



# COVID-19 Employee Call Out Standard Operating Procedure

SOP Control Information			
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Approved by:			
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## 1.0 Purpose

The SOP describes the communication and steps that should be followed when a Calgary Housing employee may have been exposed to someone who is ill while at work.

## 2.0 Scope

This SOP applies to Calgary Housing Leaders and the COVID-19 Business Continuity Team.

## 3.0 Definitions or Acronyms

N/A

## 4.0 Standard Operating Procedure

### 4.1 Identifying Employees Who Should be Notified of Potential Exposure

Any Calgary Housing employee should be advised if they have been potentially exposed to a person exhibiting symptoms (including employees, contractors, customers) while at work.

The list of employees who need to be contacted will be determined by the **Business Continuity Coordinator**. This will include any employees who have worked out of the same location as the person exhibiting symptoms within last 72 hours. The **Business Continuity Coordinator** will contact all supervisors who have impacted employees and provide the following information:

- Date(s) of potential exposure
- Location(s) of potential exposure
- Known facts about the circumstances, such as if the ill person is being tested for COVID-19 or advised to self-isolate



- Precautionary measures that will be taken or have been completed. For example, cleaning of work spaces or CHC units.

**Note:** medical information must be kept confidential and therefore it is important that the name of the person exhibiting symptoms is not shared to ensure their privacy.

#### 4.2 Communication with Impacted Employees

Supervisors are responsible to contact employees who may have been exposed to an ill person. It is critical this is done in a timely manner. Supervisors should contact their employees by phone. Employee phone numbers can be found on the attendance tracking sheet or on myHR.

Supervisors should provide impacted employees with the following info:

- Date(s) of potential exposure
- Location(s) of potential exposure
- Known facts about the circumstances, such as if the ill person is being tested for COVID-19 or advised to self-isolate
- Precautionary measures that will be taken or have been completed. For example, cleaning of work spaces or CHC units.
- Advise employee to monitor for any symptoms such as a cough, fever, shortness of breath, runny nose, or sore throat that is not related to a pre-existing illness or health condition. If the employee feels unwell, stay home and take the [Alberta Health Services COVID-19 online screening tool](#). Refer to SOP: COVID-19 Responding to Employees Who Fall Ill.
- Inform employee that if AHS determines that they are at a high risk of exposure to COVID-19, AHS will be in direct contact with the employee.
- Encourage the employee to reach out for help if they are feeling anxious about the situation. For mental health support: Homewood Health, 1-800-663-1142, [www.homeweb.ca](http://www.homeweb.ca).

#### 4.3 Additional Precautionary Measures Determined by AHS

All employees who fall ill will be required to complete the [Alberta Health Services COVID-19 online screening tool](#) and call 811 if the self assessment advises to do so. If Alberta Health Services determines that additional precautionary measures are required, such as additional employees who should self-isolate, they will directly contact the impacted individuals and provide guidance.



## 5.0 Related Documents

SOP - COVID-19 Responding to Employees Who Fall Ill

## 6.0 References

As per the Government of Canada<sup>1</sup>:

Voluntary home quarantine ("self-isolation") is recommended for an asymptomatic person, when they have a high risk of exposure to the virus that causes COVID-19, (i.e., through close contact with a symptomatic person or their body fluids). They are asked to self-isolate in the home-setting to avoid contact with others in order to prevent transmission of the virus at the earliest stage of illness (i.e., should they develop COVID-19).

High risk of exposure is defined as<sup>2</sup>:

### Close contact(s) of a case:

**provided care** for the case (including health care workers, family members or other caregivers), or who had other similar close physical contact (e.g. intimate partner) **without consistent and appropriate use of recommended personal protective equipment, OR**

who **lived with or otherwise had close prolonged contact** (within 2 metres) with a case while the case was symptomatic and not isolating, **OR**

had direct contact with infectious body fluids of a case (e.g., was coughed or sneezed on) without the appropriate use of recommended personal protective equipment.

1. <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/health-professionals/public-health-measures-mitigate-covid-19.html>
2. <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/health-professionals/interim-guidance-cases-contacts.html#co>

## 7.0 Revision history

Record of document changes			
Version	Authored by	Change(s)	Date
Original	Stephanie Berlin		2020-04-23