

BRANCH PLANNING FOR EASING OF COVID-19 RESTRICTIONS

Corporate Services Branch

June 2020

HEALTH CANADA / PUBLIC HEALTH AGENCY OF CANADA PRINCIPLES

- The health, safety and wellness of public servants are paramount.
- Public Health Instructions to contain the spread of the coronavirus will be adhered to; and
- Programs and Services that the Government of Canada and Canadians rely on will be maintained.



Preparing the Workforce



**Supporting the Work
(onsite and remote)**



Preparing the Workplace

BRANCH PROFILE

The Corporate Services Branch (CSB) provides corporate support and services nationally for Health Canada (HC) and the Public Health Agency of Canada (PHAC). Under the HC-PHAC Shared Services Partnership, CSB supports both organizations in the areas of: Access to Information and Privacy, Enterprise Architecture, Human Resources, Information Management and Technology, Real Property and Security. CSB is also the Government of Canada lead for the Public Service Occupational Health Program and Employee Assistance Services.

The Branch comprises of the following directorates:

- Assistant Deputy Minister's Office (ADMO)
- Business Renewal and Enterprise Architecture Directorate (BREAD)
- Human Resources Services Directorate (HRSD)
- Information Management Services Directorate (IMSD)
- Planning, Integration and Management Services Directorate (PIMSD)
- Real Property and Security Directorate (RPSD)
- Specialized Health Services Directorate (SHSD)

Employees: 1509 Workstation Count: 1870 Device Count: 2659

CRITICAL SERVICES and MISSION CRITICAL SYSTEMS APPLICATIONS (MCSA)

| Critical Services | MCSAs |
|--|--|
| <ul style="list-style-type: none">• 17 - Level 1 critical services• 5 - Level 2 critical services | <ul style="list-style-type: none">• No MCSAs |

BRANCH PLANNING FOR EASING OF COVID-19 RESTRICTIONS
Corporate Services Branch
June 2020

HOURS OF WORK AND OTHER ARRANGEMENTS AS A RESULT OF THE COVID-19 PANDEMIC

To date, there have been the following changes to hours of work/shift work in the **Corporate Services Branch (CSB)**:

- The **Occupational and Critical Stress Management Program** extended their core hours of work to 8pm.

Nonetheless, management across Health Canada and the Public Health Agency are exercising existing flexibilities within employees' relevant Collective Agreements to support the COVID-19 response. For example, CSB managers could be leveraging their ability to stagger employees' hours of work within the established core hours to maximize coverage. Similarly, an increase in scheduling of overtime and standby could be used to support the influx of work as a result of the COVID-19 pandemic.

BRANCH PLANNING FOR EASING OF COVID-19 RESTRICTIONS
Corporate Services Branch
June 2020

| BRANCH PHYSICAL PRESENCE REQUIREMENTS (REFERENCE ANNEX A) | | | | | | | | | | | | |
|--|---------------|--|----------------------------------|---------------------------------|--|---|---|----------------------------------|--|---|-------------|-------------|
| Building | Location | HC/PHAC Total pre-covid Workstation counts | CSB pre-covid Workstation counts | CSB pre-covid % of workstations | | HC/PHAC Forecasted required # of workstations (A) | CSB Forecasted required # of workstations | CSB forecasted % of workstations | | Current Est HC/PHAC Attendance Counts (B) | Delta (A-B) | Off-site |
| Vanguard | Ottawa | 203 | 159 | 78% | | 16 | 16 | 100% | | 16 | 0 | |
| Brooke Claxton | Ottawa | 804 | 230 | 29% | | 110 | 14 | 13% | | 86 | 24 | |
| Holland Cross - Tower B | Ottawa | 402 | 114 | 28% | | 22 | 11 | 50% | | 7 | 15 | |
| Sir Frederick Banting Research | Ottawa | 531 | 12 | 2% | | 138 | 10 | 7% | | 40 | 98 | |
| Stanley Knowles | Winnipeg | 193 | 78 | 40% | | 14 | 8 | 57% | | 10 | 4 | |
| Holland Cross - Tower A | Ottawa | 270 | 36 | 13% | | 10 | 5 | 50% | | 5 | 5 | |
| Maritime Centre | Halifax | 156 | 68 | 44% | | 5 | 5 | 100% | | 14 | -9 | |
| Judicial Complex | Toronto | 226 | 38 | 17% | | 11 | 4 | 36% | | 1 | 10 | |
| Complex Guy Favreau | Montréal | 196 | 70 | 36% | | 6 | 4 | 67% | | 10 | -4 | |
| 340 Legget Drive | Kanata | 479 | 479 | 100% | | 4 | 4 | 100% | | 13 | -9 | |
| Canada Place | Edmonton | 142 | 40 | 28% | | 4 | 4 | 100% | | 3 | 1 | |
| 33 Weldon Street | Moncton | 25 | 3 | 12% | | 4 | 4 | 100% | | 0 | 4 | |
| Sinclair Centre | Vancouver | 93 | 35 | 38% | | 4 | 4 | 100% | | 0 | 4 | |
| P.L. James Place | Victoria | 7 | 7 | 100% | | 4 | 4 | 100% | | 0 | 4 | |
| Occupational Health Unit | Ottawa | 123 | 123 | 100% | | 3 | 3 | 100% | | 16 | -13 | |
| 1550 D'Estimauville | Québec | 13 | 3 | 23% | | 3 | 3 | 100% | | 1 | 2 | |
| Longueuil Lab | Longueuil | 228 | 13 | 6% | | 50 | 2 | 4% | | 66 | -16 | |
| Scarborough Lab | Scarborough | 214 | 15 | 7% | | 25 | 2 | 8% | | 42 | -17 | |
| Harry Hays | Calgary | 27 | 2 | 7% | | 1 | 1 | 100% | | 0 | 1 | |
| 4595 Canada Way | Burnaby | 87 | 6 | 7% | | 0 | 0 | 0% | | 2 | -2 | |
| 370 Speedvale | Guelph | 125 | 6 | 5% | | 4 | 0 | 0% | | 7 | -3 | |
| Old Kingston Post Office | Kingston | 3 | 3 | 100% | | 0 | 0 | 0% | | 0 | 0 | |
| Joseph Sheppard | Mississauga | 46 | 1 | 2% | | 0 | 0 | 0% | | 0 | 0 | |
| New Waterford | New Waterford | 59 | 59 | 100% | | 0 | 0 | 0% | | 0 | 0 | |
| 130 Colonnade | Ottawa | 524 | 15 | 3% | | 20 | 0 | 0% | | 36 | -16 | |
| 269 Laurier | Ottawa | 684 | 2 | 0% | | 8 | 0 | 0% | | 10 | -2 | |
| Finance Building | Ottawa | 334 | 2 | 1% | | 11 | 0 | 0% | | 17 | -6 | |
| Graham Spry | Ottawa | 416 | 2 | 0% | | 23 | 0 | 0% | | 15 | 8 | |
| Jeanne Mance | Ottawa | 1500 | 148 | 10% | | 54 | 0 | 0% | | 86 | -32 | |
| Main Building | Ottawa | 1188 | 174 | 15% | | 25 | 0 | 0% | | 35 | -10 | |
| Personnel Records Centre | Ottawa | 7 | 7 | 100% | | 0 | 0 | 0% | | 5 | -5 | |
| Leeds Warehouse | Ottawa | 3 | 3 | 100% | | 0 | 0 | 0% | | 0 | 0 | |
| Sir Charles Tupper | Ottawa | 513 | 4 | 1% | | 43 | 0 | 0% | | 8 | 35 | |
| Alvin Hamilton | Regina | 24 | 3 | 13% | | 0 | 0 | 0% | | 5 | -5 | |
| Canadian Science Centre - N | Winnipeg | 89 | 7 | 8% | | 0 | 0 | 0% | | 202 | -202 | |
| | | | | | | | | | | | | |
| Total Employees | 1509 | | | | | | 92 | | | | | 1417 |

Notes:

- CSB occupies 35 buildings nationally and has requested physical presence in 19 of those buildings (7 in the NCR and 12 in the Regions)
- Based on occupancy considerations (transportation considerations, base building (access/egress), workstation configuration and circulation, common areas, and multi-tenants) approximated 8 of the buildings will be slated for early intervention/preparation as they are deemed to have a high complexity rating

BRANCH PLANNING FOR EASING OF COVID-19 RESTRICTIONS

Corporate Services Branch

June 2020

ANNEX A: BUSINESS CONTINUITY PLANNING

| Program | Supports Critical Service # (see sheet 1) | #FTE needed On Site | Location & Office Building (i.e. building name/address) | #FTE needed virtually | Timeframe (1-2 weeks or 3+ weeks) | Name of IT Application required to support this activity (please use standard (proper name) of IT resource) | Full Recovery/Partial recovery. If partial then when do you need to get to Full | If located in multiple buildings can you phase recovery across locations? | Notes |
|--|---|---------------------|--|-----------------------|-----------------------------------|---|---|---|-------|
| ADMO (Corporate Services) | N/A | 0 | Brooke Claxton Building, 70 Columbine Dr. Ottawa, ON K1A 0H9 | 11 | 1-2 weeks | Lotus Notes (MECs), standard office applications | Full recovery | N/A | |
| Enterprise Architecture (IT) | N/A | 0 | Maritime Centre, Brooke Claxton & Guy Favreau | 6 | 1-2 weeks | N/A | Fully recovered virtually but may be slower in achieving outcomes due to partners not being at full capacity or focused on critical services. | N/A | |
| Transformation, Engagement and Alignment (IT) | N/A | 0 | Brooke Claxton | 2 | 1-2 weeks | N/A | Fully recovered virtually but may be slower in achieving outcomes due to partners not being at full capacity or focused on critical services. | N/A | |
| Data, Partnerships and Innovation (IT) | N/A | 0 | Brooke Claxton & Winnipeg | 10 | 1-2 weeks | N/A | Fully recovered virtually but may be slower in achieving outcomes due to partners not being at full capacity or focused on critical services. The unit normally also provides Support to physical iHUB spaces is location dependant but not required until face to face sessions resume (no timeframe). | N/A | |
| Directorate Management and Oversight - BREAD, CSB | N/A | 0 | Maritime Centre & Brooke Claxton | 4 | 1-2 weeks | N/A | Fully recovered virtually but may be slower in achieving outcomes due to partners not being at full capacity or focused on critical services. | N/A | |
| DGO - Provides the leadership and strategic direction to the Directorate management team in every aspect of HC and the Agency's HR services and advice | | 0 | | 9 | DONE | All usual IT systems and equipment PLUS Lotus Notes (MECS); SAP; BCP data base; ZOOM | Fully recovered | N/A | |
| EGS - EX Emergency Staffing & This division provides a full range of Human Resources (HR) services to Executives and excluded MOF-4/5s, in Health Canada and the Public Health Agency of Canada including staffing, classification, employee relations, talent management and succession planning. | | 0 | | 16 | DONE | All usual IT systems and equipment PLUS: PSRS, PSC SLE Tracking System, Staffing LOG - Lotus Notes, Phoenix; ZOOM | Fully recovered | N/A | |
| CSD - Emergency Staffing NON-EX & Staffing and Classification assists/ give advice to managers in ensuring they have secured the appropriate human resources to meet their respective mandates | | 0 | | 193 | DONE | All usual IT systems and equipment PLUS: PSRS, PSC SLE Tracking System, Staffing LOG - Lotus Notes, Phoenix; BOXI; ZOOM | Fully recovered | N/A | |
| WWWD - The division provides leadership and guidance on a range of workplace relations and organizational well-being programs and services | | | | 85 | DONE | All usual IT systems and equipment PLUS HOIR (AIRS database and gdocs); WWSC - Case Management tool; Shared drives ; Learning Management System (cloud); PHAC Moodle (SSC), MS Teams, Zoom, Visio, Foxit Phantom, MS Power BI ; MS TEAMS; ZOOM; Second language testing portal (PSC); PSPM Application (TBS); SAP; EPASS Telephone system | Fully recovered | N/A | |

BRANCH PLANNING FOR EASING OF COVID-19 RESTRICTIONS

Corporate Services Branch

June 2020

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| Labour Relations - Provide strategic LR advice to management related to Collective Agreement requirements and implications, and other workplace labour considerations | | 0 | | 44 | DONE | All usual IT systems and equipment PLUS Outlook and PeopleSoft; ZOOM | Fully recovered | N/A | |
| PMHRSD - Provide pay and benefits advice and transactional services for HC/PHAC/PMPRB/ISC | | 0 | | 98 | DONE | All usual IT systems and equipment PLUS PeopleSoft; Phoenix; Boxi; SAP; ZOOM | Fully recovered | N/A | |
| CPPD - Provides advice, policy interpretation, guidance and oversight to both Health Canada and the Public Health Agency of Canada on the subject of classification, diversity, employment equity, official languages and staffing. | | 0 | | 47 | DONE | All usual IT systems and equipment PLUS PeopleSoft; Lotus Notes; Visio; ZOOM; Staffing Log; Business Objects; Webex; Secure file transfer protocol; Entrust; Python; ETL; Boxi; TBS GST; GoC portals | Fully recovered | N/A | |
| CIO and Program Management (IMSD) | N/A | 0 | | 8 | 1-2 weeks | N/A | Fully recovered virtually but may be slower in achieving outcomes due to partners not being at full capacity or focused on critical services. | | |
| IT Service Management - Client Engagement Services | N/A | 0 | | 33 | 1-2 weeks | N/A | Fully recovered virtually but may be slower in achieving outcomes due to partners not being at full capacity or focused on critical services. | | |
| IT Service Management - Policy and Planning | N/A | 0 | Kanata | 15 | 1-2 weeks | N/A | Fully recovered virtually but may be slower in achieving outcomes due to partners not being at full capacity or focused on critical services. | N/A | |
| IT Service Management - Business Services | N/A | 0 | Kanata | 40 | 1-2 weeks | N/A | Fully recovered virtually but may be slower in achieving outcomes due to partners not being at full capacity or focused on critical services. | N/A | |
| IT Solutions Centre - Application Development and Maintenance | N/A | 0 | Kanata | 135 | 1-2 weeks | N/A | Fully recovered virtually but may be slower in achieving outcomes due to partners not being at full capacity or focused on critical services. | N/A | |
| IT Service Delivery - Distributed Computing Services | N/A | 0 | | 133 | 1-2 weeks | N/A | We are already at full recovery virtually, although productivity and efficiency would increase for some staff to be on site for IT support and distribution of IT equipment depending on which buildings are occupied by program clients. | Yes | *Although we can function virtually to 95%, it would be more efficient for delivery of some DCS and IM Operations service on site depending on the clients present and buildings that are being occupied. |
| IT Service Delivery - Infrastructure and Shared Services | N/A | 0 | | 35 | 1-2 weeks | N/A | Fully recovered virtually but may be slower in achieving outcomes due to partners not being at full capacity or focused on critical services. | | |
| IT Service Delivery - IT Security | N/A | 0 | | 33 | 1-2 weeks | N/A | Fully recovered virtually but may be slower in achieving outcomes due to partners not being at full capacity or focused on critical services. | | |
| Enterprise Projects | N/A | 0 | | 33 | 1-2 weeks | N/A | Fully recovered virtually but may be slower in achieving outcomes due to partners not being at full capacity or focused on critical services. | | |
| Information and Knowledge Management - IM Policy and Open Government | N/A | 0 | | 13 | 1-2 weeks | N/A | Fully recovered virtually but may be slower in achieving outcomes due to partners not being at full capacity or focused on critical services. | | |

BRANCH PLANNING FOR EASING OF COVID-19 RESTRICTIONS

Corporate Services Branch

June 2020

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| Information and Knowledge Management - IM Operations and Tools | N/A | 0 | | 63 | 1-2 weeks | N/A | We are already at full recovery virtually, although productivity and efficiency would increase to be onsite at physical records room locations | Yes | *Although we can function virtually to 95%, it would be more efficient for delivery of some DCS and IM Operations service on site depending on the clients present and buildings that are being occupied. |
| Information and Knowledge Management - Library | N/A | 0 | | 14 | 1-2 weeks | N/A | Fully recovered virtually but may be slower in achieving outcomes due to partners not being at full capacity or focused on critical services. | | |
| Leadership and strategic advice on the delivery and integration of branch management and accountability functions | N/A | 0 | Brooke Claxton Building 70 Colombine Dr, Ottawa | 14 | 1-2 weeks | | Full Recovery (But there are delays in reporting and planning, due to departmental delays and reduced Directorate capacity) | N/A | |
| Administrative services (HR/Finance) to PIMSD | N/A | 0 | Brooke Claxton Building 70 Colombine Dr, Ottawa | 3 | 1-2 weeks | SAP | Full Recovery | N/A | |
| PIMSD-Governance | N/A | 0 | Brooke Claxton Building 70 Colombine Dr, Ottawa | 2 | 3+ weeks | | Partial Recovery | N/A | |
| Strategic communications and operational support for CSB initiatives, and engages employees by planning events and outreach opportunities | N/A | 0 | Brooke Claxton Building 70 Colombine Dr, Ottawa | 9 | 3+ weeks | Vyond and Adobe Creative Suite | Partial Recovery (on-site events temporary suspended) | N/A | |
| Supports HC and PHAC in meeting requirements under the accessible Canada legislation and the Federal Government Accessibility Strategy | N/A | | Occupational Health Unit, 70 Colombine Dr, Tunney's Pasture | 1 | 1-2 weeks | | Full Recovery | Yes | |
| Supports HC and PHAC in meeting requirements under the accessible Canada legislation and the Federal Government Accessibility Strategy | N/A | | 350 Legget, Kanata | 1 | 1-2 weeks | | Full Recovery | Yes | |
| Supports HC and PHAC in meeting requirements under the accessible Canada legislation and the Federal Government Accessibility Strategy | N/A | | Maritime Centre, Halifax, NS | 1 | 1-2 weeks | | Full Recovery | Yes | |
| Assistance and advice to HC and PHAC on the management of personal information, and the application of the Privacy Act | 1,2,3,4,5,6,7,8 | 0 | Holland Cross, Tower A, 11 Holland St, Ottawa, ON | 13 | 1-2 weeks | RICOH - ATIP EDMS | Full Recovery | N/A | |

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Corporate Services Branch
June 2020

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|---|-----|-----------------------|--|------------|-----------|---|---|-----|---|
| Access to Information and Privacy Program (ATIP Request Processing) | N/A | 16* | Holland Cross Tower B 1600 Scott Street Suites 405, 410 & 700 | 57** | 1-2 Weeks | ATIP Application - (Foxit Phantom PDF/Ricoh/Laserfiche) MyKey; MECS; SAP; Zoom CD Burners | Partial Recovery*** Note: 8 FTEs are currently unable to work due to lack of child care or other COVID-19 related reasons. | N/A | Based on operating in two shifts with one employee, per team, per shift (except for Business Support Team - operating with two employees, per shift) Proposed shifts: 1) 6 AM - 11:45 AM (5.75 hours); OR 2) 12:15 PM - 6 PM (5.75 hours) ** FTE count includes: 10 consultants currently under contract. These consultants are required to reach full recovery status; and 5 FTEs who are currently assisting Ontario Public Health with |
| CSB ATIP Single Window | N/A | 0 | Brooke Claxton Building 70 Colombine Dr, Ottawa | 1 | 3+ | | Partial Recovery -The Single Window will recover fully once ATIP processing has resumed fully. | N/A | |
| PIMSD-DGO Support | N/A | 0 | Brooke Claxton Building 70 Colombine Dr, Ottawa | 3 | 1-2 weeks | Lotus Notes (MECS) | Full Recovery | N/A | |
| Manage Security Event/Incident | 1 | 7 | Brooke Claxton , 70 Colombine Dr | 0 | N/A | Manitou CS, Milestone, KeyScan, Matrix | Full Recovery | N/A | |
| Maintain Chain of Custody of Perishable or Hazardous Materials | 2 | 6 | SFBRC, 251 Sir Frederick Banting Driveway Longueuil Lab, 1001 St-Laurent St. W Scarborough Lab, 2301 Midland Ave | 0 | N/A | Hazardous Chemical Database (Web Application Owned by ROEB) | Full Recovery | N/A | ** FTE count includes: |
| Respond to Facilities-related Crises in Laboratory Buildings | 1 | 8 (NCR) 2 (QC, ON) | Ottawa SFBRC, 251 Sir Frederick Banting Driveway OHU 51 Chardon Driveway LCDC, 100 Eglantine Driveway RPB, 775 Brookfield Road EHC, 50 Colombine Driveway Longueuil Lab, 1001 R St-Laurent O Scarborough Lab, 2301 Midland Avenue | 2 (QC, ON) | N/A | SAP | Full Recovery (NCR, Regions) | N/A | 10 consultants currently under contract. These consultants are required to reach full recovery status; and |
| Delivering crisis response services in Office Buildings | N/A | 4 | All Non-Custodial Buildings (Nation-wide) | 1 | N/A | AutoCAD | Full Recovery | N/A | 5 FTEs who are currently assisting Ontario Public Health with contact tracing on a part time basis. |

BRANCH PLANNING FOR EASING OF COVID-19 RESTRICTIONS

Corporate Services Branch

June 2020

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| Monitoring of and response to CCVE and alarms | N/A | 7 (NCR) 2 (QC, ON) | Brooke Claxton , 70 Columbine Driveway Longueuil | 0 | | Manitou CS, Milestone, KeyScan, Matrix, Kantech (not SSC supported - QC) Velocity (not SSC supported - ON) | Full Recovery (NCR & Regions) | N/A | |
| Notify employees of building closures and restrictions during business disruptions | N/A | | Brooke Claxton , 70 Columbine Driveway | 1 | N/A | Mass Notification System (MNS) BCP Hotline | Full Recovery | N/A | *** Provided ATIP Operations Division staff working remotely have adequate and reliable access to VPN during core hours, the only additional factors that would prevent the Division from reaching |
| Maintain and coordinate the installation of electronic access, intrusion detection and CCVE systems . | N/A | 1 (NCR) | Ottawa OHU, 51 Chardon Driveway Brooke Claxton , 70 Columbine Driveway Complexe Guy-Favreau, 200 Rene Levesque W Regions Longueuil Lab, 1001 St-Laurent St. W 820 Berry St. Winnipeg Scarborough Lab, 2301 Midland Ave 180 Queen St W Toronto 110 Stone Rd. Guelph 757 Hastings Ave Vancouver 351 Abbott Street Vancouver 4595 Canada Way | 3 (NCR) 2 (QC, ON) | N/A | Manitou CS, Milestone, KeyScan, Matrix (NCR) Kantech (not SSC supported - QC) Velocity (not SSC supported - ON) | Full Recovery (NCR & Regions) | N/A | a state of full recovery are: |
| Set up secure data/voice communications equipment and accounts | 5 | 4 | 340 Leggat Drive | 1 | N/A | | Full Recovery | N/A | 1) The capacity of other government and third party organizations to respond to consultations; and |
| Personnel Security Screening | 1,2,3,4,5,6,7,8 | 4 | OHU Building, 391 York St., Winnipeg | 12 | N/A | PeopleSoft, Real Time ID (Fingerprinting) | Full Recovery | N/A | 2) The ability of HC and PHAC offices of primary interest (OPIs) to retrieve and provide relevant documents and recommendations. |
| BCM | 1,2,3,4,5,6,7,8 | 0 | BC Building | 6 | N/A | IBM Lotus BCP Database | Full recovery | N/A | |
| Policy and Planning | N/A | 0 | OHU Building | 3 | N/A | | Full recovery | N/A | Note: PHAC is currently receiving a higher than normal volume of ATI requests. PHAC received 58 ATI requests in April 2020 which represents almost five (5) times the volume compared to last FY's average |

BRANCH PLANNING FOR EASING OF COVID-19 RESTRICTIONS

Corporate Services Branch

June 2020

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| EAS - Director's Office | 8 | 0 | Vanguard, 171 Slater St | 6 | | Lotus Notes (in addition to standard office applications) | Currently at full operations | N/A | of 12 requests per month. |
| EAS - EAP Employee Assistance Program | 8 | 2 | Vanguard, 171 Slater St | 32 | | Lotus Notes, IceBarClient; IceManager Monitor; IceManager Administrator (in addition to standard office applications) | Currently at full operations | N/A | |
| EAS - SOS | 8 | 1 | Vanguard, 171 Slater St | 14 | | | Currently at full operations | N/A | |
| EAS - ADR | 8 | 0 | Vanguard, 171 Slater St | 10 | | | Currently at full operations | | |
| EAS - PSERP | 8 | 0 | Vanguard, 171 Slater St | 3 | | | Currently at full operations | N/A | |
| EAS - Client Services | 8 | 0 | Vanguard, 171 Slater St | 6 | | Lotus Notes; Filemaker Pro; standard office applications | Currently at full operations | N/A | |
| EAS - Business Office | 8 | 5 | Vanguard, 171 Slater St | 11 | | | Currently at full operations | N/A | |
| EAS - OCISM | 8 | 2 | Stanley Knowles, 391 York Ave | 5 | | | Currently at full operations | N/A | |
| PSOHP - Director's Office | 8 | 2 | Vanguard, 171 Slater St | 1 | 2 | MS Project; Lotus Notes (in addition to standard office applications) | partial recovery, COVID 19 Vaccination needed | recovery would be phased depending on the requirements of our client departments and the availability of a COVID-19 Vaccination | |
| PSOHP - Associate Director's office | 8 | 1 | Maritime Bldg - 1505 Barrington Street | 5 | 2 | MS Project; Lotus Notes (in addition to standard office applications) | partial recovery | | |
| PSOHP - Clinical Lead | 8 | 0 | Vanguard, 171 Slater Street | 3 | 2 | MS Project; Lotus Notes (in addition to standard office applications) | partial recovery | | |
| PSOHP - Business Support and Reporting Unit | 8 | 0 | Vanguard, 171 Slater Street | 7 | 2 | MS Project; Lotus Notes (in addition to standard office applications) | partial recovery | | |
| PSOHP - Integrated Services Unit | 8 | 0 | Vanguard, 171 Slater Street | 5 | 2 | MS Project; Lotus Notes (in addition to standard office applications) | partial recovery | | |
| PSOHP - Occupational Health Advice Guide | 8 | 0 | Montreal - 200 René-Levesque Blvd West | 2 | 2 | MS Project; Lotus Notes (in addition to standard office applications) | partial recovery | | |
| Vancouver Clinic | 8 | 4 | Vancouver - 757 West Hastings Street | 5 | 2 | MS Project; Lotus Notes, ATS & Legacy (in addition to standard office applications) | partial recovery | | |
| PSOHP - Edmonton Clinic | 8 | 4 | Edmonton - Canada Place, 9700 Jasper Ave | 6 | 2 | MS Project; Lotus Notes, ATS & Legacy (in addition to standard office applications) | partial recovery | | |
| PSOHP - Toronto Clinic | 8 | 4 | Toronto - 180 Queen Street West | 7 | 2 | MS Project; Lotus Notes, ATS & Legacy (in addition to standard office applications) | partial recovery | | |
| PSOHP - Montreal Clinic | 8 | 4 | Montreal - 200 René-Levesque Blvd West | 13 | 2 | MS Project; Lotus Notes, ATS & Legacy (in addition to standard office applications) | partial recovery | | |
| PSOHP - Halifax Clinic | 8 | 4 | Halifax - 1505 Barrington Street | 11 | 2 | MS Project; Lotus Notes, ATS & Legacy (in addition to standard office applications) | partial recovery | | |
| PSOHP - Ottawa Clinic | 8 | 6 | Ottawa - NCR and Clinic - 171 Slater Street | 20 | 2 | MS Project; Lotus Notes, ATS & Legacy (in addition to standard office applications) | partial recovery | | |
| PSOHP - Victoria Clinic | 8 | 4 | Victoria - 1230 Governemtn Street | 0 | 2 | MS Project; Lotus Notes, ATS & Legacy (in addition to standard office applications) | partial recovery | | |
| PSOHP - Calgary Clinic | 8 | 1 | Calgary - 220 4th Avenue | 0 | 2 | MS Project; Lotus Notes, ATS & Legacy (in addition to standard office applications) | partial recovery | | |
| PSOHP - Winnipeg Clinic | 8 | 4 | Winnipeg - 221 - 391 York Avenue | 2 | 2 | MS Project; Lotus Notes, ATS & Legacy (in addition to standard office applications) | partial recovery | | |
| PSOHP - Saskatoon Clinic | 8 | 1 | Saskatoon - 101 22nd Street East | 0 | 2 | MS Project; Lotus Notes, ATS & Legacy (in addition to standard office applications) | partial recovery | | |
| PSOHP - Kingston Clinic | 8 | 3 | Kingston - 31 Hyperion Court | 0 | 2 | MS Project; Lotus Notes, ATS & Legacy (in addition to standard office applications) | partial recovery | | |
| PSOHP - Quebec Clinic | 8 | 3 | Quebec - 902 - 1559 av d'Estimauville | 0 | 2 | MS Project; Lotus Notes, ATS & Legacy (in addition to standard office applications) | partial recovery | | |
| PSOHP - Moncton Clinic | 8 | 4 | Moncton - 33 Weldon Street | 1 | 2 | MS Project; Lotus Notes, ATS & Legacy (in addition to standard office applications) | partial recovery | | |
| PSOHP - St. John's Clinic | 8 | 4 | St John's (NFLD) 10 Barter's Hill, 3rd Floor | 0 | 2 | MS Project; Lotus Notes, ATS & Legacy (in addition to standard office applications) | partial recovery | | |