

Alexandra Centre Society

Guidelines and Protocol
During Pandemic Influenza
or
Other Respiratory Illness
in the Community

Version 1.3
July 30, 2020

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Section 1: Introduction

All sections of our society –including businesses and employers –must play a role to stop the spread of disease. The Alexandra Centre Society (ACS) is committed to providing a safe and clean environment for its users. As part of this commitment, the ACS intends to:

- Download signs advising users of all rules and changes in operation as well as COVID-19 signs and symptoms, isolation requirements, physical distancing, hand hygiene, etc.
- Post rules and signage at all access gates and/or entrances and shared spaces. Including but not limited to:
 - Advising users to wash hands and/or use hand sanitizer before and after attending the Alexandra Centre Society
 - Advising users to follow physical distancing protocol as recommended by the City of Calgary or Provincial Government.
 - Prohibiting anyone experiencing symptoms or required to be under isolation from attending the Alexandra Centre Society.
 - Ensure a concise version of the ACS' COVID-19 response plan is publicly posted on our website

Section 2: Operating Guidelines

Personal hygiene practices outlined by government authorities should be adhered to at all times by staff and visitors. Please visit the Alberta Health Services website for specific protocols.

To prevent spread of illness at the Alexandra Centre Society, we will endeavour to:

- Provide staff and guests with disinfectant to regularly clean surfaces they touch.
- Promote regular and thorough handwashing by employees, contractors and guests by:
 - Putting sanitizing hand rub dispensers in prominent places around the workplace. Dispensers are filled by our contracted cleaners.
 - Displaying posters promoting handwashing
- Provide protective equipment (face masks, gloves, paper tissues, etc.) to staff
- Encourage staff to stay home should they display any illness symptoms. The ACS will ensure time off is counted as sick leave. The ACS will follow all government employment standards regarding compensation and job-protected sick leave policies.
- Reschedule or cancel appointments if the visitors display signs of flu-like symptoms.
- Encourage safe social distances and not shake hands.
- Mark off the ACS office areas so visitors know where to stand and to encourage physical distance protocols.
- Encourage proper usage of face coverings. Please see Alberta Health guidelines on how to wash, wear and remove masks.

Section 3: Screening for Symptoms

At all building entrances, the Alexandra Centre Society will post signage that advises users not to enter the premise if they are exhibiting any COVID-19 symptoms.

Exterior entrances will also outline whom may enter through the entrance (for example, there is a designated entrance for the Inglewood Child Development Centre). Loitering is not permitted. As of June 12, 2020, the ACS designated door entrances are as follows:

- Door #1 – For use by Alexandra Medical staff and clients. All other usages should be avoided
- Door # 2 - For use by the Alexandra Centre Society staff and guest by appointment. Also, for use by the Kinkonauts staff and guests. All other usages should be avoided
- Door # 3 - For use by the Inglewood Child Development Centre staff. Not used by guests to the ICDC. All other usages should be avoided
- Door #4 - For use by the Inglewood Child Development Centre staff and clients. All other usages should be avoided
- Door #5 - For use by the Jazz YYC staff and guests. All other usages should be avoided
- Alexandra Dance Hall - For use by Good Food Box Clients and other pre-approved guests. All other usages should be avoided

Screening Rules:

- 1) All tenants of the Alexandra Centre Society are required to keep a visitor log for contact tracing purposes. Tenants are required to determine their own screening protocols.
- 2) All renters of the Alexandra Centre Society are required to sign a rental contract with a rental addendum that will outline COVID-19 protocols specific to the activities they are renting the facility for. All renters will be asked to submit a COVID-19 plan for their event or program. Renters will be required to perform screening on patrons. Depending on the circumstance, ACS staff may be onsite to ensure that protocols are being followed and/or perform screening protocols.
- 3) All staff and visitors of the Alexandra Centre Society are required to go through screening:

All staff must complete a personal health assessment prior to entering the Alexandra Centre Society building. If staff members are exhibiting any symptoms of illness as outlined by Health Canada guidelines or have been in contact with anyone displaying such symptoms, staff are expected to contact their supervisor and stay home.

All visitors to the Alexandra Centre Society will be recorded on a visitor log. Anyone entering the Centre, who stays for 15 minutes or longer, will be required to fill out a health assessment and have their temperature taken (see Appendix A Visitor Health Assessment & Appendix B: Visitor Waiver). Anyone who does not pass screening via the health assessment will be asked to exit the premise.

Once an individual has passed the screening questions and is able to enter the building, they should use hand sanitizer and be provided with a mask and the appropriate personal protective equipment (PPE), as required/recommended.

They also should be advised to self-monitor while in the building and report any symptoms immediately or confine themselves to a isolated room and contact their supervisor.

In emergency situations, emergency first responders should be permitted entry without screening

Section 4: Cleaning & Disinfecting Protocols

The ACS endeavours to provide a safe and clean environment for all users. Approved cleaning solutions are provided in various sections of the building for users to wipe down surfaces.

The ACS contracts cleaning of certain parts of the building to Jan-Pro Calgary. Jan-Pro Calgary utilizes a hospital grade disinfectant (DMQ- Damp Mop Quat) on all areas and floors.

- Alexandra Centre Building – Area Cleaning Specifics:
- The ACS contracts Jan-Pro Calgary to clean and disinfect the following **public** areas of the building, twice per week (effective June 29, 2020 and prior to April 1, 2020).
 - Main floor entrance and lobby - South Entrance 2, by the lift, including stairwells both up and down
 - Main floor hallway
 - Main floor washrooms, both east and west.
 - Rose Room
 - Molly Cropper Board Room
 - Alexandra Dance Hall and washrooms
 - Alexandra Centre Society lower level offices (with the exception to any subleased spaces)
 - Lower level kitchen
 - Lower level washrooms – southside (Alexandra Centre Society offices)
- The ACS contracts Jan-Pro Calgary to clean and disinfect the following **public** areas of the building, after each use:
 - Alexandra Dance Hall including entrance, lobby, kitchen and washrooms.
 - Rose Room including entrance, lobby, hallway and washrooms.
 - Molly Cropper Board Room including entrance, lobby, hallway and washrooms.

All tenants (Alexandra Medical Clinic, The Kinkonauts, JazzYYC and the Inglewood Child Development Centre) are responsible for cleaning and disinfecting their own sub-leased/rental spaces.

The Inglewood Child Development Centre have additional responsibilities for cleaning and disinfecting:

- Additional precautions have been added for the Inglewood Child Development Centre to clean and disinfect the Main floor entrance and lobby - North Entrance 4, by the playground, including stairwells both up and down.
- Additional precautions have been added for the Inglewood Child Development Centre to clean and disinfect the outdoor playground area before each use.

Section 5: Volunteers

Volunteers are required to sign a volunteer waiver (refer to Appendix C – Volunteer Waiver). New volunteers are required to complete a volunteer application. All volunteers must abide by the same requirements that staff and visitors on the premise are subject to.

Section 6: Playground

The ACS playground is available to the public under the guidelines specified by the City of Calgary and Alberta government.

The ACS will post all signage that the City of Calgary requires.

To prevent the co-mingling of children attending the Inglewood Child Development Centre (ICDC) with the public, the ACS is allowing the ICDC to reserve the playground at specified times that are limited to daycare usage.

*Please note: For the safety of all, visitors to the playground will be encouraged NOT to enter the building to use washroom facilities.

Section 7: Rentals

The ACS is permitted to provide rental spaces as specified by the Alberta government requirements.

For renters requiring equipment (microphone, chairs, podiums, tables, etc.), specific guidelines for cleaning and setup will be determined on a case-by-case basis. The ACS will endeavour to ensure all equipment is sanitized thoroughly by either the renter or by ACS staff depending on the circumstance.

All rentals should abide by the guidance documents posted on Alberta BizConnect. Should there be any uncertainty in the documents, renters are required to inquire with BizConnect to obtain answers.

Guidance documents are provided for, but not limited to:

- 1) Day Camps
- 2) Places of Worships
- 3) Meetings and Events
- 4) Indoor Recreation
- 5) Outdoor Recreation
- 6) Sports

Section 8: Mandatory Mask Bylaw

The City of Calgary's mandatory masks for indoor spaces bylaw comes into effect on August 1, 2020. The Alexandra Centre Society has implemented the following protocols regarding the masks:

1. The main floor hallways, lobbies and washrooms are considered "public spaces" and masks should be worn by all patrons traveling through those areas.
2. Appropriate signage will be posted on all exterior doors at the Alexandra Centre.
3. Tenants are expected to manage their respective sub-leased / long term rental spaces accordingly.
4. With the exception of the daycare space, the basement is considered private office space. The exterior basement door and the doors leading into the basement will be kept locked - visitors requiring access must ring the doorbell and sign the visitor log. ACS staff are required to wear masks when meeting with a client in the office or touring the building interior with a client.
5. With the exception of the Alexandra Medical Clinic (which is already deemed a public space), all other Tenants and Renters that wish to hold public events (as defined in the bylaw) must consult with ACS staff prior to holding the event in their sub-leased / long term rental spaces. This includes, but is not limited to open houses, drop in classes, public shows, etc.
6. The mask bylaw will be discussed with all potential renters. If the event the renter is holding is private, the renter would be responsible for ensuring that the rental space entrance is always monitored to ensure no public access. If the event the renter is holding is public, the renter would be responsible for ensuring that all patrons of their event are adhering to the bylaw requirements. The ACS may at its discretion may monitor the event with staff onsite or remotely through video surveillance.
7. As per the bylaw, any user in the building may report mask infractions directly to 311

Section 9: Adjusting to Changing COVID-19 Environments

Depending on the developments of the outbreak, the ACS will endeavour to act in the most prudent manner that protects are staff and customers.

The ACS will:

- Promote working from home should the ACS premise be required to close.

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- Update its' emergency procedures handbook and develop a business continuity plan for an outbreak in the communities

Section 10: Record Keeping

All ACS records pertaining to COVID-19 will be retained for a minimum of 5 years.

Section 11: Additional Training and References

Alberta Health Services Best Practise Guideline for Workplace Health and Safety During Pandemic Influenza: https://acds.ca/files/Resources/pandemic_planning/2009-best-practice-guideline-for-workplace-health-safety-during-pandemic-influenza.pdf

Alberta Biz Connect: <https://www.alberta.ca/biz-connect.aspx>

City of Calgary Mandatory Mask Bylaw <https://www.calgary.ca/csps/cema/covid19/safety/covid-19-city-of-calgary-mask-bylaw.html>

Appendix A: Visitor Health Assessment

Screening Questions:

- 1) Consider the following new or worsening symptoms or signs:
 - New or worsening cough ♦Yes ♦No
 - Shortness of breath ♦Yes ♦No
 - Sore throat ♦Yes ♦No
 - Runny nose, sneezing or nasal congestion (in absence of underlying reasons for symptoms such as seasonal allergies and postnasal drip) ♦Yes ♦No
 - Hoarse voice ♦Yes ♦No
 - Difficulty swallowing ♦Yes ♦No
 - New smell or taste disorder(s) ♦Yes ♦No
 - Nausea/vomiting, diarrhea, abdominal pain ♦Yes ♦No
 - Unexplained fatigue/malaise ♦Yes ♦No
 - Chills ♦Yes ♦No
 - Headache ♦Yes ♦No

- 2) Have you travelled outside of Alberta or had close contact with anyone that has travelled outside of Canada in the past 14 days? ♦Yes ♦No
- 3) Do you have a fever? ♦Yes ♦No
- 4) Have you had close contact with anyone with respiratory illness or a confirmed or probable case of COVID-19? ♦Yes ♦No
- 5) Have you taken any simple medications, such as acetaminophen, ibuprofen or aspirin, which maybe masking any symptoms? ♦Yes ♦No

If the individual passes screening questions 1 to 5 (as per results section below) then TAKE TEMPERATURE.

- A fever is a temperature of 37.8 C (101.6 F) or greater.

Results of Screening Questions:

If the individual answers NO to all questions from 1 through 5 and they do not have a fever, they have passed and can enter the building.

- They should be told to self-monitor for symptoms and be reminded about handwashing frequently

If the individual answers YES to any question from 1 through 5, they have not passed and cannot enter the building.

- They should be told to contact local public health authorities to discuss their symptoms and/or exposure and seek advice on testing.
- They should go home to self-isolate immediately.
- Staff should contact their manager/immediate supervisor.

Appendix B: Visitor Waiver

Alexandra Centre Society - COVID-19 RULES AND Declarations

This declaration must be completed prior to visiting *the Alexandra Centre Society*. Failure to do so prior will result in denial of access to the *Alexandra Centre Society*.

The *Alexandra Centre Society* appreciates and expects your cooperation to allow us to re-open. We are asking that you strictly observe our rules during COVID-19. The *Alexandra Centre Society* is permitting use based on your assurances within this document. Any false statements could result in legal liability towards you. You agree to observe and fully abide by all rules and regulations prescribed by the *Alexandra Centre Society*. You may be asked to leave the premises if you are not following the rules and regulations prescribed by the *Alexandra Centre Society*.

The virus can be transmitted by asymptomatic people. The *Alexandra Centre Society* is following government rules and regulations but there can be no assurance that the virus will not be contracted at The *Alexandra Centre Society*. Please understand that you are taking part in this program or activity at your own risk.

By completing and submitting this declaration you agree to the statements within:

I hereby declare that I or anyone in my household is not or has not been infected with the COVID-19 virus.

_____ I agree

I hereby declare that I or anyone in my household has not experienced any cold or flu-like symptoms in the last 14 days (to include fever, cough, sore throat, respiratory illness, difficulty breathing). If I or anyone in my household experience any cold or flu-like symptoms after submitting this declaration, I will then not visit the *Alexandra Centre Society* for a minimum period of 14 days after the cold or flu-like symptoms have completely gone away. This remains in effect during the entire COVID-19 pandemic unless communicated otherwise.

_____ I agree

I hereby declare that I or any member of my household have not travelled to or had a lay-over in any country outside Canada in the past 14 days. If I or anyone in my household travel to any country outside Canada after submitting this declaration, I will then not visit the *Alexandra Centre Society* for a

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minimum period of 14 days after the date of return to Canada. This remains in effect during the entire COVID-19 pandemic unless communicated otherwise.

_____ I agree

I have read and understand the *Alexandra Centre Society* COVID-19 rules and accept and waive any right to privileges should I not comply with these rules.

_____ I agree

I hereby accept the RISK OF CONTRACTING COVID-19 by choosing to attend or use the _____ (*name of program or reason for visit*) at the *Alexandra Centre Society*.

_____ I agree

I hereby release the *Alexandra Centre Society*, its Directors, Officers and Staff from any and all claims that I have or may have in the future for:

- a) any loss or damage the I may suffer due to contracting COVID-19, including sickness or death, as a result of attending or using the *Alexandra Centre Society* premise; and
- b) any requests to leave the premises as imposed by the *Alexandra Centre Society* resulting from the breach of my obligations under this "Agreement".

Signature

Print name

Date

Appendix C: Volunteer Waiver

Date:

I, _____, wishing to volunteer my time and services for Alexandra Centre Society hereby acknowledge that said organization is doing everything they can to protect the public as well myself as a volunteer. To this extent, I agree to follow all Alberta Health guidelines, and the Alexandra Centre Society policies and procedures for social distancing to reduce the spread of Novel Coronavirus, or COVID-19. This will require me to maintain six (6) feet of distance between myself, fellow volunteers, and patrons of the organization as much as possible. This procedure will be required for visitor-to-visitor contact as well to limit exposure.

I agree to utilize surgical masks or improvised masks such as scarves, bandanas, and handkerchiefs to reduce the risk of exposure to myself and others. I agree to wash or sanitize my hands after using the restroom, sneezing, and coughing, and before eating or preparing meals or sundries for distribution and will properly wear and utilize sterile gloves.

I understand that I may be informed of or encounter sensitive personal information for those that the Alexandra Centre Society serves. I agree to hold this information in confidence and will not disseminate any personal information except as allowed by law and/or per the policy and procedures of the Alexandra Centre Society.

I understand that there is no direct medical health coverage afforded to me during my relationship with the Alexandra Centre Society. The Alexandra Centre Society is not responsible for any potential exposure to Novel Coronavirus, or COVID-19, which is not a direct result of negligence on the part of their employees, volunteers, or the organization.

By signing below, I agree to comply with the written instructions above. Failure to comply with these written instructions or verbal instructions from staff may result in my volunteer privileges being removed and I may be asked to leave the premises.

As a volunteer, I understand that the Alexandra Centre Society does not insure personal vehicles belonging to volunteers and the use of my vehicle is at my own risk. I agree that I am solely responsible for my own personal property and vehicle. I understand that any parking tickets or fines accrued while volunteering with the Alexandra Centre Society will not be the responsibility of the Alexandra Centre Society. Having proper insurance and registration is required and has been checked by the organization.
Approved by: _____

Printed Name

Signature

Director or Designated Alternative Name and Title

Authorized Signature

Date

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