

Government of Alberta
Return to the Workplace

Manager Guide

COVID- 19

GoA Return to the Workplace Manager Guide

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GoA Return to the Workplace Manager Guide

Overview

The Government of Alberta (GoA) Return to the Workplace Manager Guide was created to provide additional information and support to managers, and to provide a practical approach to managing employees returning to the workplace. This guide is used in conjunction with individual department plans as well as other resources created in response to COVID-19.

Our overarching approach is to be safe and practical. We will follow the advice of the Chief Medical Officer of Health (CMOH).

The Alberta Public Service (APS) prioritizes the safety of their employees and has developed a one government approach to ensure the safety of not only employees but all Albertans. This guide highlights manager's responsibilities and answers many questions about how to handle the return of employees. However, we expect that our staff will take reasonable precautions as well.

This guide does not anticipate every possible question. Managers who encounter situations not addressed in this document are encouraged to refer to other COVID-19 resources on [myAPS](#) as well as their senior leadership and [WHS Consultant](#).

As the COVID-19 pandemic is an evolving situation, this document and the guidance within are subject to change and will be updated as appropriate.

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Protocols for Returning to the Workplace

Background

Since March 2020, in response to advice from the Chief Medical Officer of Health (CMOH) and based on Deputy Ministers' Executive Council (DMEC) messaging, Government of Alberta (GoA) employees began working from home.

Since that time, the orders issued by the CMOH have continued to evolve in response to the COVID-19 pandemic across Canada. The CMOH has described a phased approach to recovery in Alberta's Relaunch Strategy, which will see some public health measures continue for an extended period. For example, travel restrictions, self-isolation protocols and the need to practice physical distancing in public areas, including worksites, will remain necessary.

Return to Workplace Approach

In alignment with the Alberta Relaunch Strategy, GoA employees will return in a staggered approach. All steps taken will be in alignment with the advice of the Chief Medical Officer of Health (CMOH).

Department plans have been created to meet each group's unique needs and detail which employees will return in each phase and will be in alignment with the overall GoA approach. A general approach would see the workforce return in a gradual manner.

The staggered approach could involve employees occupying the following types of positions:

Employees who Interact with Albertans/Stakeholders	Employees Who Work in or Support Professional Roles and Have Little to No Contact with the Public or Stakeholders	Employees Working in Corporate Service Areas
Employees Working in: <ul style="list-style-type: none"> • Natural Resources • Regulatory or Enforcement Roles • Delivery of Health or Social Services • Some legal roles • Recreation or culture • Critical IT infrastructure 	Employees Working in: <ul style="list-style-type: none"> • Education • Engineering • Science • Policy • Some legal roles 	Employees Working in: <ul style="list-style-type: none"> • Finance • Human Resources • Communications • IT (non-critical infrastructure)

Key Principles

The GoA return to the workplace plan is based on the following key principles:

- Must create & maintain conditions that support **employee wellbeing and safety**
- **One-government**, approach to establishing safe workplaces is needed
- We will follow the requirements and guidance of Chief Medical Officer of Health and Alberta Re-Launch Strategy
- We will engage staff through their supervisors
- **Flexible and agile approach** will be used to adapt to changing circumstances
- The **AUPE will be engaged** in the process

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Approach to Health and Safety

The safety of our employees, and the Albertans we serve, continues to be our top priority as we prepare for a return to the workplace. PSC and Infrastructure are putting resources and guidelines in place to support safe re-entry of employees to their workplace and to facilitate ongoing health and safety. If the required conditions cannot be achieved, employees will not re-enter the workplace.

Employee safety will be achieved by ensuring the following:

- Adequate supplies of hand-sanitizer, disinfectant wipes and surgical masks (masks for those positions that require it)
- Clean workspaces- this is a joint responsibility and employees are responsible for cleaning cubicles and office equipment and surfaces
- PPE (such as hand-sanitizer and disinfectant wipes) can be obtained by departments working with their Consequence Management Officer (CMO) and/or Business Continuity Officer (BCO)
- Physical distancing can be achieved
- Communication to employees prior to and upon return- supported by cues (signs, decals, physical barriers as needed)
- Assistance with obtaining appropriate signage and physical barriers etc. can be facilitated through Infrastructure
- Managers to immediately address situations where staff show signs of illness
- Reminders about illness prevention (handwashing, not to touch face, stay home when sick, etc.) such as those identified on [Alberta.ca](https://www.alberta.ca)
- Mental health supports for employees which are available through our Employee and Family Assistance Program ([EFAP](#)) can be found on [MyAPS](#)

Hazard Assessments

Before employees begin to return to the workplace, the first consideration must be employee's safety. The risks in the work place must be identified, addressed and communicated to those occupying the worksite. Managers will need to complete a hazard assessment to identify risks. Your [PSC WHS Consultant](#) is available if you require assistance. Sample hazard assessments that managers can use to ensure their workplace has been accurately prepared can be found in Appendix A. Key areas of consideration for COVID-19 have been provided in the section below.

Administrative Changes to the Worksite

- Assess if physical distancing can be maintained with the current design or layout. Could additional spacing (at least 2 meter separation) be achieved through:
 - using every second workstation
 - consultation with [WHS Consultants](#) about installation of Plexiglas barriers for public facing areas and follow Infrastructure guidelines, Appendix D.

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- evaluate if reconfiguration of work stations and/or the general floor plan is required to facilitate physical distancing
- For those office areas that have sit/stand desks, restrict the use of sit/stand desks to the sit position only. This provides some containment as many using this desk in the stand position will be working above the cubicle wall height.
- When physical distancing cannot be achieved between workstations, the height of a cubicle wall does not provide a proper barrier. Alternatively, where there is no partition between workstations, it is recommended that every second desk or workstation be used.
- If using every second workstation remind employees to wipe down prior to touching equipment and surfaces.

Washrooms

- To ensure compliance with the CMOH guidance, there will be a 50% reduction where possible, in available amenities to maintain physical distancing. When not possible to achieve 50%, signage will be on the doors indicating reminders of physical distancing and personal hygiene for amenities.
- If the facility is equipped, close the toilet seat lid before flushing
- Ensure proper hand washing prior to exiting the washroom. Signs can be used as reminders.

Kitchen

- Restrict the use of communal equipment such as drinking fountains, coffee machines, disposable or reusable cups, stir sticks, cutlery or paper products, remove or restrict the use of communal food items such as coffee, tea, milk, cream and sugar, kettles, microwaves, fridges, vending machines, water coolers, etc. Ideally, employees should be encouraged to bring and store their own consumable supplies.
- If employees are using fridges, kettles, and microwaves, ensure wipes and signs are provided to remind employees to wipe down handles or microwave touch points prior to use. As noted above ideally employees should be encouraged to bring and store their own consumable supplies to limit the possibility of transmission through high touch surfaces in the kitchen.
- Where kitchen appliance use is allowed, please ensure appropriate cleaning, wiping of appliances is completed after use.
- Reusable plates, cups and utensils are to be washed by the user with soap and water and not left for someone else to handle or clean.
- Restrict the use of common eating areas to maintain physical distancing.
- Consider staggering lunch time
- Removing chairs from kitchens

Reception Areas

- Consider installation of Plexiglas barriers for public facing areas and follow Infrastructure guidelines in consultation with WHS.
- Consider the use of technology to limit in person visits to offices, e.g. telephone appointments, where possible.
- Maintain physical distancing requirements by reducing seating capacity and density in the common areas such as waiting or reception areas. Removal of chairs will support this reduction
- Mark the floor to visually show the 2 meter distance required.

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- Post signs in the area as noted in the signage section below
- If payment for services is taken, encourage the use of non-contact payment options features instead of cash.

Meeting Rooms

- To reduce employee interface continue the practice of employees meeting virtually.
- Should a boardroom meeting occur, reduce the seating capacity of the room to maintain distancing. Current maximum allowable size for a gathering is set at 15. Check AH requirements periodically [for updates](#) on gathering size.
- Small meeting or interview rooms could be temporarily closed if the physical distancing requirement cannot be maintained at all times, or the ventilation is insufficient.
- Employees are to wipe down touch points and electronics in rooms before use.
- Hand sanitizer and wipes in room to wipe down surfaces.

File/Supply Rooms

- When physical distancing is difficult to achieve or maintain, consider floor markings or directional signage as appropriate.
- Limit access to the area by implementing a one-in-one-out rotation. A sign on the door showing whether the area is in use or vacant.

Office Equipment

- Common office equipment such as fax, photocopy and printers should be wiped down prior to employees touching buttons. In addition to frequent cleaning another option is to have employees use a paper towel or kleenex to operate the equipment.
- Signs should be added to areas to ensure compliance.

Building Operation/Activities

- Facility managers are responsible for ensuring the buildings heating, ventilation, and air conditioning system is working at optimal performance. If a Manager suspects a problem or employees raise a concern, the manager should follow up with the buildings facility manager.
- Encourage employees to follow building specific practices for the use of elevators in the building. Maintain physical distancing and limit occupancy per elevator car. Signs on elevator protocols should be posted in all buildings with GoA employees.
- Limit access to or movement between floors, areas or zones of the workplace be restricted to ensure that employees and third parties are limited to a particular area or zone of the workplace. For example, limit mail delivery and other delivery processes to minimize the amount of cross-movement between zones.
- Consider the practice of one directional stairwells, one stairwell is used for going up in a building and one stairwell is used for going down in the building to better maintain the 2 meter physical distancing practice.
- Ensure placards and signage on floors where people wait for elevators or public access are posted

GoA Return to the Workplace Manager Guide Signage/Communication

Before employees return to the workplace it is important that the new requirements of the workplace are clearly communicated.

- Lobby signs such as tape and decals on the floor close to elevators and in waiting areas where public and employees have access that support physical distancing
- Elevator signs showing limited numbers in the elevator
- Adequate stop the spread signs showing frequent hand washing, and physical distancing
- Adequate signs in reception areas showing reduced numbers of clients or staff to ensure physical distancing
- Physical distancing signs and/or cubicle signs asking employees not to congregate or enter cubicles
- Signs posted in kitchens regarding wiping of fridge doors, kettles, and microwaves prior to use
- Decals and tape on floors in kitchens that support physical distancing
- Signs posted over photocopiers showing wiping of photocopier surfaces prior to use
- One way directional stairwell signs
- File room signs showing in use or vacant
- Signs in washrooms that allow for use of every second stall or urinal

Signs will be available through Infrastructure. It will be the manager’s responsibility to ensure the continuous review of signage and ensure employees are adhering to the protocols set out by the CMOH. Managers can also use additional [informational posters](#) to display in their work spaces.

Employee Communication

This section describes the responsibilities of departments, managers and employees as individuals return to the workplace. It is vital that we communicate effectively and work together to ensure one others health and safety.

Department Role

Departments, Infrastructure, as well as the Public Service Commission (PSC) all have roles and responsibilities in the development and implementation, and communication of plans to return employees to their worksites.

PSC Responsibilities	Infrastructure Responsibilities	Department Responsibilities
<ul style="list-style-type: none"> • Provide information and guidance (guidelines/rules/protocols) to supervisors and managers on health-related protocols and procedures 	<ul style="list-style-type: none"> • Provide support to departments regarding space reconfigurations, including alternatives, based on guidelines/advice from the PSC • Facilitate common approach to social distance and hygiene requirements 	<ul style="list-style-type: none"> • Implement Guidelines/rules and protocols and support monitoring and compliance

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	<p>amongst landlords in leased buildings</p> <ul style="list-style-type: none"> • Provide listing of buildings (e.g. regional offices where there a multiple GoA departments working in one buildings) 	
<ul style="list-style-type: none"> • Provide advice to departments and human resources staff • In alignment with hazard assessments, collaborate with Infrastructure to support buildings safety • Engage AUPE where appropriate 	<ul style="list-style-type: none"> • Support departments to obtain and install items such as decals, signage, physical barriers et cetera where needed 	<ul style="list-style-type: none"> • Seek support or guidance from PSC or Infrastructure, as needed • Engage AUPE or subsidiary groups, as applicable • Coordination of hand sanitizer and wipes through department CMO/BCOs

Manager Role

As managers, you play a lead role in supporting the health and safety of staff. Discussing health and safety practices and issues regularly with your teams, especially in light of new procedures needed to reduce the risk of exposure to the COVID-19 virus, will help keep safety top of mind and integrate these practices more effectively into your team’s daily routines at the worksite.

Planning

Department plans take into consideration how departments are addressing risks, scheduling and how management will spend time with staff explaining the new safety protocols, policies and expectations before returning to the workplace. As a manager please ensure you are familiar with your department plan so that you can prepare and answer any questions.

Along with completing a hazard assessment, as a manager you should consider the practical aspects of your employees return:

- Will employees be returning to the worksite full-time or can they meet the service need and remain at home part-time?
- What are the implications of employees returning? (e.g. transporting computers and other equipment)

Pre Communication

It is a manager’s responsibility to re-orient and share information with employees on the return process, safety procedures as outlined on [myAPS](https://myaps.alberta.ca) and alberta.ca as well as addressing employees safety concerns.

It is understandable and acknowledged that employees may feel anxious or worried and the worksite they will be returning to will be different than the one they had previously known. *Being flexible and responsive to employee worksite and personal safety concerns in an evolving situation will be key to employees feeling supported and equipped to return safely.*

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Managers should discuss with their employees the following prior to returning to the workplace:

- Employee return date
- Worksite- advise the employee of any modifications to their workstation (i.e. moved to another cubicle to ensure physical distancing, avoid using meeting rooms)
- Schedule- modified lunch hours
- Employee Role- Share expectations of employee upon return (i.e. wiping down shared surfaces, proper hygiene practices)
- Talk about what steps or processes are in place to support health and wellness of employee and how it will be supported
- Resources- share resources for employees to review, listed on the following pages

Communication in the workplace

As mentioned, returning to the workplace can cause anxiety for some. Regular communication will be key in addressing concerns and providing resolutions to employee concerns. Communication will also be provided to support managers with things such as key messages to share, advice on how to handle challenging situations as well as ongoing updates from leadership teams.

Managers should complete daily check ins with staff to ensure they understand the safety measures, address any concerns and to continue efforts to mitigate the risk of COVID-19.

The Canadian Center for Occupational Health and Safety has put together a great [toolkit for managers](#) to use in support of employees mental health. In addition here are some other things to consider:

- **Have a plan.** Let employees know that you are thinking and looking ahead, that you will stay well-informed and that you can answer the questions they already have: What if I get sick? How do I take time off work? What if my family member contracts the virus? The [Frequently Asked Questions](#) on MyAPS can help answer many employee questions.
- **Communicate, share and be open.** Worry and fear grow in the absence of up-to-date information. Let your employees know that they can expect regular updates from you. Communicate even if the situation remains unchanged.
- **Empathize.** Share that you know it's stressful. Recognize that it's okay to be anxious. Remind your employees of resources (EFAP) that are available for those who are experiencing stress. Be patient with employees, listen and talk through concerns with them. Help them to focus on solutions.
- **Reassure- as best you can.** Emphasize the approaches and steps being taken to support the employee health and well-being. You can refer to reports indicating that most people who become infected with the virus will recover.
- **Understand.** Recognize when stress has become unmanageable for individual employees. Stress can lead to anxiety and even panic. Some employees may need mental health days and medical intervention in order to cope. Encourage employees to practice self-care activities on-the-job and reassure them that it's ok to take steps

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to manage stress, such as relaxation exercises, listening to relaxing music or taking regular breaks.

- **Recognize this is not quite 'business as usual' and employees will notice a number of new signs and changes to practices in the workplace.** Reassure staff that expectations will shift accordingly, and that's ok.
- **Be proactive and collaborative.** Encourage employees to raise any issues quickly so that they can be addressed quickly. Encourage staff to provide solutions. Ensure to connect with staff and address any issues quickly. Employees should be consulted
- For employees who are resistant to come to work or for questions you cannot answer please contact your WHS contact and/or ERS contact.

Resources

There are numerous resources that employees and managers can use to help navigate the return to the workplace. Below are listed a few different tools employees and managers can use.

- **Morneau Shepell**
 - [Toolkit of Resources](#) to support individuals facing the ever changing reality brought on by COVID-19. Resources include tip sheets, webinars and Wellbeing Wednesday on Facebook Live. Topics include a mental health focus, self-care and resilience, planning around your family circumstances, working remotely and returning to the workplace. Managers can use this toolkit and refer employees to these resources which are refreshed regularly.
 - [Tips for Dealing with COVID-19](#)
- **[Employee Family and Assistance Program \(EFAP\)](#)** – A voluntary, confidential no-cost service available to all GoA employees and their immediate family members. This service offers a variety of supports and resources related to physical and mental health, counselling, work/life solutions, and much more. They can be reached on phone, website, or through online chat. More information can be found directly on their [WorkHealthLife site](#).
 - [Resource Guide for Manager and Supervisors](#)
- **[Alberta Public Service Occupational Health and Safety Program](#)**- This program covers all matters that may have an effect on the health and safety of employees during the performance of their duties. It includes various elements such as hazard management, training and incident management.
- Confidential supports are available to help with mental health concerns. The Mental Health Help line at 1-877-303-2642 and the Addiction Help Line at 1-866-332-2322 operate 24 hours a day, seven days a week. The Canadian Mental Health Association has resources [mentalhealthweek.ca](#)
- The Kids Help Phone is available 24-7 and offers professional counselling, information and referrals and volunteer-led, text-based support to young people by texting CONNECT to 686868.
- COVID-19 Information - Refer to [alberta.ca](#) for up-to-date information on COVID-19. [myAPS](#) is your source for COVID-19 workplace-related information including Frequently Asked Questions.
- **[Alberta Biz Connect](#)**- Workplace guidance and supports to help businesses affected by COVID-19 begin to reopen and resume operations safely.

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Education on Hazards/ PPE

It is important to educate employees on the risks they face and the strategies that are in place to mitigate these risks. Be sure to discuss the hazard assessments conducted of worksites and educate employees about the new protocols. Important items to share with your employees include:

- workplace cleaning guide (Appendix B)
- The requirement for PPE such as masks, gowns and eye protection will be determined through a hazard assessment and control report. Any PPE not identified as a requirement in the hazard assessment will not be provided by the employer.
- Specific to the hazard assessment completed for your area and roles, more information about [putting on](#) appropriate PPE and [taking off](#) is available.
- It is acceptable should an employee wish to wear their own mask or bring their own gloves, to the workplace.

If you observe health and safety procedures not being followed in the worksite, follow up immediately with the individual(s) to remind them of the procedures and confirm their understanding as well as any go-forward steps to reduce health and safety risks.

Returning IT equipment and ergonomic chairs to the worksite

Managers should have a list of equipment that was brought home and managers will need to plan for return of equipment should those employees require it. Please connect with your IT area to discuss.

Employees are responsible for safely returning equipment. All equipment should be cleaned and disinfected prior to returning to the workplace and again when arriving at the workplace.

IT is not currently retrieving computers or other devices that were loaned out to support working from home due to COVID. Further decisions may occur as the return to the workplace unfolds. In the meantime, managers are asked to ensure safety and security of all equipment whether remaining with employees in their home or being returned to the worksite.

Employee Role

All employees are responsible for ensuring a safe workplace. Employees have a role to participate in re arrival discussions and express any concerns or ideas about the return. The workplace will not be the same, managers can remind employees of the following:

- Bring your own consumables – lunches, and drinks
- Be prepared to be patient in following lobby and elevator limitations
- Follow signage and protocols in the workplace for kitchens, washrooms, stairwells, and photocopiers.
- Practice good hand hygiene.
- Continue physical distancing with colleagues
- Continue to use virtual meetings where possible
- Be considerate and respectful
- Employees should bring forward concerns to their manager quickly and participate in providing solutions.

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Cleaning Protocols

Every individual has a key role to play in limiting the spread of COVID-19. Worksites where staff are on-site must uphold the enhanced cleaning protocols. All employees are encouraged to:

- Regularly clean their own workspace and equipment using disinfectant wipes (e.g. keyboards, mouse, desktops, mobile phone, desk phone, etc.) to disinfect before and after use
- Avoid face-to-face meetings in their workstation/cubicle or clean surfaces after each meeting
- Avoid sharing phones, desks, or other work tools and equipment

While any in-person meeting should be avoided if possible, recommendations include:

- Avoiding handshakes
- Discussing safety procedures at the beginning of the meeting (e.g. hand-washing, 2-meters of physical distance)
- Use enhanced cleaning protocols involving disinfectants for surfaces before and after the meeting including audiovisual and telephone equipment (e.g. computer keyboard, remote controls)
- Providing hand sanitizer to all attendees and have a container of wipes available to wipe down equipment and technology
- Having tissue and garbage bins available

Practice Good Hand Hygiene

We all have a role to play in prevention by following [good hand hygiene](#); [wash hands](#) often with soap and water for at least 20 seconds, cover coughs and sneezes, and avoid touching your face. If soap and water is not available, use hand sanitizer.

- Avoid shaking hands when greeting others and consider waving instead. Refrain from sharing food or beverages with others or communal-style meals (e.g. team potluck).

Practice Physical Distancing

Physical distancing helps to limit the spread of COVID-19 and reduce the risk of getting sick. Ensure to follow the [physical distancing guidelines](#) to keep yourself and others safe.

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Tips on Handling Tough Conversations

Employees with symptoms

Everyone should follow these protective measures to stay safe:

- Stay home when sick or unwell. Employees should notify their supervisor and follow the advice on [alberta.ca](https://www.alberta.ca) including the use of the [self-assessment tool](#). Employees should follow regular notification practices.
- When at the worksite, continue physical distancing of 2 meters/six feet is to be maintained at all times. GoA guidelines are located [here](#).
- Clean your hands often. Use soap and water (for 20 seconds) or an alcohol-based (70%) hand sanitizer.
- Avoid touching your face with unwashed hands.
- Cover your cough or sneeze with your elbow or a tissue. Immediately throw the tissue in the garbage and wash your hands.
- Clean and disinfect frequently touched objects and surfaces. i.e. desk surfaces, photocopiers, file cabinet handles.
- Install and activate the AHS [AB TraceTogether](#) app on GoA issued cell phones as a good option for protecting oneself, family members and colleagues.

Managers and Supervisors should ensure employees do not come to work sick. Have a clear procedure for employees to notify their supervisor if they are sick. Guidelines for employee attendance include the following:

- Should employees experiencing symptoms prior to or shortly upon returning to the workplace, employees need to continue to follow self-isolation measures as directed by AHS Officials. This may include a 14 day isolation under Miscellaneous Pay. If the employee continues to be sick past the 14 day self-isolation period, the employee will transition to causal illness and/or general illness.

If an employee appears sick in the workplace, use discretion is approaching the employee and ask if they are OK and/or should they be going home.

- Example: How are you doing today? I have noticed you are coughing and you have advised a couple of colleagues you are not feeling well today? If you are not well, please go home to ensure the health and care of yourself, your family, and others in the workplace.
- Do not ask for specific information around their cough or appearance, but do ask that the employee go home when sick.
- If employees become sick with potential COVID-19 symptoms while at work, and if the manager becomes aware, they should be isolated from others (in a meeting room or separate area, room cleaning afterwards may be required), arrange go home right away and self-isolate.
- Instruct the employee to call HealthLink at 811, or, complete the AH online self-assessment tool or contact their health care provider to see if they need to self-isolation or testing.
- Follow current HR policies and guidelines so employees can stay home to care for a sick family member, or if they must self-isolate because they were in close contact with a person with COVID-19.
- Should your employee be exhibiting employees of high anxiety, please check in daily.

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- Example: How are you doing today? I have noticed that you may be feeling anxious about the return. Do you have all of the information you need? I want to make sure you are aware of all the [supports and resources](#) available to you.

What am I allowed to ask about my employee's health?

Information collected or received should only be necessary for tracking absences and in a manner that limits the number of people working with the information. This also applies in circumstances where an employee voluntarily discloses personal medical information or AHS contacts a Manager for a positive COVID-19 case in the workplace. Managers can follow the process outlined in Appendix C to navigate the situation, also posted on myAPS, [collecting private information](#) and [communicating a workplace exposure](#).

Attendance concerns (anxiety/refusal to return)

Managers can anticipate that employees may refuse to return to work or cite that they feel their workplace is not safe.

For employees unwilling to return to the workplace due to safety concerns the employee is to provide their concerns to their Manager and share their rationale for why they do not feel safe returning to the workplace. The Manager and WHS will investigate and clarify measures in place to ensure proper health and safety. Upon conclusion of the investigation, if the worksite is deemed safe with appropriate measures in place, the Employee will be instructed to report to work. Should the employee continue to refuse, the Manager should consult with their ERS consultant for further assistance.

An employee who feels they are in immediate danger may decide to file a [work refusal complaint](#) with Occupational Health and Safety, Managers should contact their [WHS Consultant](#) for further guidance should this type of complaint be filed.

Medical notes and staff with underlying health conditions

- Currently in alignment with the CMOH, those staff with underlying health conditions or family members with underlying health conditions may require flexibility in their return schedule.
- Should employees state they have a high-risk preexisting condition for COVID-19 and are unable to attend work, managers should ask if the employees' health condition aligns to the overall group of high risk conditions stated by Health Officials without asking for a diagnosis. (Visit [Alberta.ca/coronavirus](https://alberta.ca/coronavirus) under Health Risks for current information)
- If the employee states the [pre-existing health condition](#) aligns with the high risk conditions, managers will discuss with employees what work can continue to be completed from home. Should the work by this employee fall under a category that cannot be completed, managers will determine alternative work for this employee. If alternative work is not an option, managers should discuss leave options with this employee.
- If the employee states the pre-existing health condition does not align with high-risk conditions and the worksite measures to ensure safety have been met, the employee will be asked to report to work. Should the employee continue to refuse the manager should consult with their ERS consultant.
- Should employees provide a medical note that does not clearly indicate medical restrictions/limitations or the employer has additional questions regarding the medical note, the manager should work with ERS/ WHS disability management on determining what accommodation is required to the worksite to ensure a safe return to the workplace for the employee.
- Should an employee currently be under active management for absenteeism and is normally required to provide a medical note for all absences, normal practices apply.

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Child care

- Employees with childcare concerns may require flexibility in their return schedule.
- Managers should have discussions with employees regarding vacation options throughout summer which may assist with flexibility needs of child care.
- Should an employee be unable to attend work due to Child Care for a dependent child since students have not been permitted to attend schools/daycares or summer camps, the manager is asked to explore options. Can the employee's work continue to be completed from home, and if yes can the employee continue to work from home productively.
- If the employee work is of the nature that is not conducive to working from home, the manager is asked to explore if there is there alternative work suitable for this employee.
- If the employee is unable to work from home, the manager should discuss leave alternatives with the employee. Managers can connect with their ERS PSC consultant for advice on employees who are experiencing child care concerns when returning to the workplace.

For additional support on medical notes, underlying health conditions and childcare concerns please contact your ERS consultant.

For the most up to date information about novel coronavirus (COVID-19), staff should regularly visit the following websites.

- [Coronavirus Information for Albertans – Alberta Health](#)
- [Novel Coronavirus \(COVID-19\) Alberta Health Services](#)
- [Novel Coronavirus \(COVID-19\) FAQs for Public – Alberta Health Services](#)

Appendix A- Hazard Assessment- Template 1

Formal hazard assessment and control



Instructions: Hazard Assessment Team Lead as well as the worker or some affected workers and the supervisor of the worker or affected workers completes the report. The supervisor reviews the completed report with the manager and retains it, together with completed Occupation and Task Inventories, accessible to employees at the workplace. Retain a paper or electronic copy at workplace.

Job title/position/work type: from Occupation Inventory Performing a work activity having potential expose to COVID-19 hazard					Date of completion: (2020-03-31)											
Assessment performed by: Worker(s) name(s) (Print)					Reviewed/revised: (yyyy-mm-dd)											
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Tasks from Task Inventory List all tasks/activities of the job/position	Hazards List all existing and potential health safety and psychological hazards	Risk Analysis (Rating of 1 to 3)			Risk Classification High, Medium, Low	Controls List all the controls for each hazard: Elimination/Engineering first, then Administrative, then Personal Protective Equipment	Date implemented: (yyyy-mm-dd)									
		Incident Probability	Probable Consequence	Degree of Risk												
Working at reception area, front desk	Exposure to COVID-19 carrying surfaces and/or individuals					<ul style="list-style-type: none"> Use enhanced cleaning protocols involving disinfectants for frequently touched surfaces (e.g. door handles, table/counter tops) Have the COVID-19 government issued advisory signage on the door/front desk for the public to see Practice physical distancing (two meters of physical distance from the individual) - mark two meter spaces on the floor with tape so individuals know where to stand Observe individuals to see if they have signs of illness Ask individuals questions (see Physical Distancing Guidelines document) regarding if they are feeling ill and to confirm that they have not recently returned 										

						<p>from travelling out of the country or have attended a gathering of greater than 15 people</p> <ul style="list-style-type: none"> • Advise any individual(s) showing or indicating they have flu-like symptoms to go home, take self-assessment tool or call 811 for advice • If individual(s) showing or indicating they have flu-like symptoms do not leave, remove yourself from area and contact your supervisor • Practice good hand hygiene; wash hands often, cover coughs and sneezes, avoid touching your face • * If CMOH restrictions cannot be met, additional controls including Plexiglas shields and Personal Protective Equipment may be required based on a review of the task by the business area and PSC WHS Consultant. 	
Staff working in general office space, including using lunch, meeting rooms, common office equipment and using building elevators	Exposure to COVID-19 carrying surfaces and/or individuals					<ul style="list-style-type: none"> • Review all tasks/functions to identify if the work can be done from home and, if possible, provide options to connect virtually (phone, Skype) • Set up a team rotation, if appropriate in space, use enhanced cleaning protocols involving disinfectants for surfaces in offices and common areas, including frequent contact (touch) points (e.g. keyboards, mouse, desktops, boardroom tables & chairs, etc.) before and after use • Have hand sanitizer available 	

						<p>and use hand sanitizing stations in buildings</p> <ul style="list-style-type: none"> • Clean common use office equipment – photocopiers, fax machines, file cabinet faces before and after each use. Where equipment may be damaged due to frequent cleaning, all staff using the equipment must use hand sanitizer before and after use of the equipment. • Practice physical distancing • Follow physical distancing requirements for teams and mass gathering requirements in the workplace • Practice good hand hygiene; wash hands often, cover coughs and sneezes, avoid touching your face • Practice elevator etiquette - avoid crowded elevators (limit to 2-3 people), otherwise, use stairs or wait for the next elevator • * If CMOH restrictions cannot be met, additional controls including Plexiglas shields and Personal Protective Equipment may be required based on a review of the task by the business area and PSC WHS Consultant 	
Vehicles Use (fleet and personal) – GoA staff occupants	Exposure to COVID-19 carrying surfaces and/or individuals					<ul style="list-style-type: none"> • Review Vehicle Safety Tip Sheet • Use enhanced cleaning protocols for vehicle surfaces and high- touch areas (e.g. door handles, steering wheel, all controls, touch screens, levers, and switches) before getting into car or sharing a 	

						<ul style="list-style-type: none"> vehicle • Confirm occupants are not feeling ill • Limit occupancy to maintain distancing - one in the front seat, another in the back seat • If suitable weather conditions exist, open windows slightly to allow for fresh air circulation • Practice good hand hygiene; wash hands after using vehicle • * Where physical distancing cannot be maintained – more than 2 persons in the vehicle, Personal Protective Equipment – masks are required. Contact the PSC WHS Consultant to discuss appropriate additional procedures. 	
In-person meetings at GoA facility or outside location – with public or GoA staff	Exposure to COVID-19 carrying surfaces and/or individuals					<ul style="list-style-type: none"> • Provide options to connect virtually (phone, Skype) • If in-person meeting is necessary, before scheduling and having meeting, ask questions (see Physical Distancing Guidelines document) to confirm individual(s) have not recently returned from travelling out of the country or attended a gathering of greater than 15 people and are not feeling ill • Prior to meeting, ensure the meeting location is big enough to keep two meters apart for all attendees • At start of meeting, observe if individual(s) have any signs of illness • If individual(s) have engaged in higher risk activities and/or shows signs of illness, discontinue meeting, advise 	

						<p>them to go home take self-assessment tool or call 811 for advice and reschedule the meeting</p> <ul style="list-style-type: none"> • If meeting proceeds, practice enhanced cleaning protocols involving disinfectants for surfaces • At meeting, practice physical distancing (two meters of physical distance between attendees), provide hand-sanitizers to all attendees, have tissue available • Practice good hand hygiene; wash hands after meeting • * If CMOH restrictions cannot be met, additional controls including Plexiglas shields and/or Personal Protective Equipment may be required based on a review of the task by the business area and PSC WHS Consultant 	
In-person interactions with public involving potential or actual close proximity (less than two meters), physical contact and/or restraint	Exposure to COVID-19 carrying surfaces and/or individuals					<ul style="list-style-type: none"> • Assess/explore options to practice physical distancing and limit or prevent physical contact, including hazard controls such as physical partitioning, defusing practices • Observe whether individuals are displaying signs of illness, and, if possible, ask questions (see Physical Distancing Guidelines document) to identify if they have flu-like symptoms or have recently returned from travelling out of the country or attended a gathering of greater than 15 people • * Consult PSC WHS Consultant for PPE requirements. Use appropriate 	

						<p>PPE and safety procedures for exposure to COVID-19 (protective mask/shield, eye protection, gloves, and clothing) in addition to any other equipment required for the task</p> <ul style="list-style-type: none"> • Utilize any additional hazard controls that apply to the work being performed • Practice good hand hygiene; wash hands after task 	

Hazard Assessment Lead

Employer process applied

Reviewing Supervisor

I approve the above content in collaboration with the worker

Reviewing Manager

Contents reviewed with workers assigned to job/position/work type

Signature of Hazard Assessment Lead

Date (yyyy-mm-dd)

Signature of Reviewing Supervisor

Date (yyyy-mm-dd)

Signature of Reviewing Manager

Date (yyyy-mm-dd)

Name Hazard Assessment Lead

Name of Reviewing Supervisor

Name of Reviewing Manager

Hazard assessment and control - Tip Sheet

Health and Safety Hazard Examples

- **Biological hazards (mold/fungi, viruses, bacteria) exposure including:**
 - bodily fluids, tissue, products
 - contaminated (e.g. damp, musty) environments
 - insect or animal bites
 - pest infestation
 - contaminated food/materials
- **Chemical hazards exposure (inhalation, skin absorption, injection) including:**
 - acids/corrosives
 - poisonous/toxic substances, fluids, gasses
 - drugs (legal, illegal)
 - poisonous/toxic plants (e.g. poison ivy, mushrooms)
- **Psychological hazards exposure including:**
 - impaired/distracted individual
 - psychological (mental/emotional) trauma (including vicarious trauma)
 - violence (verbal)
 - harassment
- **Physical hazards exposure including:**
 - ergonomic hazards (related to posture, repetition, force) exposure
 - electrical current (including static electricity) exposure
 - extreme temperature (hot, cold) exposure
 - falling (from height, at surface)
 - falling objects, materials
 - fire/explosion
 - hot/cold surface exposure
 - moving/flying objects (struck by/hitting)
 - noise
 - obstruction (on road, in facilities/field)
 - overexertion/straining, forceful motion (includes materials lifting, pushing/pulling)
 - oxygen deficiency
 - pinch/crunch (includes caught in/between equipment/materials/objects/vehicles)
 - reduced visibility
 - sharps/sharp objects/surfaces exposure, including:
 - materials/equipment/objects
 - needles, slivers
 - slippery, uneven surface (road/terrain)
 - ultraviolet (UV) radiation exposure
 - vibration
 - violence (physical, weapons)
 - weather
 - other _____

Risk Analysis

Incident Probability

How likely it is that exposure will result in loss, such as injury, illness or property damage.

3	Highly likely	May happen at least once a year
2	Might happen	May happen once every 1–5 years
1	Unlikely	Not likely to happen

Probable Consequences

How severe will be the loss at the workplace if the exposure is not controlled?

3	Severe	Death, serious injury or illness (admitted to hospital), permanent disability, replacement required for property damage
2	Substantial	Medical aid injury, Lost time injury or illness, temporary disability, repair required for property damage
1	Minor	First aid injury, Minor illness, no repair required for property damage

Degree of Risk - Calculation

$$\text{Incident Probability} \times \text{Probable Consequence} = \text{Degree of Risk}$$

Risk Classification

After completing the risk analysis, classify the hazards as high, medium or low risk according to the degree of risk. Hazard classification establishes the priority for the implementation of control measures.

Score 6 and 9: High Risk

Take immediate action to eliminate the risk or implement appropriate controls to lower the degree of risk to a level as low as reasonably achievable.

Score 3 and 4: Medium Risk

Take timely action to implement appropriate controls to lower or minimize the degree of risk.

Score 1 and 2: Low Risk

Continued operation is permissible with minimal controls. Monitor the hazard and take action if the degree of risk increases.

Health and Safety Hazard Controls

Engineering Controls:

- Equipment guard
- Workstation design
- Carts, dollies
- Protective containers (chemicals, sharps)
- Restricted access (locks, partitions, security devices)
- Ventilation (supplemental)
- Computer voice software
- Other _____

Administrative Controls:

- Signage
- _____ training (e.g. defensive driving, ergonomics, First Aid, defusing, WHMIS, etc.)
- _____ safety procedure (e.g. loading, emergency/working alone, etc.)
- _____ safe work practice (lifting/materials handling, driving, etc.)
- Policies and guidelines
- Equipment specifications, instructions
- Work scheduling/job rotation
- Equipment speed limits
- Audiometric/hazardous noise program
- WHMIS/hazardous materials program
- Other _____

Personal Protective Equipment Controls:

- _____ protection (e.g. foot, head, hand, body, hearing, face/eye, respiratory, etc.)
- Other _____

Appendix A- Hazard Assessment- Template 2

Field Level hazard assessment and control

Job/position/work type: Potential Exposure to COVID19					Date of assessment:	
Assessment performed by: (names) Team Members					Reviewed/revised:	
Tasks (List all tasks/activities of the job/position)	Hazards (List all existing and potential health and safety hazards)	Severity	Likelihood	Risk	Controls (List the controls for each hazard: Elimination, Engineering, Administrative, Personal Protective Equipment)	Date implemented:
		S x L = R				
Prior to #3 consult calls, in-person visits	- respiratory illness				Administrative: Worker training on Safe Work Practices and Procedures.	
					<ol style="list-style-type: none"> 1. Consult with supervisor before a decision is made to respond to an in person client visit to critically think through if we must respond in person to this situation. Consider a third person consult to support this decision-making. 2. Prior to a visit or in-person meeting, conduct a screening [phone or email] using the preliminary and secondary screening questions outlined by Alberta Health Services. . 3. Call ahead- <ol style="list-style-type: none"> a. Are people present self-isolating voluntarily or mandated? b. Find out health status of all people present in the client location. (home, office, farm) i.e. coughs, fever, runny nose. 	

					<ul style="list-style-type: none"> c. Recent traveler present? 4. Good hygiene practices <ul style="list-style-type: none"> a. Physical distancing b. Frequent hand washing c. Cover coughs and sneezes d. Avoid touching face, eyes, nose and mouth 5. Review Respiratory Viruses in the Workplace Bulletin. 6. Worker self-monitoring & reporting 7. Staff to complete Self Health Assessment Tool
<p>Entering home, office, farm</p> <p>If GoA staff have been asked to respond to a home, office, or farm on an urgent matter and have determined someone has symptoms or has been exposed to COVID-19, THEY ARE NOT TO ENTER INTO THE PREMISES. If immediate action appears to be required, the appropriate emergency service will be called to assist before attending to the matter.</p>	- respiratory illness				<p><u>Engineering:</u></p> <ul style="list-style-type: none"> 1. Follow AHS process if a member of the family is self-isolated has returned to Alberta from outside of Canada, or any family member that exhibits flu-like symptoms. <p><u>Administrative:</u></p> <ul style="list-style-type: none"> 2. Good hygiene practices <ul style="list-style-type: none"> a. Physical distancing b. Frequent hand washing c. Cover coughs and sneezes d. Avoid touching face, eyes, nose and mouth 3. Review Respiratory Viruses in the Workplace Bulletin. 4. Worker self-monitoring & reporting 5. Have PPE (procedure or respirator) in the vehicle in case it is needed. Hand sanitizer in the vehicle. 6. GoA Routine Practices for Bio-hazardous Materials Safe Work Procedure 7. AHS- Donning Poster- https://www.albertahealthservices.ca/assets/Infofor/hp/if-hp-ipc-donning-ppe-poster.pdf

				<p>8. If the parties in the home, office, or farm are exhibiting symptoms of illness, staff members are to remove themselves from the location, call supervisor from vehicle for additional information and/or call the appropriate emergency services for support.</p> <p>If required in the Practice Guidance, use the appropriate PPE.</p> <p><u>PPE:</u></p> <p>Alberta Health Guidelines – https://www.alberta.ca/assets/documents/covid-19-healthcare-ppc-guidance.pdf</p>	
Handling/transfer to vehicle - operator/driver/passenger				<p><u>Administrative</u></p> <p>1. If you have to lift, move or touch a person, wear gloves, mask, wash your hands with soap and water or use hand sanitizer after the interaction has ended. Follow this procedure after every interaction.</p> <p>If required in the Practice Guidance, use the appropriate PPE.</p>	
Transport client from home to office (Driving)	- respiratory illness			<p><u>Administrative:</u></p> <p>1. Call the office to advise ETA and to prepare the space at the office – where will the person go – Main lobby or first interview room? Should people or items be cleared from the space for person’s arrival?</p> <p>2. Follow the vehicle guidelines upon entry and exit. Review Vehicle Safety Tip Sheet</p>	

					<ol style="list-style-type: none"> 3. If possible, partially open windows and vents to refresh interior air. 4. Place person in a physical distancing appropriate place in the vehicle when possible. 5. If their age permits, educate or remind the person of physical distancing/to cover their sneeze/cough etc. 6. Good hygiene practices <ol style="list-style-type: none"> a. Physical distancing b. Frequent hand washing c. Cover coughs and sneezes d. Avoid touching face, eyes, nose and mouth 7. Respiratory Viruses in the Workplace 8. Clean/disinfect any car seats. 9. Vehicle is secured against further use until cleaned as per the GoA guidelines. <p>If required in the Practice Guidance, use the appropriate PPE.</p>	
While in office area	<ul style="list-style-type: none"> - respiratory illness (self and others) - isolate from others - disinfection 				<p><u>Administrative:</u></p> <ol style="list-style-type: none"> 1. Place clients in a secure area away from staff and other clients where the 2-metre distancing is possible. 2. Practice good hygiene practices <ol style="list-style-type: none"> a. Physical distancing b. Frequent hand washing c. Cover coughs and sneezes d. Avoid touching face, eyes, nose and mouth 3. Review Respiratory Viruses in the Workplace Bulletin 4. Clean/disinfect all surfaces in the area after occupancy. Use cleanser/disinfectant with gloves and dispose of gloves appropriately. 5. Rotate staff as needed. 	

					<p>If required in the Practice Guidance, use the appropriate PPE.</p> <ol style="list-style-type: none"> 6. Hand soap and paper towels in all washrooms and kitchen facilities. 7. Hand sanitizing with at least 60% alcohol. 8. Disinfectants (liquids, sprays, disposable cloths) available for workers to clean personal work surfaces and common areas. 	
					.	
Return from home, office, farm to office (driving)	-residual contamination on various surfaces - proximity to colleague/coworker				<p><u>Administrative:</u></p> <ol style="list-style-type: none"> 1. If possible, partially open windows and vents to refresh interior air. 2. Good hygiene practices <ol style="list-style-type: none"> a. Physical distancing b. Frequent hand washing c. Cover coughs and sneezes d. Avoid touching face, eyes, nose and mouth 3. Review Respiratory Viruses in the Workplace Bulletin. 4. Clean/disinfect any car seats. 5. Clean and disinfect vehicle as per the GoA guidelines prior to next use. 6. Clean all car, office, and any other handles and doors. 	
Parking vehicle	-exposure to contaminated surfaces while cleaning				<p><u>Administrative:</u></p> <p>Vehicle is secured against further use until cleaned as per the GoA guidelines.</p>	

Additional Controls	<ul style="list-style-type: none"> - respiratory illness (self and others) - Interaction with individuals, and ill individuals - isolate from others - disinfection 				<p>Staff to complete <i>Health Assessment Screening tool</i>.</p> <p>Practice elevator etiquette - avoid crowded elevators (limit to 2-3 people), otherwise, use stairs or wait for the next elevator</p> <p><u>Administrative:</u></p> <ol style="list-style-type: none"> 1. Janitorial services are being provided twice per day, 7 days a week. 2. Disinfecting will occur once per week or as needed. 3. Monday to Friday, administrative staff are asked to disinfect touch points twice per day. 4. Staff clean their workstation when they start their shift. 5. Limiting numbers of staff working in the GoA office area 6. Work with PSC WHS and Department Facilities Management if workstation design needs to be altered to support 2M physical distancing. 7. Consider more than one office location to perform work. 	
Other controls in place at worksite	<ul style="list-style-type: none"> - respiratory illness (self and others) - Interaction with individuals, and ill individuals - isolate from others - disinfection 				<p><u>Administrative:</u></p> <ol style="list-style-type: none"> 1. Janitorial services are being provided twice per day, 7 days a week in some locations. 2. . 3. Monday to Friday, administrative staff are asked to disinfect touch points twice per day. 	

				<ol style="list-style-type: none"> 4. Staff clean their workstation when they start their shift. 5. Limiting numbers of staff working at site (physical distancing). 6. Staff are unable to work on site if they have any symptoms of illness. 7. Ensure appropriate 2-metre physical distancing with furniture location, meeting restrictions, and working remotely. If in cubicles, try to leave 1-2 empty between occupants (whatever is equivalent to 2 metres). Depending on the office layout, make every attempt to ensure a full 2-metre distance all around employees. 	
Working at reception area, front desk				<p><u>Administrative:</u></p> <ol style="list-style-type: none"> 1. Use enhanced cleaning protocols involving disinfectants for frequently touched surfaces (e.g. door handles, table/counter tops). 2. Have the COVID-19 government issued advisory signage on the door/front desk for the public to see. Practice physical distancing 3. (two meters of physical distance from the individual) - mark two metre spaces on the floor with tape so individuals know where to stand. 4. Observe individuals to see if they have signs of illness. 5. Ask individuals questions (see Physical Distancing Guidelines document) regarding if they are feeling ill and to confirm that they have not recently returned from travelling out of the country or have attended a gathering of greater than 15 people. 6. Advise any individual(s) showing or indicating they have flu-like 	

					<p>symptoms to go home, take online self-assessment tool or call 811 for advice.</p> <ol style="list-style-type: none"> 7. If individual(s) showing or indicating they have flu-like symptoms do not leave, remove yourself from area and contact your supervisor. 8. Practice good hygiene practices <ul style="list-style-type: none"> o Physical distancing o Frequent hand washing o Cover coughs and sneezes o Avoid touching face, eyes, nose and mouth 	
In-person meetings at GoA facility or outside location – with public or GoA staff	Exposure to COVID-19 carrying surfaces and/or individuals				<p><u>Administrative</u></p> <ol style="list-style-type: none"> 1. Provide options to connect virtually (phone, skype). 2. If in-person meeting is necessary, before scheduling and having meeting, ask questions (see Physical Distancing Guidelines document) to confirm individual(s) have not recently returned from travelling out of the country or attended a gathering of greater than 15 people and are not feeling ill. 3. Prior to meeting, ensure the meeting location is big enough to keep two metres apart for all attendees. 4. At start of meeting, observe if individual(s) have any signs of illness. 5. If individual(s) have engaged in higher risk activities and/or shows signs of illness, discontinue meeting, advise them to go home, take online self-assessment tool or call 811 for advice and reschedule the meeting. 6. If meeting proceeds, practice enhanced cleaning protocols involving disinfectants for surfaces. 7. At meeting, practice physical 	

					<p>distancing (two metres of physical distance between attendees), provide hand sanitizers to all attendees, and have tissue available.</p> <p>8. Practice good hand hygiene; wash hands after meeting.</p>	
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<p>Severity: How serious could the consequences be?</p> <p>3 – It could kill you or cause a permanent disability, today or over time. 2 – It could send you to the hospital. 1 – It could make you uncomfortable.</p>	<p>Likelihood: How likely is it going to happen?</p> <p>3 – It is highly likely. 2 – It might happen. 1 – It is unlikely.</p>	<p>Risk: Calculate the risk of hazards to prioritize preventive actions. Severity x Likelihood = Risk</p>
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This form is for example purposes only. Completing this form alone will not necessarily put you in compliance with the legislation. It is important and necessary that you customize this document to meet the unique circumstances of your work site. Further, it is essential that this document is not only completed, but is used, communicated, and implemented in accordance with the legislation. The Crown, its agents, employees or contractors will not be liable to you for any damages, direct or indirect, arising out of your use of this form.

GoA Return to the Workplace Manager Guide

Appendix B- Return to Workplace- Facility Cleaning Procedures

Purpose

This document provides an outline for the cleaning procedures that will be implemented by Infrastructure at all facilities occupied by GOA staff (owned and leased) as part of an overall return to the workplace strategy.

Cleaning Procedures

Initial Re-Entry

All facilities will be cleaned in advance of a formal return to the workplace date (this will follow the COVID cleaning protocol and focus on common areas and shared use space- Attachment 1).

Cleaning supplies will also be provided by Infrastructure on this first day for individuals to wipe down personal work spaces and areas.

Post-Return Period

During the return period, and until determined otherwise, facilities will follow the COVID cleaning protocol. As part of these protocols, there will be regularly cleaning (two times per day) of common areas and shared use space. Individuals will be required to clean personal work spaces using supplies provided by their Ministry.

Emergency Cleaning

Emergency COVID cleaning procedures will remain in place during the return period.

Communication

Point of Contact

The primary Point of Contact for facilities (owned and leased) regarding these procedures the associated Facility Manager in Infrastructure (or designated Facility Coordinator/Total Property Manager).

Communication including questions regarding these procedures will occur through the Facility Manager or a designate using existing channels including Tennant Meetings.

Signage

Signs outlining COVID cleaning expectations and reminders, conforming to CPE guidelines, will be posted in common areas and shared space, including washrooms, elevator areas, and kitchens (*Attachment 2*). Posting of signs will be coordinated by the Facility Manager or designate.

Attachment 1 - COVID19 Protocol for caretaking services:

Please see Emergency Cleaning Spec where cleaning a space where a known COVID-19 Case was working.

1. Preparatory Checks with in-house staff and contracted services to ensure they are prepared to respond to an epidemic or pandemic event.
 - a. Are there response plans in place that address the health and wellness of their staff and the impact an epidemic or pandemic may have on their ability to perform their responsibilities. Consider adequate staffing levels to account for absenteeism. (Refer to BCP).
 - b. Are there proper inventories of sanitizing materials and other supplies required to maintain appropriate cleaning operations including all PPE required as per the SDS for products used?

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- c. The cleaning standards in place should be monitored to ensure procedures are followed and any additional cleaning that is required is completed, including robust cleaning of high touch areas such as countertops, door handles, railings, etc. Effective hand washing is a key function. Ensure soap, hand towels and hand sanitizer dispensers are full.
 - d. Ensure their hazard assessment is up to date, and includes COVID-19. Ensure workers are trained on our procedures and are informed of the hazards associated with exposure. If cleaning staff suspect that they have been exposed, they must let their supervisor know, stay home, and call Health Link at 811 if they feel sick.
2. Increased cleaning and disinfection (2 times per day during cold and flu season) of frequently touched surfaces is highly recommended in all government owned and leased spaces. These surfaces include, but are not limited to:
 - a. Door handles, knobs, push bars
 - b. Elevator buttons and panels
 - c. Table tops and open desk surfaces
 - d. Push buttons for entering or exiting work areas/meeting rooms
 - e. Light switches
 - f. Partition panels at cubicles that are frequently touched
 - g. Restrooms
 - h. Hand sanitizer dispensers (filled and cleaned)
 - i. Hand rails
3. Standard cleaning specifications currently state that hard floor surfaces should be cleaned every second day. This will now change to daily.
4. Pre-cleaning (visually seeing no dirt accumulation) prior to disinfection with proper contact time according to the product label. Disinfectants used shall have a D.I.N (Drug Identification Number) and are regulated under the Food and Drug Act and be “Hospital Grade”. This [link](#) provides recommendations for cleaning and disinfecting.

Ensure staff are trained in WHMIS and the SDS is available and ensure staff have the proper PPE as required by the SDS.

5. Maintain communication with all tenants on what is being done regarding cleaning and disinfecting measures, helping maintain high levels of awareness.

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Attachment 2 – Sign Examples

COVID-19 INFORMATION


PHYSICAL DISTANCING TIPS

ELEVATOR ETIQUETTE

When out in public, practicing physical distancing can help you reduce your risk by minimizing contact with others in the community.

- Avoid overcrowding. Take the stairs or wait for the next elevator
- Wear a face mask
- Cover your cough
- Avoid touching your face after pushing the button
- Limit the number in an elevator car to 2-3 people
- Wash hands with soap or sanitize your hands
- Download and use the ABTraceTogether app to help protect you and your loved ones


STAY INFORMED

alberta.ca/covid19 

COVID-19 INFORMATION

WASHROOM ENTRANCE

Please wait on the physical distancing lines until the washroom is empty.

alberta.ca/covid19 


COVID-19 INFORMATION

HELP RELAUNCH, SAFELY

Prevention starts with awareness. Be informed on how you can protect yourself and others from COVID-19:

- Isolate if you're feeling sick
- When out, maintain physical distancing of 2 metres
- Wash your hands frequently for at least 20 seconds with warm water and soap
- Cover coughs and sneezes and stay home if you are sick
- Avoid touching your face
- Wear a mask in public places where keeping a distance of 2 metres is difficult


STAY INFORMED

alberta.ca/covid19 

COVID-19 INFORMATION

TEMPORARY CLOSURE

THIS WATER FOUNTAIN IS OUT OF SERVICE

alberta.ca/covid19 

COVID-19 INFORMATION

GoA Return to the Workplace Manager Guide

Appendix C- Communicating a Workplace Exposure

Overview

As the current Public Health Emergency related to COVID-19 continues in Alberta, the Government of Alberta (GoA) must take steps as an employer to ensure:

- employees and clients are safe in GoA worksites,
- worksites (owned or leased buildings, warehouses, offices, vehicles, etc.) are properly cleaned if there is a reported or presumed positive COVID-19 exposure at the worksite,
- business areas are complying with direction from the Chief Medical Officer of Health for tracking of exposure to others in the workplace, when required, and
- the privacy and confidentiality of employees' medical information is maintained.

Process for Managers and HR Professionals

To accomplish this, GoA Managers are required to follow standard communication to employees with regard to COVID-19 workplace exposure and work with their HR Business Partner, Wellness, Health and Safety, and Alberta Health Services to ensure the workplace is cleaned according to established protocols.

Communication	Recommended Direction
Employee contacts Manager, in or outside of workplace – Employee is feeling ill	<p>Manager advises employee to</p> <ul style="list-style-type: none"> • stay home/go home, and to contact Manager to update by the following day • go to Alberta.ca for COVID-19 info and do self-assessment <p>Employee completes online COVID-19 self-assessment Self-assessment directs legal requirement for employee to isolate and testing may be arranged</p>
<p>Employee calls Manager - Confirm they were directed to isolate due to illness</p> <p>Employee <u>does NOT</u> disclose whether they tested positive or negative for COVID-19</p>	<ul style="list-style-type: none"> • Manager is not to ask the employee for private medical information such as whether they tested positive for COVID-19, diagnosis or medical history. • No medical notes are required at this time • If employee is not able to work at home due to illness (i.e. employee's symptoms are such that they are unable to work or their position is such that it is not able to be performed remotely from home), Manager advises them of time coding during pandemic for isolation (consult with your Employee Relations Services Consultant if needed) • Refer employee to "How to isolate" if unclear on legal requirements set out in Alberta for isolating • Manager arranges regular check ins with employee and recommends resources - myAPS COVID-19 webpage and EFAP resources

GoA Return to the Workplace Manager Guide

<p>Employee <i>voluntarily</i> discloses they are positive for COVID-19</p>	<ul style="list-style-type: none"> • Manager is not to send out or circulate notices to staff on a positive test occurrence at the worksite– this information is confidential medical information • If other staff inquire about the absent coworker, the manager is not permitted to share any information other than the employees is currently on leave • Manager provides direction on time coding and resources as above • Manager asks employee last date at worksite and locations accessed to determine if additional workplace cleaning protocols are required
<p>Employee discloses they (or a family member) are positive for COVID-19 to other employees</p> <p>Other employees express concerns with exposure to COVID-19 from the Employee</p>	<ul style="list-style-type: none"> • Manager advises other employees that they cannot confirm that the Employee (or their family member) is positive for COVID-19 – this information is confidential medical information • Manager can confirm that when there is positive COVID-19 workplace exposure determined: <ul style="list-style-type: none"> ○ AHS traces contacts and notifies them to isolate and/or be tested, ○ If employees are not contacted by AHS, they are not considered to have been exposed to COVID-19 ○ WHS works with Infrastructure through the Provincial Operations Centre (POC) on the required cleaning of locations as needed based on Public Health Agency of Canada and AHS standards ○ The workplace cleaning proceeds at first notification of a COVID-19 workplace exposure ○ At all times, employees should monitor their symptoms, do the COVID-19 self-assessment and follow legal isolation protocols per <ul style="list-style-type: none"> - alberta.ca - AHS COVID-19 self-assessment - How to isolate
<p>Alberta Health Services (AHS) Medical Officers of Health (MOH) -communications for positive COVID-19 confirmation</p>	<ul style="list-style-type: none"> • Alberta Health is the lead on COVID-19 procedures during the Medical State of Emergency and MOH will: <ul style="list-style-type: none"> ○ Advise employee that testing was positive ○ Obtain close contact information from employee and workplace contact person (Manager) for business area if applicable/required • MOH will contact the Manager if required for assistance in identifying contacts of employee and will contact the individuals in writing to provide further direction

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	<ul style="list-style-type: none"> • Manager will not advise other staff of an Employee's positive test for COVID-19 if they become aware of the Employee's identity through MOH contact tracing – this information is confidential medical information
<p>Manager calls HRBP related to positive COVID-19 confirmation</p>	<ul style="list-style-type: none"> • Manager advises HRBP of AHS contact <u>OR</u> employee voluntary disclosure of positive test for COVID-19 case (whichever is first) at the worksite and identifies need to arrange additional cleaning • HRBP advises Manager that they will advise WHS and a WHS Consultant will follow up with the Manager directly
<p>HRBP connects with WHS Consultant</p>	<ul style="list-style-type: none"> • Identifies worksite cleaning needed - positive COVID-19 exposure • Provides Manager name for WHS to contact directly
<p>WHS Consultant – proceeds with worksite cleaning protocols</p>	<ul style="list-style-type: none"> • WHS consultant contacts the Manager for information on the work process and type of work environment to establish a scope of additional cleaning of the workspace • Manager must not share any personal information about the employee (i.e. name) with WHS • Manager provides specific locations at worksite requiring cleaning (employee workstation, bathroom, kitchen, photocopier, workstations in vicinity, etc.). • WHS works with Infrastructure through the POC on the required cleaning of locations as needed based on Public Health Agency of Canada and AHS standards • WHS may notify department Business Continuity Officer (BCO) if the cleaning process creates a disruption of operations. This notification occurs as per the department Business Continuity Plan. • Once cleaning completed WHS consultant advises HRBP and Manager
<p>Manager connects with Employee</p>	<ul style="list-style-type: none"> • At regular check in, Manager will confirm with any Employee who is following the legal requirements to isolate that they will need to stay away from worksite until their symptoms have resolved • Manager refers Employee to "How to isolate" . • No medical notes are required for an employee to return to work or worksite

Appendix D- Sneeze Guard Process

Revised: May 28, 2020

