave, fridge, and sink at the front reception if needed.
- All staff and clients/guests must use the sign in system/sheet at reception for COVID contact tracing and emergency evacuations.

## Parking

Parking is limited at The Link and has been assigned by organization. We encourage all staff to use the transit system when possible. We are within walking distance to the Renfrew Skytrain Station.

### MCFD:

- 35 reserved spaces for staff distributed between the front and back of the building
- Visitor parking is not provided.

### WFC:

- 17 spots in the front of the building:
  - 4 spots reserved for WFC Vans only
  - 8 spots for 3-hour max parking
  - 2 spots for 1-hour max parking
  - 2 guest spots
  - 1 accessible spot
- 8 spots in the back of the building:
  - All reserved for WFC staff – no time restriction

### PCRS:

- 7 spots in the front

- 4 spots marked “PCRS Reserved”
- 2 spots for 3-hour max parking
- 1 accessible spot
- 3 spots in the back
  - PCRS Reserved

### **Alternate Parking**

Street parking is available (Restrictions may apply)

### **Rear Parking Lot**

The rear parking lot has 2 gates. The sliding gate (2<sup>nd</sup> gate as you enter the parking lot) is on a timer schedule and is open between **6:30 AM – 7:00 PM everyday (including weekends)**.

### **Afterhours**

The outside gate (closest to the street) is locked with a **black padlock** afterhours. To open you will need a key (currently at front desk reception) to unlock it.

At the second sliding gate you will need to enter the code **(2535)** into the keypad to open the gate.

This keypad also opens the man door beside the sliding gate. To open the door: **press 2 and 4 simultaneously and then press 3**. After that twist the handle which will open the door.

### **Exiting Afterhours**

For exiting through the man door, you just need to twist the handle and it will open. Please make sure the door locks behind you!

When exiting the parking lot with your vehicle – drive your car onto the **outlined ‘rectangle’** on the ground, and the gate will slide open itself and close itself after.

Please close the street-side gate after you have exited with your car and securely lock the padlock again.

### **Paid Parking Lots**

#### **WestPark Lot 013 - La Salle College**

2665 Renfrew St, Vancouver, BC V5M 3M4

#### **Broadway Tech Centre - Lot #9078**

2925 Virtual Way, Vancouver, BC V5M 1Z1

## Security

### Auto Alarm

For security reasons, the building is set to automatically-arm (Auto-Arm) each night at specific times.

**Auto Arm Times:** 8:00 PM, 10:00 PM, 12:00 AM, 2:00 AM, 4:00 AM

#### How to Turn Off Auto-Arm:

1. You will hear a beeping noise from the keypad and a solid tone from the green disarm buttons located throughout the hallways.
2. You will have **three (3) minutes** to find a green button for the alarm. Hold the button for **two (2) seconds**. When you press the green button, the alarm system is delayed by 30 seconds to give staff time to go to the nearest main entry point and tap their card. (beeps will be very soft)



<-- green button

3. You will need to do this for **every auto-arm time** if you are in the building. e.g. 8 PM and again at 10 PM

ON THE MAP "CC" INDICATES WHERE THE GREEN BUTTONS ARE LOCATED THROUGH-OUT THE BUILDING.

Once again, when you press the green button, the alarm system is delayed by 30 seconds to give staff time to go to the nearest main entry point and tap their card.

### Contact Information

#### Emergency Contacts

**City of Vancouver** (Urgent Maintenance Requests) – 311



**Fire, Police, Ambulance – 911**

**BC Gas Leaks and Odours – 1-800-663-9911**

**Poison Control Centre – 604-682-5050**

**Power Outages – 1-888-769-3766**

### **Non-Emergency Contacts**

**Police – 604-717-3321**

**Fire Department – 604-665-6000**

**Ambulance – 604-872-5151**

**MCFD After Hours – 604-660-4927**

**BC Crisis Centre – 604-872-3311**

**City of Vancouver - Maintenance Request - 604-873-7000**

## **Meeting / Family Rooms:**

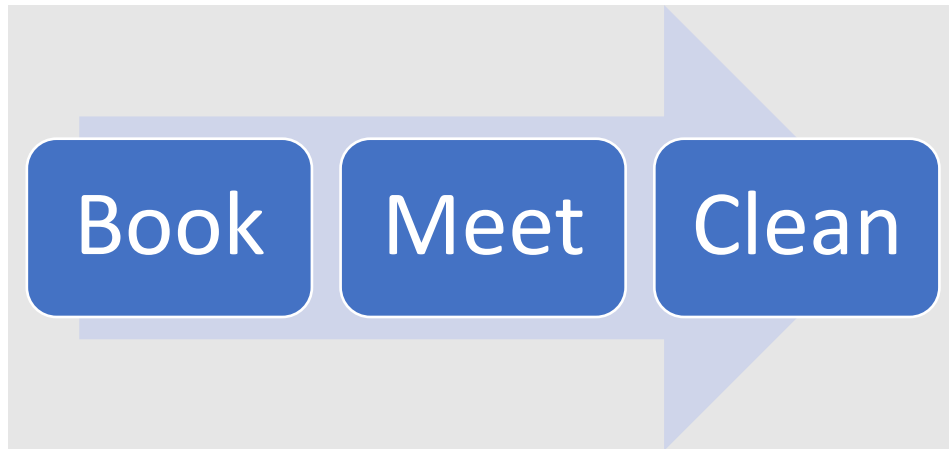
### **Description / Use**

Each organization has their own dedicated meeting/family rooms as well as shared meeting/family rooms. We encourage staff to book dedicated rooms prior to booking shared meeting rooms.

The Link has:

- 10 Meeting / Family Rooms (interviews, visits, or sessions)
- 1 large Conference Room that can be split into three separate rooms

These rooms are shared by all three agencies and must be booked in advance using the **Booked Scheduler** room booking application or by scheduling your appointment directly on the electronic devices mounted at each room entrance.



## Bookings

Rules/guidelines for room bookings in the shared space:

- 1. Book early:** Schedule meetings in advance to reserve space and create easy scheduling for everyone. You can only book your rooms up to 3 months in advance and 3 bookings in succession, so others are able to have equitable time in the various rooms.
- 2. Schedule appropriately to properly accommodate meeting size:** Book a room that is the right size for your meeting size. Do not book a large room for a small party. Larger rooms should be prioritized for larger groups.
- 3. Schedule time for clean up after your meeting:** When booking a room please include an extra 15 mins at the end of your meeting to allow time for cleaning and resetting the room to the way it was originally set up.
- 4. Cancel/reschedule your meetings as soon as possible**
  - If you book a room and then do not require it, cancel your booking online as soon as possible.
  - If changes occur in date/time or meeting is canceled please make proper changes to scheduled ASAP to free space in schedule and allow following meetings to make accommodations
- 5. Close the door:** Close the door during meetings to reduce noise in office and maintain privacy.
- 6. Exit meeting room quickly after meeting ends:** If meeting typically runs long (or expected to run long) try to accommodate extra time in initial scheduled time

## Cleaning

- 1. Keep room clean:**
  - There will be a picture of how the room should look; The room must be left as shown in the photo.
  - Clean up the space after meeting and remove trash so that the room is ready for the next meeting.
- 2. Waste Bins**

- There are no waste bins in meeting rooms. Please instruct attendees/guests of meeting to dispose of trash in nearest waste bin outside of meeting room
- Diapers must be changed on changing table and disposed of in bathroom.

Renting - how do community partners rent?

## Shared Staff Space

Staff areas in The Link are shared by all staff members in the building (MCFD, WFC, PCRS). Keep these spaces clean for everyone to enjoy.

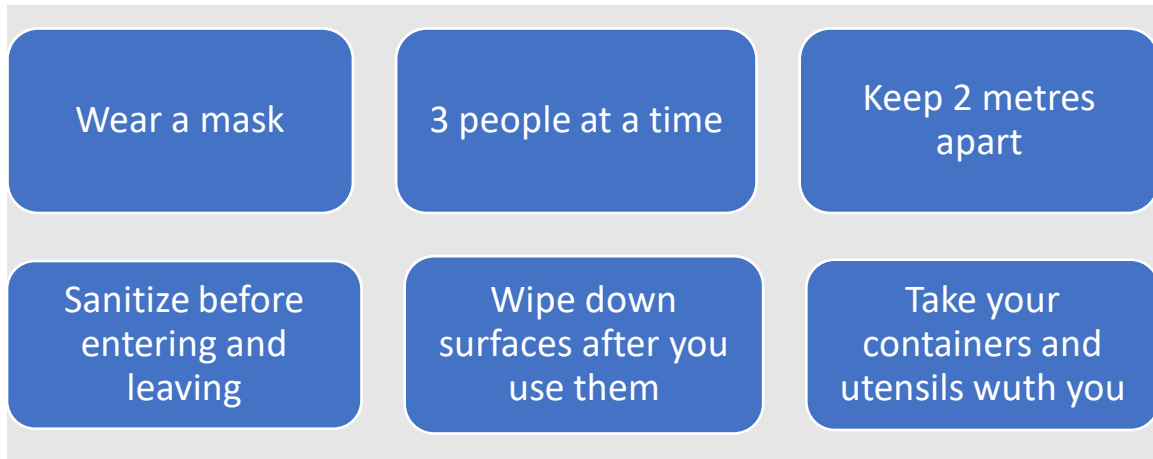
### Kitchen

#### **Daily guide of use of Kitchen:**



- Keep surfaces clear and clean of food debris and dishes,
- **Wash and dry dishes immediately after use.**
- Clean spills immediately, this includes using the broom or mop if a spill occurs during the day.
- Clearly label and store items in proper containers. **Label items for yourself and for your organization.**
- Use safe containers (like Tupperware) for food storage and keep items covered.
- Use microwave safe dishes/containers when heating food.
- **Cover with microwave lid when microwaving, use paper towel if cover is unavailable.**
- Be respectful of strong odors.
- **Be respectful of refrigerator space.**
- **Don't eat food that isn't yours.**
- If the trash bin is full, remove it and dispose of it in the outdoor trash bin. Replace the bin with a new bag.
- **Coffee and tea** is provided for clients/guests in the main reception area. Staff are not to drink this but drink their own coffee/tea in their dedicated staff spaces.

### **COVID Protocols**



Please follow COVID signage posted throughout the shared space.

- Please wear a mask while in kitchen. You may remove your mask only when you are seated and eating.
- Follow room limit signs.
- Practice social distancing (6ft/2m apart) while in shared spaces.
- No loitering in space. Please leave once done preparing meal/drink or eating and washing your dishes.
- Hand Washing and Sanitizing:
  - Must wash/sanitize hands when entering the kitchen prior to touching anything.
  - Must wash/sanitize hands again before leaving the kitchen
  - Dry hands with paper towel and dispose in proper trash bin.
- Ensure paper towels, dish soap, sponges and hand soap are always stocked in accessible location of kitchen. If you don't know where the supplies are, please notify one of the Office Administrators.
- No communal dishes due to COVID. Individual plates, drink ware and utensils must be washed and dried after use and taken with you when leaving.
- Dish Sponges (if used) should be disposed of end of day and restocked.
- Microwave must be wiped down after each use.

### **Kitchen: Annual Schedule**

The Organization allocated for the month will be responsible for:

- Weekly Clean-up to be completed by Friday at 5:00pm
- Monthly Clean-up to be completed on the last Friday of the Month.

<p><b>January</b></p>	
<p><b>February</b></p>	
<p><b>March</b></p>	
<p><b>April</b></p>	
<p><b>May</b></p>	
<p><b>June</b></p>	
<p><b>July</b></p>	
<p><b>August</b></p>	
<p><b>September</b></p>	
<p><b>October</b></p>	

<b>November</b>	
<b>December</b>	 <b>Pacific Community Resources Society</b>

### **Kitchen: Cleaning Check List**

#### Weekly Tasks:

- Fridge
  - Wipe down surfaces.
  - Fridge must be emptied completely on Friday except for Organization specific items (like Juice or snacks). Organizational items must be labeled clearly and in one specifically identified fridge.
- Microwave
  - Wipe down inside and outside.
- Dishes
  - Dishes are the responsibilities of the user, however, if any dishes are left in the sink ensure that they are placed in the dishwasher or put away.
  - Turn on the Dishwasher cycle.
- Surface
  - Wipe down surfaces.
- If Trash is full, remove and replace with new bag.

#### In addition to the weekly tasks, at the end of the month:

- Food Sweep
  - Check the freezer for any unmarked items and dispose of them.
- Clean and disinfect cupboards, counter tops and other surfaces with proper sprays/ cleaners.
- Clean and wipe down garbage cans.
- Replenish and restock any pantry items or kitchen staples such as paper towels, cups, utensils, water dispenser etc. Inform reception to order any items that are running low that are needed for the kitchen.

### Wellness/Outdoor

The Kaslo Hub Social and Wellness Committee has been meeting regularly since March 2020 with the focus to ensure that we create a healthy, happy, positive and integrated work environment for staff. It is the collective goal of the Social/Wellness Committee to ensure that staff have opportunities to interact and be informed in regard information/resources with a Social/Wellness focus in this new work site.

### **Wellness Room**

The wellness room is a special area for you! It designated for quiet time, privacy, recuperation, and first aid. It is a screen-free zone.

Please be respectful and mindful of how you use this space.

### **Social**



## Reception and Facilities

### Local Food + Coffee Shops

The Link is located within walking distance to a variety of local restaurants and coffee shops:

° Tim Hortons ° Starbucks ° Subway ° Gong Cha ° Sushi Royal House ° Donair Affair ° Fresh Slice ° Pizza Hut ° Pho Kitchen ° Basil Garden ° Mr. Sub ° Vallarta's Mexican ° Fighter Chicken ° Freshii ° McDonald's

### Supplies

Cleaning supplies and equipment are in the utility room inside the Staff washrooms and can be found in the staff kitchen inside the cupboards and under the sink.

### Storage

- The storage area is a shared space with shelves assigned for each agency.
- If some car seats do not fit on your shelves, label them with the agency name and place in the shared storage area.
- Admin staff will be the storage room key holders.
- Please do not store chemicals in the storage room.

### Posters/Signage/Whiteboard/TV use

### Thermostats

Thermostats are under temperature recording and monitoring. If you are noticing that an area is too hot or too cold; please let reception know before making any changes to the thermostat. This will allow us to monitor and regulate the temperature accurately.

### Washrooms/Shower/Laundry

#### Shared Showers

- Showers are first come first serve.
- Bring your own supplies e.g., hygiene, towels etc...
- It is highly recommended that you wear foot ware (flip flops).
- Any personal items left in the shower will be emptied out every night.
- Be mindful and respectful of use of facilities.

## Shared Laundry

PCRS has generously donated a washer and dryer machine to The Link! The machines are in the utility closet inside the staff washrooms – but has not been hooked up yet.



## Reporting Protocols

### Injury

### Spill

If a spill has accidentally been made; first place the wet floor sign (located in the utility room) beside the spill to prevent any injuries. Spills should then be cleaned up in a timely manner and not left unattended.

### Maintenance i.e., broken not function

If any equipment becomes broken/not functioning properly or there are general maintenance needs; please notify reception as soon as possible. You can also email [link@westcoastfamily.org](mailto:link@westcoastfamily.org).

### How to raise a concern

- How to make it more proactive as opposed to a formal grievance process.
- We suggest each team to encourage possible small steps if there is a concern in the workplace:

Examples:

- Talk to the person with whom you have a concern.
- Talk to your immediate supervisors.
- Problem-solve together on how to approach the situation.
- Create an info graph/tree as to possible solutions.

### Lost or Stolen Access Cards

If you have lost or believe your access card has been stolen – Please email or call HR immediately ( [Human.Resources@westcoastfamily.org](mailto:Human.Resources@westcoastfamily.org) ) / 604.254.5457

## Health and Safety

The health and safety of all staff and guests of The Link are of paramount importance. Make sure to familiarize yourself with health and safety protocols to ensure a safe environment.

### Animals on site

- No Animals are permitted onsite except certified animals (e.g. guide or therapy dogs)
- Therapy Dogs:
  - Therapists must confirm the animal is a certified therapy animal for use in the clinical sessions.
  - Therapists should advise the building which days the dog is on site in case of staff allergies or fears.
  - Therapy dog must be close to his/her/their human and on a leash when others are around outside of closed sessions.
  - Staff are not permitted to bring their pets to work, other than certified guide dogs.

### COVID-19 Protocols

During the COVID-19 pandemic, extra cleaning and safety protocols are in place to protect staff and guests.

- Masks are mandatory for staff and clients in any shared space.
  - Disposable masks are available for clients/guests at reception.
  - Masks are recommended for children over the age of 2.
  - Wear a mask in the kitchen unless you are sitting down and eating.
- All clients are required to pass a COVID-19 assessment at reception prior to receiving service or walking through the building.
- Guests/clients that do not comply with COVID rules are not allowed in the building.
- Cleaner will come in every day (either 5 days or 7 days if there are weekend programs) to clean high-touch surfaces / sanitize / washrooms
- Staff are expected to clean up after themselves and their clients. Use spray and paper towel to wipe down the required items that are on the cleaning checklist.
- Reception staff (or another assigned person) must wipe down the reception area (seating, tables, front door handle) every few hours throughout the day.
- Use a sign-off list in each shared room of who cleaned it last (initials) with the date and time.
- Discourage clients from bringing any extra materials/toys/food, etc. into the building.