



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



The Bridge Relaunch Plan (Fort Saskatchewan Wellness Hub for Youth)

Introduction:

On September 17, 2020, the City of Fort Saskatchewan COVID Task Force reviewed and approved *The Bridge Relaunch Plan* consisting of three parts:

- Part 1: The Bridge Relaunch Plan (Fort Saskatchewan Wellness Hub for Youth)
- Appendix A: General principles to reopening services in Alberta
- Appendix B: COVID-19 Symptoms, Screening Protocols and Infection Response

The Bridge is an integrated services delivery hub connecting multiple agencies through a physical space use by youth to safely access addiction and mental health supports, and food security. The Bridge is open for youth, aged 11 to 24 years and their families.

Prior to COVID-19, the Bridge was open Wednesdays and Thursdays, from 2 to 8 p.m. Youth used the Bridge to access computers, peer support, mental health and addictions support, join a facilitated group session, or just to make a meal with staff. As schools return to operations, The Bridge re-launch will open doors to youth subject to increased cleaning and hygiene controls, and limited programming.

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 Bridge.

Part 1: City of Fort Saskatchewan FCSS Office Visits Plan

Date: *Drafted 2020SEP09*

ECC Revisions 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 closure of The Bridge. As the province lifts restrictions in a phased relaunch, and as youth have returned to school, youth will be seeking mental health and addictions services and peer support. This plan addresses safely reopening the Bridge.



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Current Priorities

FCSS will continue to:

- Work to ensure the safety of staff and clients.
- Support onsite staff and collaboration agencies to ensure a safe workplace and meeting client needs.

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.
- 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 Day Care/Out of School Care](#)
3. [Guidance For Indoor Events](#)

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 planned relaunch date is **September 23, 2020**

Pre-, and post-COVID-19 Risk Mitigation

Prior to Covid-19 The Bridge followed an onsite Terms of Reference and Policy and Procedure to ensure the health and safety of staff and clients. As well, local agencies that connected with onsite individuals relied on their own Hazard Assessments, Policies and Procedures, and Terms of Reference.

The Bridge will comply with CMOH Public Health Orders and guides. This plan is an overall review of being able to offer services out of The Bridge again in an in person manner and supplements the City's [Relaunch Consideration](#) document found on the City's website.

Enhanced Risk Mitigation Required for Relaunch

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



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1. The Bridge FCSS Policy and Procedures manual will be updated to include COVID-19 safety protocols.
2. All staff who will be onsite in the space will participate in training for the new COVID-19 safety protocols, screening procedures and cleaning standards.
3. Staff will meet clients and pre-screen them at the door prior to entering. This will include taking their temperature.
4. The space used for one on one meetings has changed to a larger room to provide enough space between staff and clients.
 - a. Books, pamphlets, papers, knick-knacks and non-wipe-able chairs will be removed from the space. Markings (X's) will be placed on couches to ensure clients do not sit close too one another. Hand sanitizer will be provided throughout the space.
 - b. Food will no longer be prepared together onsite.
5. If a client shows symptoms of COVID-19, they will be immediately isolated and their parents/guardians contacted to pick them up. They will be advised to take the AHS screening test and to follow isolation guidelines.
6. Before each shift, staff will self-check for COVID-19 symptoms, completing the Alberta Health Services Daily Fit for Work Screening - Healthcare Worker Questionnaire. Should staff develop COVID-19 symptoms while at work that are not related to pre-existing conditions or allergies they will go home and self-isolate. Staff will complete the Healthcare Worker Self-Assessment Tool to determine the need for COVID-19 testing.
7. In support of public health contact tracing efforts, with informed consent, daily records will be kept of anyone entering The Bridge (e.g. staff working each day, youth, etc.). These confidential records will be kept for 2 weeks after which, they will be securely disposed.
 - a. Information about attendees will only be shared with Alberta Health Services, and only if a potential exposure occurs on-site.
8. COVID-19 information signs (e.g., physical distancing, symptoms and other means to mitigate the spread of infection) will be posted at the facility entrance and throughout the Bridge (i.e., room entrances/exits/interior and bathrooms).
9. Youth and staff will maintain a minimum 2m physical distance. High contact activities or games will be eliminated or modified, as will sharing of equipment whenever possible.
10. Staff will follow new cleaning standards to ensure high touch areas are cleaned regularly and meeting spaces are disinfected after each meeting with a client.

Communications Procedures and Reopening Plan Updates

The Bridge relaunch will be communicated by newspaper, Facebook, Instagram and the DCC electronic sign. An email will be sent to FCSS staff to inform them of updates. Information will be available on school websites for students.



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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 Bridge 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.



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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.

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.

Staff will practice proper hand hygiene including handwashing and/or use of hand sanitizer on entry and exit of the space. Some staff will have the option to wear a mask onsite depending on their agencies expectations.

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;



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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



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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:

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 last exposure of the person with a COVID-19 positive patient.

5. If they are not under direction by AHS and have been symptom free for 10 days or more, admit the individual.



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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:
 - 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).



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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

Date

DEM Review and Recommendation:

Brad Ward
 Director of Emergency Management

Date

General Manager Review and Recommendation:

Heather Cowie
 GM, Community and Protective Services

Date

COVID-19 Task Force Approval:

Troy Fleming
 City Manager

Date