

## COVID-19 INFORMATION

# RELAUNCH CONSIDERATIONS

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To open your business to the public, you must complete a plan to reduce the risk of transmission of COVID-19 among your staff and customers. The completed template must be posted in your place of business or online within 7 days of the public being able to attend your business.

The following template includes considerations to help guide you as you plan to open your business. This should be completed using Alberta Health's [Workplace Guidance for Business Owners](#), sector-specific guidelines, and any additional requirements your business or industry association provides.

## Guidelines: **The Compassion Network Inc.**

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### Distancing Measures

*Considerations: How will you ensure people maintain 2 metres between each other? Do you need to maintain directional traffic flow? Can staff stagger their breaks to limit congregating in break rooms? How will you limit the number of people in your space? Have you considered installing physical barriers (e.g., Plexiglas window or high-walled cubicle) to reduce exposure when 2-metre distancing is hard to maintain?*

All office staff are to work from home unless required to complete a task that can only be done in the office.

Client consultations and supervisory check ups are to be done virtually where possible.

Visits to our Edmonton office are by appointment only. Only one (1) non-office worker (e.g. customer, field staff) allowed per appointment time. Visitors must remain in the reception area.

Visits to the Calgary office are not permitted at this time.

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### Cleaning

*Considerations: How will you manage frequent cleaning on high touch surfaces (e.g., bathroom, chairs, door knobs, break rooms)? How will you train and ensure staff keep their work surfaces, order screens, debit machines, cash registers, and equipment clean?*

Hand hygiene kits and surface wipes are provided to field staff. Equipment and work areas must be cleaned before and after use.

Office environment is cleaned and disinfected by janitorial staff every second day. Office staff are to disinfect surfaces including doorknobs, chairs, desks, computers and keyboards, telephone, light switches, etc. after use.

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## Screening for Symptoms

*Considerations: How will you monitor staff and customers for symptoms of fever, sore throat, cough, runny nose or difficulty breathing? Have you educated your staff to do self-monitoring of symptoms? Have you identified a space where staff members can be separated from others if they develop symptoms while at work? Are you prepared for increases in absenteeism due to illness or isolation requirements? Have you considered absenteeism policies to enable staff members to stay home when ill, in quarantine (self-isolation), or if they are taking care of children or someone who is ill? Are you maintaining a log of staff attendance? What is your response plan for staff who come to work with symptoms?*

All staff must complete a daily fit for work screener prior to their first shift as recommended by AHS guidance. Staff who fail the fit for work screener are not permitted to go to work, must isolate and contact their supervisor, and must complete the Healthcare Worker Self-Assessment Tool or contact their doctor.

A pandemic preparedness plan which includes a robust staffing contingency plan is in place. The status of all employees including isolation requirements, symptoms, testing status, and absences are being logged by management and reviewed daily by the pandemic committee.

Staff are trained to observe and identify possible symptoms in clients. All suspected symptoms are reported to the direct supervisor immediately. Clients are placed on isolation and necessary precautions as recommended by AHS guidance will be taken. Clients will be referred to 8-11, the COVID-19 Self-Assessment and/or to contact their doctor. The CMOH and/or AHS will be notified as necessary.

Office visitors will be screened for symptoms by phone prior to their appointment time. Should a visitor be symptomatic, they will not be allowed to visit the office. Office visitors may be subject to further screening (e.g. temperature check) when they arrive at the office.

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## Personal Protective Equipment (PPE) – where distancing measures cannot be maintained

**Considerations:** How will you promote PPE use (e.g., masks or gloves) when people are unable to be 2 metres apart? If 2 metres cannot be maintained and PPE is necessary, where will your staff obtain it? Will customers require their own PPE such as masks, or will you supply them? How will you inform customers before they enter your business that PPE such as masks are required?

All field staff are provided with necessary PPE in accordance with AHS guidelines. As per public health order, all care and support staff are to continuously mask as per AHS guidelines. Other PPE including gloves, eye protection, and clothing covering are to be used in accordance to standard IPC and PPE use guidelines as set out by AHS.

All staff must complete IPC and PPE training.

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## Responsibilities

**Considerations:** Who will be responsible for ensuring staff and customers are following your precautions? Have you updated contact information for staff members so that they can be notified in the event of a known exposure?

The pandemic committee is responsible for developing and implementing all rules and precautions and ensuring compliance. Staff with any concerns should contact their direct supervisor or if after hours, the on-call coordinator. Clients and customers with concerns should contact their case manager or if after hours, contact the on-call coordinator.

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Owner/Manager: 

Date: May 15, 2020