

# GENERAL OPERATIONAL GUIDANCE

## Overview

Chief Medical Officer of Health (CMOH) Order 25-2020 requires businesses and entities to:

- implement practices to minimize the risk of transmission of infection among attendees;
- provide procedures for rapid response if an attendee develops symptoms of illness;
- ensure that attendees maintain high levels of sanitation and personal hygiene;
- comply, to the extent possible, with any applicable Alberta Health guidance found at: [alberta.ca/biz-connect.aspx](https://alberta.ca/biz-connect.aspx).

Where any part of this guidance is inconsistent or in conflict with enhanced or stronger public health restrictions set out in another CMOH Order, the enhanced or stronger public health measures prevail.

This document has been developed to support operators of all businesses and entities in reducing the risk of transmission of COVID-19 among attendees (including workers, volunteers, patrons and the general public). The guidance provided outlines public health and infection prevention requirements for all settings and activities.

## COVID-19 Risk Mitigation

<b>General Guidance</b>	<ul style="list-style-type: none"><li>• It is strongly recommended that businesses and entities develop and implement written COVID mitigation plans.<ul style="list-style-type: none"><li>○ A sample template can be found on <a href="https://alberta.ca/biz-connect">Alberta.ca/biz-connect</a>.</li></ul></li><li>• Notify attendees of the steps being taken to prevent the risk of transmission, and the importance of their roles in these measures.</li><li>• COVID-19 signage should be posted in highly visible locations:<ul style="list-style-type: none"><li>○ “Help prevent the spread” posters are <a href="#">available here</a>.</li></ul></li></ul>
<b>Rapid Response Plan</b>	<ul style="list-style-type: none"><li>• Develop a Rapid Response Plan to safely manage those who become symptomatic for COVID.</li><li>• Rapid response plans are expected to include:<ul style="list-style-type: none"><li>○ Immediate isolation of the symptomatic person from others.</li><li>○ Asking the individual to wash or sanitize their hands, and avoid touching all shared items and surfaces.</li><li>○ Safe transport of the person to their home for isolation.</li><li>○ Support identification of close contacts of the symptomatic individual.</li></ul></li><li>• It is suggested that owners and operators be familiar with <a href="#">isolation and quarantine requirements</a> for COVID-19.</li></ul>

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<p><b>Maintain Records for Contact Tracing</b></p>	<ul style="list-style-type: none"> <li>• To enable quick contact with workers, employers should maintain an up-to-date contact list for all workers and volunteers – including names, addresses and phone numbers.</li> <li>• If Alberta Health Services (AHS) identifies a confirmed COVID-19 case associated with a business or entity, the operator of the business or entity will be expected to work cooperatively with AHS to ensure any worker or volunteer potentially exposed receives the correct guidance. At minimum, the operator must be able to provide:             <ul style="list-style-type: none"> <li>○ Names, addresses, phone numbers, roles and positions of workers and volunteers who were potentially exposed to a case while they were infectious at that location.</li> </ul> </li> </ul>
<p><b>Review Sick Leave Policies</b></p>	<ul style="list-style-type: none"> <li>• There should be no disincentive for workers or volunteers to stay home while sick, isolating or quarantining.</li> </ul>
<p><b>Screening and Testing for COVID-19</b></p>	<ul style="list-style-type: none"> <li>• Operators should take measures to prevent anyone experiencing COVID-19 symptoms from accessing the location.             <ul style="list-style-type: none"> <li>○ Post <a href="#">signs</a> that instruct those who may have been exposed to the COVID-19 to not enter.</li> <li>○ Consider implementing active screening of attendees for symptoms such as fever, sore throat, cough, runny nose or difficulty breathing, using the <a href="#">Alberta Health Daily Checklist</a>.</li> </ul> </li> <li>• Public, private and not-for-profit employers and service providers can apply to receive free rapid test kits for use in their organization’s COVID-19 screening program.             <ul style="list-style-type: none"> <li>○ For more information on the eligibility and application requirements, see Alberta Health’s Rapid Testing Program.</li> </ul> </li> </ul>
<p><b>Alternative Means of Attending a Location</b></p>	<ul style="list-style-type: none"> <li>• Operators should consider implementing contact-free interactions wherever possible, such as:             <ul style="list-style-type: none"> <li>○ Online and teleconferencing services.</li> <li>○ Virtual meetings and celebrations.</li> <li>○ Curb-side pick up or contactless delivery.</li> <li>○ Drive-in or drive-through services.</li> <li>○ Working from home.</li> </ul> </li> </ul>
<p><b>Physical Distancing and Barriers</b></p>	<ul style="list-style-type: none"> <li>• All individuals must be distanced by at least 2 metres, unless another specific distance is specified by a CMOH Order or sector-specific guidance. Distancing can be facilitated by:             <ul style="list-style-type: none"> <li>○ Removing alternate seats from waiting areas, lunch rooms and dining areas.</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"><li>○ Closing toilets or urinals that are less than 2 metres apart.</li><li>○ Reducing the number of attendees in a location at one time.</li><li>○ Directing traffic flow using signs, ropes, floor decals, etc.</li><li>○ Reservations and staggering entry times.</li><li>○ Dedicating entry and exit points.</li><li>● Where 2 metres physical distance cannot be maintained, physical barriers can be used to prevent direct contact between attendees (e.g., place barriers or partitions between a cashier and attendee at points of purchase or between booths at a restaurant).<ul style="list-style-type: none"><li>○ Barriers must be of adequate size and structure to prevent droplet transmission between individuals.</li></ul></li></ul>
<b>Cleaning and Disinfecting</b>	<ul style="list-style-type: none"><li>● Develop and implement procedures for increasing the frequency of cleaning and disinfecting of facilities including high traffic areas, common areas, public washrooms and showering facilities.</li><li>● Frequently clean and disinfect high-touch/shared surfaces, such as:<ul style="list-style-type: none"><li>○ Doorknobs, light switches, toilet handles, faucets and taps, elevator buttons, railings.</li><li>○ Phones, computers, remote controls, keyboards, desktops, conference room equipment, cash registers, touch screens, debit/credit machines, customer service counters, menus.</li><li>○ Equipment handles, hand tools, machinery control panels, seat belt buckles, joysticks, steering wheels and controls on powered mobile equipment.</li><li>○ Items that are loaned, rented, or made freely available for use by multiple individuals, such as shopping carts and baskets, wheelchairs, and pushcarts.</li></ul></li><li>● Use cleaning and disinfection products according to the directions on the label.<ul style="list-style-type: none"><li>○ Use disinfectants that have a Drug Identification Number (DIN) issued by Health Canada.</li></ul></li><li>● Remove communal items that cannot be easily cleaned, such as newspapers, magazines, and stuffed toys.</li><li>● Where water fountains and showers are available, they may be open for public and/or worker use but must be cleaned and disinfected at an increased frequency.</li></ul>
<b>Ventilation</b>	<ul style="list-style-type: none"><li>● Ensure proper ventilation with outside air to help reduce the concentration of airborne contaminants indoors.</li></ul>

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	<ul style="list-style-type: none"><li>○ Increase the rate of air change, reduce recirculation of air and increasing the use of outdoor air if possible.</li><li>● Ensure ventilation systems are well maintained and functioning optimally.</li><li>● The variety and complexity of HVAC systems in large buildings requires professional interpretation of technical guidelines and codes.<ul style="list-style-type: none"><li>○ Those who operate health facilities, schools, offices, and commercial buildings should seek assistance from professional and government organizations for information on ventilation and air filtration to help ensure the HVAC system is functioning optimally.</li></ul></li><li>● Although improvements to HVAC systems cannot on their own eliminate the risk of airborne transmission of COVID-19, the following precautions support other strategies such as physical distancing, hand hygiene, masking and enhanced cleaning to reduce the potential for airborne transmission of the virus.<ul style="list-style-type: none"><li>○ Upgrade air filters to the highest rating compatible with the system.</li><li>○ Inspect filter housings and racks to ensure an appropriate filter fit. This will minimize the bypassing of air around a filter.</li><li>○ Consider increasing the rate of air exchange by minimizing air recirculation and increasing the use of outdoor air.</li><li>○ Consider running the HVAC system at maximum outside airflow for 2 hours before and after occupied times, or at alternate intervals in accordance with industry standards.</li><li>○ Ensure exhaust fans in washroom facilities are functional and operating as intended when the building is occupied.</li><li>○ Direct airflow so that it does not blow directly across one person toward others. This reduces the potential spread of droplets that may contain infectious viruses.</li></ul></li><li>● Increasing ventilation during and after cleaning (e.g., by opening windows or doors) is helpful in reducing exposure to chemical products and by-products. It may also reduce risks from suspended particles potentially carrying COVID-19.</li></ul>
<b>Hand Hygiene and Respiratory Etiquette</b>	<ul style="list-style-type: none"><li>● Operators should promote and facilitate frequent and proper hand hygiene for all attendees.</li><li>● Operators should enable attendees to practice proper hand hygiene by providing soap and running, potable water or hand sanitizer containing at least 60% alcohol.<ul style="list-style-type: none"><li>○ Ensure there are areas available to maintain hand hygiene.</li></ul></li></ul>

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	<ul style="list-style-type: none"><li>○ It is strongly encouraged that operators provide a means to sanitize hands at points of entry and locations throughout the site where attendees are known to handle objects.</li><li>● Operators should make every effort to encourage respiratory etiquette (e.g., coughing or sneezing into a bent elbow, promptly disposing of used tissues in a lined garbage bin).</li></ul>
<b>Masks</b>	<ul style="list-style-type: none"><li>● At this time, all Albertans must wear facemasks at all times while attending an indoor location, including workplaces, unless they have an exception that is set out in a current CMOH order.</li><li>● If any worker cannot wear a mask due to an exception (exceptions are listed in <a href="#">the current CMOH Order</a>) the employer should make other accommodations to keep that individual, and other individuals, safe, such as requiring the unmasked worker to:<ul style="list-style-type: none"><li>○ work alone at a workstation separated from all others by 2 metres;</li><li>○ work outdoors; or</li><li>○ work remotely or from home.</li></ul></li></ul>
<b>Non-Compliance</b>	<ul style="list-style-type: none"><li>● Operators should develop plans to deal with workers, volunteers or patrons who do not comply with the COVID guidance.<ul style="list-style-type: none"><li>○ Remind the person that not following public health orders is against the law and puts people at risk.</li><li>○ Ask the individual to leave the premises.</li><li>○ To report urgent matters that require an immediate response contact your local law enforcement agency. Do not call 911.</li></ul></li><li>● If an organization/business/entity is not following current <a href="#">COVID-19 orders and legislation</a>, a complaint can be submitted to AHS public health inspectors <a href="#">online</a>.</li></ul>

This document and the guidance within it is subject to change and will be updated as needed.

Last Revised: April 2021