



**City of Fort Saskatchewan  
Facility / Program Reopening Plan  
COVID-19 Pandemic  
FCSS Home Visitation Relaunch Plan**



### **Introduction:**

On July 2, 2020, the City of Fort Saskatchewan COVID Task Force reviewed and approved Family Community Support Services to resume home visitation services as outlined in the following plan, consisting of three parts:

- Part 1: FCSS considerations specific to Home Visitations
- 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 adheres to CMOH Public Health Orders and guides. This plan is a supplemental plan to the City's global Relaunch Consideration document available 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.

People Services will work with Corporate Communications to post and disseminate information about staffing services.

### **Part 1: FCSS Home Visitation Relaunch Plan**

#### **Current Status**

The COVID-19 pandemic resulted in the suspension of **FCSS Home Visitation**. As the province lifts restrictions in a phased relaunch, City residents have increasingly been seeking services. This plan addresses how to safely conduct home visits.



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### **Current Priorities**

Some of the support work in FCSS requires contact with clients in their own home. For Home Support that includes the intake process, assessing the home for cleaning requirements and a safety assessment. For the Seniors Coordinator home visits assist those who have mobility issues and may need help accessing housing, financial help or assistive devices. For the Family School Liaison program at times it's required for family support & properly assessing how the family is coping when you can see where they reside. While a few operations may be conducted over the phone, the complexity of the issues and the inability for some that do not have access to current technology, it is imperative that home visitation be re-instated.

### **Timeframe to Reopen**

The planned relaunch date is July 6, 2020.

### **Pre-COVID-19 Risk Mitigation**

Hazard Assessments are in place that outline all aspects of **FCSS Home Visitation**. These are created with staff and reviewed annually.

### **Updated Hazard Assessment**

The existing Hazard Assessment will be updated to 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.

### **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. General precautions:
  - a. On a daily basis, staff will be required to check for symptoms using AHS screening guidelines prior to departing for work;
  - b. On the day of a client visit:
    - i. Staff will complete a personal "Fit for Work" screening questionnaire;
    - ii. FCSS Director will collect all questionnaires and act as screener. (Management of information will be in accordance with privacy requirements related to health information.)
      1. If "Fit for Work" the employee will report to their shift as expected; or
      2. If "Not Fit for Work" they will remain home and self-isolate.
  - c. Clients and staff will use their own pens for completing paperwork;
  - d. Should staff develop any symptoms while at work that are not related to pre-existing medical conditions or allergies they will be required to go home and self-isolate.



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- i. Staff will complete the AHS Self assessment tool to determine their need for COVID-19 testing;
  - ii. Staff will refer to COVID-19 Return to Work Guide AHS to determine when safe to return to work.
  - iii. Any clients or staff members that may have had contact with the staff member exhibiting symptoms will be notified immediately with their recommended course of action. All contact information for staff & clients is up to date.
2. Primary methodology (Off Site):
- a. Staff will encourage an office visit over a home visit when conditions allow. Staff can better control the cleaning and sanitation of surfaces which cannot be guaranteed in a home environment.
3. Secondary methodology (On site)
- a. The day before every home visit staff will conduct and document, a Pre-Visit Questionnaire. This risk assessment will review:
    - i. Conditions in the home including people, behaviours, animals, and potential for family violence that may pose a risk to staff members;
    - ii. COVID-19 screening questions and act as the required health check for clients.
      1. Clients who report symptoms (cough, fever, shortness of breath, runny nose or sore throat) that are not due to pre-existing health conditions or allergies are subject to mandatory isolation for 10 days from the onset of symptoms or until symptoms resolves whichever is longer.
      2. Staff should refer the client to Alberta Health Services website or to call 811 where they should complete a COVID-19 self assessment and be afforded medical advice. The home visit will be rescheduled for an appropriate future date.
  - b. While on site:
    - i. Staff will provide and take with them indoor footwear for all home visits;
    - ii. Staff will wear a mask at all times during home visits;
    - iii. Should staff observe clients to see if they are experiencing any COVID-19 symptoms that can't be explained by benign causes.
    - iv. If a client is displaying signs or complaining of symptoms of COVID-19, staff will report to their Supervisor immediately and vacate the premises.
    - v. Partially due to space limitation within the home and partially due to the nature of the work it will not be possible to physically distance consistently. Therefore.

### **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).



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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
  - 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.
4. Staff will practice proper hand hygiene including handwashing and /or use of hand sanitizer on entry and exit from the home. Staff will don gloves for the duration of the home visit.

**Cleaning and Disinfecting**

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

**Communications Procedures and Reopening Plan Updates**

An in-house review will be scheduled for all affected FCSS staff that will cover the Hazard Assessment, Pre-Visit Questionnaire, COVID-19 Screening Questions, Daily Fit for work screening and new home visit protocols required for COVID.



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**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.



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- 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.
5. Games involving shared balls or equipment remain prohibited unless participants are from the same household or an existing cohort.



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### 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 and the Transit Operator take staff and customer health seriously.
- 4) Contributing to the Public well-being – Transit services are essential to many people. Maintaining a functioning workforce and critical services is in part why the City exists.



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**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.

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.



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- 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?

**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?

**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.



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- 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)**.



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**Plan Approval**

**Names:**

**Date & Signatures:**

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Submitted Electronically  
June 26, 2020

**DEM Review and Recommendation:**

Brad Ward  
Director of Emergency Management

Submitted Electronically  
June 30, 2020

**General Manager Review and Recommendation:**

Heather Cowie  
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Submitted Electronically  
June 30, 2020

**COVID-19 Task Force Approval:**

Troy Fleming  
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July 2, 2020