

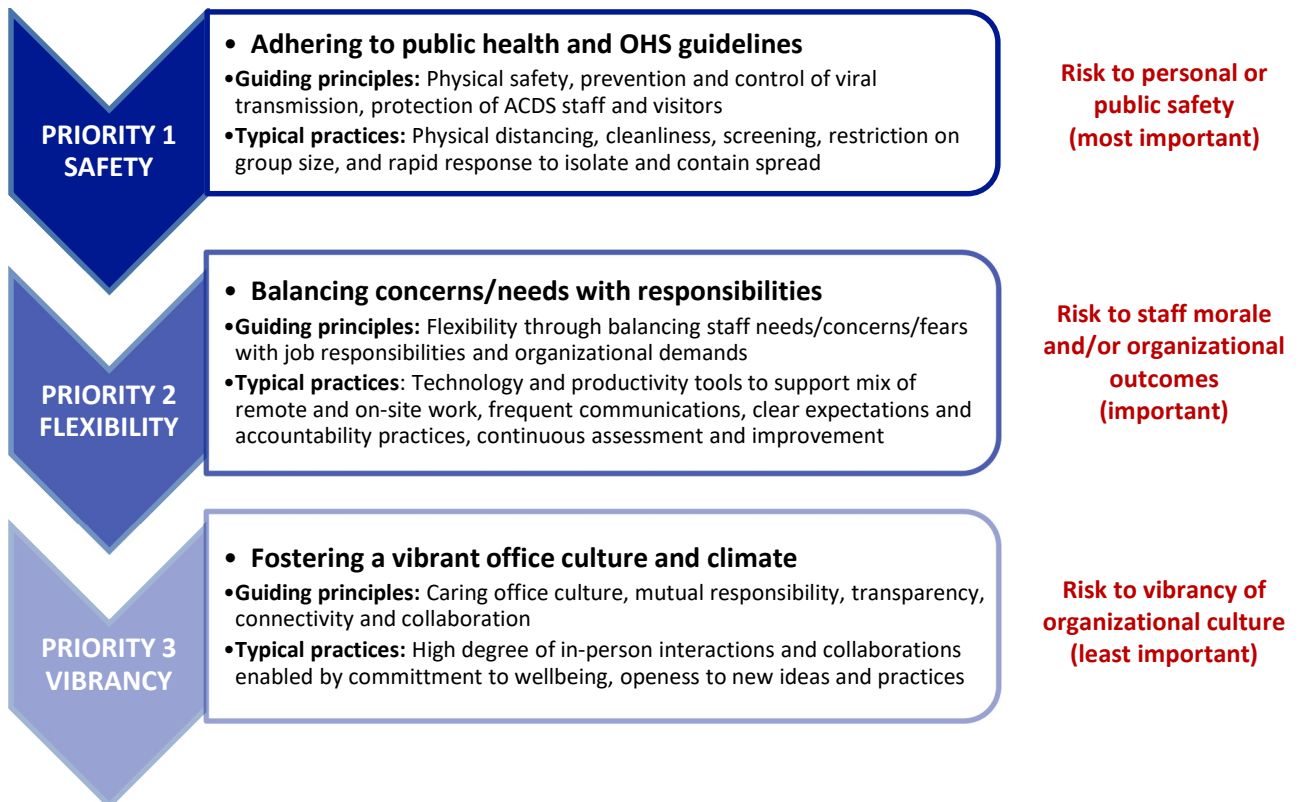
## Introduction

The ACDS Calgary office reopened to all staff and visitors in a gradual process starting June 29, 2020. The staged process will be cautious, balanced, and responsive to the evolving situation.

The guidelines in this document reflect decisions made carefully given available information and current requirements; they will be assessed and updated as the situation changes. **All staff must read, understand and adhere to the most recent expectations when on site, even if just popping into the office for a short time.** It is our collective responsibility to maintain a safe and vibrant workplace. Please let us know if you have any questions or concerns, as well as what is working, and proposing solutions to improve what may not be not working. Our common safety depends on everyone fully understanding and following these expectations.

## Decision-Making Framework

The decisions in these guidelines are based on a hierarchy of priorities and principles, and are informed by best practice recommendations. The framework will help you understand our decisions and to contribute to planning decisions as the situation evolves externally (due to community pandemic status) or internally (due to office conditions). Our goal is to return to a state where we have a vibrant office culture with a high degree of in-person interaction, but we must first ensure that we have a safe environment respecting people’s needs in these unique times.



**Gradual Access to the Office Site**

To support physical distancing and to implement the new procedures cautiously, staff will return to the office in stages. The schedule below balances as best as possible each staff’s job responsibilities and their personal circumstances as identified to Nilima in June.

We expect that all staff (except those authorized to work remotely for the foreseeable future) will work their usual schedules at the office **by September 8**, assuming schools and childcare facilities are in full operation. As per pre-COVID policy, any work-from-home arrangements after one’s return-to-office date will require pre-approval.

Timelines or staff order may change based on circumstances	# staff % occupancy	Staff allowed to start working at the office	Notes
<b>Staff already onsite</b>			<p>Staff may visit the office <u>temporarily</u> before their scheduled start date for tasks that cannot be done remotely.</p> <p>Visits must be pre-booked on the ACDS Onsite Calendar and should preferably be no more than half-day per week to restrict office occupancy load.</p> <p>Ideally, no more than <u>2 visiting staff</u> should be onsite at the same time.</p>
<b>Stage 1</b> (starting Jun 29)			
- AGM allowance (Jul 15 – 16)			
<b>Stage 2</b> (starting Jul 20)			
<b>Stage 3</b> (starting Sep 1 or AB Relaunch Stage 3, whichever is <u>later</u> )			
<b>Stage 4</b> (starting Sep 8 or schools open fully, whichever is <u>later</u> )			
<b>Work remotely until further notice</b>			

**Essential Visitors.** (1) *ACDS Contractors* (e.g., Dixie) and *board members* will be considered essential visitors, and will be provided a space to do their work. Staff aware of their visiting schedule should note this on the ACDS online calendar. Staff permitting their entry should inform them of our physical distancing and cleaning protocols. If all staff at the office are masked (e.g., if required by city bylaw), all visitors will also be required to mask, and should be provided masks as needed.

(2) *Service personnel* (e.g., couriers, office equipment and building maintenance) will be allowed to enter the office to provide the required service. Staff permitting their entry must go through the “Receiving and exiting visitors” procedures prescribed on page 6.

**Non-essential visitors.** Only those defined as “essential visitors” above will be permitted into the office. Staff expecting non-essential visitors must exit the office to meet them.

## ACDS Office Preparation

**Building Management and Common Spaces.** The office building has been open to tenants during the pandemic. Signs are posted on the entrance doors to prompt self-screening, and enhanced cleaning procedures of washrooms and high-touch surfaces have been implemented by the building manager. Wall-mounted sanitizer dispensers have been ordered for the hallway and will be installed when received. Norcal (2<sup>nd</sup> Floor) is the designated contact for building-related issues or concerns.

**Restricted entry.** To control access to the ACDS office space, the main entry door into reception is locked except to let in visitors. This door is now only for visitors (new “visitor entrance”). All staff must enter and exit using the back door (new “staff entrance”).

**Office shuffle.** Offices have been re-assigned so no one who is expected back to work is sharing an office or seated in an open high traffic zone.

**Signs.** Signs are posted in various critical areas throughout the office space. They provide useful information, restrictions, and reminders.

**Cleaning.** The office is cleaned at the end of each workday by the building janitorial staff, using stronger cleaners and wiping down high-touch surfaces such as door handles. Additional cleaning is to be conducted by all staff during the day, particularly in our common areas and equipment.

**Supplies.** We have an adequate supply of cleaning products, masks and gloves for use at the office. Supplies are available in various areas throughout the office, including hand sanitizers in each office. Additional supplies will be purchased as needed. Sinks are well supplied with soap and paper towels for frequent hand washing.

**Welcome Kit.** All staff will receive a welcome kit at their first day back to the office. Items will include a personal hand sanitizer, a few masks and gloves, and a “what to expect when you return to the office” pamphlet. Staff will also get a verbal walk-through of general processes for cleaning, physical distancing and other safety expectations.

**ACDS Onsite Calendar.** All staff expected or scheduled to be on site must complete this new online calendar, so we all know who is going to be at the office when. Think of it as the “in” portion of our “in/out” whiteboard at reception. This allows staff still working from home to know if there is “room” for them to visit the office if they need to complete a task that cannot be done remotely. Only people who are going to be at the office need to mark the calendar. [See here for instructions.](#)

**ACDS COVID-19 Marshall.** Maxine has been designated the Marshall to ensure staff understand and follow the guidelines, supplies are available, and to be informed of emerging issues. Decisions in response to issues will be made by the Leadership team. In Maxine’s absence, someone else who will be on site will be appointed temporary Marshall.

**ACDS OHS Representatives.** In addition to public health guidelines, ACDS follows all Alberta Occupational Health and Safety requirements to ensure a safe workplace. Alison and Mel are the current representatives. If staff have safety concerns, they should inform them, Maxine and/or the Leadership team for follow up.

## COVID-19 Guidelines and Procedures

The following guidelines are based on best practice recommendations or mandatory requirements from Alberta public health. Staff will be informed if any changes are made. **All staff must understand and follow the most recent guidelines at all times.**

### Self-assessment

- Before getting ready to leave home, review the Screening Checklist (Appendix A).
- If you answer yes to any of the questions, and the symptoms are not due to a pre-existing condition, use the [AHS Online Assessment Tool](#) to determine if you need to get tested.
- Follow the directions provided by AHS, and keep your supervisor informed. If this is your first day back at the office, a new start date may have to be scheduled for you.
- As well, inform your supervisor if you had been at the office temporarily or if you had contact with any other ACDS staff in the past 14 days (at the office or elsewhere) so we can undertake contact tracing in case you are tested COVID-19 positive.

### Arrival at the office

- Enter through the Staff Entrance (back door, closest to our kitchen).
- If you arrive first, switch off the alarm, switch on the lights, and keep the door unlocked.
- Take your personal items directly to your office, then proceed to the kitchen to drop off any items you need to leave in the fridge.
- Wash your hands thoroughly in the kitchen. [See proper hand washing technique.](#)
- Use a sanitizing wipe on all common surfaces you may have touched since you entered (e.g., doorknob, light switches, alarm keypad, kitchen counter, fridge door handle, coffee pot handle, etc.).

### Exiting the Office

- Use a paper towel to turn the door handle to exit from the Staff Entrance, or wipe the door handle and your hands with a sanitizing wipe after turning the handle.
- If you are the last to leave, switch on the alarm and wipe the alarm keypad with a sanitizing wipe, and switch off and wipe the lights before exiting. Lock the door.

### General Cleaning

- Wash or sanitize your hands frequently while at the office. The sinks in both the board room and the kitchen will be adequately supplied with soap, sanitizer and paper towels. [See proper hand washing technique.](#)
- Use a sanitizing wipe on your desk, chair, keyboard, mouse, phone, office light switch, blinds wand, etc. when you arrive at the office and before you leave for the day.
- Use a sanitizing wipe on any surfaces you touch in common areas before and after each use.

## Physical Distancing

- In common spaces, maintain at least 2m (6 feet) between yourself and any other person.
- If you cannot comply with physical distancing, you must wear a non-medical mask for the time that physical distancing is not possible. [See proper mask wearing technique.](#)

## Mask Use

Currently, mask use in offices is not mandated by Calgary City Bylaw or public health orders; however, mask use is best practice and highly recommended in public areas especially when physical distancing is not possible. **The following guidelines will change if Calgary City or public health requirements change.**

- *Staff (including visiting ACDS contractors and Board members)* are currently not required to use a mask unless physical distancing is impossible; however, people may choose to wear a mask if it makes them feel more comfortable. [See proper mask wearing technique.](#)
- If all staff are wearing masks (e.g., if required by bylaw or health order), all visiting ACDS contractors and Board members will also be required to wear a mask. The person permitting their entry is responsible for provide them with the necessary masks.
- *Essential services personnel (e.g., couriers, office equipment and building maintenance)* will be required to wear a mask if they are likely to be in the ACDS office space for more than 15 minutes. The person permitting their entry is responsible for providing them with a mask if they do not have their own. Any service personnel who refuses to comply with mask use may be denied entry into the ACDS office space.

## Kitchen

The kitchen space, fridge, coffee maker, kettle, microwave and sink are available for staff to use as long as these procedures are strictly followed.

- Only **one person** will be allowed to use the kitchen at a time. If there is someone ahead of you in the kitchen, give them at least 2m of space to exit before entering.
- Shared cutlery, mugs, dishes, serving bowls and utensils, and cloth towels will not be permitted. You may bring your own items, or pick a set for your own use from the kitchen and store these in your office until this restriction is lifted. Signs on the kitchen cupboards and drawer will remind you of this restriction.
- Wash or sanitize your hands before touching any surfaces in the kitchen.
- If you have items in the fridge, take out only what you need and avoid touching anything else. If you use any shared items (e.g., milk, butter, salad dressings, etc.), wipe the containers before returning them to the fridge.
- Avoid bringing in any food items to share. The less cluttered the fridge is, the easier it is to store necessary lunch bags and to access items.
- Used items can be put in the dishwasher, washed in the sink, or taken home to wash.
- Do not leave any used items in the sink, dishrack or on the counter. Dry wet items with a paper towel (or your own dish cloth) and take all items to your office to store.
- If you have placed items in the dishwasher, you are responsible for retrieving them after the wash is complete (or the next workday), and taking them to your office to store.

- The dishwasher will be switched on at the end of each workday; sponge and scrubber will be sanitized in the dishwasher daily.
- Spray or wipe down all touched surfaces and wash your hands before exiting the kitchen.

### Photocopy and Supplies Station

The photocopier, postage table and supplies station are available for your use.

- Maintain physical distancing at all time, **preferably limiting to only one person** using the photocopy and supplies station area at any time.
- Wash or sanitize your hands thoroughly, and wipe down any surfaces or equipment before and after use (especially the photocopier control panel and lid).
- Limit how often you access supplies from the cupboards, shelves or drawers.
- Wipe all items with hard surfaces that you pick from the supply station.

### Board Room

- The board room may be used as long as physical distancing (2m/6 feet) is maintained.
- Wash or sanitize your hands before touching any surfaces or items. Wipe any surfaces you intend to use before using, and after. Remember to wipe the light switch and blinds wands.
- Cupboards and drawers should not be opened unless utensils, mugs or dishes are needed for a meeting visitor (e.g., for the AGM). The staff responsible for the meeting must ensure these items are cleaned and replaced as soon as possible.

### Receiving and Exiting Visitors

- At this time, only essential visitors will be permitted to enter the ACDS office space. Essential visitors are ACDS Contractors, board members, or service personnel.
- Any staff expecting visitors not defined as “essential” must exit the office to meet them.
- Permitted visitors must come to the Visitor Entrance (main entry door) and call Maxine’s cell (or cell phone of staff who has invited them) to unlock the door to let them enter.
- Staff person must lock the door after the visitor has entered.
- Visitor sign in protocol:
  - Anyone visiting for more than 15 minutes must complete the sign in sheet at the Reception Desk. The sheet includes the COVID Screening Checklist.
  - If the visitor answers yes to any of the screening questions, they must leave the office immediately. Staff person must report this immediately to supervisor and to Andrea.
  - The completed sign in sheet should be placed in the designated folder.
- Visitor mask use protocol:
  - If all staff are wearing masks (e.g., if required by bylaw or health order), all visiting *ACDS contractors and board members* who will be in the office for more than 15 minutes must also wear a mask.
  - *Essential services personnel (e.g., couriers, office equipment and building maintenance)* must wear a mask if they are likely to be in the ACDS office space for more than 15 minutes. Any service personnel who refuses to comply with mask use may be denied entry into the ACDS office space.

- The person permitting the entry of the visitor is responsible for providing them with a mask if they do not have their own.
- Before leaving the Reception Area, the staff person must wipe all touched surfaces and then accompany the visitor to the main office interior.
- At the end of the visit, the staff person responsible for the visitor should accompany the visitor to the Visitor Entrance, lock the door after they exit, and wipe all touched surfaces.

### **Illness and Symptom Response**

- See the Screening Checklist (Appendix A) and procedure above before coming to the office.
- Anyone developing any of the symptoms while at the office will be asked to leave. If the individual is staff, they will be required to access the [AHS Online Assessment Tool](#) to determine if they need to get tested.
  - If the person needs public transit or is not well enough to operate their own vehicle, a taxi (or ambulance if needed) will be called to take them home (or hospital) safely.
- Anyone displaying COVID-19 symptoms will not be permitted to come to the office for 10 days or until symptoms resolve, whichever is longer. They will also be strongly encouraged to self-isolate as per the public health guidelines; staff will not be permitted back to the office until a negative test result is obtained.
- Anyone displaying COVID-19 symptoms, but subsequently tested negative and with no known exposure to COVID-19, will not be permitted to come to the office until symptoms resolve. This is to prevent infecting others with a non-COVID but potentially infectious illness (e.g., cold or flu).
- The illness must be reported to Andrea, and recorded by Maxine in case follow up is required. All staff will be notified as soon as possible.
- Follow up may include sending all staff home, requiring all staff to work from home for a period of time, and ordering a thorough cleaning of the office before permitting staff or visitors back to the office.

### **COVID-19 exposure or returning from travel outside Canada**

- As per public health guidelines, anyone known to have been exposed to someone who has tested positive, or who has returned from travelling outside Canada, will not be permitted to come to the office for 14 days, even if they are not displaying any symptoms.

### **Absence Policies**

- Staff who are ill and unable to work will be able to access their annual sick/personal days allowance balance, short term disability, or employment insurance (depending on the duration of the illness and the employment status of the staff, i.e. salaried or part-time)
- Staff who are required to self-isolate but are able to work for any part of this period will follow the work-from-home process and remain accountable for their job responsibilities and duties during the days worked.
- Staff who need to be away from the office to take care of someone who is ill will need to request a work-from-home arrangement, a leave of absence (if unable to work from home), or some modification depending on their unique situation.

- Any staff in close contact with someone who has tested COVID-19 positive will not be permitted to come to the office for 14 days, and will have to produce a negative test result before being allowed back to the office.

### **Employee Wellness Benefits**

We know the past few months have been challenging for everyone. We encourage you to use these resources.

- At this time, all staff may access wellness supports from Home Wood Solutions as part of the ACDS Benefits Package, including part-time or temporary staff who may not be eligible. The information and access instructions were emailed to all staff by Maxine on May 13, 2020.
- In addition, many resources and tips are available online to help maintain positive mental health and wellbeing.

### **Guidelines Will Evolve as the Situation Changes**

We will continue to monitor public health requirements as well as assess our own guidelines over time to make sure we maintain safe and healthy practices. You will be informed of all changes, and we encourage you to provide us feedback.

Any questions about these guidelines should be directed to the Leadership team.

**Thank you for helping us keep each other safe**

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**APPENDIX A: Daily Self-Screening Checklist**

All staff authorised to be at the office or those working remotely but needing to visit the office for part of the day must go through this checklist. If you answer **yes** to any question, you should not come to the office. Use the [AHS Online Assessment Tool](#) to determine if you need to get tested.

<b>1.</b>	<b>Do you have any of the following symptoms?</b>
	Fever
	Cough
	Shortness of Breath / Difficulty Breathing
	Sore throat
	Chills
	Painful swallowing
	Runny Nose / Nasal Congestion
	Feeling unwell / Fatigued
	Nausea / Vomiting / Diarrhea
	Unexplained loss of appetite
	Loss of sense of taste or smell
	Muscle/ Joint aches
	Headache
	Conjunctivitis
<b>2.</b>	<b>Have you, or anyone in your household, travelled outside of Canada in the last 14 days?</b>
<b>3.</b>	<b>Have you had close unprotected contact (face-to-face contact within 2 metres/6 feet) with someone who is ill with cough and/or fever?</b>
<b>4.</b>	<b>Have you or anyone in your household been in close unprotected contact in the last 14 days with someone who is being investigated or confirmed to be a case of COVID-19?</b>