

# THE TOWN OF FORT FRANCES

## Section: Health and Safety

### Standard Operating Procedure: COVID-19 Re-opening procedure at Civic Centre

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**Creation Date:** August 2020

**Updated:** December 2020

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#### **1. Purpose**

The purpose of this standard operating procedure is to support employees in safely performing their day to day duties in order to mitigate the spread of COVID-19 in the workplace while re-opening to the public on a limited basis.

#### **2. Effective Date / changes to procedure**

This standard operating procedure will take effect on August 17, 2020 and will remain in place until further notice. It will be changed as required to ensure compliance with applicable legislation and direction from public health officials.

Should the facility be closed to the public due to Provincial Lockdown Orders or Public Health directive; the applicable elements of this procedure (i.e. those allowed within the scope of the directives) will remain in effect.

#### **3. Scope**

This procedure applies to all employees, management, elected officials, and members of boards and committees, referred to as “staff” and/or “employees”. This procedure also covers members of the public or external agencies such as the Ontario Provincial Police who utilize our facility from time to time as indicated herein.

This procedure applies to the Civic Centre and is to be implemented in compliance with the Mandatory Use of Mask or Face Covering Procedure within the Corporation of the Town of Fort Frances, Infection Control Policy, Provincial Regulations, and the Occupational Health and Safety Act and its regulations.

#### **4. Responsibility**

All employees have a responsibility to follow the guidelines identified herein. Supervisors are expected to enforce the guidelines identified herein.

## 5. Procedure

### I. Appointments

- a. Members of the public shall attend the Civic Centre on an appointment only basis.
- b. Appointments shall be held in the lobby on the main floor by the South Entrance (near the OPP).
- c. The lobby shall be set up in such a manner that physical distancing of 6ft or 2m shall be maintained at all times.
- d. Staff shall maintain physical distancing except only for such time as necessary to exchange documents or provide payment. Staff are expected to take every step to minimize the time spent within 6ft or 2m of a member of the public.
- e. Members of the public shall not be permitted upstairs or downstairs, must remain in the lobby, and may only be there during their appointment. Washrooms are not available to the public at this time.
- f. Two appointment desks will be set up. One desk will be set up for Town of Fort Frances bill payments, which the Head Cashier or staff as designated by the Treasurer or Deputy Treasurer will operate.
- g. The second desk will be set up for the following:
  - i. Essential face to face interactions to conduct Provincial Offences Act Business;
  - ii. Essential face to face interactions related to Collections, accounts receivable, and payment plans;
  - iii. Essential face to face interactions related to burials;
  - iv. Essential face to face interactions with the Clerks;
  - v. Essential face to face interactions with the Chief Building Official.
  - vi. Other staff may utilize this space on a case by case basis at the discretion of the CAO or Treasurer for essential face to face interactions.
  - vii. **All staff are directed to make every effort to use virtual interactions such as phone or Microsoft Teams meetings where possible, and only hold face to face meetings with the public when essential (i.e. when it is not feasible to meet any other way).**
- h. Appointment desks shall be set up with plexiglass barriers that are a total of at least 79" inches from the floor. The barriers shall be set up in such a manner as to allow for documents, and payment to pass underneath, or through a port.
- i. A common schedule will be developed and utilized by staff using the lobby for appointments. Appointment times shall not overlap, and staff shall provide sufficient spacing between appointment times to allow for physical distancing.

- j. Every effort should be made to limit appointments to one person at a time unless absolutely necessary. Staff are expected to indicate this preference to the public when booking an appointment.
- k. Members of the public shall wait outside for their appointments until the staff member is ready for them. As such, staff shall direct members of the public to arrive on time for their appointment, and indicate that if they arrive early, they may have to wait outside for a short period of time.
- l. Members of the public shall enter through the set of doors closest to the OPP station and exit through the other set of doors.
- m. No more than two appointments, one at each desk, shall occur at one time.
- n. When booking appointments, staff shall inform employees and members of the public that all persons must wear a mask or face covering as per the Mandatory Use of Mask or Face Covering procedure. The Town is not responsible to provide a Mask or Face Covering to members of the Public. However, disposable masks may be provided for members of the public to use. If provided, masks shall be kept in a secure, clean location, and employees who handle the mask container shall ensure that they wash or sanitize their hands appropriately using proper hand washing and sanitizing procedures prior to handling masks, members of the public shall not handle the mask container.
- o. If a member of the public who plans to attend, or who arrives at the Civic Centre for an appointment identifies that they are unable to wear a mask and are exempt from the Mandatory rule, extra precautions shall be taken to protect workers interacting with the public. These precautions shall include:
  - i. Offering to provide a virtual appointment.
  - ii. Suggesting other means by which payment can be made.
  - iii. Re-schedule the appointment to another time when proper precautions can be taken.
  - iv. Strictly enforcing physical distancing, employees wearing masks and remaining behind plexiglass barrier at all times.
  - v. If close contact is required, and no other means of appointment is available, the appointment shall be re-scheduled.
    - When handling such an appointment, employees shall wear eye protection and either an N95 respirator (provided they are fit tested) or level 3 surgical mask, and any other Personal Protective Equipment (PPE) as indicated by their supervisor.
- p. Passive Screening posters will continue to be prominently displayed on the entrance to the building. Members of the public who are attending the facility for a meeting or appointment shall be asked active screening questions for COVID-19 from a distance of 6ft or 2m. Active screening questions include:
  - i. Have you traveled out of country in the last 14 days?
  - ii. Do you have any new or worsening symptoms of COVID-19? *Note: staff will be provided with a current list, which will be amended as required based on*

*guidance from our public health officials. Supervisors will be responsible to provide their staff with this information if it changes. Human Resources, the CAO, or Treasurer are responsible to communicate these changes to supervisors.*

- iii. Have you been exposed to anyone with a known or probable case of COVID-19?
  - iv. Anyone who answers yes or refuses to complete the screening shall be denied entry to the facility and told to contact the Northwestern Health Unit.
  - v. During screening staff shall ask for the name and phone number of the individual to use in the event that contact tracing is required. This information shall be kept in a daily log. Staff shall indicate that this information will only be provided to public health authorities, will only be used for the purposes of contact tracing, and that it will only be kept for a short period of time. The individual may refuse to provide this contact information at their discretion.
  - vi. If staff comes in contact with a member of the public who screens positive, they shall inform their supervisor immediately.
- q. These two workstations shall be cleaned and disinfected between appointments. Those scheduling appointments, and interacting with the public, are responsible to ensure that the workstation is properly cleaned and disinfected between appointments. Therefore, those booking appointments shall include sufficient time to clean and disinfect as required within their booking.
- r. No appointments shall be booked on Provincial Offences Act (POA) court dates, as the lobby will be used for court business on those days. On court dates, the safety plan developed for POA court shall be in effect.

## **II. Handling Cash Payments in the Lobby**

- a. Staff may accept cash payments during appointments. These payments do not need to be quarantined for 24 hours. However, all other procedures related to the mail or items received in drop box shall remain in effect.
- b. When handling cash, staff shall avoid touching their face, and shall wash their hands using proper handwashing techniques after handling it, and prior to conducting another appointment. Staff may wear gloves when handling cash, but if doing so, they shall utilize proper donning and doffing techniques, and must still wash their hands as specified above.

## **III. Use of Committee Room and Council Chambers**

- a. No more than eight (8) people shall meet in the Committee Room at one time. If more attendees are required, the remainder shall attend virtually. It is the responsibility of the meeting facilitator to set up virtual means for participants to attend.
- b. Masks or face coverings are not required in the Committee Room if physical distancing of 6ft or 2m can be maintained. If attendees must pass within 6ft or interact at closer than 6ft for a period of time (e.g. to pass documents to one

another), then masks or face coverings must be worn as identified in the Mandatory Use of Mask or Face Covering procedure while doing so.

- c. The Committee Room shall be used for Town Business only. Town business includes activities such as, internal meetings, Emergency Management Control Group meetings, Council meetings, meetings of Committees of Council, and Union / Management meetings. The CUPE national servicing representative, or members of the Emergency Management Control group, or committees of council may attend meetings in the Committee Room providing that physical distancing and mask / face covering is adhered to, and they have completed the active screening process and are cleared to enter the facility.
- d. The individuals booking the Committee Room are responsible to ensure that it is cleaned and disinfected after each use. If the individual booking the room is participating remotely, they shall ensure that one of the in-person attendees is assigned that responsibility.
- e. Meetings with members of the public or the OPP (other than the Police Services Board) shall use Council Chambers. Physical distancing is to be preserved at all times, and masks or face coverings are to be worn if members of the public are present, or more than five people are in the room.

#### **IV. Use of Break Room**

- a. Supervisors are to ensure that break times are staggered if breaks are to be taken indoors.
- b. If more than one person is in the break room, masks or face coverings are to be worn in the break room. No more than two people shall be allowed in the break room at one time unless to perform repairs or maintenance.
- c. Multiple staff may take breaks outdoors together provided that physical distancing is maintained. Staff are encouraged to take outdoor breaks when the weather permits.

#### **V. Staff Entrance**

- a. When coming to and leaving the building, unless in the case of emergency, to interact with the public, or take a break, employees shall enter and exit the Civic Centre via the North (Church St.) entrance.

#### **VI. Increased cleaning of high touch surfaces**

- a. Employees are required to follow the cleaning procedures identified in the Infection Control policy at their workstations.
- b. A dedicated staff person from the CUPE 65 bargaining unit will provide regular cleaning of high touch surfaces multiple times a day, during working hours.

#### **VII. POA Court Dates**

- a. Staff participating in POA court shall follow the approved safety plan developed for POA court.
- b. Unless the staff are supporting with the Court, Supervisors shall make every effort reasonable to facilitate their staff working remotely on POA court dates to minimize the number of people in the building on these days.

- c.** The CAO and Clerk shall inform members of Council that they should make every effort to avoid coming into the Civic Centre on POA court days and shall provide Council members a copy of these dates.
- d.** Any rooms used for POA court purposes shall be properly cleaned and disinfected prior to being used by other staff.