

## Introduction

The ACDS Calgary office will reopen to all staff and visitors in a gradual process starting June 29, 2020. The 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. We ask that you help us in our collective responsibility to maintain a safe and vibrant workplace by letting us know what is working, and proposing solutions to improve what may not be not working.

These guidelines will require adjustments to several processes and procedures in our office space. All staff must read, understand and adhere to these new expectations when on site, even if you are popping into the office for a short time. Please let us know if you have any questions or concerns. 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, we will use a staged approach for staff to return to the office. The schedule below attempts to balance as best as possible each staff’s job responsibilities and their personal circumstances as identified during the one-on-one conversations earlier this month.

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.

All staff coming on site (to begin regular work or to visit temporarily) must be familiar with and adhere to all the guidelines in this document.

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>	(Staff names and details deleted)		Staff may visit the office <u>temporarily</u> before their scheduled start date for tasks that cannot be done remotely.  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.  No more than <u>2 visiting staff</u> will be allowed at the same time unless authorised.
<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 later)			
<b>Stage 4</b> (starting Sep 8 or schools open fully, whichever is later)			
<b>Work remotely until further notice</b>			

**Essential Visitors.** ACDS Contractors and Board members will be considered essential visitors. As a courtesy to staff working at the office, staff aware of their visiting schedule should note this on the ACDS online calendar. Essential service personnel (e.g., couriers, cleaners, building maintenance) will also be allowed to enter the office space. Guidelines for entry and sign-in of all visitors are prescribed later in this document.

**Non-essential visitors.** At this time, anyone not defined as an “essential visitor” above is not permitted into the office. Staff expecting such 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. [Organization name] 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 will stay locked except to let in visitors. This door will now serve only 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 have been posted in various critical areas throughout our 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 office staff during the day, particularly in our common areas and equipment.

**Supplies.** We have an adequate supply of cleaning supplies, as well as some 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.

**ACDS COVID-19 Marshall.** [Staff name] has been designated the Marshall to ensure staff understand and follow the guidelines, supplies are available, and to be informed of emerging issues. Decision in response to issues will be made by the Leadership team.

**ACDS OHS Representatives.** In addition to public health guidelines, ACDS follows all OHS requirements to ensure a safe workplace. [Staff names] are the current representatives. If staff have safety concerns, they should inform [Staff names] and/or the Leadership team for follow up.

## COVID-19 Guidelines and Procedures

The following guidelines are based on best practice recommendations or legal requirements issued by Alberta public health. Staff will be informed when the guidelines change as the situation evolves.

**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

- Wash your hands thoroughly in the building's shared washroom before entering the office. [See proper hand washing technique.](#)
- 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.
- Sign the Staff Log, which will be located close to the Staff Entrance.
- Use a sanitizing wipe to wipe down all surfaces you may have touched such as the doorknob, light switches, alarm keypad, etc. before leaving the Staff Entrance area.

### 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.

### Physical Distancing and Mask Use

- When using the hallways and other spaces, maintain at least 2m (6 feet) distance between yourself and any other person.
- If you cannot comply with physical distancing, you must wear a non-medical mask for the time that you are closer than 2m (6 feet) to another person in the office. [See proper mask wearing technique.](#)
- You are not required to use a mask at the office unless physical distancing is not possible; however, you may choose to wear a mask if that makes you feel more comfortable.

## 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.
- Use a sanitizing wipe to wipe down 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 to wipe any surfaces you touch in the common areas before and after each use.

## 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.
- They must come to the Visitor Entrance (main entry door) and call [Business Manager] 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.
- Any staff expecting visitors not defined as “essential” must exit the office to meet them.
- Anyone visiting for more than 15 minutes must complete the sign in sheet which will be 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 CEO.
- The completed sign in sheet should be placed in the designated folder.
- Before leaving the Reception Area, the staff person must wipe down 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 down 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 get them home (or to the 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 CEO, and recorded by Business Manager 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 [Organization Name] 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 [Business Manager] 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>