



City of Fort Saskatchewan Facility / Program Reopening Plan COVID-19 Pandemic FCSS Group Programs



Introduction:

On September 17, 2020, the City of Fort Saskatchewan COVID Task Force reviewed and approved this FCSS Group Programs Plan consisting of three parts:

- Part 1: FCSS Group Programs Plan
- Appendix A: General principles to reopening services in Alberta
- Appendix B: COVID-19 Symptoms, Screening Protocols and Infection Response

Restrictions and Prohibitions:

Alberta's Chief Medical Officer of Health (CMOH) may issue Public Health Orders and Guides to protect Albertans from serious consequences of disease, such as COVID-19.

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.
- The Family and Community Support Services Department will work with Corporate Communications to post and disseminate information about changes to the Group Program.

Part 1: City of Fort Saskatchewan FCSS Group Program Relaunch Plan

Date: *Drafted 2020Aug20*

ECC Update 2020Sep11

Task Force Review 2020Sep17

This plan supplements the City's Relaunch Consideration document found on the City's website.

Current Status

The COVID-19 pandemic resulted in the suspension or modification of FCSS Group Programs. As restrictions are lifted by the Province, City residents have increasingly been seeking in person services. This plan addresses how to do so for in-person FCSS group programs.

Current Priorities

1. To ensure the health and safety of FCSS staff, volunteers and clients.
2. To offer safe, confidential and effective group programs that meet or exceed client needs.

While some programs or services may be offered by phone or virtually, other circumstances make it imperative that group programming occurs in person if safe and when possible. Group programming, in controlled environments helps promote staff and client safety.

FCSS will select meeting locations to ensure 2m physical distancing occurs. Rooms have been equipped with hand sanitizer and cleaning wipes. Participants and staff will complete an Alberta Health Services Health Screening assessment prior to each group meeting.

Director of FCSS shall ensure:

- Staff develop specific steps to maintain the safety and well-being of guests, employees, and volunteers upon and after reopening to the public.



City of Fort Saskatchewan Facility / Program Reopening Plan COVID-19 Pandemic FCSS Group Programs



- Training programs are developed and implemented that include new policies and procedures reflecting current and future Public Health Order requirements. Training should be provided as necessary to contractors and subcontractors.
- Group training will be provided to staff currently working on-site as well staff that will return to working on-site.

Related Public Health Order(s) or Guides:

1. [Workplace Guidance For Business Owners](#)
2. [Guidance For Office Buildings](#)
3. [Guidance for Wellness Services](#)
4. [Workplace Guidance for Community Health Settings; Record of Decision CMOH Order 16-2020](#)

Related City Policies and Guides:

1. [How and When to Disinfect, Wash or use Personal Protection Equipment](#)
2. [Use of Medical and Non-Medical Masks](#)
3. [Mandatory Facial Coverings City Facilities](#)

Timeframe to Reopen

The planned relaunch date is **September 17, 2020**.

The City of Fort Saskatchewan will comply with CMOH Public Health Orders and guides. This plan is a service-specific plan for **FCSS Group Programs** and supplements the City's [Relaunch Consideration](#) document found on the City's website.

Communications Procedures and Reopening Plan Updates

The relaunch of FCSS Group Programming will be communicated through schools and partnering agencies, social media, the City Website and via email directly to FCSS networks.

Pre-COVID-19 Risk Mitigation

A phone conversation will be conducted with each participant about the risks and the risk mitigation that is being done to keep everyone safe. During this pre-meeting conversation it will also be discussed that prior to each meeting the AHS health screening questionnaire will need to be completed with a staff member.

Enhanced Risk Mitigation Required for Relaunch

The following considerations pertain to distancing measures, cleaning and disinfecting, screening for symptoms, PPE and responsibilities to ensure precautions are followed:

1. The location of meetings will ensure that there is enough space between attendees during a meeting.
2. All attendees need to confirm their attendance with an FCSS Staff person prior to every group.



**City of Fort Saskatchewan
Facility / Program Reopening Plan
COVID-19 Pandemic
FCSS Group Programs**



3. A health pre-screen test will take place prior to every group program to ensure no one has any symptoms or has been around someone who has symptoms.
4. All staff members will sign in and out of the building in order to have a record of the timing of their presence on site.
5. All attendees must sign in when entering the meeting space to allow for contact tracing.
6. All attendees will be required to wear a face covering while in common areas of City buildings: public washrooms, hallways, lobby areas.
7. Hand sanitizer will be available for attendees to use when entering and exiting the meeting space.
8. All attendees will be made aware that if they show signs of COVID-19 they will be asked to leave the meeting and their guardian/parent will be notified, if under the age of 18. They will be asked to self isolate and take the AHS online self assessment test.
9. If supplies will be in contact with attendees (e.g. craft supplies), FCSS will provide supplies that attendees may use and keep when possible. If group participants will return supplies for later use, FCSS will:
 - a. Ensure items are clean and disinfected prior to distribution.
 - b. Have attendees use hand sanitizer before receiving the supplies and prior to returning them.
 - c. Call attendees up, one at a time, to avoid crowding.
 - d. Direct attendees to drop common supplies into a plastic bin available for this purpose. This will minimize contact with items by others.
 - e. The bin will be sealed and set aside for 96 hours before the contents are thoroughly cleaned and disinfected. If cleaning must occur before 96 hours lapses, staff will wear gloves and a mask while cleaning the supplies.
 - f. It is the responsibility of the group facilitator to clean and disinfect supplies after use.

PPE and Hand Hygiene

1. 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).
2. 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.
3. PPE is the last option one should utilize to stay healthy. In order of precedence, the controls are:
 - a. Elimination - Isolate to eliminate the opportunity for exposure.
 - b. Substitute - Not applicable for COVID19.
 - c. Engineering Controls - Physical barriers and shields to prevent contact



**City of Fort Saskatchewan
Facility / Program Reopening Plan
COVID-19 Pandemic
FCSS Group Programs**



- d. 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.)
- e. PPE – PPE is the last line of defence. If you must engage with someone known or suspected of having COVID-19, use PPE.

Cleaning and Disinfecting

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

Updated Hazard Assessment

An updated Hazard Assessment will be created which will include COVID-19 risks and mitigation strategies. All required staff will receive a copy of the updated Hazard Assessment. All staff to sign off that they reviewed and understand all identified risks and mitigation strategies.



**City of Fort Saskatchewan
Facility / Program Reopening Plan
COVID-19 Pandemic
FCSS Group Programs**



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

Facilities should offer hand sanitizer containing at least 60% alcohol, or soap and water available. Custodial services should include enhanced cleaning and disinfection of common, high touch surfaces and washrooms. Where practicable, floor markings should identify 2m separation zones between families or cohorts (defined as a group from 2 families who stay together, typically for childcare support, and who agree not to interact with other household members).

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 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.



City of Fort Saskatchewan Facility / Program Reopening Plan COVID-19 Pandemic FCSS Group Programs



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.

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.

Cleaning and Disinfecting

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

Standard COVID Cleaning will include:

1. increasing the frequency of cleaning and disinfecting high-touch surfaces such as door handles and railings;
2. provide hand sanitizer through the space;
3. ensuring hand soap is well stocked in washrooms;
4. providing additional cleaning and disinfection supplies to various operations staff to increase cleaning and disinfection of surfaces and equipment.



**City of Fort Saskatchewan
Facility / Program Reopening Plan
COVID-19 Pandemic
FCSS Group Programs**



Appendix B: COVID-19 Symptoms, Screening Protocols and Infection Response:

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) Reducing 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.
- 4) Contributing 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
FCSS Group Programs**



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.)



**City of Fort Saskatchewan
Facility / Program Reopening Plan
COVID-19 Pandemic
FCSS Group Programs**



2. Who did they visit while away?
3. Did they stay with friends or family?

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 (DEM)** (on-duty 24/7).

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:



**City of Fort Saskatchewan
Facility / Program Reopening Plan
COVID-19 Pandemic
FCSS Group Programs**



- 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.

Cleaning and Disinfecting

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

- Staff will use a wipe twice method; once to clean and again to disinfect.
- Communal items will be removed.
- Staff will be provided disposable wipes or sprays to use on safe surfaces.



**City of Fort Saskatchewan
Facility / Program Reopening Plan
COVID-19 Pandemic
FCSS Group Programs**



Plan Approval

Names:

Date & Signatures:

Updated by:

Tammy Lautner
Director, Family Community Support Services

Signed Electronically
2020Sep04

DEM Review and Recommendation:

Brad Ward
Director of Emergency Management

Signed Electronically
2020Sep14

General Manager Review and Recommendation:

Heather Cowie
GM, Community and Protective Services

Signed Electronically
2020Sep14

COVID-19 Task Force Approval:

Troy Fleming
City Manager

Approved Electronically
2020Sep17