**Return to Red Deer 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
* Do not congregate in work rooms, pantries, copier rooms or other areas where people socialize. Keep six feet apart.
* Wear a mask in all common areas: hallways, washrooms; anywhere outside your office space or when you are not able to be six feet apart from others.
* Limit recreational or other leisure classes, meeting, activities, etc. Where close contact with others is likely.

**Entrance/Exits**

* Staff enter by the main East doors
	+ 1. Enter the building and put on your mask in the vestibule area
	+ 2. Sanitize your hands as you enter the second set of doors
	+ 3. Complete the Self-Assessment and ‘check-in’ to the office binder

Please wear your mask in all common areas of the office.

Staff may exit from the main East doors or the South doors as long as they have checked out of the office binder before leaving the building

* Club participants should enter and exit through the North doors
* Counselling Clients will enter from the main East doors and exit through the South door
* Morning Star Clients will enter and exit from the Morning Star dedicated South Entrance

**Parking**

Please use your assigned parking lot/space

If you do not have a designated space, you may check with Reception to see if there is a spot available for your time at the office.

**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 own temperature, record it on the Health Assessment Form, and answer all other question listed on the Form. If a Staff has already completed a Self-Assessment that day, they are not required to complete another one. They would just write in OTHER and then continue to attend in the office.

If the staff is showing a fever or answers ‘yes’ to any of the questions on the assessment form, they will be required to inform their supervisor and return home.

The current staff health assessment is as follows: *updated Oct 2020*

**Staff Health Assessment Questionnaire Document Update Oct 7/20**

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Staff Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |
| --- | --- | --- |
| 1. | Do you have any of the below symptoms: |  |
|  | * Fever (38.0 degrees C or higher) or chills
 | Temperature Reading:  | Yes | No |
|  | Any **new** or **worsening** symptoms: |
|  | * Fever\*
 | Yes | No |
|  | * Cough\*
 | Yes | No |
|  | * Shortness of Breath/Difficulty Breathing\*
 | Yes | No |
|  | * Sore Throat\*
 | Yes | No |
|  | * Runny Nose\*
 | Yes | No |
|  | * Chills
 | Yes | No |
|  | * Painful Swallowing
 | Yes | No |
|  | * Nasal Congestion
 | Yes | No |
|  | * Feeling unwell/fatigued
 | Yes | No |
|  | * Nausea/Vomiting/Diarrhea
 | Yes | No |
|  | * Unexplained Loss of Appetite
 | Yes | No |
|  | * Muscle/Joint Aches
 | Yes | No |
|  | * Loss of Sense of Smell or Taste
 | Yes | No |
|  | * Headache
 | Yes | No |
|  | * Conjunctivitis (inflammation in the eye)
 | 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 or 6 feet) with a confirmed case of COVID-19 in the last 14 days?  | Yes | No |
| 4. | Have you had close contact with an individual who has any one of the first 5 symptoms on this list (\*) fever, cough, shortness of breath, runny nose or sore throat AND who is a close contact of a confirmed case of COVID-19 in the last 14 days?  | Yes | No |
| If any of the **staff** answer **YES** to any of the above questions, they will not be permitted to enter the facility. |

**Elevator**

Maximum occupancy is posted outside the elevator, is currently assigned as two (2)

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

* Stand back while waiting for elevator door to open
* Take the next elevator
* Take the stairs if you can
* Avoid touching surfaces
* Use sanitizer available at the elevator entrance before and after use (*new)*
* Push buttons with an object or your elbow if possible

**Direction and Room Capacity Signage**

Directional arrows are installed on the flooring to guide foot traffic throughout the space. Some hallways are only one-way. While others will accommodate two-way travel. Please ensure you are wearing a mask in these areas.(*new)*

Signage to remind staff/clients about the recommended two meter/6 feet distancing has been placed on floors throughout the office

In addition, all spaces and rooms have been marked with their maximum capacity based on their dimensions and recommended two meter physical distancing

Furniture in excess of these capacities has been removed.

A mask is mandatory in all common areas of the building, including but not limited to: hallways, elevators, washrooms, and copy rooms.

When meeting with persons, please ensure you are meeting in a space that allows for 6 feet between persons, or if in an interview room, there is a plexi-glass shield between people. Masks will not be required when persons are able to physical distance from each other. (*new)*

**Washrooms**

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

Garbage bins are available near the exit doors of the washrooms so persons do not need to have direct contact with the door handles when leaving the washroom. Please use the paper towel to open the door.

**Lunch Room**

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

The fridges and microwaves are accessible. Lunches stored in the common fridges should only refrigerate what is needed. Please wipe off all containers with a sanitizing wipe before putting them into the fridge. Please do not place your entire lunch kit into the refrigerator. Dishwashers should not be used. It is strongly recommended that staff wash/sanitize their hands after using these common spaces.

Coffee machines are 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 tables should be sanitized after each use with the sanitizing wipes.

**Mail/Photocopier Areas**

Please sanitize your hands after using the mailroom and photocopier areas. Please remember to practice physical distancing in these area. **Do not use any cleaners on photocopier keypads.**

**Interview/Meeting Rooms**

Training sessions and meetings should be held in rooms that allow for the size of your group. Please work with the Administrative staff to book rooms that will be the appropriate size for your training session or meeting.

During these sessions/meetings, please avoid shaking hands and sharing items such as pens, paper and food. After each session/meeting, please sanitize the room by wiping tables, chairs, keyboard and mouse.

Portable acrylic screens need to be used for all meetings between two or more individuals where six feet of distance between people is not possible.

**In-Person Client Services and Pre-Screening**

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

Refer to the agency person’s served screening tool <https://covid.cssalberta.ca/All-Agency/ItemId/130>

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:

* It is recommended that clients come alone to their appointment, 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.)
* The external door facing 48 Avenue will be locked
* When clients arrive for their appointment, please use the intercom to call the Receptionist
* If they have an appointment, the Receptionist will buzz them into the main lobby.
* In the front lobby, the client will be required to sanitize their hands with the sanitizer provided and put on a mask.
* The staff/employee they are meeting will take their temperature using a digital thermometer. If their temperature is over 38C or above, they will be asked to reschedule their appointment.
* If their temperature is under 38C, they will be asked to complete the visitor Health Assessment

**Cleaning Protocols**

Enhance cleaning will be done at least one 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 Protocols**

**Cubical Best Practices**

To mitigate sound transmission from online meetings, it is recommended that staff use headsets while attending online training/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 is a good idea to clean your workstation regularly

Follow these three easy steps twice a day:

1. Use a disposable paper towel with disinfectant spray or sanitizing wipes to wipe down hard surfaces. These include: Keyboard, mouse, phone, desktop, armrests of chair, cabinet door/drawers
2. Carefully dispose of the paper towel or wipe 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.