



1.0 Purpose:

This guideline supports employee safety and continued delivery of City's essential services to customers during infectious disease events. This guideline outlines the actions and PPE required to minimize exposure and protect employees from exposure to an infectious disease incident, based on the risk to The City and the requirement to maintain. General information about The City's response to COVID-19 is available on myCity.

2.0 Employee Segment: Employees Accessing Customer Homes/Business

Hygiene practices are the most critical precautionary measures we can implement to protect employees and prevent the spread of infection.

Employees who enter dwellings and businesses, and have face-to-face customer interactions with the public are typically part of the following business units or sections:

Calgary Housing maintenance and tenant services, Calgary Neighborhoods, Fire inspections, Assessors, Calgary Building Services, Business License Inspectors, Water Services (Note: see separate SOG for Water Services: Sewer Back-up)

3.0 All City precautionary Instructions:

1. Stay home if you are sick or feeling unwell.
2. Reschedule or cancel appointments if the customer displays signs of flu-like symptoms.
 - a. Only essential services may enter a household; all non-essential services must cancel and re-schedule the appointment.
3. Cough and sneeze into a tissue or into the bend of your elbow if you do not have a tissue handy.
4. Do not touch your face and do not shake hands. Keep safe social distances (2 meters).
5. Wash your hands regularly with soap and water. If soap and water is unavailable use hand sanitizer with 60% Ethanol or 70% Isopropyl alcohol.
6. Clean your worksite frequently

4.0 Foreman / Supervisor Responsibilities:

Avoidance or elimination must be considered first when controlling a hazard. The use of administrative controls is necessary to accompany any engineering controls and/or PPE.

Review SRs as they come in and take note of any actions or rescheduling that must be done.

When booking appointments, follow the protocol established by 311:

Ask: "Do you or anyone in the home or business have flu like symptoms?"

Ask: "Has anyone returned from travelling out of the country?"

General Use

Last update: May 25, 2020

Ask: “Is there anyone with a compromised immune system in the home or business?”

Ask: “Has anyone attended a gathering or more than 50 people within the last 14 days?”

Reschedule appointment if individuals indicate they have flu like symptoms or answer affirmative to any of the above – **Do not enter.**

Reinforce the following with employees:

Field Level Hazard Assessments must be done prior to going into any home or business

If you are a City leader who has been notified that your worker is refusing work, please notify your Safety Advisor to investigate and work together to remedy the work refusal.

Only essential service workers wearing the appropriate PPE may enter dwellings with individuals that are showing signs and symptoms as identified on the Alberta Health Services page. Treat all individuals as potentially sick.

5.0 Employee Responsibilities:

- When arriving at the home, ask questions above in Section 4.0 prior to entering – take 2 steps back from the door.
- Reschedule appointment if individuals indicate they have flu like symptoms or answer affirmative to any of the screening questions.
- When being issued PPE, employees must have an understanding of:
 1. Field Level Hazard Assessments
 2. When to ‘walk away’ and/or use PPE
 3. What PPE is necessary
 4. How to properly put on, use, and take off PPE in a manner to prevent self-contamination;
 5. How to properly dispose of or disinfect and maintain PPE; and the limitations of PPE.
 6. Avoid touching items within the home or business – attempt to complete visual inspections only.
 7. Only bring equipment necessary for the service into the home or business.
- Continue to follow hygiene practices, wash hands with soap where possible or use hand sanitizer when in the field.

6.0 Hygiene practices:

Hygiene practices are the most critical precautionary measures we can implement to protect employees and prevent the spread of infection. Employees must:

- Avoid entering dwellings or businesses of individuals that display signs of cold or flu.
- Maintain safe social distances in customer interactions (2 meters). E.g.: Take 2 steps back prior to the door getting answered.
- Wash hands with soap and water frequently – before and after eating, drinking, or using the bathroom.
- Use a hand-sanitizer with minimum 60% Ethanol or 70% Isopropyl alcohol. Keep by workstation and use before and after interacting with customers.
- Avoid touching face, mouth, eyes, nose or open sores and cuts.
- Do not eat, drink, or chew gum at your workstation. Clean the table surfaces prior to eating.

General Use

Last update: May 25, 2020

4.3 Personal protective equipment (PPE): COVID-19 specific

Employees providing essential services entering a home with potential virus exposure must ensure they are wearing proper PPE, and are trained on how to use it. Employees must wash hands with soap and water immediately after removing PPE. The following PPE is recommended for employees:

- If entering a dwelling with an individual that is displaying signs and symptoms of cold or flu the following PPE are required:
- Goggles or tight-fitting glasses.
- N95 respirator
- Disposable coveralls of uniform that covers legs and arms, and can be cleaned afterward
- Nitrile or other fluid resistant gloves
- Only essential service workers wearing the appropriate PPE may enter dwellings with individuals that are showing signs and symptoms of cold and flu.
- PPE is not required as a protection for COVID-19 for normal day-to-day situations and activities, providing physical distancing can be maintained. Cloth face coverings are required when physical distancing cannot be maintained.

Contractors are expected to follow Alberta Health Services guidelines and Provincial OHS for managing health and safety hazards when entering customer homes or businesses.