

RELAUNCH CONSIDERATIONS

To open your business to the public, you must complete a plan to reduce the risk of transmission of COVID-19 among your staff and customers. The completed template must be posted in your place of business or online within 7 days of the public being able to attend your business.

The following template includes considerations to help guide you as you plan to open your business. This should be completed using Alberta Health's [Workplace Guidance for Business Owners](#), sector-specific guidelines, and any additional requirements your business or industry association provides.

Guidelines: City of Fort Saskatchewan (Municipal Government)

Note: Organizations that operate community accessible businesses on City lands will be required to submit their own response (e.g., Lions Club Campground, Chamber of Commerce Farmer's Market or the Golf and Curling Club Golf Course).

Distancing Measures

Considerations: *How will you ensure people maintain 2 metres between each other? Do you need to maintain directional traffic flow? Can staff stagger their breaks to limit congregating in break rooms? How will you limit the number of people in your space? Have you considered installing physical barriers (e.g., Plexiglas window or high-walled cubicle) to reduce exposure when 2-metre distancing is hard to maintain?*

The City of Fort Saskatchewan provides a diverse number of services to the public across multiple sites.

- Signage is the first visible reminder for staff and visitors to comply with 2m distancing, handwashing, sneeze/cough etiquette, maximum capacities, and illness/stay home protocols. Where feasible, hand wash or sanitizing products are provided for the public upon entering a City building. Physical barriers are used to maintain 2m separation between staff and the public.
- City facilities, if open, comply with Public Health Order standards and guidelines established by the CMOH.
- For public access areas, gates and other high touch point locations have been removed. Direction control arrangements are in place at sites having two or more entrances.
- Some goods and services are offered online. For patrons with mobility issues or needing home support, the City offers limited delivery (e.g., prescriptions) and home support services. Other patrons may arrange to pick up goods to avoid face-to-face meetings.
- Many City cultural and recreational programs have been discontinued pending safe restart protocols and staged reopening approvals.
- Every staff member received detailed instructions of when and how to use PPE, care and cleaning of PPE, cleaning personal workspaces, fitness for duty (stay home if sick), and information about the relevant Public Health Orders. The CAO and DEM have provided daily or special updates to staff to inform them of the risks of the virus and mitigation strategies.
- For staff able to work remotely, the City enacted a Work From Home policy to reduce congestion in office settings.
- Departments have established remote / satellite reporting sites and staggered shifts where feasible. Other departments created isolated work units by establishing limited access areas and non-overlapping shifts.
- All City facilities have enhanced cleaning/disinfecting of high-touch point locations.
- The City established a quick response disinfecting protocol if/when staff are sent home or booked off because of illness.
- Each staff member received a personal issue ABR spray bottle to carry on and off-duty to use when they touch surfaces that may not have been disinfected (e.g., shopping).
- New protocols to wash and disinfect shared-use vehicles are in place.
- Staff members who must encroach within 2m of another worker have been issued non-medical masks along with detailed instructions how to safely use them.
- Lexan or Plexiglas dividers are currently being priced for installation at high public contact locations and where staff cubicles are within 2m distance.

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Cleaning

Considerations: *How will you manage frequent cleaning on high touch surfaces (e.g., bathroom, chairs, door knobs, break rooms)? How will you train and ensure staff keep their work surfaces, order screens, debit machines, cash registers, and equipment clean?*

- On Apr. 3, the City published a guide for cleaning and disinfecting workspaces and common areas (detailed list follows). The guide detailed what must be cleaned, what cleaning products are acceptable for COVID-19 and whether PPE would be required.
 - Key cleaning instructions:
 - Office Spaces:
 - Common areas in an office space that require greater attention, whether at work or home include:
 - Doors, handles, light switches, chairs, table/surfaces, keyboard/mouse, phones, and cellphones.
 - Areas should be cleaned with a disinfectant 1 or 2 times per day, plus an additional time if the area is a high-touch area or frequented by many different people.
 - Kitchen Areas:
 - Common kitchen areas that require greater attention, whether at work or home include:
 - Dishwasher handles, fridge handles, soap and towel dispensers, sinks, taps, common storage bins (e.g., tea or coffee pod storage);
 - Cutlery drawer handles and faces; and,
 - Cup cupboard doors and handles.
 - Before and after touching or moving dishes, ensure you properly wash your hands.
 - Areas should be cleaned with a disinfectant 1 or 2 times per day, plus an additional time if the area is a high-touch area or frequented by many different people.
 - Bathrooms:
 - Common bathroom areas that require greater attention, whether at work or home include;
 - Cubicle doors and latches;
 - The exterior of towel or toilet paper dispensers;
 - The interior of towel or toilet paper dispensers whenever opened for replacement of paper products; and,
 - Manual advance handles on towel dispensers reaching into crevices.
 - Areas should be cleaned with a disinfectant 1 or 2 times per day, plus an additional time if the area is a high-touch area or frequented by many different people.
 - Vehicles:
 - Vehicles should be cleaned by the individual user using the disinfectant and cleaning products (described later);
 - Wipe down hard surfaces with a mild soap and warm water solution to remove excessive dirt and grime;
 - Common vehicle areas that require greater attention, whether a personal or work vehicle, include:
 - Interior window surfaces, the dash and instrument cluster, rear view mirror, steering wheel, center consoles and arm rests;
 - Control levers and accessory controls including the gear selection lever and signal arms;
 - Door and window handles/switches; and
 - Seat belts and seat belt fasteners.
 - Use disinfectant on soft surfaces such as cloth & nylon upholstery; and,
 - Clean exterior glass surfaces with glass cleaner and soft cloths or paper towels.
 - The City created a rapid response disinfection team to clean areas where staff who fall ill have been (when the workspace cannot be isolated). When applicable, the City has a lock and isolate policy to close the workspace for days before the cleaning staff would enter to complete the disinfection protocol.
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- Door hangers were purchased for each staff member's workspace. These alert cleaning staff if an area has been entered or occupied during the day and cleaning is required. This frees up custodial time to focus on cleaning locations of possible transmission.
- COVID instructional videos, PPT presentations, and / or written documents have been distributed to directors, managers and supervisors to share with staff.
- Patrons are encouraged to utilize online services and payment options. When a point of sale terminal has been used, it must be cleaned after each use.

Screening for Symptoms

Considerations: *How will you monitor staff and customers for symptoms of fever, sore throat, cough, runny nose or difficulty breathing? Have you educated your staff to do self-monitoring of symptoms? Have you identified a space where staff members can be separated from others if they develop symptoms while at work? Are you prepared for increases in absenteeism due to illness or isolation requirements? Have you considered absenteeism policies to enable staff members to stay home when ill, in quarantine (self-isolation), or if they are taking care of children or someone who is ill? Are you maintaining a log of staff attendance? What is your response plan for staff who come to work with symptoms?*

- The City's **Communicable Disease Response Plan to Limit and Control Access to City Facilities** was published April 6th and includes directions to control or restrict the movement of people and goods in order to maintain essential business while reducing the risk for staff and visitors. It includes procedures to correctly classify intended visitors and permit access only to essential visitors, minimize their risk and risks to others, to screen the visitor for risk of infection and to document visitor information for contact tracing, evacuation and first aid purposes.
 - Hard-copy records will be kept for 3 months and afterwards, be scanned and retained in accordance with the City's retention schedule.
 - These records will assist in contact tracing, emergency evacuations and identification of first-aid trained personnel on site at any given moment.
- The City established a work from home policy to encourage staff to telecommute when feasible.
- The City maintains a register of staff working from home differentiating between telecommuters and those isolating or quarantining (return dates for those who are isolating or quarantined are automatically calculated to determine the person's earliest return date). Returning staff must self-evaluate before entering a City facility.
- Some facilities have permanently discontinued public access. Others that will permit public admission include self-assessment posters provided by AHS, hand sanitizer, etc. Staff have been instructed how to manage patrons who appear ill.
- The City is in the process of procuring touchless thermometers for key sites.
- Staff who are otherwise ill are prohibited from attending work (per the Public Health Order).

Personal Protective Equipment (PPE) – where distancing measures cannot be maintained

Considerations: *How will you promote PPE use (e.g., masks or gloves) when people are unable to be 2 metres apart? If 2 metres cannot be maintained and PPE is necessary, where will your staff obtain it? Will customers require their own PPE such as masks, or will you supply them? How will you inform customers before they enter your business that PPE such as masks are required?*

- Several publications have been distributed regarding PPE use and care. The initial challenge was not encouraging the use of PPE but tempering demand for PPE when the use exceeded AHS guidelines.
- On April 14, a comprehensive guide for staff was published outlining when to use PPE and what PPE would be appropriate for the circumstance.
- Should an employee be reluctant to comply with non-medical and medical PPE standards, Directors will engage the staff member directly.
 - Supervisors, Emergency Managers, Executive Staff and H&S personnel are expected to ensure there is full compliance with CMOH directives, guidelines or related legislation (e.g., H&S).

COVID-19 INFORMATION

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- On May 15, the DEM prepared a *consequences document* that references the various risks (i.e., health, financial, reputational and employment suitability).
- Directors are encouraged to use an educational approach first but may resort to disciplinary/enforcement strategies should it prove necessary to obtain compliance.
- The City's Emergency Management Logistics Section Chief is responsible for procuring and distributing PPE.
 - The City created an ECC email address to manage PPE requests and an online daily use web-linked usage report that will prompt restocking based on actual usage.
 - The City purchased a supply of non-medical masks for staff who do not require PPE but may find themselves within 2m distance of a co-worker
 - MFR practitioners and ESS staff who work with vulnerable clients receive procedural masks to wear when within 2m distance of another person per AHS guidelines.

Responsibilities

Considerations: *Who will be responsible for ensuring staff and customers are following your precautions? Have you updated contact information for staff members so that they can be notified in the event of a known exposure?*

- The City Manager (CM) is ultimately responsible for ensuring staff and customers follow precautions. The CM established a COVID-19 Task Force comprised of three GMs, the Director of Corporate Communications, the Director of Emergency Management and the CM's EA. Collectively, the TF steers the City's response to the COVID-19 pandemic under the direction of the CM.
- The City Manager produces daily emails that provide updated situation reports for staff. The DEM is frequently the public spokesperson or media contact.
- Directors are required to report potential COVID-19 exposures to the H&S Advisor and WCB. GMs report other illnesses and potential exposures to the Task Force. Absences are tracked centrally through the Office of the City Manager.
- General Managers work with Directors to share information and staffing questions.
- The DEM works with the City's ECC to produce key documents and to manage PPE. Four guides have been produced:
 - A Guide for the Proper Use of Personal Protective Equipment
 - Safety Guide and Instructions for Disinfecting and Hygiene
 - Use of Medical and Non-Medical Masks
 - A Communicable Disease Response Plan to Limit and Control Access to City Facilities
- Directors are responsible for ensuring staff and visitors attending a facility or conducting business on behalf of their departments comply with precautions.
 - Hard-copy sign in sheets are retained for 3 months (contact tracing, evacuation and first aid applications).
 - Sign in sheets must thereafter be scanned and retained per the City's retention schedule.
- The DEM maintains a 24-7 emergency contact number should an emergency arise. There is a web-based reporting process for Health and Safety matters.
- Directors, the DEM and Deputy DEMS, and the H&S Advisor have work and after-hour numbers for the City's Leadership Team.
- FortSask Alert, the City's messaging system recently updated the contact information for all City Staff. The same is retained by People Services in the event contact tracing is necessary.

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