

Return to Lloydminster 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.

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/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.

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.

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

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.

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.			

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. In the front lobby, the client will be required to sanitize their hands with the sanitizer provided.
3. The Receptionist will take their temperature using a digital thermometer. If their temperature is 38F or above, they will be asked to reschedule their appointment.
4. 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 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 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.

These include:

- 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.