

Return to Grovenor Office Guidelines

General Recommendations for Staying Safe

- Avoid in-person meetings when physical distancing isn't possible. Use online conferencing, email or the phone when possible, even when people are in the same building.
- Unavoidable in-person meetings should be short, in a large meeting room where people can sit at least six feet from each other; avoid shaking hands and sharing items such as pens, paper and food. After each meeting, please sanitize the room by wiping tables, chairs, keyboards and mouse.
- Eliminate unnecessary travel for business or pleasure and cancel or postpone nonessential meetings, gatherings, workshops and training sessions.
- Do not congregate in work rooms, pantries, copier rooms or other areas where people socialize. Keep six feet apart.
- Bring lunch and eat at your desk or away from others (avoid lunchrooms and crowded areas/restaurants).
- Avoid public transportation (walk, cycle, drive a car) or go early or late to avoid rush-hour crowding on public transportation.
- Limit recreational or other leisure classes, meetings, activities, etc., where close contact with others is likely.

Entrance/Exits

Staff enter by the front door and leave by the north door.

Clients enter by the front door and leave by the north door.

Parking

Parking stalls are used on a first come first served basis with the exception of the reserved spots in front of the building.

Staff Screening Procedures

Until further notice, all staff entering the building must fill out a health assessment form upon entry. Staff will be required to take their temperature, record it on a health assessment form, and answer the other questions related to showing symptoms or being in contact with individuals who have shown symptoms. If the staff is showing a fever, or the answer to any of the questions on the assessment form is "yes", they will be required to inform their supervisor and return home.

Staff Screening Procedures

The current staff health assessment is as follows:

1.	Do you have any of the below symptoms:		
	<ul style="list-style-type: none"> Fever (38.0 degrees C or higher) Temperature Reading: 	Yes	No
	Any new or worsening symptoms:		
	<ul style="list-style-type: none"> Cough 	Yes	No
	<ul style="list-style-type: none"> Shortness of Breath/Difficulty Breathing 	Yes	No
	<ul style="list-style-type: none"> Sore Throat 	Yes	No
	<ul style="list-style-type: none"> Runny Nose/Stuffy Nose 	Yes	No
	<ul style="list-style-type: none"> Chills 	Yes	No
	<ul style="list-style-type: none"> Headache 	Yes	No
	<ul style="list-style-type: none"> Muscle/Joint Aches 	Yes	No
	<ul style="list-style-type: none"> Loss of Sense of Smell or Taste 	Yes	No
	<ul style="list-style-type: none"> Conjunctivitis (inflammation of the eye) 	Yes	No
	<ul style="list-style-type: none"> Nausea/Vomiting/Diarrhea/Unexplained Loss of Appetite 	Yes	No
	<ul style="list-style-type: none"> Feeling unwell/Fatigued/Severe Exhaustion 	Yes	No
2.	Have you, or anyone in your household travelled outside of Canada in the last 14 days ?	Yes	No
3.	Have you had close contact (face-to-face contact within 2 meters/6 feet) with someone who is ill with cough and/or fever in the last 14 day without the use of appropriate PPE?	Yes	No
4.	Have you had close contact (face-to-face contact within 2 meters/6 feet) in the last 14 days with someone who is being investigated or confirmed to be a case of COVID-19 without the use of appropriate PPE?	Yes	No
If any visitor answers YES to any of the screening questions, they will not be permitted to enter the facility. Visitors must be encouraged to self-isolate and complete the AHS online assessment tool to arrange for testing.			

Elevator

Maximum occupancy is posted outside the elevator.

Physical distancing can help you reduce your risk by minimizing contact with others in your building.

- Stand back while waiting for elevator door to open
- Take the next elevator
- Take the stairs if you can
- Avoid touching surfaces
- Push buttons with an object or your elbow if possible
- Avoid touching your face with unwashed hands

Elevator cont'd

- Cough into a tissues or your sleeve
- Wash/sanitize your hands when you return to your workspace

Direction and Room Capacity Signage

- Directional arrows are installed on flooring to guide foot traffic throughout the space. Please yield to oncoming traffic. Some hallways are one-way only. While others will accommodate two-way travel.
- Signage to remind staff/clients about the recommended two meter/6 feet physical distancing has been placed on floors throughout the office.
- In addition, all spaces and rooms have all be marked with their maximum capacity based on their dimensions and recommended two meter physical distancing.
- Furniture in excess of these capacities have been removed or set to the side with caution tape in these spaces. Do not use/move this furniture.

Washrooms

Until further notice, all washrooms will be limited to the occupancy number shown on the sign.

We will install a plexiglass barrier between the sink over the next few weeks; when that occurs, the washroom capacity may increase.

Large garbage bins were installed near the exit doors of the washrooms so that individuals do not need to have to direct contact with the door handles when leaving the washroom. Use the paper towel to open the door.

Lunch Room

All staff are encouraged to bring food and beverage items from home and manage them individually. Staff are also asked to bring their own water bottles, coffee cups and dishware.

The fridge and microwave will be accessible for use but no lunches should be stored in common fridges. Dishwashers should not be used. It is strongly recommended that staff wash/sanitize their hands after using these common appliances.

Coffee machines/kettles are still in service. Please follow proper hand hygiene when using this equipment. Staff will be asked to follow the recommended occupancy rules for each kitchen and kitchen tables should be sanitized after each use with the cleaning solution provided.

Mail/Photocopier Areas

Please sanitize your hands after using mailroom and photocopier areas. Please remember to practice social distancing in these areas. Do not use any cleaners on photocopier keyboards.

Interview/Meeting Rooms

Staff are required to book meeting rooms to ensure availability of appropriately-sized rooms. Please sanitize the keyboard and mouse after use.

For questions related to the need for Personal Protective Equipment, please refer to the CSS COVID-19 page: [PPE Requirements](#).

In-Person Client Services and Pre-Screening

Until further notice, clients will only be served by appointment; no walk-in clients will be served.

The day before the client's appointment, the staff/program who will be meeting them is required to contact them by phone to conduct a health pre-screening.

The current persons served health assessment is as follows:

1.	Do you have any of the below symptoms:		
	• Fever (38.0 degrees C or higher)	Temperature Reading:	Yes No
	Any new or worsening symptoms:		
	• Cough		Yes No
	• Shortness of Breath/Difficulty Breathing		Yes No
	• Sore Throat		Yes No
	• Runny Nose/Stuffiness		Yes No
	• Chills		Yes No
	• Headache		Yes No
	• Muscle/Joint Aches		Yes No
	• Loss of Sense of Smell or Taste		Yes No
	• Conjunctivitis (inflammation of the eye)		Yes No
	• Nausea/Vomiting/Diarrhea/Unexplained Loss of Appetite		Yes No
	• Feeling unwell/Fatigued/Severe Exhaustion		Yes No
2.	Have you, or anyone in your household travelled outside of Canada in the last 14 days ?	Yes	No
3.	Have you had close contact (face-to-face contact within 2 meters/6 feet) with someone who is ill with cough and/or fever in the last 14 day without the use of appropriate PPE?	Yes	No

4.	Have you had close contact (face-to-face contact within 2 meters/6 feet) in the last 14 days with someone who is being investigated or confirmed to be a case of COVID-19 without the use of appropriate PPE?	Yes	No
If any visitor answers YES to any of the screening questions, they will not be permitted to enter the facility. Visitors must be encouraged to self-isolate and complete the AHS online assessment tool to arrange for testing.			

If the client answers “yes” to any of the questions, they will be rebooked to another day.

If the client answered “no” to all of the questions, the staff should let the client know the following:

1. It is recommended that clients come alone to their appointment if possible, as we are trying to minimize the number of people in our building, and in our waiting area. (If an exception is required, please consult with your supervisor.)
2. If they have an appointment, the Receptionist will call the appropriate staff member to greet the client.
3. In the front lobby, the client will be required to sanitize their hands with the sanitizer provided.
4. The Clients will take their temperature using a digital thermometer. If their temperature is 38F or above, they will be asked to reschedule their appointment.
5. If their temperature is under 38F, they will be asked to complete the CSS Visitor Health Assessment (same as questions above).

Cleaning Protocols

Enhanced cleaning will be done at least once a day as per [Internal Office Cleaning Protocols](#).

Janitorial Services in each CSS location are following enhanced cleaning guidelines listed in the [External Office Cleaning Protocol](#).

Cubicle Best Practices

It is recommended that while in cubicles, staff keep their sliding door closed.

To mitigate sound transmission from online meetings, it is recommended that staff use headsets while attending online trainings/meetings in their cubicles.

Office/Workstation Cleaning Instructions

A clean office promotes a healthy environment. You have a role in keeping your workstation clean. During the pandemic especially, it's a good idea to clean your workstation regularly. Following these three easy steps twice a day:

1. Use a disposable paper towel with disinfectant spray to wipe down hard surfaces, including:
 - Keyboard
 - Phone
 - Armrests on your chair
 - Mouse
 - Desktop
 - Cabinet door/drawers
2. Carefully dispose of the paper towel immediately after use.
3. Wash your hands with soap and water or an alcohol-based hand sanitizer.

The Agency is using a phased approach to returning staff to offices. In time we may need to change these protocols.