

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 business unit's business continuity plan to determine if an essential service is required at this time.

This guideline outlines the exposure risk levels, along with 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 employee is refusing work they think is unsafe, notify your Safety Advisor to investigate and work together to remedy the work refusal. Standard precautions assume that every person and their excrement could be potentially infected or colonized with a pathogen, so those employees who are performing patient care or potentially coming in contact with human waste, blood, or body fluids should be employing such standard precautions.

2.0 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.

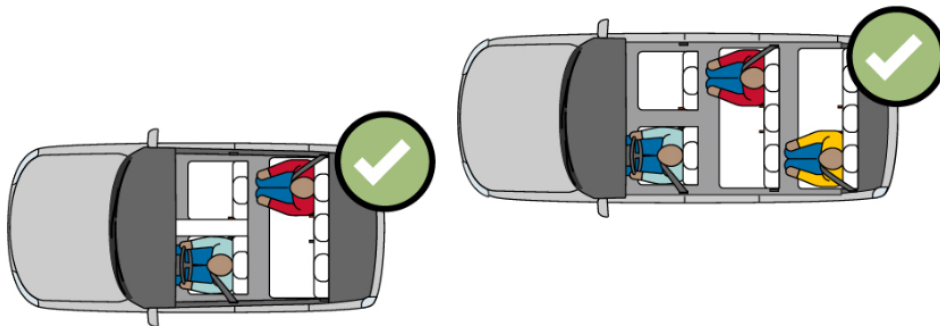
- Leaders should send employees home that report to work with cold and flu symptoms and S&A would be applied. Employees should be directed to call the Corporate WCB Team at 403-268-8308 (for Fire, contact the on-call Health and Safety Officer).
- b) Cough and sneeze into a tissue or into the bend of your elbow if you do not have a tissue handy.
- c) Wash your hands regularly with soap and water. If soap and water is unavailable, use hand sanitizer with 60% ethanol or 70% isopropyl alcohol.
- d) Clean your hands before and after eating, smoking, going to the bathroom, or when using a tissue.
- e) Avoid touching face, mouth, eyes, nose, or open sores and cuts. Ensure cuts and scabs are covered with a clean, dry bandage.
- f) Keep safe physical distances (2 metres) and do not shake hands. Leaders should consider implementing barriers between the public and employees (e.g.: glass, plexiglass shields, or using a ribbon barrier or tape line to ensure physical distances).
- g) Keep your work area clean:
 - a. [Workstation cleaning](#)
 - b. [Vehicle cleaning](#)

If exposure risk requires the implementation of PPE, consider if the task is an essential service. Proper PPE must be worn when contacting symptomatic individuals.

- h) Distance yourself in vehicles
 - a. **Go solo:** If you can take separate vehicles, limit one person to a vehicle.
 - b. **For smaller vehicles:** If going solo is not an option, **CEMA is recommending based on best practices that no more than two people travel in a vehicle.** One person should ride in the backseat opposite the driver not directly behind them.
 - c. **For larger vehicles:** If there is a third row of seating, continue to stagger on opposite sides to maximize space. Some vehicles like fire trucks already allow for an appropriate physical distance (nearly two metres) between seats.

△ If unable to follow these best practices listed above, maintaining a consistent partner or crew will decrease the exposure and reduce your risk. Face coverings can be used in these situations.

Practice safe distancing in vehicles



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3.0 Standard Operating Guideline

3.1 Sample Occupations

City occupations include Water Services staff.

3.2 Personal Protective Equipment

The following PPE is recommended for employees as precautions against COVID-19 when handling human waste or sewage. This does not limit other necessary PPE required for the task.

- Goggles or tight-fitting glasses: to protect eyes from splashes of human waste or sewage.
- Minimum N95 respirator and splash-proof face shield: A P100 respirator is the minimum respiratory protection required when there is potential for exposure to oils.
- Coveralls that cover arms and legs, or disposable coverall: 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.

3.3 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 or symptoms of respiratory illness.
- Maintain safe physical distances in client interactions (2 metres).
- Wash hands with soap and water or use hand sanitizer immediately after removing PPE.
- 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 Employee Responsibilities

- Take two steps back from the door after ringing the doorbell or knocking, then ask the following screening questions:
 - *“Do you or anyone on the premises have flu-like symptoms?”*
 - *“Has anyone returned from travelling out of the country in the last 14 days?”*
 - *“Is there anyone with a compromised immune system on the premises?”*
 - *“Has anyone attended a gathering of more than 15 people within the last 14 days?”*
- Reschedule appointment if individuals answer affirmative to any of the screening questions.
- When being issued PPE, employees must have an understanding of:
 - Field Level Hazard Assessments
 - When to ‘walk away’ and/or use PPE and 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.

If exposure risk requires the implementation of PPE, consider if the task is an essential service. Proper PPE must be worn when contacting symptomatic individuals.

3.5 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. Ask the citizen the following screening questions:
 - *“Do you or anyone on the premises have flu-like symptoms?”*
 - *“Has anyone returned from travelling out of the country in the last 14 days?”*
 - *“Is there anyone with a compromised immune system on the premises?”*
 - *“Has anyone attended a gathering of more than 15 people within the last 14 days?”*
 - *“Are you able to maintain 2 metres of space between our employees and others on the premises?”*
- Reschedule appointment if individuals indicate they have flu like symptoms or answer affirmative to any of the above – do not allow employees to enter the building.
- Reinforce that **Field Level Hazard Assessments must be done prior to going into any home or business.**
- Share this information with your employees.

4.0 Updates

Date	Area Changed	Changes Made
March 20, 2020	Initial	N/A
May 26, 2020	All	Formatting to new version to align with Consolidated SOGs

5.0 References

- Alberta Health Services – [Interim IPC Recommendations COVID-19](#)
- CDC – [Sequence for putting on and removing PPE](#) poster #CS250672-E
- Utilitec – [Donning and Doffing Coveralls](#) video
- North Startlight – [Donning N95 Respirator](#) poster
- 3M – [Cleaning Reusable Respirators](#) poster
- Alberta Health Services. 2020. Environmental Cleaning in Public Facilities
- Alberta Health Services. 2017. IPC PRINCIPLES FOR ENVIRONMENTAL CLEANING AND DISINFECTION
- Center for Disease Control and Prevention. 2020. Interim Recommendations for US Community Facilities with Suspected/Confirmed Coronavirus Disease 2019 (COVID-19)
- CDC - [Guidance for Extended Use and Limited Re-Use of N95s](#)
- 3M - [Cleaning and Disinfection of Respirators and Cartridges](#)

If exposure risk requires the implementation of PPE, consider if the task is an essential service. Proper PPE must be worn when contacting symptomatic individuals.