



Standard Operating Guideline (SOG-007) COVID-19 Precautions & Personal Protective Equipment (PPE)

Exposure Risk Level 5: Front Counter with Face-to-Face Interaction with the Public

1.0 Purpose:

This guideline supports employee safety SOP (attached) and continued delivery of 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 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.

2.0 All City precautionary Instructions:

1. **Stay home if you are sick or feeling unwell.**
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. If soap and water is unavailable use hand sanitizer with 70% isopropyl alcohol. Wash your hands before and after these activities:
6. Keep your worksite clean.

3.0 Employee Segment: **Front counter, face-to-face interactions with the Public**

Employees who have face-to-face customer interactions with the public. City occupations that meet these criteria for the most part are:

- Fair Entry, Permits, Taxation, Assessment, etc

4.0 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 must:

- Wash hands with soap and water frequently.
- Recommend regular hygiene breaks (every 30 minutes) and keep hand sanitizer to use before and after each interaction
- Use a hand-sanitizer with minimum 70% isopropyl alcohol. Keep by workstation and use before and after interacting with customers.
- Avoid touching face, mouth, eyes, nose or open sores and cuts.
- Wash your hands with soap and water *before and after* eating or drinking, and using the toilet.
- Do **not** eat, drink, or chew gum at your workstation. Clean the table surfaces prior to eating.
- Maintain safe physical distances in client interactions (1 – 2 meters).

4.1 Other requirements to implement when working with customers at front-counter:

- Consider implementing barriers between the public and employees. E.g.: glass, plexiglass shields, or using a ribbon barrier or tape line to provide physical distances.
- Clean desk and shared items between each interaction.
- Space chairs in waiting areas (including signage) to a minimum of 1-2 meters.
- Recommending physical distancing for customers in line (through signage) to a minimum of 1-2 meters.
- Install hand sanitizing pedestal stations for the public when available
- 1-2 meter spacing between service counters in use



Standard Operating Guideline (SOG-007)
COVID-19 Precautions & Personal Protective Equipment (PPE)

Exposure Risk Level 5:

Front Counter with Face-to-Face Interaction with the Public

- Removing any unnecessary items from the counters
- Allow employees to give out pens/pencils used for applications rather than reusing

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.

4.2 Personal protective equipment (PPE):

Employees who have face-to-face customer interactions with the public in a front-counter capacity:

- PPE is not required for day-to-day activities.

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