



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



## Modified Water Meter Replacement Program

### **Situation:**

On June 10, 2020, the City of Fort Saskatchewan COVID Task Force reviewed and approved proceeding with the Water Meter Replacement Program subject to an updated Plan and hazard assessment, as outlined in the following plan, which consists of three parts:

- Part 1: Public Works Department Water Meter Replacement Considerations
- 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**

- 1) 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.
- 2) Public Works Department will work with Corporate Communications to post and disseminate information about changes to the Neighbourhood Connector program.

### **Part 1: Relaunch Plan – Modified Water Meter Replacement Program**

*Prepared May 12, 2020*

*Last Revised June 15, 2020*

### **Situation:**

The Task Force approved a modified Water Meter Replacement Program on June 10, 2020, subject to submission of an updated hazard assessment report and a favourable review by the ECC.

### **Desired Response:**

The replacement program proceeds in a way that:

- Introduces additional protective measures for installers and residents;
- Incorporates the needs of residents with high anxiety; and
- Can be ramped up and ramped down based on the number of active cases in Fort Saskatchewan or direction from Alberta Health Services (such as Alberta's 'reopening' strategy).



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### Steps:

1. Redeploy clerical staff assigned to meter program
2. Phone residents who had deferred appointments to reschedule
3. Once deferred appointments are rebooked, new letters will be sent out
4. Redeploy one operator to meter program
5. Follow guidelines:
  - a. Clerical staff are to ask screening questions when booking the appointment.
    - i. Refer to the June 15 updated screening protocol for guidance on questions and responses
    - ii. Appointments when COVID-19 is suspected or confirmed must be deferred a minimum of 10 days or until symptoms are gone, whichever is longer.
  - b. Booking staff shall request that occupants clear a path and the workspace prior to the arrival of the operator
  - c. The assigned operator will self-screen daily
    - i. To minimize the risk of exposure, only one operator is to enter a home.
  - d. The assigned operator will:
    - i. repeat the screening questions before entering
    - ii. wear a new procedural mask for each appointment.
    - iii. Maintain 2m distance from occupants at the appointment location
    - iv. Request the homeowner clear a path and the workspace when possible (i.e., open doors, remove clutter, etc.).
    - v. Use a minimum 60% alcohol based rub hand sanitizer prior to entering a home and again immediately after leaving.
    - vi. Avoid touching the operators face
6. Appointments may be cancelled and new appointment requests declined or deferred on the direction of AHS or the Taskforce.

### Alternative:

1. Continue with resident requested appointments only until 2021
  - Reduces cash flow requirements for 2020
  - Residents who want the meter replaced can be accommodated
  - Failed meters will continue to be replaced
  - Remaining replacements can be included within new on-going operating program

### Preparation Steps:

- 2 to 3 weeks advance notice of the approved relaunch date to organize and adjust staffing.
- Adapt citywide COVID-19 Hazard Assessment, including applicable PPE reference guides
- Adapt citywide protocols, such as temperature testing, including applicable training
- Adjust clerical shift schedule to ensure 2m separation between any staff stationed at City Hall while letters are prepared and other work is completed at the office
- Secure adequate supply of PPE (e.g., new mask for each appointment (4/day))



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**Service Level Impacts:**

- Number of appointments per week would start low and ramp up
  1. Appointments will be included as time is available between new installs and repairs
  2. Next, appointments will be booked back-to-back 1 or 2 days per week
  3. If the number of cases remain low and resident response is good, by September or October, appointments can be booked steadily
  4. Limiting the number of appointments will reduce the impact if the situation worsens and appointments must be cancelled
  5. If resident response to letters and calls is low, the number of available appointment times will be limited to reduce disruption to other operational routines
  
- Meter program staff were redeployed to assist with routine summer tasks, so no students were hired. As the number of appointments increases, staff will be diverted from the summer programs to complete the meter installs and routine operational service levels will decrease.

**Costs:**

- PPE
  - Consult the ECC for supplies already in stock or to order.

**Provincial Guidelines:**

1. **[General Relaunch Guidance for All Operations](#)** (Follow the link to access the 28-page Guide)

**Notes:**

- If residents have concerns about allowing people into their homes or use the pandemic as a reason to delay their meter replacement:
  - Regardless of the reason, if a resident declines an appointment the replacement of their meter will be 'left to last'
  - Eventually, the City will need to determine what course of action to take where no appointment can be booked – options may include additional fees and/or enforcement.



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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).

**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



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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.



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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.



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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.
- 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:



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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?

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.



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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 (24/7)**.



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**Plan Approval**

**Names:**

**Date & Signatures:**

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Submitted Electronically  
June 22, 2020

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Submitted Electronically  
June 22, 2020

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Submitted Electronically  
June 22, 2020

**COVID-19 Task Force Approval:**

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Approved Electronically  
June 22, 2020