



Standard Operating Guideline

COVID-19 Precautions and Personal Protective Equipment (PPE)

1.0 Purpose

The City of Calgary recognizes that an outbreak of infectious disease that impacts Alberta/Calgary may impact City operations and service delivery, which could mean delivering services at different level/pace due to customer needs, managing with fewer personnel within The City and/or impacts to the supply chain.

This guideline supports employee safety and continued delivery of The City's essential services to customers during infectious disease events. General information about The City's response to COVID-19 is available on [myCity](#).

This guideline outlines:

- Exposure risk levels for City occupations at risk of exposure due to their work responsibilities;
- The actions and equipment required to minimize exposure and protect employees from exposure to an infectious disease incident, based on the risk to The City and the requirement to maintain The City's essential services – and those employees whose job tasks are critically important to the delivery of The City's essential services.

2.0 Scope

This guideline provides recommendations for personal protective equipment (PPE) for all business units to maintain priority business operations in such an event and supports the overall corporate strategy for The City of Calgary.

2.1 Instructions on use

This document should be updated and maintained as required based on current data, information and direction from healthcare and regulatory agencies.

2.2 General safety statement

According to Alberta Health Services, the current risk to staff contracting or coming into contact with COVID-19 in Calgary remains low. However, The City has developed risk levels for employees who may be in varying risk situations as a result of the tasks they perform. Since the overall risk to the public and City personnel is low within Calgary, even the "higher risk levels" are still at a generally low risk of occupational exposure.

Any international work travel for City purposes has been suspended and employees have been asked to consider public health advisories in any personal travel plans.

The City has implemented an enhanced cleaning regimen for City facilities. This is a proactive and preventative measure for staff and the public. More disinfecting products like wipes and



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sanitizer will be visible in City workplaces and staff are asked to use these products to clean their work surfaces and vehicles.

2.3 Priority Levels for essential services:

Occupations and business units with higher priority levels (1 & 2) will see priority allocation of PPE resources, as well as priority allocation of cleaning and decontamination response.

Priority services are defined as those services that are considered to be indispensable, within reason. To determine service priorities, the following criteria are used:

Essential Services Priority 1 – Jobs assigned to Priority 1 services (ESP1)

- Services having a direct effect on public and employee health and safety;
- Services which support the above;
- Services which are legislated; or
- Discretionary – those priority services, which because of their sensitivity, The City must try to maintain before attempting to cover any priority 2 or 3 services.

Essential Services Priority 2 - Jobs assigned to Priority 2 services (ESP2)

- Services required to maintain civic property and assets;
- Services which support the above; or
- Services which provide a net economic benefit to The City or its citizens.

Essential Services Priority 3 - Jobs assigned to Priority 3 services (ESP3)

- Services deemed desirable and are considered once priority 1 and 2 needs have been met, or found to be impossible to meet.

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3.0 Examples of occupations based on the potential exposure risk

Although the general risk level to Albertans remains low, The City of Calgary has developed several risk levels based on potential exposure to COVID-19 or other respiratory illnesses. Exposure risk level 1 is the higher risk, whereas exposure risk level 6 is the lowest risk based on potential exposure.

An occupation can be found in more than one exposure risk level based on conditions present or tasks being completed. For example, a Calgary Transit Access Calgary employee during normal customer interactions may be within the exposure risk level 5, but when they are supporting a client that is visibly ill or self-declared as ill, the task would be elevated to exposure risk level 1.

Exposure risk matrix:

Priority (1-9) ranking: 1-3 L, 4-6 M, 7-9 H	Reasonable Potential Exposure to COVID-19 when controls implemented	Probability of contracting COVID-19 from day-to-day occupation when controls are implemented	Severity of the illness if contracted	Risk Level
Exposure Risk Level 1: Healthcare or patient care (see CDC).	3	3	5	5 (Medium risk)
Exposure Risk Level 2: Employees handling human waste or sewage.	3	3	5	5 (Medium risk)
Exposure Risk Level 3: Janitorial and cleaning staff.	2	1	5	3 (Low risk)
Exposure Risk Level 4: Employees who enter dwellings and interact with the public face-to-face.	1	1	5	2 (low risk)
Exposure Risk Level 5: General employees performing face-to-face customer interactions.	1	1	5	2 (Low risk)
Exposure Risk Level 6: General employees that do not have regular face-to-face interactions with the public.	1	1	5	2 (Low Risk)



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3.1 Exposure risk level 1: Healthcare or patient care occupations

City occupations that meet these criteria are:

- Fire services (*ESP1*)
- Peace officers (Calgary Transit, Calgary Community Standards) when responding to a medical emergency involving illness or exposure to bodily fluids, or during routine activities that involve a person displaying symptoms of flu or cold (*ESP1*)
- Calgary Police Services uniformed personnel, when responding to an emergency involving illness or exposure to bodily fluids, or during routine activities that involve a person displaying symptoms of flu or cold (*ESP1*)
- Recreation lifeguards when responding to a medical emergency involving illness or exposure to bodily fluids (*ESP3*)
- Corporate Security guards, when responding to a medical emergency involving illness or exposure to bodily fluids, or during routine activities that involve a person displaying symptoms of flu or cold (*ESP1*)
- Calgary Transit's Access Calgary drivers/personnel, when assisting a client with signs of illness (*ESP1*)

3.2 Exposure risk level 2: Employees that handle human waste or sewage

City occupations that meet these criteria are:

- Waste-water personnel working within sewers, catch basins, lift station, and wastewater treatment. (*ESP1*)
- Water Treatment Operators (*ESP1*)

3.3 Exposure risk level 3: Employees that work in janitorial settings

City occupations that meet these criteria are:

- FM janitorial contractors (*ESP2*)
- Calgary transit janitorial (*ESP2*)
- Employees performing cleaning duties around bathroom or shower facilities (*ESP3*)

3.4 Exposure risk level 4: Employees who enter dwellings and have face-to-face customer interactions with the public

City occupations that meet these criteria are:

- Calgary Housing maintenance (*ESP1*) and tenant services (e.g.: counselling, home visits) (*ESP3*)
- Calgary Neighborhoods (e.g.: counselling, home visits) (*ESP3*)
- Water services (*ESP1*)
- Census employees (*ESP3*)



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3.5 Exposure risk level 5: Employees who perform face-to-face customer interactions with the public

City occupations that meet these criteria are:

- Transit operators (e.g.: C-Train Operators, Bus Operators, Access Calgary when not assisting a client that is ill, etc.) (*ESP1*)
- Fair Entry (*ESP3*)
- Permits (*ESP3*)
- Taxation (*ESP3*)
- Assessment (*ESP3*)
- Recreation activity leaders (*ESP3*)
- Lifeguards when not responding to a medical emergency (*ESP3*)
- Peace officers when not responding to an emergency – bookings, arrests, interactions (*ESP1*)
- IT employees (*ESP1*)

3.6 Exposure risk level 6: Employees that do not have regular front-line interactions with the public

City occupations that meet these criteria are:

- Call Centre – 911 (*ESP1*)
- Call Centre – 311 (*ESP1*)
- Facility Management maintenance (*ESP1*)
- Fleet maintenance (*ESP1*)
- Human Resources Business Partner (*ESP2*)
- Payroll (*ESP1*)
- Safety Advisors (*ESP2*)

4.0 Precautionary measures

Avoidance or elimination must be considered first when controlling a hazard. The use of administrative controls is necessary to accompany any engineering controls and/or PPE.

Health promotion is critical, and The City must aggressively communicate expectations and raise awareness of general precautionary hygiene measures.

PPE will only be issued based on exposure risk levels. Operations with ESP1 or ESP2 essential services ranking will be prioritized in the allocation of resources.



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When issuing PPE, employees must be fit tested and receive training on and demonstrate an understanding of:

- when to use PPE,
- what PPE is necessary,
- how to properly put on, use, and take off PPE in a manner to prevent self-contamination,
- how to properly dispose of or disinfect and maintain PPE, and,
- the limitations of PPE.

Any reusable PPE must be properly cleaned, decontaminated, and maintained after and before uses.

Precautionary Instructions which apply to all City employees

1. **Stay home if you are sick or feeling unwell.**
 - a. Leaders send employees home that report to work with cold and flu symptoms, S&A would be applied.
2. Cough and sneeze into a tissue or into the bend of your elbow if you do not have a tissue handy.
3. Do not shake hands and keep safe physical distances (1 – 2 meters).
4. Do not touch your face.
5. [Wash your hands](#) regularly with soap and water for 20 seconds. If soap and water is unavailable, use hand sanitizer. Wash your hands before and after the following activities:
 - a. Eating
 - b. Smoking
 - c. Going to the bathroom
 - d. Being in a public setting
6. Keep your worksite clean
 - a. [Workstation cleaning](#)
 - b. [Vehicle cleaning](#)

4.1 Exposure risk level 1: Healthcare or patient care occupations

- Standard precautions assume that every person is potentially infected or colonized with a pathogen that could be transmitted in the healthcare setting. (Source: CDC)
- Ensure that all open cuts, sores, or scabs are covered with a clean, dry bandage.

Recommendation for Calgary 911 Call Centre: 911 employees (as appropriate) should question callers and determine the possibility that this call concerns a person who may have signs or symptoms and risk factors for COVID-19. The query process should never supersede the provision of pre-arrival instructions to the caller when immediate lifesaving interventions (e.g., CPR or the Heimlich maneuver) are indicated. (Source: CDC)



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4.1.1 Hand hygiene

- Healthcare or patient care employee must perform hand hygiene before and after all patient contact, contact with potentially infectious material, and before putting on and upon removal of PPE, including gloves. Hand hygiene in healthcare settings also can be performed by washing with soap and water for at least 20 seconds.
- Facilities must ensure that hand hygiene supplies are readily available in every care location.

4.1.2 Patient handling

- If possible, provide a patient with known or suspected COVID-19 with a surgical mask.
- Personnel handling the patient with known or suspected COVID-19 should use PPE, including respiratory protection, as described below.

4.1.3 Personal protective equipment

4.1.3.1 Gloves

- Perform hand hygiene, then put on clean, water resistant gloves upon entry into the patient room or care area. Change gloves if they become torn or heavily contaminated.
- Remove and discard gloves when leaving the patient room or care area, and immediately perform hand hygiene.

4.1.3.2 Body cover

- Put on clean clothing or uniform with long sleeves (if available – if not, use a gown) and long pant legs. Change and wash the clothing or uniform if it becomes soiled, using color safe bleach if disinfection is required or comply with any applicable business unit uniform cleaning procedure.

4.1.3.3 Respiratory protection

- Health care and patient care employees will put on N95 filtering facemask, or equivalent (e.g.: N99, N100, or 7500 Series from 3M) respirator before rendering patient care or entering a care area.
- Disposable respirators should be removed and discarded after exiting the patient's room or care area and closing the door. Perform hand hygiene after discarding the respirator.



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4.1.3.4 Eye protection

- Put on eye protection (e.g., goggles, a disposable face shield that covers the front and sides of the face) prior to initiating patient care. Remove eye protection before leaving the patient room or care area being cautious not to touch the face. Reusable eye protection must be cleaned and disinfected according to manufacturer's reprocessing instructions prior to re-use. Disposable eye protection should be discarded after use.

4.2 Exposure risk level 2: Employees that handle human waste or sewage

Examples: Water/Waste water personnel working within sewers, catch basins, lift-stations, and wastewater treatment plants.

4.2.1 Hygiene practices:

- Keep open sores, cuts, scabs, and wounds covered with clean, dry bandages.
- Use waterproof gloves to prevent cuts and contact with human waste or sewage.
- Gently flush eyes with clean water if human waste or sewage contacts eyes.
- Avoid touching face, mouth, eyes, nose while handling human waste or sewage.
- Wear rubber boots at the worksite and during transport of human waste or sewage.
- Remove rubber boots and work clothes before leaving worksite and before entering vehicles.
- Wash hands with soap and water for 20 seconds immediately after handling human waste or sewage.
- Do **not** eat, drink, smoke, or chew tobacco or gum while handling human waste or sewage.
- After handling human waste or sewage, wash your hands with soap and water *before* eating, drinking, or smoking.
- Before eating, removed soiled work clothes and eat in designated areas away from human waste and sewage-handling activities.
- After handling human waste or sewage, wash your hands with soap and water *before* and *after* using the toilet.
- Clean contaminated work clothing daily with 0.05% chlorine solution (1 part household color safe bleach to 100 parts water).



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4.2.2 Personal protective equipment:

Employees handling human waste or sewage should be provided proper PPE, training on how to use it, and hand washing facilities. Employees should wash hands with soap and water *immediately after* removing PPE. The following PPE is recommended for employees handling human waste or sewage:

- **Goggles or tight fitting glasses:** to protect eyes from splashes of human waste or sewage.
- **Protective face mask or splash-proof face shield:** to protect nose and mouth from splashes of human waste or sewage. A P100 respirator is the minimum respiratory protection required where working in an environment with the potential for exposure to oils.
- **Liquid-repellent coveralls:** to keep human waste or sewage off clothing.
- **Waterproof gloves:** to prevent exposure to human waste or sewage.
- **Rubber boots:** to prevent exposure to human waste or sewage.

4.3 Exposure risk level 3: Employees that work in janitorial settings

4.3.1 Hygiene practices:

- Avoid touching face, mouth, eyes, nose or open sores and cuts while handling human waste or sewage.
- Keep open sores, cuts, scabs and wounds covered with clean, dry bandages.
- Use waterproof gloves to prevent cuts and contact with human waste or sewage.
- Gently flush eyes with safe water if human waste or sewage contacts eyes.
- Wash hands with soap and water for 20 seconds immediately after contact with human waste or sewage.
- After contact with human waste or sewage, wash your hands with soap and water *before* eating or drinking.
- After contact with human waste or sewage, wash your hands with soap and water *before* and *after* using the toilet.
- Before eating, removed soiled work clothes and eat in designated areas away from human waste and sewage-handling activities.
- Do **not** eat, drink, smoke, or chew tobacco or gum where there is a risk of contact with human waste or sewage.



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4.3.2 Personal protective equipment:

Employees who come in contact with human waste or sewage should be provided proper PPE, training on how to use it, and hand washing facilities. Employees should wash hands with soap and water *immediately after* removing PPE. The following PPE is recommended for employees who come in contact with human waste or sewage:

- **Goggles or tight fitting glasses:** to protect eyes from splashes of human waste.
- **Protective face mask:** to protect nose and mouth from splashes of human waste. N95 masks are acceptable for janitorial services.
- **Long-sleeves and pant legs on clothing:** to keep human waste off skin.
- **Waterproof gloves:** to prevent skin contact with human waste.

Clean contaminated work clothing daily with 0.05% chlorine solution (1 part household color safe bleach to 100 parts water).

4.4 Exposure risk level 4: Employees who enter dwellings and have face-to-face customer interactions with the public

4.4.1 Hygiene practices:

Hygiene practices are the most critical precautionary measures we can implement to protect employees and prevent the spread of infection. The City will provide suitable hygiene breaks for employees to wash their hands with soap and water. Employees should:

- Maintain safe physical distances in client interactions (1 – 2 meters). Avoid entering dwellings of individuals that display signs or symptoms of respiratory illness, if at all possible.
- Avoid touching face, mouth, eyes, nose, and cover scabs, open sores, and cuts with a clean, dry bandage.
- Wash hands with soap and water for 20 seconds on a frequent basis.
- Keep hand-sanitizer near workstation and use before and after interacting with customers.
- Do **not** eat, drink, or chew gum at your workstation.
- Wash your hands with soap and water *before* eating, drinking, or smoking. Clean table surfaces prior to eating.
- Wash your hands with soap and water *before* and *after* using the toilet.



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4.4.2 Personal protective equipment:

PPE is not required for day-to-day activities. Reschedule visits if anyone in the household is displaying symptoms like:

- Fever
- Cough and/or chest pain and difficulty breathing
- Headache
- Chills / aches / pains
- Extreme fatigue
- Sore throat / runny nose

PPE is required if the visit cannot be rescheduled.

4.5 Exposure risk level 5: Employees who perform face-to-face customer interactions

4.5.1 Hygiene practices:

Hygiene practices are the most critical precautionary measures we can implement to protect employees and prevent the spread of infection. The City will provide suitable hygiene breaks for employees to wash their hands with soap and water. Employees should:

- Maintain safe physical distances in client interactions (1 – 2 meters).
- Avoid touching face, mouth, eyes, or nose, and cover any scabs, open sores, and cuts with a clean, dry bandage.
- Keep hand-sanitizer near workstation and use before and after interacting with customers.
- Wash hands with soap and water for 20 seconds on a frequent basis.
- Wash your hands with soap and water *before* eating, drinking, or smoking.
- Do **not** eat, drink or chew gum at your workstation. Clean the table surfaces prior to eating.
- Wash your hands with soap and water *before* and *after* using the toilet.

4.5.2 Personal protective equipment:

No personal protective equipment is required.



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4.6 Exposure risk level 6: Employees that do not have regular front-line interactions with the public

4.6.1 Hygiene practices:

Hygiene practices are the most critical precautionary measures we can implement to protect employees and prevent the spread of infection. The City will provide suitable hygiene breaks for employees to wash their hands with soap and water. Employees should:

- Supervisors should consider allowing remote working opportunities where available.
- Maintain safe physical distances in interactions (1 – 2 meters).
- Avoid touching face, mouth, eyes, or nose, and cover any scabs, open sores, and cuts with a clean, dry bandage.
- Keep hand-sanitizer near workstation and use before and after interacting with customers.
- Wash hands with soap and water for 20 seconds on a frequent basis.
- Wash your hands with soap and water *before* eating, drinking, or smoking.
- Do **not** eat, drink or chew gum at your workstation. Clean the table surfaces prior to eating.
- Wash your hands with soap and water *before* and *after* using the toilet.

4.6.2 Personal protective equipment:

No personal protective equipment is required.

5.0 Classification of dangerous work (as of Friday, March 13, 2020)

The general risk to City employees is still considered low. An employee must refuse to work or to do particular work at a work site if the employee believes on reasonable grounds that there is a dangerous condition at the work site or that the work constitutes a danger to the employee's health and safety or to the health and safety of another employee or another person. For the classification of "dangerous work" to apply, it must be "work involving health and safety hazards that are not normal for that job." The actual risk from the perceived hazards must be considered.

These assessments are being made using the available information for Calgary/Alberta, using the general population for that occupation in mind, and with a risk-adverse approach. Individuals with underlying or pre-existing health conditions will be of higher risk, especially those with pre-existing respiratory conditions.



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If you are a City leader who has been notified that your employee is refusing work they think is unsafe, notify your Safety Advisor to investigate and work together to remedy the work refusal.

Based on the definition above, and the expected roles of the occupation in questions, the following can be determined:

5.1 Exposure Risk Level 1: Healthcare or patient care occupations

Would this task trigger a work refusal based on the definition of dangerous work?

- No. Standard precautions for this occupation assume that every person is potentially infected or colonized with a pathogen that could be transmitted in the healthcare setting.

5.2 Exposure Risk Level 2: Employees that handle human waste or sewage

Would this task trigger a work refusal based on the definition of dangerous work?

- No. Standard precautions for this occupation assume that the human waste or sewage is potentially infected or colonized with a pathogen that could be transmitted in the healthcare setting.

5.3 Exposure Risk Level 3: Employees that work in janitorial settings

Would this task trigger a work refusal based on the definition of dangerous work?

- No. Standard precautions for this occupation assume that the human waste and bodily fluids are potentially contaminated with a pathogen that could be transmitted in the work setting.

5.4 Exposure Risk Level 4: Employees who enter dwellings and have face-to-face customer interactions

Would this task trigger a work refusal based on the definition of dangerous work?

- No. Currently, the work setting of these occupations do not pose a reasonable probability or likelihood of exposure. This may change as the situation changes.

5.5 Exposure Risk Level 5: Employees who perform face-to-face customer interactions

Would this task trigger a work refusal based on the definition of dangerous work?

- No. Currently, the work setting of these occupations do not pose a reasonable probability or likelihood of exposure. This may change as the situation changes.

5.6 Exposure Risk Level 6: Employees who do not perform face-to-face customer interactions

Would this task trigger a work refusal based on the definition of dangerous work?

- No. Currently, the work setting of these occupations do not pose a reasonable probability or likelihood of exposure. This may change as the situation changes.