



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



FCSS Office Visitation Relaunch Plan

Introduction

On September 17, 2020, the City of Fort Saskatchewan COVID Task Force reviewed and confirmed their approval of this updated FCSS Office Visitation Relaunch Plan consisting of three parts:

- Part 1: FCSS Office Visitation 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 Office Visitation Program.

Part 1: City of Fort Saskatchewan FCSS Office Visits Plan

Date: *Drafted 2020Aug20*

ECC Revisions 2020Sept08

Task Force Review 2020Sept17

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 of FCSS Office Visitation as of March 15, 2020. As the province lifts restrictions in a phased relaunch, City residents have increasingly been seeking services. This plan addresses how to safely provide walk-in office visitation, as well as booked appointments at City Hall.

Current Priorities

Support work by FCSS often requires in-person client contact. While some operations may be conducted by phone or video chat, the complexity of Social Services issues and patron inaccessibility to supporting technology makes it imperative that support visits are offered in person. Office visits at City Hall helps ensure staff safety in a more controlled work environment than a client's private residence.

The Director of FCSS shall:

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

Last Revised 2020Sept09



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- Develop and implement training programs that include new policies and procedures and Public Health Order requirements.
 - Group training will be provided for staff working on-site and those resuming on-site work. Training shall be provided as necessary to contractors and subcontractors.

Related Public Health Order(s) or Guides:

1. [Workplace Guidance For Business Owners](#)
2. [Guidance For Office Buildings](#)

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 Protocol - City Facilities

Timeframe to Reopen

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

The planned relaunch date is **September 29, 2020**

Pre-COVID-19 Risk Mitigation

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

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. When circumstances allow, office visits will be encouraged over home visits. Doing so offers control over cleaning and sanitization of surfaces; something that cannot be guaranteed in a home environment. Clients will be strongly encouraged to book appointments in advance.
2. The FCSS Office Visitation Hazard Assessment will be updated to include COVID-19 measures. All staff will review and acknowledge the changes.
3. Clients are required to pre-screen for COVID-19 prior to leaving for a City office visit. They are to remain home if they display any signs or symptoms of infection. Staff members will call clients by phone, 24 hours prior to booked appointments, to help with the screening questionnaire.
4. Clients who report symptoms (cough, fever, shortness of breath, runny nose or sore throat), 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 resolve whichever is longer. Staff will direct clients to the Alberta Health Services website or the Health Link phone (8-1-1) to complete a COVID-19 self-assessment and obtain medical advice. The FCSS visit will be rescheduled.



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5. Staff will provide the client a health questionnaire and an intake form when they arrive for an office visit. The questionnaire contains the COVID-19 screening questions that will be retained for no less than 14 days.
6. The client will be required to sign in as a visitor to City Hall for tracing purposes and in the event of a building evacuation.
7. Staff who observe clients displaying any COVID-19 symptoms that can't be explained by benign causes, will end the office visitation immediately and report this information to their Supervisor.
8. All staff are required to self-assess for COVID-19 symptoms daily. Staff will complete a Fit for Work screening questionnaire on days that they are office based. The FCSS Director will perform the duties of screening staff and will collect completed questionnaires. Information will be managed in accordance with health related privacy requirements. If "Fit for Work" the employee will report to their shift as expected, if "Not Fit for Work" they will remain home and self-isolate.
9. Should staff develop any COVID-19 symptoms while at work that are not related to pre-existing conditions or allergies, they will go home and self-isolate. While there, staff will complete the AHS COVID-19 online self-assessment. If tested for COVID-19 and the results come back negative, and they have no known exposure to COVID-19, the staff member is not legally required to self-isolate for 10 days. They must however, stay home until symptoms resolve.
10. Clients or staff members that may have had contact with the staff member exhibiting symptoms will be notified immediately with a recommended course of action. All contact information for staff & clients is up to date.
11. FCSS staff will utilize the second floor Belcher meeting room to meet with clients at City Hall. This is deemed to be the safest location for the staff and public while providing good customer service. The meeting room requires a laptop computer for staff to either view a client's file and/or access the internet to assist with enquires. This location works best for those with accessibility needs or older adults while physically distancing. The Belcher room has two doors; one off of the lobby and the other leading to the office space behind the front counter. Staff will utilize the 'staff entrance' behind the front counter while clients will use the lobby side customer-entrance. This minimizes physical contact and promotes 2m physical distancing.
12. FCSS will coordinate Belcher room access with People Services, who may also need the space to conduct interviews. While walk-in appointments will be permitted based on room availability, FCSS will allocate set days for office appointments (Tues/Wed/Thurs), timed to allow for proper sanitation of the room between appointments. Scheduled appointment days will be advertised to the public and communicated to existing clients.
13. The office visit meeting space will be sanitized before and after each visit. The staff member conducting the visit will be responsible for sanitation. There will be cleaning supplies and hand sanitizer kept in the space at all times. If a customer arrives while the meeting space is in use, or on a day staff are unavailable, they will be encouraged to call our office to schedule an appointment at another time.
14. Customers may be provided a pen by staff to complete paperwork upon arrival. Used pens will be placed in a container and sanitized at the end of each day by staff.



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Budget Implications:

The anticipated costs to purchase a laptop and install a screen in the Belcher Room is \$3,500, funded from the FCSS budget (programming expenses have been reduced due to COVID-19). This meeting space set up could benefit other departments within City Hall that require a space to assist customers while adhering to the public health protocols.

PPE and Hand Hygiene

Staff and client will practice proper hand hygiene including handwashing and /or use of hand sanitizer on before and after an office 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).

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.

Communications Procedures and Reopening Plan Updates

All affected FCSS staff will review COVID-19 documents; Hazard Assessment, Pre-Visit Questionnaire, COVID-19 Screening Questions, Daily Fit for work screening and new office visit protocols.

Customers will be informed of office visit protocol changes by staff when appointments are booked or upon arrival to City Hall. A news release will go out to all local media outlets advising of the days FCSS staff are available at City Hall for assistance. FCSS will also communicate this change via email to all of our community partners. Social media pages will also advertise the more structured process for in person assistance at City Hall.



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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

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.



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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.



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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 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.



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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. A person is to quarantine for 14 days, following the 10-day isolation period of the close contact (i.e., up to 24 days mandatory isolation).

5. 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.



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- 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?

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:
 - a. keep their hands away from their face (eyes, nose or mouth)
 - b. wash their hands as soon as possible if not immediately.
 - c. 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).



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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:

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- 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.



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Plan Approval

Names:

Date & Signatures:

Updated by:

Tammy Lautner
Director, FCSS

Submitted Electronically
September 4, 2020

DEM Review and Recommendation:

Brad Ward
Director of Emergency Management

Submitted Electronically
September 9, 2020

General Manager Review and Recommendation:

Heather Cowie
GM, Community and Protective Services

Submitted Electronically
September 10, 2020

COVID-19 Task Force Approval:

Troy Fleming
City Manager

Approved Electronically
September 17, 2020