

Return to Red Deer Immigration 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/training.
- 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/Exit

Until further notice, staff working in-person will be required to enter and exit the building through the back door.

By exception only, some staff will be permitted to enter and exit through the main entrance.

Staff Screening Procedures

Until further notice, all staff entering the building must fill out a health assessment form upon entry into the CSS office. 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:				
	• 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/Stuffy Nose	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.			

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 tissues or your sleeve
- Wash/sanitize your hands when your 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 Red Deer 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.

Kitchenette

All staff are encouraged to bring pre-packed food and beverage items from home and manage them individually, including taking the items home at the end of the day. Staff are also asked to bring their own water bottles, coffee cups and dishware.

The fridge and microwave will be accessible for use. 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.

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

Portable acrylic screens need to be used for all meetings between two or more individuals.

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.

In-Person Client Services and Pre-Screening cont'd

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/Stuffy Nose		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 <u>AHS online assessment tool</u> 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. Client will take the elevator to the second floor.
3. The Receptionist will validate that the client has an appointment.
4. If they have an appointment, the client will be required to sanitize their hands with the sanitizer provided.
5. 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.
6. 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.
7. If their temperature is under 38C, they will be asked to complete the 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 input their appointments into the shared Google calendar, which will be accessible for the Receptionist to view.

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](#).

Shared Space 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'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:
 - o Keyboard
 - o Desktop
 - o Cabinet door/drawers
 - o Mouse
 - o Armrests on your
 - o Phone
 - o chair
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.