



Standard Operating Guideline (SOG-002) Employees Accessing Customer Homes/Business for Sewer Backup COVID-19 Precautions & Personal Protective Equipment (PPE)

1.0 Purpose:

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

2.0 All City precautionary Instructions:

1. **Stay home if you are sick or feeling unwell.**
2. Reschedule or cancel appointments if the customer displays signs of flu-like symptoms.
 - a. Only essential services may enter a household; all non-essential services cancel and re-schedule appointments.
3. Cough and sneeze into a tissue or into the bend of your elbow if you do not have a tissue handy.
4. Do not touch your face, and do not shake hands. Keep safe physical distances (1 – 2 meters).
5. [Wash your hands](#) regularly with soap and water. If soap and water is unavailable use hand sanitizer with 70% isopropyl alcohol.
6. Keep your worksite clean.

3.0 Foreman / Supervisor Responsibilities

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

- Review SR's as they come in and take note of any actions or rescheduling that must be done.
- When booking appointments, follow the protocol established by 311
 - Ask: "Do you or anyone in the home or business have flu like symptoms?"
 - Ask: "Has anyone returned from travelling out of the country?"
- Reinforce the following with employees:
 - **Field Level Hazard Assessments must be done prior to going into any home or business.**
- Avoid entering dwellings and businesses if individuals indicate they have flu like symptoms.
- Share this information with your employees.

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

Only essential services wearing the appropriate PPE may enter dwellings with individuals that are showing signs and symptoms of cold and flu.



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3.1 Employee Responsibilities

Employees who enter dwellings and have face-to-face customer interactions with the public.

- When arriving at the home, ask the customer:
 - Ask: *“Do you or anyone in the home or business have flu like symptoms?”*
 - Ask: *“Has anyone returned from travelling out of the country?”*
- Avoid entering dwellings if customers indicate they have flu like symptoms

When being issued PPE, employees must have an understanding of:

- Field Level Hazard Assessments
- When to ‘walk away’ and/or 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.

3.2 Hygiene practices:

Hygiene practices are the most critical precautionary measures we can implement to protect employees and prevent the spread of infection. Employees must:

- Avoid entering dwellings of individuals that display signs of cold or flu.
- Maintain safe physical distances in client interactions (1 – 2 meters).
- Wash hands with soap and water frequently, especially before and after eating and drinking, and using the bathroom.
- Use a hand-sanitizer with minimum 70% isopropyl alcohol if soap and water is not accessible.
- Avoid touching face, mouth, eyes, nose or open sores and cuts.
- Do **not** eat, drink, or chew gum at your workstation. Clean the table surfaces prior to eating.
- Before eating, removed soiled work clothes and eat in designated areas away from human waste and sewage-handling activities.
- Clean contaminated work clothing daily with 0.05% chlorine solution (1 part household color safe bleach to 100 parts water).

3.4. Personal protective equipment (PPE):

Employees handling human waste or sewage must be provided proper PPE, training on how to use it, and hand washing facilities. Employees must 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: 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.

Only essential services wearing the appropriate PPE may enter dwellings with individuals that are showing signs and symptoms of cold and flu.