



**City of Fort Saskatchewan
Facility / Program Reopening Plan
COVID-19 Pandemic
City Hall Main Floor Reception**



Introduction:

On June 11, 2020, the City of Fort Saskatchewan COVID Task Force received the City Hall Main Floor Reception reopening plan as outlined below and consisting of three parts:

- Part 1: City Hall Main Floor Reception considerations
- Appendix A: General principles to reopening services in Alberta
- Appendix B: COVID-19 Symptoms, Screening Protocols and Infection Response

Restrictions on Operations

Alberta's Chief Medical Officer of Health (CMOH) may issue Public Health Orders to protect Albertans from serious consequences of disease, such as COVID-19. The City of Fort Saskatchewan will comply with CMOH Public Health Orders and guides.

The City of Fort Saskatchewan adheres to CMOH Public Health Orders and guides. This plan is a site-specific plan for City Hall and supplements the City's Relaunch Consideration document found on the City's website.

Reopening Plan Updates and Communications Procedures

- Each staff member associated to this plan will review the guides, City protocols and updated hazard assessment. Changes will require an updated plan to be reviewed by staff.
- Training will be provided to staff prior to implementing new procedures and operations.
- Financial Services and the Emergency Coordination Centre will work with Corporate Communications to disseminate information about changes to City Hall Main Floor Reception practices.

Part 1: City Hall Main Floor Reception & Customer Service Reopening Plan

Plan Drafted: June 3, 2020

General Manager Review: June 11, 2020

Plan Revised June 30, 2020

Current City Hall Status

The COVID-19 pandemic resulted in the closure of Fort Saskatchewan City Hall to non-essential personnel. Staff continued to provide administrative services without interruption, working either online, by mail or by telephone. As the province began lifting certain restrictions in a



**City of Fort Saskatchewan
Facility / Program Reopening Plan
COVID-19 Pandemic
City Hall Main Floor Reception**



phased relaunch, City residents have increasingly been seeking to access the City Hall Main Floor Reception based services. This plan addresses how to safely accommodate walk-in traffic at City Hall.

Current Priorities

The City shall continue to:

- Work to ensure the safety of staff and guests to City Hall.
- Deliver essential services to the public.
- Secure the ongoing financial and economic viability of the City.

Timeframe to Reopen

The planned reopening date is contingent upon all controls being in place, which will include the installation of signage, floor markings, and protective barriers.

Preparation Steps

1. Where needed, signs, floor decals and barriers will be installed.
 - a. Corporate Communications supplied standardized sign artwork.
 - b. The ECC ordered or supplied COVID-19 signs and hand sanitizer stations for each facility.
 - c. FF&E worked with the awarded vendor to procure the barriers.
2. General Managers and Directors will ensure affected staff review this plan in its entirety.

Guidelines

A return to pre-COVID workplace conditions and standards is not possible nor desired. The pandemic reshaped our workplace paradigm by introducing or re-emphasizing higher health standards than previously existed. In the past few months, Senior City administrative personnel have worked with department directors to reimagine how City services will be offered.

Changes affecting administrative personnel include City facility signage, floor markings, and protective barriers. New health related procedures or protocols have been introduced to accommodate work that can be performed differently or remotely. Modified work arrangements may be approved or may continue if supported by the staff member's GM.

Individual work units are submitting workplace plans to reopen or relaunch programs and services suspended during the early days of the pandemic. Directors are to update hazard assessments. Returning staff must attend a safety orientation addressing the changes. The orientation must include a detailed review of this plan.



**City of Fort Saskatchewan
Facility / Program Reopening Plan
COVID-19 Pandemic
City Hall Main Floor Reception**



City Hall Main Floor Reception Considerations:

1. The City will place COVID-19 signage at entrances that:
 - a. Outlines physical distancing requirements (two metres).
 - b. Prohibits attendance by sick or isolating patrons.
 - c. Promotes hand hygiene.
 - d. Describes coughing and sneezing etiquette.
 - e. Outlines cleaning and disinfection practices.
 - f. Informs visitors who to contact to report sanitation and distancing concerns (i.e. customer service).
 - g. Lists what walk-in services will be provided and, for services not offered face-to-face, provides:
 - i. contact information for the department responsible for the service, and
 - ii. a phone for public use (restricted to local calls only).
2. Stanchions will guide patrons to a hand sanitizer station where signs will direct all individuals to cleanse their hands with the provided Alcohol Based Rub hand sanitizer. The sanitizing solution will be capable of disinfecting COVID-19 (at least 60% alcohol content).
3. To help maintain physical distancing requirements:
 - a. Floor markings and signs will restrict and direct the flow of patrons entering or walking within City Hall.
 - i. Stanchions may be used to separate opposing foot traffic.
 - ii. Reminder signs will be placed strategically where required.
 - b. Where an entrance/exit consists of one or two doors and two-way traffic is likely to occur, signs will be posted indicating patrons entering the building must yield to patrons leaving the building.
 - c. When three or more adjoining doors exist, signs will designate one door for entry only and the far door for exit only. Middle doors will be locked and stanchions placed to prevent crossover traffic.
4. A staff member will be assigned to monitor and assist patrons to maintain distancing in high-traffic areas. When that person is unavailable, another staff member will perform this task. Front counter staff will monitor to the best of their ability. Due to high call volumes and limited sight lines, monitoring capabilities for front counter staff is limited.
5. Lobby or other seating will be removed or spaced apart to create 2m or greater separation.
6. Queues will be established to control patron movement. Hold points will be situated at a distance greater than 2 meters from the nearest customer service representative. A sign will indicate patrons are to wait until called forward by a customer service representative.
7. Signs will be placed at washrooms reminding patrons to limit the number of people in washrooms at a time and to maintain 2m separation.
8. If sinks, toilets or urinals are within 2m of each other, Facilities staff will be asked to take alternate fixtures out of service to allow physical distancing.
 - a. Out of service tape or plastic coverings may be used.



City of Fort Saskatchewan
Facility / Program Reopening Plan
COVID-19 Pandemic
City Hall Main Floor Reception



9. Anticipating Library services will resume new-normal operations in the near future, the front-counter supervisor and Director of the Library will update this plan to adjust pedestrian movements as required in the lobby area.

Service Levels:

1. The Front Counter will serve as the customer service point for the three floors of City Hall.
2. City Hall is staffed Monday to Friday from 8:00 a.m. to 4:30 p.m.
3. Doors will open to the public at 8:00 a.m.
4. On-line and mail services are encouraged. Walk in services will be limited.
 - a. Services offered to the public will be posted in the lobby and online.
 - b. Services not open to the public will be posted in the lobby and online, with the telephone number the public should contact.
 - c. Guests will not be permitted beyond the front counter unless escorted by a staff member.
5. Payment options include touchless (preferred where available), Credit or debit card using a Point of Sale terminal, cheques (accepted) or cash payments (discouraged but accepted).
 - a. Staff will use an ABR after each use.
 - b. POS terminal will be cleaned following use and disinfected 4 times per day.

PPE and Hand Hygiene

Refer to the City's Guide of How and When to Disinfect, Wash or use Personal Protection Equipment (April 2, 2020) and the COVID-19 Response Guide for the Proper Use of Personal Protective Equipment (April 15, 2020).

The How and When to Disinfect, Wash or use Personal Protection Equipment guide includes excellent information about proper hygiene, cleaning/disinfecting procedures, COVID-19 appropriate products, and the hierarchy of controls to protect against infection, including the proper use of PPE. The COVID-19 Response Guide for the Proper Use of Personal Protective Equipment aligned the City's PPE protocols with those of Alberta Health Services. Both include instructions for proper hand hygiene.

In the PPE is the last option one should utilize to stay healthy. In order of precedence, the controls are:

- 1) Elimination - Isolate to eliminate the opportunity for exposure.
- 2) Substitute - Not applicable for COVID19.
- 3) Engineering Controls - Physical barriers and shields to prevent contact
- 4) Administrative Controls - Procedures that enhance safety (e.g., Increased cleaning cycles, personal decontamination, work from home, physical distancing, limiting the number of people in a building, education on use and understanding of PPE limitations, enforcing symptomatic people to don a mouth and nose cover, and mandatory hygiene standards.)
- 5) PPE – PPE is the last line of defence. If you must engage with someone known or suspected of having COVID-19, use PPE.



**City of Fort Saskatchewan
Facility / Program Reopening Plan
COVID-19 Pandemic
City Hall Main Floor Reception**



Cleaning and Disinfecting

Refer to the City's Guide of How and When to Disinfect, Wash or use Personal Protection Equipment (April 2, 2020).

1. Emphasis is placed on cleaning and disinfecting public washrooms and high-touch common surfaces. Perform thorough cleaning and disinfection each night.
 - a. Increase frequency of cleaning and disinfection of high-touch surfaces, such as door handles, railings, elevator buttons, taps, toilet flush handles, change tables, touch screen directories etc.
 - b. Respond immediately to sanitation concerns from patrons.
2. Utilize cleaning/no cleaning required door hangers to indicate staff areas that have been used or occupied during the day.
3. Maintain a small supply of gloves, masks and cleaning supplies to respond to small spills or areas of concern

Staff will be provided disposable wipes or sprays to use on safe surfaces.

Communications Procedures and Reopening Plan Updates

Internal

1. Staff will be trained in all safety protocols as noted in this re-opening plan prior to opening.
2. Hazard assessment will be made available and reviewed with all affected staff prior to opening.
3. Any changes to AHS guidelines and any resulting process changes that need to be adhered to will be communicated to staff when and if they occur.

External

1. Finance and the ECC will work with Corporate Communications Department to craft any required public messages related to the reopening of City Hall.

Related Public Health Orders and Guides:

1. [General Relaunch Guidance](#)
2. [Temporary Workplace Rule Changes Guide](#)

Communications Procedures and Reopening Plan Updates

Supervisors are required to discuss updated Hazard Assessments, and related City policies and guides with returning staff. A record of the discussion should be kept in the department H&S folder.

City policies and guides are available on the City webpage at: <https://www.fortsask.ca/en/my-fort/covid-19.aspx>



**City of Fort Saskatchewan
Facility / Program Reopening Plan
COVID-19 Pandemic
City Hall Main Floor Reception**



Appendix A: General Principles to Reopening Services in Alberta:

Service providers must continue acting responsibly. Every reopening plan should include the following preventative measures:

- Stay home if ill.
- Maintain 2m physical distancing between people, except those who reside in the same household or who belong to an existing cohort (that remains exclusive of other people).
- Practice proper hand hygiene (wash your hands for 20 seconds with soap and water or with an alcohol based rub (ABR)).
- Practice sneeze/cough control.
- In a work setting, staff must wear a mask if unable to maintain 2m distancing.
- Masks are recommended when in public.
- Follow all CMOH Public Health Orders and Guidelines for specific businesses or services.

The person in care in control of the event is responsible for ensuring patrons comply with Public Health Orders. Signage is recommended at entrances to facilities that includes:

- The expanded list of COVID-19 symptoms
- Instructions that the person should return and stay home if sick
- 2-Meter physical distancing expectations
- Hand hygiene expectations
- Instructions and illustrations of coughing / sneezing etiquette

The Transit Operator should offer hand sanitizer containing at least 60% alcohol, or soap and water available. Busses and bus stops / shelters should undergo enhanced cleaning and disinfection of common, high touch surfaces.

Other Considerations for Planned Reopening's:

1. Be aware of how COVID-19 spreads (heavier than air droplets settle on surfaces within 2 meters distance).
 - a. Facilities must accommodate 2m physical distancing.
 - b. Reduce the number of attendees to avoid overcrowding and to maintain 2m distancing.
2. Consider the surfaces that might be contaminated and accessible to individuals attending the planned event (vertical and horizontal surfaces).
 - a. Establish a cough/sneeze protocol to disinfect an area should someone cough or sneeze while in the facility.
 - b. Establish a daily cleaning and disinfecting protocol that complies with public health orders. Refer to specific guides published by Alberta Health Services if



**City of Fort Saskatchewan
Facility / Program Reopening Plan
COVID-19 Pandemic
City Hall Main Floor Reception**



they exist. If a guide does not exist, extrapolate suitable practices contained within other guides.

3. Know the risks from shared common items including surfaces, sports equipment and shared food services.
4. Activities like singing and physical contact sports have an increased risk of projecting droplets a greater distance. The CMOH has prohibited social activities including singing, craft activities, amusement rides, face painting or other types of social entertainment under Public Health Orders.
5. Games involving shared balls or equipment remain prohibited unless participants are from the same household or an existing cohort.



**City of Fort Saskatchewan
Facility / Program Reopening Plan
COVID-19 Pandemic
City Hall Main Floor Reception**



Appendix B: COVID-19 Symptoms and Screening Protocols:

The City of Fort Saskatchewan COVID-19 Screening Protocols document (May 25, 2020) includes a daily self-screening protocol staff are to use prior to reporting to work. Staff must know the symptoms of COVID-19. They need to know how to identify if they or another person is ill, and what should be done if illness is likely. In all cases, the screening process must protect the medical privacy of the person.

COVID-19 Symptoms:

The list of COVID-19 symptoms has been expanded by AHS and now includes:

- Fever*
- Cough (new cough or worsening chronic cough)*
- Shortness of breath or difficulty breathing (new or worsening)*
- Runny nose*
- Sore throat*
- Stuffy nose
- Painful swallowing
- Headache
- Chills
- Muscle or joint aches
- Feeling unwell in general, or new fatigue or severe exhaustion
- Gastrointestinal symptoms (nausea, vomiting, diarrhea or unexplained loss of appetite)
- Loss of sense of smell or taste
- Conjunctivitis, commonly known as pink eye

* Public Health Orders in effect at the time of publication stipulate individuals having a fever, cough, shortness of breath, runny nose or sore throat are legally required to isolate for 10 days from the onset of those symptoms, or until the symptoms resolve, whichever is longer. Persons with any of the other listed symptoms should stay home and minimize their contact with others until their symptoms resolve.

Potentially ill individuals will be directed to contact AHS for proper medical advice or testing.

COVID-19 Screening:

Utilizing a screening protocol benefits the individual who may be ill, the City of Fort Saskatchewan and all Albertan's by reducing the likelihood of transmitting COVID-19 or another communicable disease by:

- 1) Reduced transmission rates – helping to prevent the spread of COVID-19.
- 2) Promoting productivity – keeping our workforce healthy and enabling staff to focus on their work.
- 3) Promoting Confidence and Trust – Visible prevention measures demonstrates the City takes employees' health seriously. Staff, volunteers and the public will recognize the City as a leader in public safety.

Contribute to the Public well-being – The City provides essential services to many people. Maintaining a functioning workforce and critical services is in part why the City exists

COVID-19 Screening Questions:

Pre-symptomatic and asymptomatic transmission of the COVID-19 virus or other communicable disease is possible; i.e., not all COVID-19 patients will have symptoms of infection such as elevated temperatures. Likewise, an individual may have an elevated body temperature for reasons other than illness, i.e., physical exertion or environmental exposure to high temperatures.



City of Fort Saskatchewan
Facility / Program Reopening Plan
COVID-19 Pandemic
City Hall Main Floor Reception



The City of Fort Saskatchewan encourages all individuals to conduct a daily health self-assessment and on-site assessment before entering a City facility. The daily self-assessment and the verbal questionnaire rely on the same questions. Each person should answer five questions asked from a distance of 2 meters or more:

Clarifying questions to a positive response for questions 1 or 2 may eliminate benign causes (e.g., ongoing medical condition or seasonal allergies).

1. Are you or any other person in your household / cohort experiencing any of the listed COVID-19 symptoms?

a. A positive response would be cause to exclude entry to a City Facility.

2. Have you experienced any COVID-19 symptoms in the past 14 days?

a. If yes, determine when.

- i. If the onset of symptoms occurred within last 10 days, do not admit the individual to the City facility.
- ii. If the onset of symptoms occurred between 10-14 days prior, confirm the individual is symptom free and if so, admit the individual.

Positive responses to questions 3 through 5 will not automatically preclude admission but will require clarifying questions to ensure the risk of infection / transmission is low or has passed.

3. Have you or any other person in your household / cohort tested positive for COVID-19 or been in close contact with someone who has tested positive for COVID-19?

a. If yes, determine when.

- i. If the individual tested positive within 10 days, the individual must self-isolate and entry should be denied.
- ii. If 10 days or more since the date of the test and the individual is symptom free, admit the individual.
- iii. If a member of the individual's family or cohort tested positive, or was in close contact with someone who tested positive:
 1. inquire what direction the individual who tested positive was given by Alberta Health Services
 2. inquire if AHS gave direction to others in the household or cohort
 3. confirm they have not had symptoms in the past 10 days.
 4. If they are not under direction by AHS and have been symptom free for 10 days or more, admit the individual.

4. Have you or any other person in your household had contact with anyone from outside of Alberta?

a. If yes, determine where and when.

- i. International travelers are required to isolate for 14 days.
- ii. Interprovincial travel may be indicative of greater risk.
 1. Who did the person travel with (same household? Same cohort? Etc.)
 2. Who did they visit while away?
 3. Did they stay with friends or family?



**City of Fort Saskatchewan
Facility / Program Reopening Plan
COVID-19 Pandemic
City Hall Main Floor Reception**



5. **Have you or any other person in your household been in contact with an international traveller in the past 14 days?**
 - a. If yes, did they display any signs or symptoms of illness or have they been diagnosed COVID positive?
 - b. If yes, did the traveller quarantine as required by Public Health Order?

In some cases, entry to City facilities or access to select programs, services or essential staff may require an individual to answer a verbally administered screening questionnaire. In limited circumstances, a verbal screening questionnaire may be supplemented with a temperature screening protocol.

What to do if you Suspect Someone is Ill:

In the event an individual has been denied entry and is suspected of being ill with COVID-19:

1. Advise the individual they are being denied entry and why.
 - a. Direct the individual not to touch their face (eyes, nose or mouth)
 - b. Advise the individual to wash their hands immediately and don a medical or non-medical mask.
 - c. Direct the individual to return home and self-isolate, and once there, to take the AHS online COVID-19 self-assessment or to phone AHS for direction.
2. Staff must keep their hands away from their face (eyes, nose or mouth) and must wash their hands as soon as possible if not immediately.
 - a. Ensure other patrons are unable to interact with areas that may have been contaminated.
3. Immediately notify:
 - a. **their supervisor** of the circumstances and request the rapid-response disinfection team respond to disinfect areas that may have been contaminated.
 - b. the **Health and Safety Advisor**.
 - c. notify the **on-duty Director of Emergency Management** (on-duty 24/7).



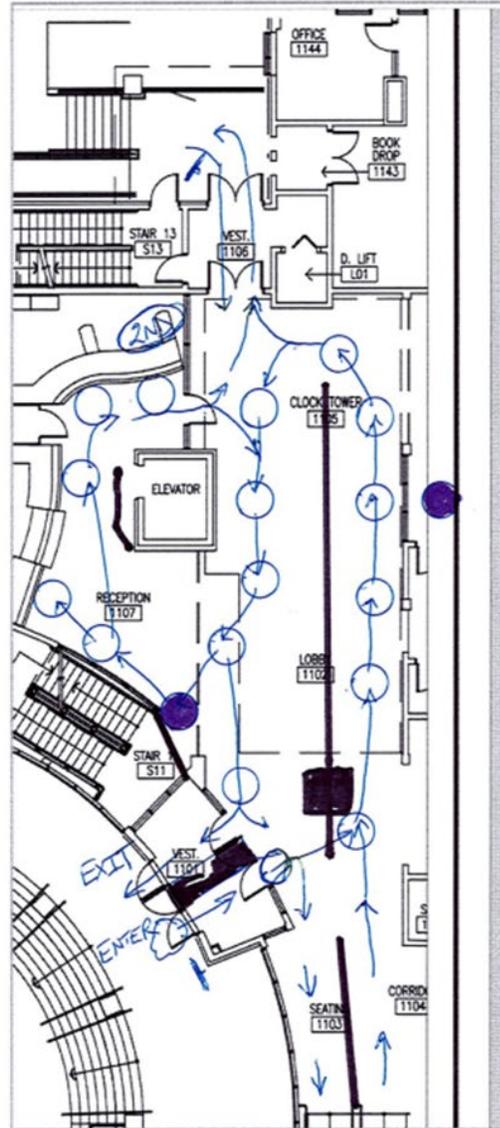
City of Fort Saskatchewan Facility / Program Reopening Plan COVID-19 Pandemic City Hall Main Floor Reception



City Hall First Floor Diagram detailing plan elements.

CITY HALL – Reopening Plan Diagram

- COVID – We are Open Screening signs at public entrances.
 - Listing of services offered in person posted
 - Listing of services available only by phone or mail posted, including contact phone number.
 - Where two-way traffic is possible (vestibule 1106 or power door in vestibule 1101), signs posted for entering traffic to yield to exiting traffic.
- Mandatory Hand Hygiene stations at both public entrances with stanchions leading directly to each.
- Lobby pedestrians divided using stanchions. Flow is counter clockwise (limits congestion for front counter and vestibule 1101). Maintain the queue signs (no passing please) posted.
- Queue points for Reception (1107) and Library just inside or at the entrance doors if possible without interfering with other pedestrian movement.
- Reception area sliding doors opened to maximum of 1-person width (~1m). Flow within reception area is clockwise exiting the pedestrian door.
 - Deliveries or service personnel will disinfect hands and sign in for tracing purposes using wall mounted hand sanitizer station.
 - Front Counter staff may allow deliveries to enter through pedestrian door (exit) provided 2m distancing exists between other guests.
- Reception Elevator Sign – Staff Use Only
- No Access to 2nd Floor. Front Counter will serve as reception to all floors (2nd floor reception staff may need to relocate when walk-in services resume). The desk closest to the 1107 reception area pedestrian door is available at this time for this purpose.
- Floor markings (arrows and 2m distancing placed at key locations in lobby and reception areas). Decals to right side of flow pattern to create 2m between opposing pedestrian traffic.
- GOA Signs (hygiene, sneeze cough control, distancing, etc.) spaced throughout where needed.
- Washrooms remain open.
 - Signs posted at lobby washroom doors indicating washrooms are open... maintain 2m distancing.
 - Wash your hands signs posted inside washrooms (showing how to properly wash).
- Lobby furniture removed except for 1 chair in the recessed gallery area to accommodate the infirm. Limit of 5 minutes sign posted.
- Lobby Table and phone remains with necessary forms and contact numbers for phone/online services not offered in person.





**City of Fort Saskatchewan
Facility / Program Reopening Plan
COVID-19 Pandemic
City Hall Main Floor Reception**



Sign and floor markings

Finance will work with the ECC and Corporate Communications to identify the required number and nature of signs / floor markings required for this plan. The Director of Corporate Communications, on behalf of the City's COVID Task Force, will finalize the layout and wording. Orders will be placed by the ECC. Sample signs and floor markings follow:

Plan Approval

Names:

Date & Signatures:

Submitted by:

Trish Norman
Coordinator, Revenue Services

Submitted Electronically
June 11, 2020

DEM Review and Recommendation:

Brad Ward
Director of Emergency Management

Submitted Electronically
June 11, 2020

General Manager Review and Recommendation:

John Dance
GM, Corporate Services

Submitted Electronically
June 11, 2020

COVID-19 Task Force Approval:

Troy Fleming
City Manager

June 12, 2020