

**Make New  
Experiences  
Possible**

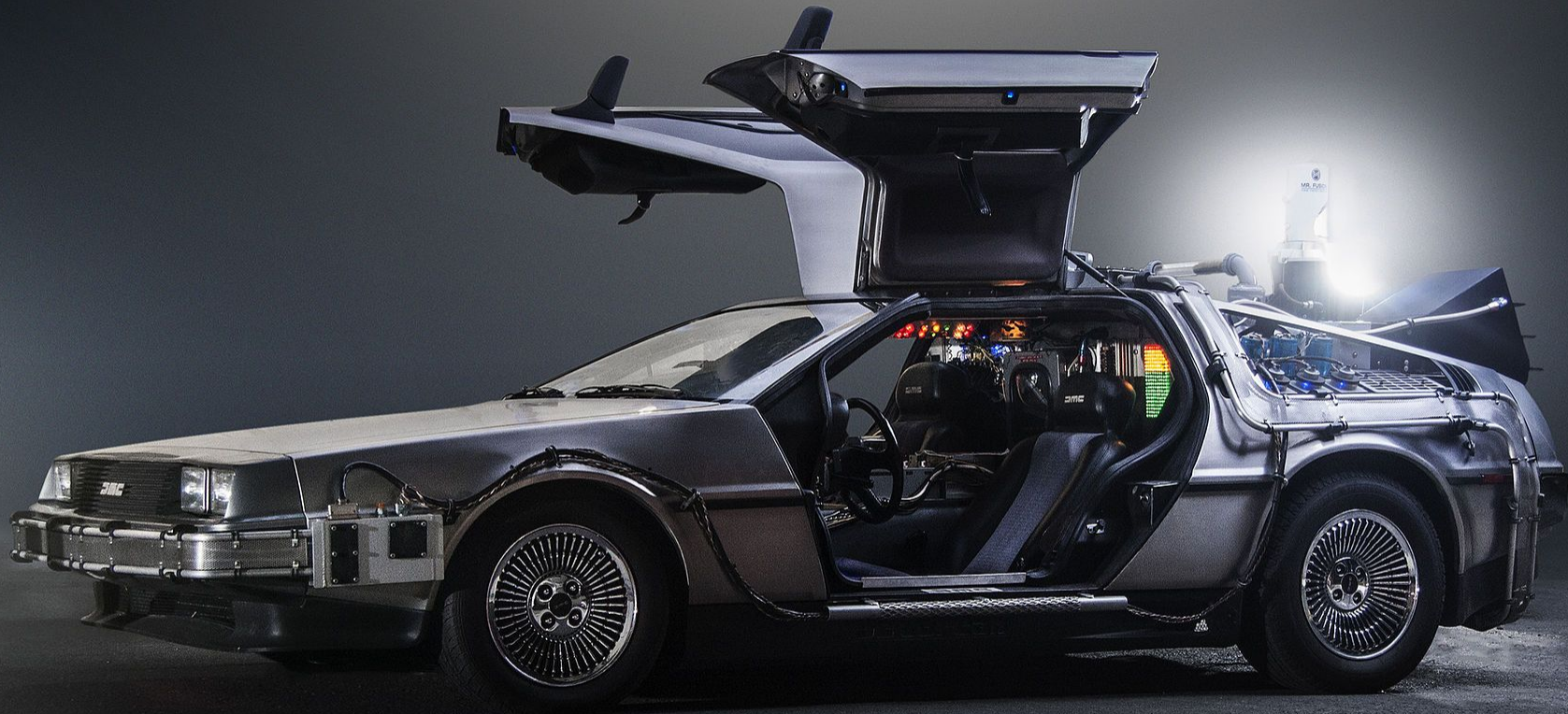


# **12 Months of COVID-19 Design and Digital Response with the British Columbia Government**



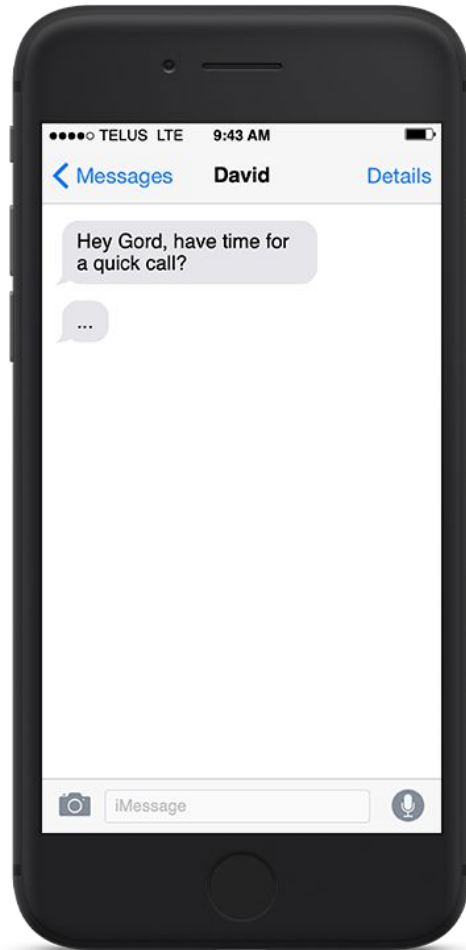
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**For** Civic Design Conference by Rosenfeld  
**By** **Gordon Ross**, Vice President & Partner, OXD  
**Date** December 8, 2021

















**Hello Civic Design!**

**I'm Gord Ross,  
VP and Partner at  
OXD in Vancouver**

**@gordonr** on the twitters





Territories  Languages  Treaties

Search your address, or toggle switches above to add shapes. Click around! [Think critically about this map](#)

Search

Territories

Languages

Treaties

Search

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Languages

Treaties

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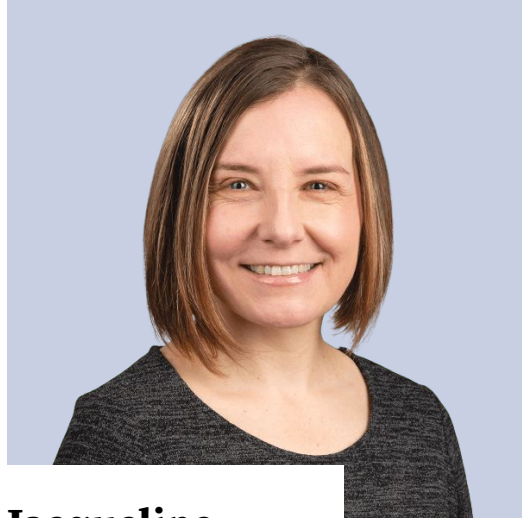
native-land.ca





**Wil  
Arndt**

**Creative Director**

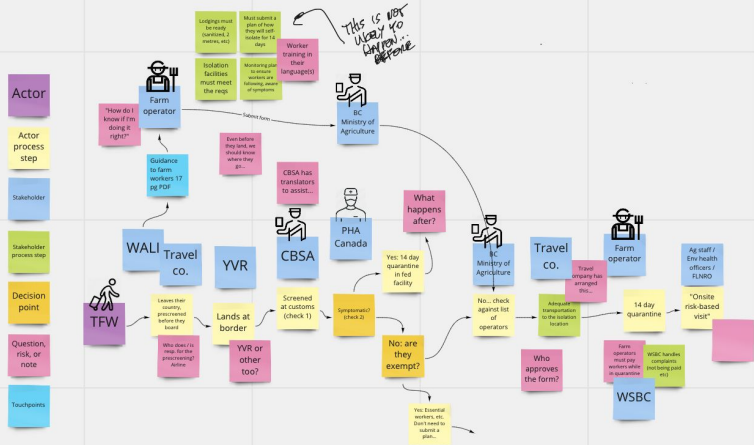
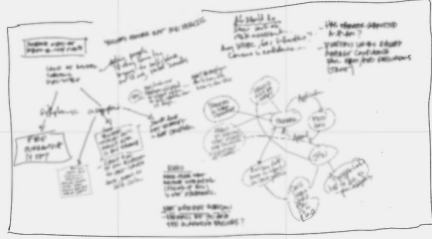


**Jacqueline  
Antalik**

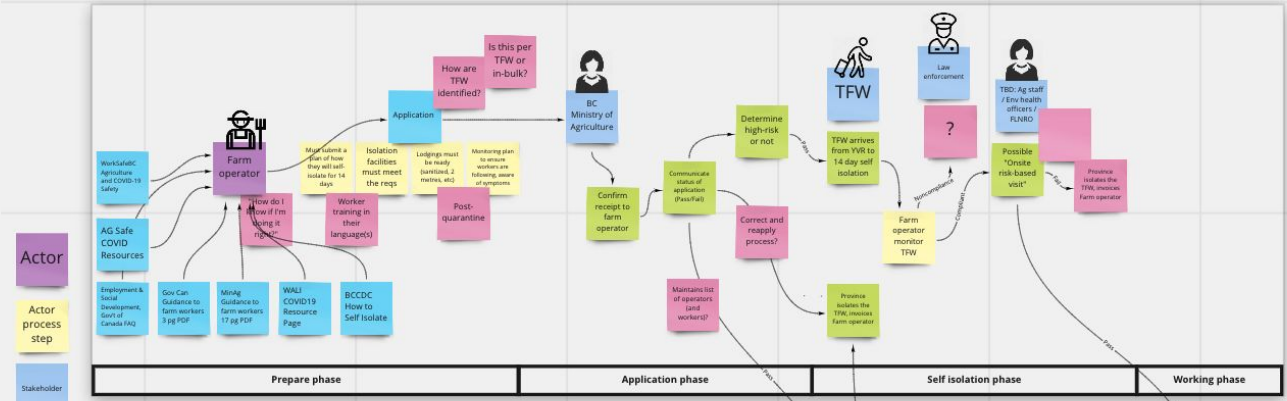
**Director of User  
Experience**



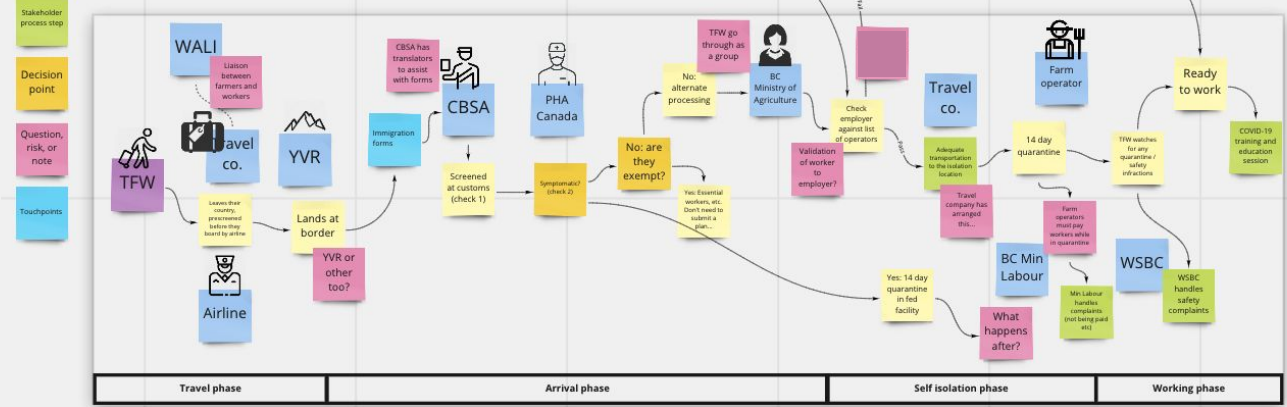
BC Agriculture



# Farm operator



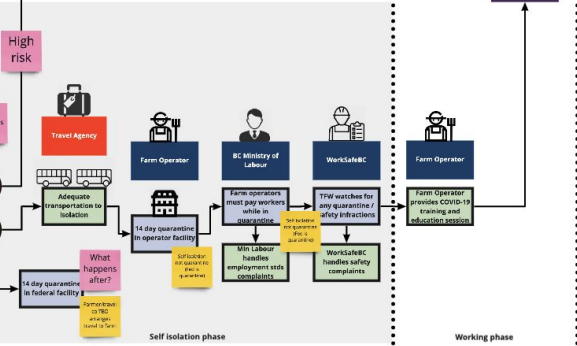
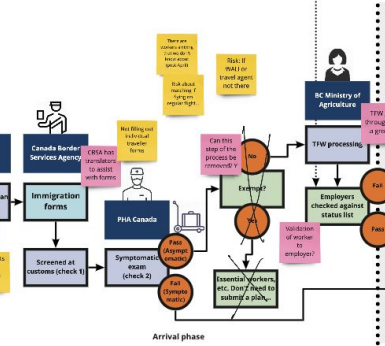
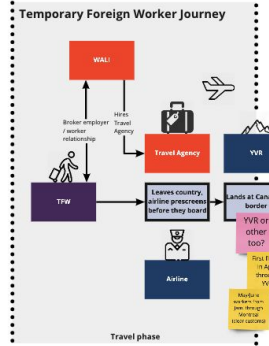
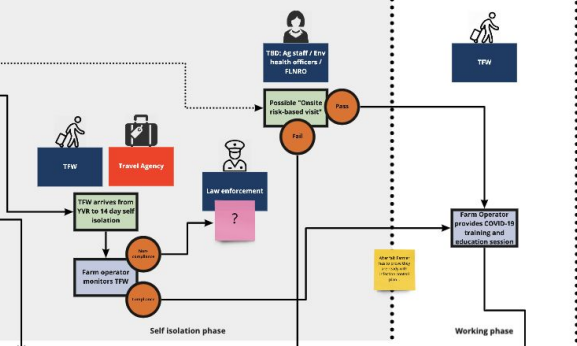
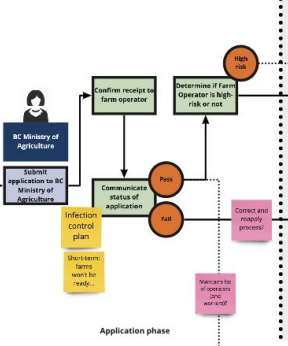
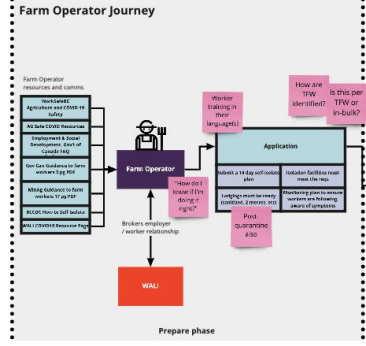
# TFW





**Legend**

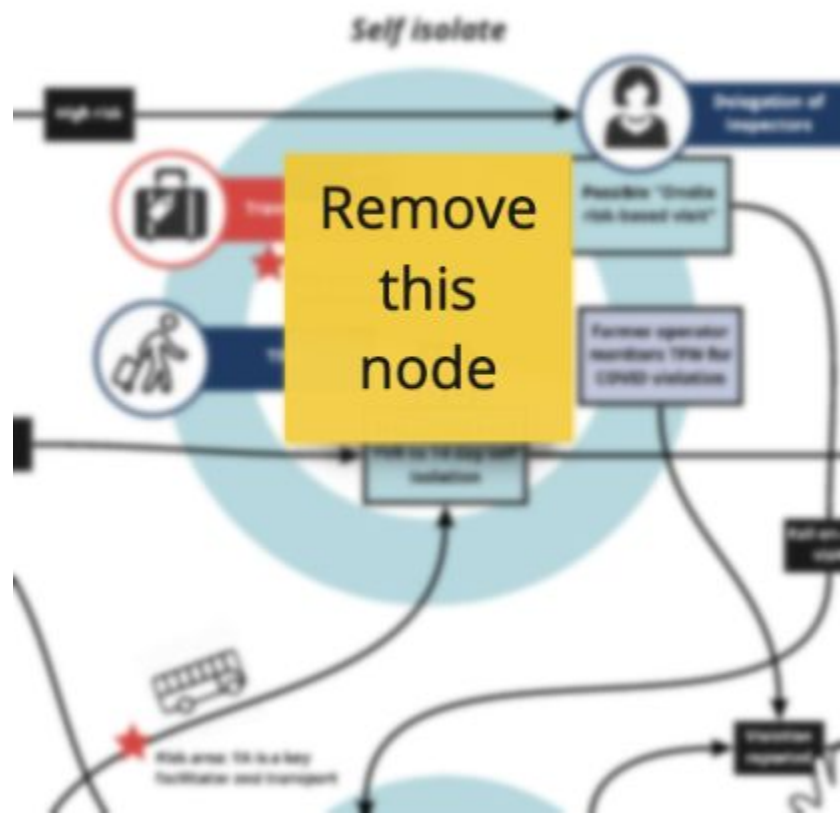
- Actor** (Purple box)
- Actor process step** (Light blue box)
- Stakeholder** (Light blue box)
- Stakeholder process step** (Light blue box)
- Question, risk, or note** (Pink box)
- Taskstep** (Light blue box)
- Changes / notes** (Yellow box)
- Risk point** (Red box)



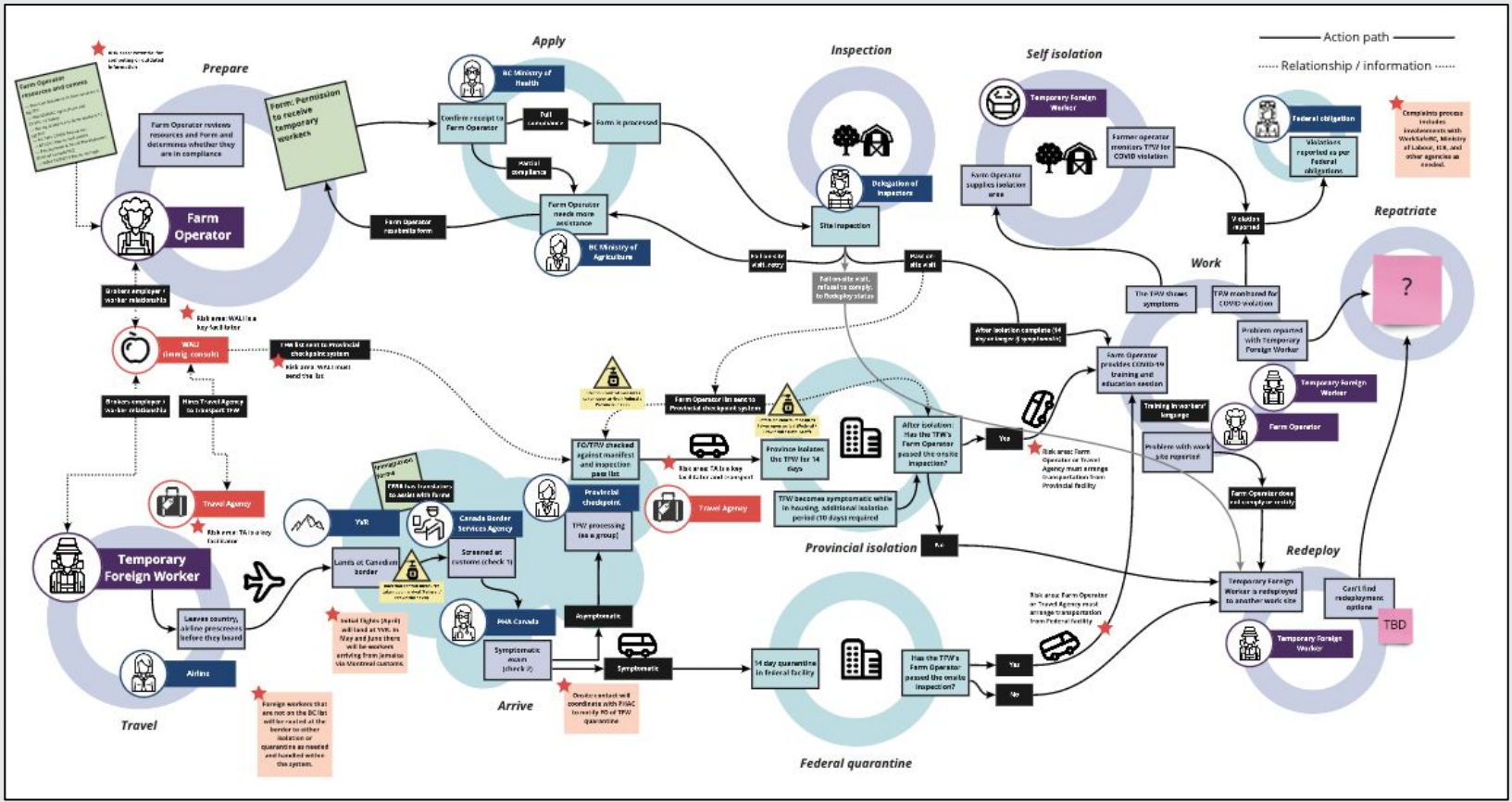
TFW ready to work after 14 days











# Lana Popham

BC Minister of Agriculture



Lana Popham

@lanapopham



After an incredible amount of work done by a ton of people we safely welcomed the 1st plane full of Agri workers from Mexico this morning! A huge thanks to the wonderful workers, to the Mexican Consulate & to my staff for being there. [#inthistogether](#) [#bcpoli](#) [#agriculture](#) [#safe](#)



2:19 PM · Apr 15, 2020 · Twitter for iPhone



## B.C.'s \$10-million quarantine program seen as model for how to treat migrant workers

WENDY STUECK >

VANCOUVER

PUBLISHED JULY 15, 2020

This article was published more than 1 year ago. Some information may no longer be current.



Minister of Agriculture Lana Popham during a press conference in the press gallery at the Legislature in

## A lesson learned early: How B.C. has avoided major COVID-19 outbreaks among migrant farm workers

JUSTINE HUNTER >

PUBLISHED JUNE 21, 2020

UPDATED JUNE 22, 2020

This article was published more than 1 year ago. Some information may no longer be current.



David Geen, owner of Jealous Fruits – temporary foreign workers seen here in 2014 after a 13 hour shift at its sorting and packing plant in Kelowna – said he has invested millions of dollars in housing for the migrant workers who make up the majority of his workforce at harvest time.



## Essential but expendable: How Canada failed migrant farm workers

Lax oversight, poor communication and cramped, dirty conditions have left migrant farm workers across Canada vulnerable to COVID-19

**KATHRYN BLAZE BAUM** > ENVIRONMENT REPORTER

**TAVIA GRANT** >

PUBLISHED JUNE 16, 2020

This article was published more than 1 year ago. Some information may no longer be current.



Source: The Globe and Mail

## Ontario farm with migrant worker who died of COVID-19 hit with 20 charges



Outbreak at Scotlynn Sweetpac Growers in Vittoria infected more than 200 workers

[Andrew Lupton](#) · CBC News · Posted: Sep 27, 2021 6:31 PM ET | Last Updated: September 27



Juan Lopez Chaparro died June 20, 2020, after contracting COVID-19 from Scotlynn Group farm where he was employed. The Ontario farm now faces 20 charges. (Submitted by Chaparro Family)

An Ontario farm where an outbreak of COVID-19 affected more than 200 workers, including a man from Mexico who later died, now faces 20 charges following an inspection by the provincial

Source: CBC



**“Can I have a quick chat  
when we’re done...?”**



NEWS

## B.C.'s most ambitious tree-planting season ever on the chopping block as coronavirus wreaks havoc

Industry rushes to come up with plan that will enable 5,000 tree planters to get to work planting 230 million seedlings, while respecting social distancing requirements



By Ben Parfitt  
April 11, 2020 8 min. read



Communities and companies alike are racing to prevent the axe from falling on the largest tree planting program in British Columbia's history as the COVID-19 pandemic disrupts an

Whitebark pine seedlings are planted above Siocan Lake in 2014. Photo: Province of British Columbia / Flickr

Source: The Narwhal



Silviculture v1 April 16, 2020 - 4:3...



Silviculture v2 April 17, 2020 - 11:00am



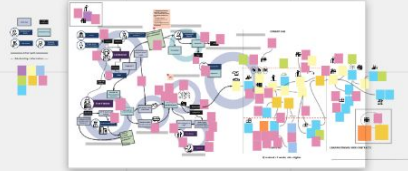
Silviculture v3 April 17, 2020 - 4:00pm



Silviculture v4 April 18, 2020 - 10am



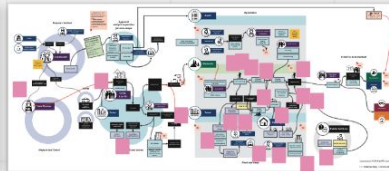
Silviculture v2 April 17, 2020 - 2:30pm



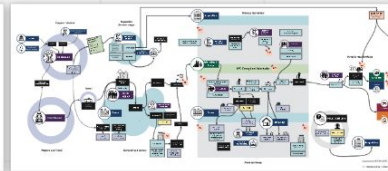
Silviculture Process Map v5 - April 19, 2...



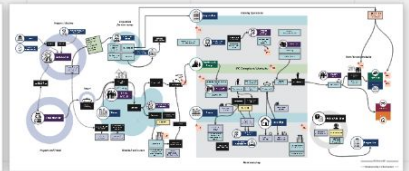
Silviculture Process Map v6 - April 21, 2020 - 9:00am



Silviculture Process Map v7 - April 22, 2020 - 10:00a...



Silviculture Process Map v8 - April 22, 2020 - 5:15pm





British Columbia

## B.C. tree planters on track to plant 300 million trees, despite pandemic

Soggy weather has extended planting season

CBC News · Posted: Jul 13, 2020 1:22 PM PT | Last Updated: July 13, 2020



Despite a slow start to the season, B.C. tree planters are on track to plant 300 million trees this year. (Free Images)

### No COVID-19 cases in tree planting camps

When the season began in April, new rules were put in place for camps to reduce the spread of COVID-19, and workers were told they could no longer go into nearby communities on their days off. Some communities [raised concerns about the presence of workers](#) and their potential to spread the virus.

Of the nearly 5,000 individuals recruited for tree planting in B.C., Betts said none of them have tested positive for COVID-19.

"A lot of credit has to go to the workers for taking this very seriously," he said.

Source: CBC

British Columbia · Photos

## Essential workers press on during COVID-19 pandemic



Sanitation workers, truck drivers and letter carriers are some of the industries deemed essential to our lives

Ben Nelms · CBC News · Posted: Apr 05, 2020 11:00 AM PT | Last Updated: April 5, 2020



Liza, a sanitation worker, cleans a SkyTrain station in Vancouver on Thursday, April 2, 2020. (Ben Nelms/CBC)

[7 comments](#)

The streets of Vancouver are increasingly empty as the city enters its third week of a vast shutdown of many businesses, but essential service workers are finding new ways to adapt in the COVID-19 pandemic.

Source: CBC



## Protecting Farm Workers and Temporary Foreign Workers During the COVID-19 Pandemic

The Province of British Columbia has initiated emergency measures to slow the spread of COVID-19. Farm Operators must ensure a safe workplace for their workers and demonstrate proof of an Infection Prevention Control protocol (IPCP).

### Before you start

1

Read [Protecting Farm Workers and Temporary Foreign Workers During the COVID-19 Pandemic](#)

Download PDF [↗](#)

Read [COVID-19 pandemic PHO Order Industrial Camps: What does it mean for B.C.'s agriculture and seafood industry?](#)

Download PDF [↗](#)

2

Complete a COVID-19 risk assessment to comply with the Industrial Camp Health Order by following the directions in the guidance document. [↕](#)

3

Create your Infection Prevention and Control protocol. [↕](#)

If you need assistance completing these risk assessment or infection prevention tasks, please contact AgSafe for help.

AgSafeBC  
Toll-free: 1-877-533-1789  
Email: [Contact@AgSafeBC.ca](mailto:Contact@AgSafeBC.ca)

### By submitting this form, you are subject to a site inspection

The Province of BC will use the information you provide through this online form for the site inspection that determines your compliance with the COVID-19 Industrial Camps Provincial Health Order.

**⚠️ If you fail to comply with these requirements, the Provincial Health Officer order enables the authority to take enforcement action against you under Part 4, Division 6 of the Public Health Act.**

START



[Home](#) > [Farming, natural resources and industry](#) > [Forestry](#) > [Forest Stewardship](#) > [Silviculture](#) >

## Working in the forestry sector during COVID-19

The forestry sector must follow health guidelines to ensure a safe workplace and prevent and control the spread of COVID-19 in industrial camps.

Last updated: **September 13, 2021**

### On this page:

- [Forestry practices are an essential service](#)
- [Forestry operators must ensure a safe workplace](#)
- [Develop an infection prevention and control protocol](#)
- [Submit proof of your protocol](#)
- [Site inspections](#)
- [Additional resources](#)

### Forestry practices are an essential service

In March 2020, the B.C. government has declared forestry and silviculture practices an [essential service](#).

Forestry sector activities are a crucial part of ensuring B.C. can meet global demand for wood products, build a resilient and sustainable economy, and address the impacts of climate change and wildfires.

Essential forestry sector activities include businesses that ensure global continuity of supply of primary and value-added forestry/silviculture products (lumber, pulp, paper, wood fuel, etc.), including reforestation operations and tree-and forest-maintenance services.

### Forestry operators must ensure a safe workplace

On April 23, 2020, the Provincial Health Officer issued an order for the forestry sector to prevent and control the spread of COVID-19 in industrial camps.

Employers must ensure they are abiding by any relevant orders, notices, or guidance issued by the [Provincial Health Officer](#) and the health authority relevant to their workplace.

Review the orders:

- [Provincial Health Officer Order - Industrial Camps - May 12, 2021 \(PDF, 388KB\)](#)
- [Delegation: Industrial Camps - June 9, 2020 \(PDF, 203KB\)](#)

Review the guidance from the British Columbia Centre for Disease Control (BCCDC):

- [Protecting Industrial Camp Workers, Contractors, and Employers Working in the Agricultural, Forestry, and Natural Resource Sectors During the COVID-19 Pandemic \(PDF, 653KB\)](#)

Any worker testing positive for COVID-19 or displaying symptoms must follow current provincial health guidelines, and quarantine.









GDX





## **Rumon Carter**

**Executive Director**  
**Exchange Lab**  
Ministry of Citizen Services



## **Heather Remacle**

**Senior Director**  
**Digital Delivery & Exchange Lab**  
Ministry of Citizen Services



## **J-P Fournier**

**Senior Director**  
**Strategic Policy & Priority Initiatives**  
Ministry of Citizen Services





# **DRU: Digital Response Unit**

NEW YORK TIMES BESTSELLER

"In addition to being a fascinating and colorful read, this book is an indispensable guide to organizational change." —WALTER ISAACSON, *from the foreword*

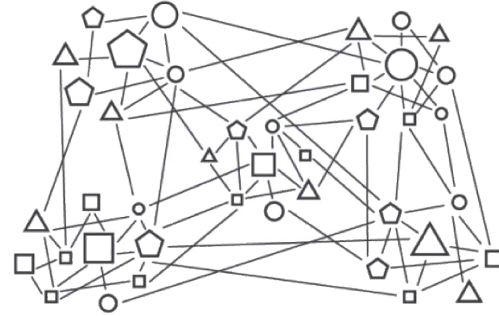
# TEAM OF TEAMS

NEW RULES OF ENGAGEMENT  
FOR A COMPLEX WORLD

GENERAL STANLEY  
**McCHRISTAL**

U.S. Army, Retired

with Tantum Collins, David Silverman,  
and Chris Fussell



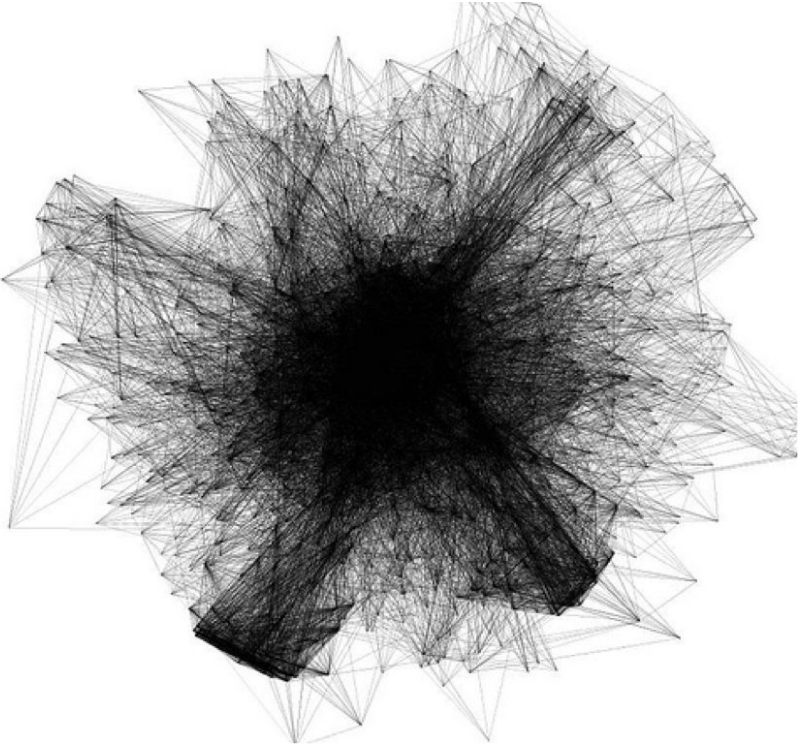
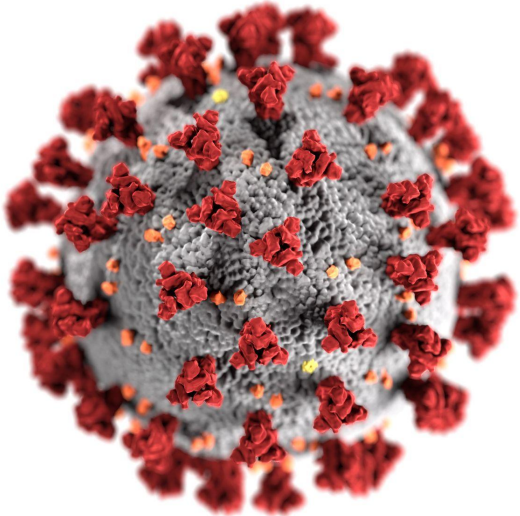
## Team of Teams

The relationship among teams resembles the closeness among individuals on those teams.



- Chatbots for COVID information
  - **Returning travellers back to BC**
  - Temporary foreign workers
  - Tree planting 250M seedlings
  - PPE supply chain work
  - Contact tracing research
  - Student COVID screening tools
- COVID test results
  - Business confidence research
  - Employment variance applications
  - Running a **provincial election**
  - Registration, scheduling, and administration of over **8M doses of vaccines**

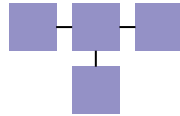




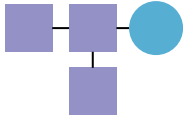


# Manuel Castells

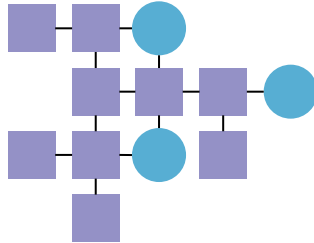
Source: <http://biblioteca.uoc.edu/sites/default/files/styles//public/manuelcastells.jpg>



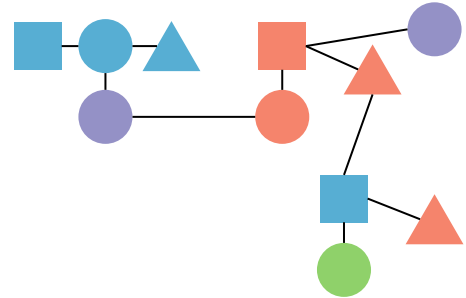
## Flexibility



## Scalability



## Survivability





**375 people /  
35,000 total BC gov't staff**





~~DRU: Digital Response Unit~~

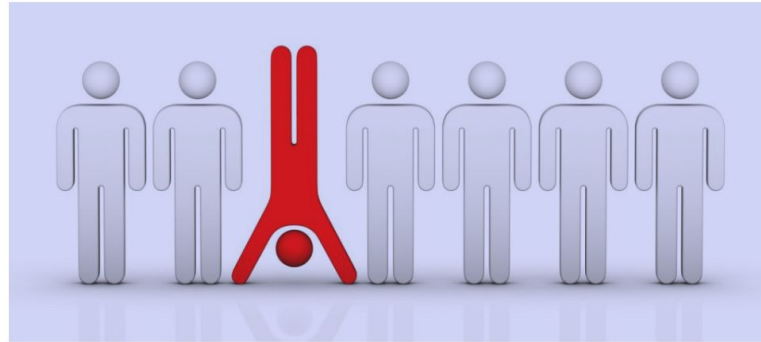
**DDN: Digital Delivery Network**





by Martin Stewart-Weeks on April 3, 2020 \ 2 Comments

## Can we declare a Covid Dividend?



One of the stories of this pandemic runs something like this.

A microscopic bug released from an animal market in Wuhan has, in a matter of weeks, brought the world to its knees.

As a recent edition of *The Economist* had it, “planet closed.”

Melodrama, perhaps, and a great magazine cover, but not too far from what at least many of us feel.

But amid all the *stürm und drang*, a modicum of hope insists on springing.



**“We’ve made changes in the last 3 weeks that would normally have taken 3 years.”**





**Will the changes stick?**

**Could we reap a serious and  
sustained COVID Dividend?**

## What is a COVID-19 Dividend?



A COVID Dividend is the value we will reap from the reforms, changes in behaviour and other innovations...



...which were caused, prompted or dramatically accelerated by the COVID-19 pandemic...



...that deliver sustained improvements in the social, economic, environmental, institutional, personal and community dimensions of our lives.





COVID-19 Digital Response Stand-up (M,W,F)

30:55

Meeting chat

4:28 PM 3

The best architectures, requirements, designs emerge from self-organizing organizations

DVA Coffee machine

No pressure

HR Also, update for all: today is the day that we close the doors on the 1012 Douglas lab. It will re-emerge in the next 6 months with a new space at 808 Douglas. And, we will miss it.

Type a new message





**So did BC earn its COVID  
dividend?**



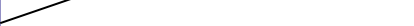
connection

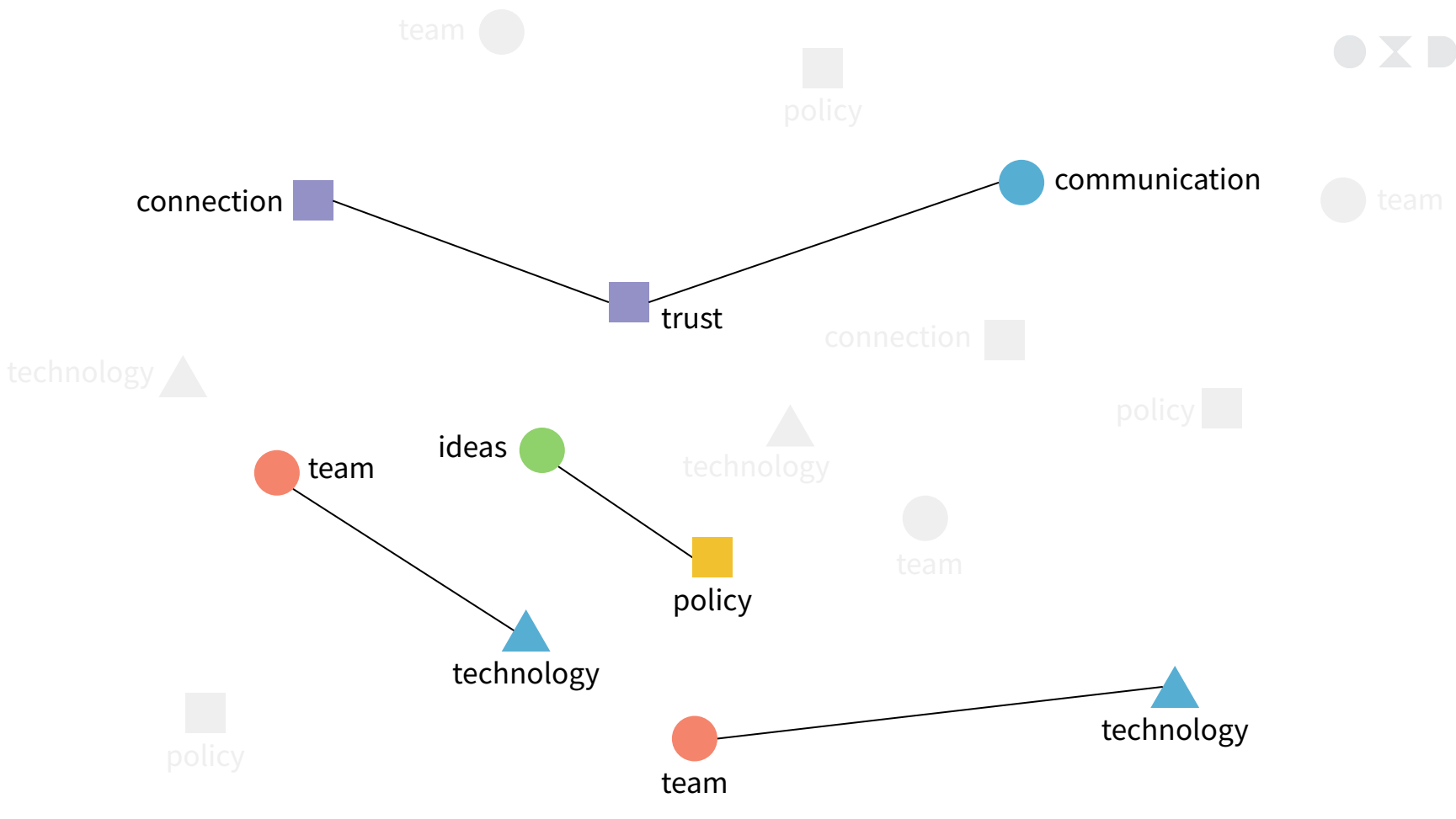


trust

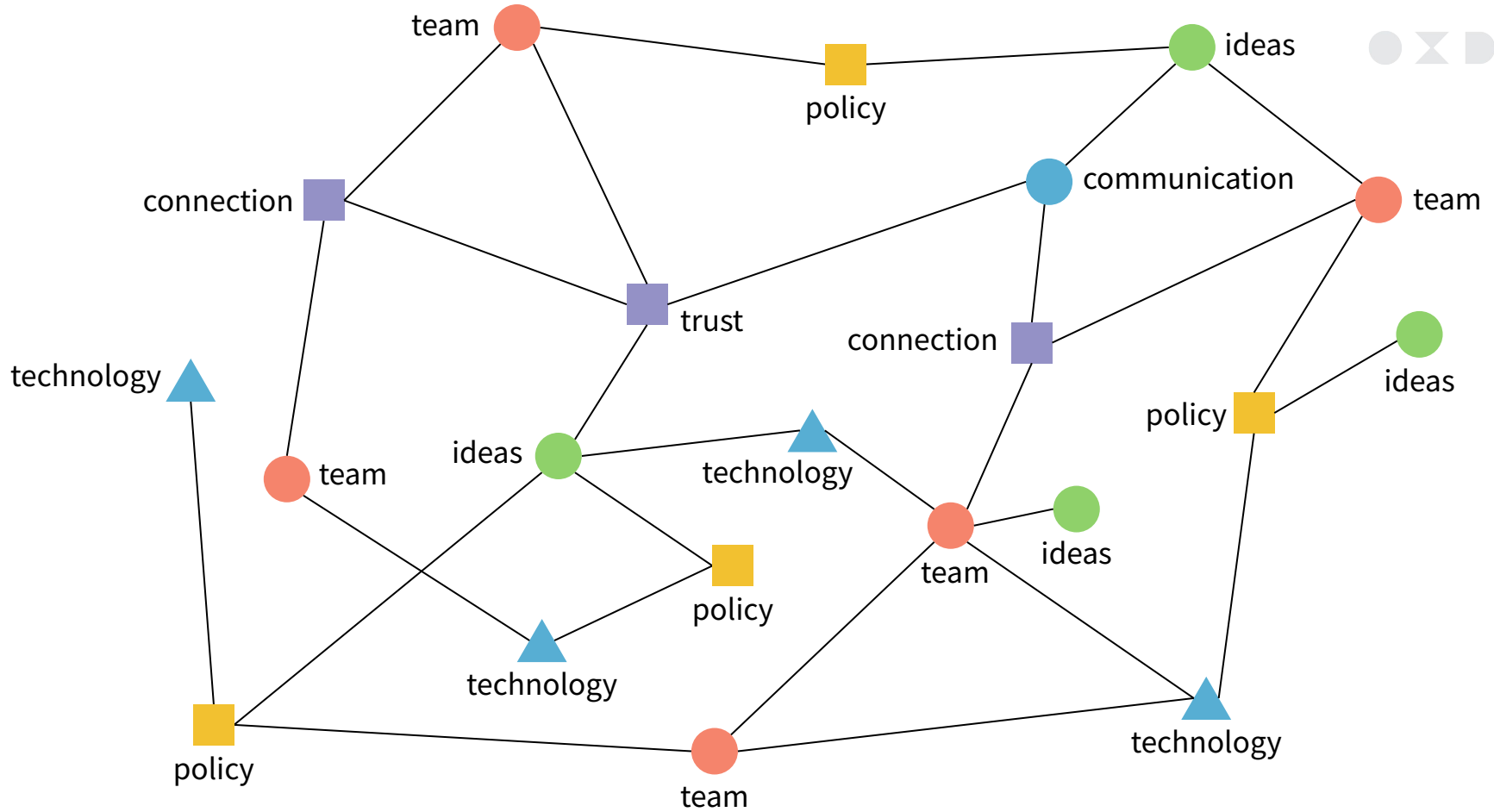


communication



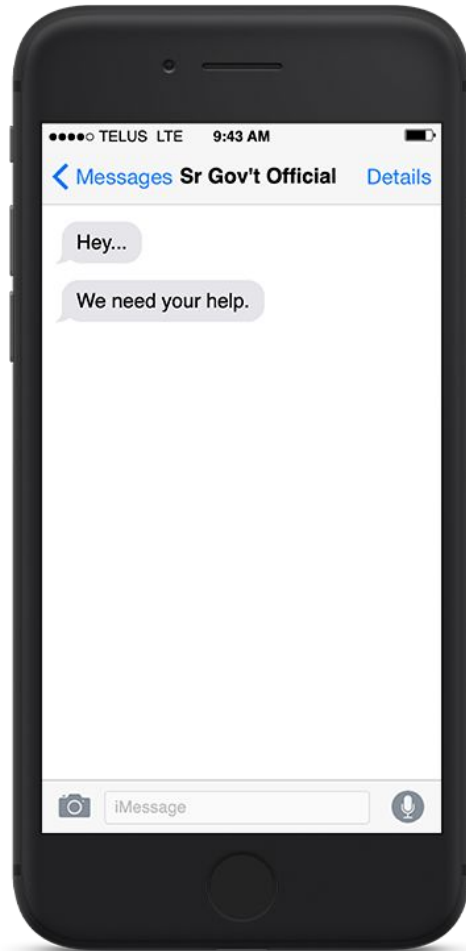




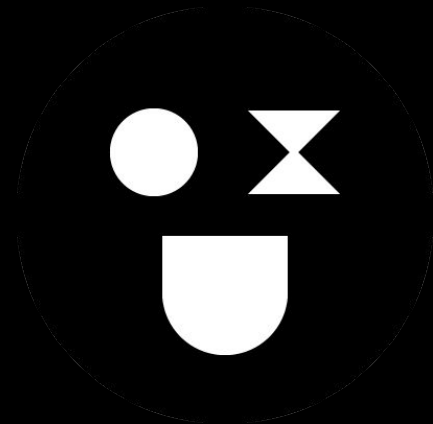




**How are you managing the connections across and between projects and communities inside of your government?**



**Make New  
Experiences  
Possible**



**Thank you**

**Gordon Ross**, Vice President & Partner  
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**oxd.com**