

East Office – Return to 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.
- Cancel or postpone nonessential meetings, gatherings, workshops and training sessions. Where possible, host or deliver virtual meetings/workshops/trainings.
- Do not congregate and socialize in work rooms, pantries, copier rooms or other areas. Keep six feet apart.
- Bring lunch and eat at your desk or away from others (avoid lunchrooms and crowded areas/restaurants).
- If taking public transportation, masks are recommended due to spaces where physical distancing is difficult.

Staff Entrance

Until further notice, staff working in-person at East Office will be required to enter the building through the external door that connects to Room 127.

By exception only, some staff will be permitted to enter through the front entrance located on 118 Avenue.

Staff Exit

Until further notice, staff should only exit the building through the second floor exit leading into the parking lot or (for LARCC staff) through the door at the rear of the language testing area.

By exception only, some staff will be permitted to exit through the front entrance located on 118 Avenue.

Parking

Until further notice, all staff who will be working in-person at East Office are encouraged to park in the East Office lot at the rear of the building. When more staff transition to in-person services, we will revisit the parking allocation.

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.

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/Stuffiness 		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.				

Washrooms

Until further notice, all washrooms will be limited to one person only. Please wait outside of the washroom until the individual has exited the space.

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

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

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.

Direction and Room Capacity Signage

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

- **Waiting Room:** max. 6 persons seated and 1 person standing
- **Elevator:** max. 2 persons
- **Room 127:** max. 14 persons
- **LARCC Assessment Room:** max. 6 persons
- **Childminding Room:** max. 4 persons
- **Lunch Room:** max. 4 persons
- **Room 228:** max. 6 persons
- **Interview Rooms:** max. 2 persons

Furniture in excess of these capacities has been removed from these spaces in most cases; in others, they have been placed against/facing the wall. Please do not move any of these furniture items.

Interview/Meeting Rooms

As mentioned, all the below interview rooms can accommodate a maximum of 2 persons:

- | | | |
|-----------------------|-----------------------|------------|
| • Assessment Room 107 | • Assessment Room 113 | • Room 209 |
| • Assessment Room 108 | • Assessment Room 115 | • Room 224 |
| • Assessment Room 109 | • Room 130 | • Room 225 |
| • Assessment Room 110 | • Room 203 | • Room 226 |
| • Assessment Room 111 | • Room 204 | • Room 227 |
| • Assessment Room 112 | • Room 208 | |

Portable acrylic screens that need to be used for all meetings between two individuals. The screens need to be sanitized after each use.

As more staff/programs transition to in-person services at East Office, we will likely require staff to book meeting rooms to ensure availability of appropriately-sized rooms.

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

Shared Offices

Until further notice, only one staff can work in shared office spaces at one time.

At this time, some of our smaller interview rooms have been designated as “overflow” space for staff who require a work space, as these rooms are too small to accommodate more than one individual:

- Room 229
- Room 230
- Room 231
- Room 232

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, 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. The external door facing 118 Avenue will be locked.

3. When clients arrive for their appointment, a sign by the door will indicate that clients must call 780-424-3545 to verify their name on the appointment list.
4. If they have an appointment, the Receptionist will buzz them into the vestibule.
5. In the vestibule, the client will be required to sanitize their hands with the sanitizer provided.
6. They will then put on a mask. Staff should recommend that they bring their own, but if they have not brought one, they can help themselves to a disposable mask in the vestibule.
7. After this, the Receptionist will buzz them into the waiting room.
8. The Receptionist will take their temperature using a digital thermometer. If their temperature is 38C or above, they will be asked to reschedule their appointment.
9. If their temperature is under 38C, the client will be asked to complete the CSS Visitor Health Assessment (same as questions above). If it is known that the client may require assistance to fill out the form, please pre-arrange support.

All staff must update the appointment list on ShareVision.

Cleaning Protocols

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

Cleaning captains will be appointed to assist with Internal Cleaning Protocols.

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

Cubicle Best Practices

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

To mitigate sound 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
 - Mouse
 - Phone
 - Desktop
 - Armrests on your chair
 - 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.

Personal Technology Devices

A reminder that external USB drives should not be plugged into any CSS computers.

The Agency is working on obtaining webcams and headsets for use with desktop computers, but until they are available, staff may have to continue using Agency or personal laptops or cellphones for work purposes (e.g., conducting workshops, attending meetings). The East Office wifi information is as follows:

Network: CSS-noIPs

Password: CSS-cellphones