



Standard Operating Guideline (SOG-008) COVID-19 Personal Protective Equipment (PPE)

Exposure Risk Level 5: Employees who have face-to-face interactions with the public

1.0 Introduction

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. The best tactic to mitigate exposure is to limit interaction, and all positions should be evaluated through the departmental business continuity plan if an essential service and required at this time.

This guideline outlines the exposure risk levels, and any actions and additional PPE required in order 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 service. General information about The City's response to COVID-19 is available on [myCity](#).

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

2.0 Sample Occupations

Examples of City occupations that have face-to-face interactions with the public include:

- Transit Bus, Shuttle Bus, and C-Train Operators (except Access Calgary staff who are assisting a client who is displaying symptoms)
- Recreation staff (excluding Lifeguards when responding to a medical emergency)
- Peace Officers (excluding activities when responding to an emergency including bookings, arrests, and interactions with persons displaying symptoms)
- Information Technology staff

2.1 Exceptions:

This SOG does not apply to workers working at front counters. See SOG-004 – Front Counter with Face-to-Face Interaction with the Public.

3.0 Personal Protective Equipment Required

No personal protective equipment is required. Follow good hygiene practices as outlined in 4.0 and 5.0 below.

If exposure risk requires the implementation of PPE, consider if it is an essential service to remain open.



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4.0 All City Employee Precautionary Instructions and Hygiene Practices

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

- a) Stay home if you are sick or feeling unwell.**
 - Leaders should send employees home that report to work with cold and flu symptoms and S&A would be applied.
- b) Cough and sneeze into a tissue or into the bend of your elbow.
- c) Do not shake hands and keep safe physical distances (1 – 2 meters).
- d) Do not touch your face.
- e) Avoid touching face, mouth, eyes, nose, or open sores and cuts. Ensure cuts and scabs are covered with a clean, dry bandage.
- f) Do not eat, drink, or chew gum during the performance of your duties.
- g) [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 eating, smoking, and going to the bathroom.
- h) Keep your work area clean:
 - a. [Workstation cleaning](#)
 - b. [Vehicle cleaning](#)

5.0 Additional Hygiene practices and other precautionary measures

- Keep hand sanitizer near your workstation and use it between interactions with clients.

If exposure risk requires the implementation of PPE, consider if it is an essential service to remain open.