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## COVID19 – RE-OPENING POLICIES & PROCEDURES

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**POLICY NO: 801**

**RESOLUTION NO:**

**20-266**

**CATEGORY: COVID19**

**DATE OF APPROVAL: June 8, 2020**

**DATE OF REVIEW: N/A**

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### **Mission**

This document has been developed to support The Town of Falher in reducing the risk of transmission of COVID-19 among workers, volunteers and patrons. As the COVID-19 pandemic is an evolving situation, this document and the guidance within are subject to change and will be updated as appropriate.

### **Communication related to COVID-19**

- Employees are encouraged to remain up to date with developments related to [COVID-19](#).
  - Staff are encouraged to remain up to date with all the resources available to them with regards to mental health during these times.
    - The COVID-19 pandemic can have a significant impact on mental health. Online resources are available if you need advice on handling stressful situations or ways to talk to children.
      - [Help in Tough Times \(AHS\)](#)
      - [Mental health and coping with COVID-19 \(CDC\)](#)
      - [Talking with children about COVID-19 \(CDC\)](#)
      - [COVID-19 information for young kids and students \(PDF, 122 KB\)](#)
    - If you need to talk, call the 24-hour help lines:
      - Mental Health Help Line at 1-877-303-2642
      - Addiction Help Line at 1-866-332-2322
  - In order to mitigate the risk of transmission through non work settings, staff are reminded to take necessary precautions:
    - when commuting to work (carpooling);
    - in homes and shared living accommodations; and
    - other activities outside of work, including at secondary job locations.
  - Staff members are encouraged to take note of any COVID19 related signage that may be placed around the office such as "Prevent the Spread"
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- Chief Medical Officer of Health (CMOH) Order 05-2020 requires individuals who have returned from travel outside of Canada to be in isolation for a minimum of 14 days.
  - If an individual becomes sick during the 14-day isolation period, they should remain in isolation for an additional ten days from the start of symptoms, or until the symptoms resolve, whichever is longer.
  - All non-essential travel outside Canada should be cancelled, as per the Government of Canada's travel advisory.
- Signage will be posted advising patrons that the Town of Falher is enacting additional measures for the safety of all workers, volunteers and patrons.

### **Sick workers and volunteers**

- Employees with symptoms such as cough, fever, shortness of breath, runny nose, or sore throat symptoms to complete the self-assessment and get tested for COVID-19, if indicated.
- CMOH Order 05-2020 legally obligates individuals who have a cough, fever, shortness of breath, runny nose, or sore throat (that is not related to a pre-existing illness or health condition) to be in isolation for 10 days from the start of symptoms, or until symptoms resolve, whichever takes longer.
  - **These requirements must be followed regardless of whether or not the individual has been tested for COVID-19.**
- As per Res. 20-151: *"employees [are permitted] to use sick days for absences due to COVID 19. If they do not have enough days to cover their isolation period, other arrangements may be made at the discretion of the Council."*
  - This may include self-isolation and/or quarantine for you or anyone in your household.
  - Employees should not worry about job security during such times and are encouraged to participate in open communication with supervisors as required.
- If a worker or volunteer does come to work sick, or becomes sick while at work, the following requirements apply:
  - Workers, volunteers or patrons who appear to have acute respiratory illness symptoms (e.g., cough, shortness of breath) upon arrival to the workplace, or become sick while at the workplace, should begin isolation at home immediately.
  - Symptomatic employees/volunteers should follow hand hygiene and respiratory etiquette and maintain at least 2 metres away from other employees, volunteers and patrons while leaving the premises.



- If the individual does not have their own transportation, business owners/management should support them in arranging for transportation home where needed:
  - Symptomatic/sick individuals are not allowed to take public transportation under CMOH Order 05-2020.
- Once a sick individual has left the workplace, clean and disinfect all surfaces and areas with which they may have come into contact.
- The employer should immediately record the names of all close contacts of the sick worker has been in contact with that day and in the 48 hours prior to when the symptoms started in the case. This information may be necessary if the sick worker later tests positive for COVID-19.
- More information on isolation and quarantine can be found in Appendix A.

### **Worker or volunteer diagnosed with COVID-19**

- CMOH Order 05-2020 legally requires individuals to be in isolation for a minimum of 10 days if they have tested positive for COVID-19.
  - For clarity, the isolation period is 10 days from the start of symptoms, or until symptoms resolve, whichever takes longer.
- If a worker or volunteer is confirmed to have COVID-19, and it is determined that other people may have been exposed to that person, Alberta Health Services (AHS) may be in contact with the business to provide the necessary public health guidance. The Town of Falher will keep records for patrons visiting the office recording:
  - The first and last name of the patron; and
  - The time of their arrival and departure; and
  - A phone number where they can be reached;
- AHS may request records up to two-weeks prior to the individual becoming ill.
  - The Town of Falher will work cooperatively with AHS to ensure those potentially exposed to the individual receive the correct guidance

## **Prevention**

### **Workplace**

- All those working in the office will always maintain 6 foot / 2 metre physical distancing.
  - Directional traffic flow will be instituted throughout the office space to encourage compliance of physical distancing.
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- "Safe Distance Dots" will be placed in areas where multiple employees or patrons will be assembled together for extended periods of time.
  - No more than 2 customer groups will be allowed in the building at a time. This includes Town of Falher administration desk and Family Community Support Services (FCSS)
    - A customer group will be a maximum of 2 persons. These persons must be part of the same household or a household's cohort family.
  - A lane system for entry into the building will be instituted
  - Public access to the washrooms will be prohibited
    - Washroom use will be limited to staff only
  - Physical barriers will be used to separate patrons from a designated staff only area
  - A large plexi-glass barrier will remain installed at the Town of Falher administration desk
    - This barrier will be cleaned with an appropriate sanitizing solution at minimum, every 45 minutes during operating business hours.
  - The staff room will have a maximum of 2 people at any given time
    - Staff are encouraged to co-ordinate use of the staff room for lunch breaks to meet this requirement.
  - Shared food and beverages are discouraged and should be avoided.
    - Staff are encouraged to bring their own food and beverages
  - Meetings are encouraged to move to an online or telephone platform
    - Should in-person meetings be held, 6 foot/2 metre physical distancing will be maintained.
    - "Safe Distance Dots" will assist for meetings taking place in the Council Chambers
    - Meetings of Council are to be held via video conference
      - If meetings of Council are held in person, they are encouraged to be held on the second floor of the Falher Regional Recreation Complex to allow for appropriate physical distancing of all those attending.

### **Cleaning**

- Hand sanitizer will be provided to all employee workstations.
    - Hand sanitizer will also be available to patrons at the admin desk.
  - Employees are encouraged to wash hands more frequently.
  - "Common touch surfaces" will be reduced by leaving doors/gates open and light switches on as much as possible.
    - Shared items such as photocopiers and staff room small appliances (microwave, kettle, etc) will have sanitation wipes within reach.
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- Staff must sanitize shared equipment after use. Staff are also encouraged to sanitize shared equipment before use.
- Overnight cleaning staff will be advised to place additional emphasis on doorknobs, light switches, handles, and common touch areas/equipment.

### **Screening for Symptoms**

- Signage will be made visible to all patrons entering the building with regard to symptoms and staying home.

### **Personal Protective Equipment (PPE)**

- PPE is a personal choice and not currently required by the employer.
- Staff are advised to be respectful of others who may choose to wear PPE such as masks.

### **Responsibilities**

- Should staff members have issues with other staff members not following policies or provincial regulations, standard procedure as outlined in the Policy Handbook will be followed per the "EMPLOYEE COMPLAINT PROCESS"
- A completed policies and procedures will also be shared with auxiliary users of the building (FCSS, Waste/Water Commission)
- Additional tenants of the Town of Falher office must also complete a "COVID19 Policies & Procedures" prior to re-opening to the public.
- All Town of Falher employees must be presented with this document and must sign a document acknowledging its receipt and review.
- This completed plan of policies & procedures must be posted in places of business or online within seven days of the public being able to attend the business.
- Alberta's Relaunch Strategy includes physical distancing restrictions throughout all three stages.
  - A review of this document shall be undertaken as fit.

# WORKPLACE GUIDANCE FOR BUSINESS OWNERS

## Appendix A: Information on Quarantine and Isolation

One of the first critical steps to preventing further transmission of disease is the implementation of quarantine and isolation procedures. It is important to understand the difference and the mandatory requirements for each.

When someone is exposed to a contagious disease, they may not always get sick. If they do become sick, there will be a period of time between being exposed and becoming sick. It can take up to 14 days for people to start experiencing COVID-19 symptoms (e.g., fever, cough, shortness of breath/difficulty breathing, sore throat or runny nose).

Quarantine and isolation refer to separating and restricting people from contact with all others to prevent transmission.

Quarantine	Isolation
Done when people are not yet sick, but have been exposed	Done when people are sick, to keep them from infecting others
The quarantine period for COVID-19 is 14 days <ul style="list-style-type: none"> <li>This is because it can take up to 14 days for an individual to develop symptoms</li> </ul>	The isolation period for COVID-19 is 10 days or until symptoms resolve, whichever is longer

CMOH Order [05-2020](#) (see Order for full details and exemptions) states the situations where Albertans are **legally** obligated to quarantine or isolate:

- Albertans are legally required to be in **quarantine for 14 days** either:
  - Immediately upon return from travel outside of Canada, or
  - If they are a close contact of a person who tested positive for COVID-19.
- Albertans are legally required to be in **isolation for 10 days, or until symptoms resolve, whichever takes longer**, if they:
  - Are diagnosed with COVID-19.
  - Develop a cough, fever, shortness of breath/difficulty breathing, runny nose, or sore throat not related to a pre-existing illness or health condition or to a known exposure to COVID-19.
- CMOH Order 05-2020 includes the following restrictions and requirements for isolation:
  - Remaining at home, and 2 metres distant from others at all times;
  - Not attending work, school, social events or any other public gatherings;
  - Not taking public transportation.
- Persons in isolation are not required to remain in isolation if they test negative for COVID-19 and have no known exposure to COVID-19. However, they must not return to work until symptoms have resolved. Returning while still ill may result in others being infected with their illness (e.g. cold or flu) and forcing those persons to isolate.
- CMOH Order 05-2020 includes the following restrictions and requirements for quarantine:
  - Remaining at home
  - Not attending work, school, social events or any other public gatherings
  - Not taking public transportation
  - Watching for relevant symptoms

If persons in quarantine begin to experience symptoms (cough, fever, shortness of breath/difficulty breathing, runny nose, or sore throat) not related to a pre-existing illness or health condition or to a known exposure to COVID-19, they must enter **isolation** for a period of 10 additional days from the start of their symptoms, or until symptom resolve, whichever is longer. However, in no case shall the total stay in quarantine/isolation be less than 14 days. Workers should use the AHS [Self-Assessment](#) tool if they are experiencing symptoms.

# PREVENT THE SPREAD OF CORONAVIRUS

## Appendix B

You can help prevent the spread of COVID-19 in Alberta. Prevention starts with awareness.

- Practice physical distancing
- Self-isolate if you're feeling sick
- Wash your hands frequently
- Cover coughs and sneezes
- Avoid touching your face
- Do not travel outside of Canada

## PRACTICE PHYSICAL DISTANCING

All Albertans have a responsibility to help prevent the spread of COVID-19. Take steps to protect yourself and others:

- Limit the number of times you leave your home
- Stay at least 2 meters away from others when you go out for groceries, medical trips, and other essential needs
- Have groceries or other items delivered if possible
- If you go outside for fresh air maintain 2 meters distance from others
- Avoid overcrowding in elevators and other enclosed spaces
- Wash your hands after touching communal surfaces such as handrails, handles
- Postpone family visits, friend gatherings, and group outings, especially if household or family members are senior citizens or have high-risk medical conditions
- Do not gather with other people if you have a fever or a cough, even if symptoms appear to be mild.
- Obey all mandatory self-isolation requirements and mass gathering restrictions now in place in Alberta.

Legally enforceable public health measures are in place to limit the time Albertans spend in contact with each other. Anyone violating these restrictions is now subject to fines.

## MONITOR YOUR SYMPTOMS

COVID-19 symptoms are similar to influenza and other respiratory illnesses. Symptoms can include:

- cough
- fever
- shortness of breath
- runny nose
- sore throat

If you have any of these symptoms stay home and self-isolate; do not go to an ER or medical clinic. **Call Health Link at 8-1-1 for more information.** Services are available in 240 languages.

## SELF ISOLATE

You are legally required to self-isolate for:

- **14 days** if you returned from international travel or are a close contact of a person with COVID-19
- **10 days** if you have a cough, fever, shortness of breath, runny nose, or sore throat that is not related to a pre-existing illness or health condition

If you are self-isolating:

- Stay home — do not go to work, social events or any other public areas or community settings
- Avoid close contact with other people, including household members but especially seniors and people with chronic conditions or compromised immune systems
- Do not use public transportation or ride sharing
- Do not go for walks in public places. This includes children in mandatory self-isolation.
- If you go outside, you must remain on private property not accessible by others.
- If you live in an apartment building or high-rise, you must stay inside and cannot use the elevators or stairwells. If your balcony is private and at least 2 metres away from other balconies, you may use your balcony to get fresh air.



# WORKPLACE GUIDANCE FOR BUSINESS OWNERS

## Appendix C: Relaunch Consideration - Template

To open your business/service, school, or place of worship to the public, it is recommended you complete a plan to reduce the risk of transmission of COVID-19 among the attendees of your location (e.g., workers, patrons, students or congregants). This template has been developed to support you in creating your plan. It is recommended this plan is posted where the public can see it, such as in your location or on a public-facing website.

The template includes considerations to help guide you as you plan to open. This should be completed using Alberta's [Workplace Guidance for Business Owners, which provides general guidance applicable to all sectors](#); as well as sector-specific guidelines available on [Alberta Biz Connect](#) and any additional requirements of your business or sector association.

### Guidelines:

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#### Distancing Measures – Refer to page 8

*Considerations: How will you ensure people maintain 2 metres between each other? Do you need to maintain directional traffic flow? How would you limit congregating (e.g., in break rooms, communal spaces, rest areas, etc.)? How will you limit the overall number of people in your space? Refer to the Personal Protective Equipment (PPE) section to mitigate the risk of transmission when 2 metre distancing cannot be maintained.*

Staff will be provided with educational documentation advising on 2 metre distancing. Additionally physical barriers will be used to separate patrons from a designated staff only area. The main admin desk also has a large plexi glass screen installed. Directional traffic flow will be instituted throughout the building, most importantly in staff only areas. The staff room will have a maximum of 2 people set, additionally staff will be advised to work together on use of the staff room for lunch breaks. "Dot and arrow" signage will be used in various locations throughout the building to assist with distancing measures. Any meetings that cannot be moved to an online setting, should follow appropriate distancing measures.

Entrance lanes will also be established to ensure safety of patrons for both Town of Falher Office, and FCSS.

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#### Cleaning – Refer to pages 5-6

*Considerations: How will cleaning on high touch surfaces be maintained in your location (e.g., bathroom, chairs, doorknobs, break rooms)? How will you train and ensure workers or volunteers keep equipment clean? If you are a business, how will work surfaces, order screens, debit machines and cash registers be cleaned?*

Hand sanitizer will be provided to all employee workstations. Hand sanitizer will also be available to patrons at the admin desk. Employees will also be reminded and encouraged to wash hands more frequently. "Common touch surfaces" will be reduced by leaving doors open and light switches on as much as possible. Shared items such as photocopiers and staff room small appliances with hand sanitation wipes within reach and staff will be directed to sanitize equipment after use, at minimum. Ideally staff would sanitize before and after use. Overnight cleaning staff will be advised to place additional emphasis on doorknobs, light switches, handles, and common touch areas/equipment.



# WORKPLACE GUIDANCE FOR BUSINESS OWNERS

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## Screening for Symptoms - Refer to page 4

**Considerations:** How will you be aware of symptoms in staff, customers, congregants or volunteers, such as fever, sore throat, cough, runny nose or difficulty breathing? Have you provided education or communication of self-monitoring of symptoms? Have you identified a space where staff or volunteers can be separated from others if they develop symptoms? Have you considered what you would do if you see increased absenteeism due to illness or isolation requirements? Have you considered absenteeism policies that encourage staff members or volunteers to stay home when ill, in quarantine (self-isolation), or if they are taking care of children or someone who is ill? Are you maintaining a log of staff or volunteer attendance? What is your response plan for staff who come to work with symptoms?

Signage will be made visible to all patrons entering the building with regard to symptoms and staying home. Same documentation will be provided to staff. Staff will also be made aware of job security measures for self isolation & quarantine.

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## Personal Protective Equipment (PPE) – Refer to pages 6-7, Appendix C

**Considerations:** How will you promote PPE use (e.g., masks or gloves) when people are unable to be 2 metres apart? If 2 metres cannot be maintained and PPE is necessary, where would you obtain it? Will customers or congregants require their own PPE such as masks or will you supply them? How will you inform people before entering your business or facility regarding your PPE requirements, if any?

Staff will be made aware that PPE is a personal choice and not currently required by the employer. Staff will be advised to be respectful of others who may choose to wear PPE such as masks.

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## Responsibilities

**Considerations:** Who will be responsible for ensuring staff, customers, congregants and volunteers are following your precautions? Have you updated contact information for staff and volunteers so that they can be notified in the event of a known exposure? What would your approach be if you had to manage a situation where there was apparent non-compliance with your plans/direction?

All staff communication with regards to COVID19 Re-Opening policies and procedures will be sent from the CAO or CAO in training and documented accordingly. Should staff members have issues with other staff members not following policies or provincial regulations, standard procedure as outlined in the Policy Handbook will be followed per the "EMPLOYEE COMPLAINT PROCESS" A log will also be kept of patrons who visit; their name, contact phone number, time of their visit as well. A completed policies and procedures will also be shared with auxiliary users of the building as well (IE:FCSS; Water Commision) to ensure proper protocol is followed. Additionally, The Town of Falher will require FCSS to complete the same template, and have a policies and pcedures in place prior to re-opening to the public.

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Owner/Manager/Religious leader: James Bell

Date: MAY 20/2020