



COVID Protocol – CAREERS OFFICES

Applies to Edmonton and Calgary (phase 1 begins June 15); Fort McMurray (phase 2 – TBD)

1. Commitment to Safety

a. All team members must be committed to the principles of safety:

- We depend on each other to stay safe.
- Stay home if you are not well
- Maintain physical distancing (2m or separated by barriers/plexiglass/partitions)
- If you cannot maintain physical distancing – wear a mask
- Wash your hands and clean high touch areas frequently
- Do not touch your face
- No handshakes, hugs, or other touching.
- It is okay to have questions or concerns - bring them to your manager before putting yourself in jeopardy.

2. Communication

- a. Recognize that this is new for everyone, and everyone is trying to figure it out together. Information and plans may change.
- b. Good communication with each other is essential - team members, visitors, stakeholders, etc.
- c. Team members and managers are expected to give gentle reminders to anyone who is not following the COVID protocols.

3. Scheduling

- a. Our goal is to provide a safe environment for team members who are in CAREERS offices, meet our operational needs and provide an environment for collaboration and teamwork.
- b. As of June 15, no more than 50% of team members will be permitted in the office at any one time. This number is expected to increase over time.
- c. Managers will consider how each team member will work. In general, team members in a support function will need to be in the office more often than team members interacting with students, employers, and other stakeholders.
 - What is CAREERS' need for each team member to be in the office for collaboration, use of equipment, access to files, etc.?
 - What days/times does each person need to be at the office?
 - How often?

- Does the team member have any accommodations required that impact their ability to return to work – childcare, medical issues, etc.
- d. Draft a detailed schedule for each team member:
 - What the work schedule will be – staggered work start/end times will avoid a bottleneck at the front door?
 - What specific days of week will they work?
 - Where their office workstation will be.
 - e. CAREERS may need to prioritize and re-allocate office space in order to maximum use of space and allow physical distancing.

4. Workstations

- a. Our goal is to create an office where team members can always maintain a physical distance – i.e. 2m separation or separated by a physical barrier (plexiglass or partition).
- b. When moving around the office - observe “passing” zones that allow 2m separation.
- c. Shared offices must allow 2m of separation between team members’ work areas including access/egress through doorways.
- d. Minimize sharing of workstations.
- e. Workstations will be allocated and set up by Managers and the Safety Committee prior to team members returning to work.
- f. Offices in Edmonton, Calgary and Fort McMurray will be professionally cleaned before team returns to work. Team members should assume that the office has not been cleaned until advised otherwise.
- g. Common areas such as small boardrooms may be re-assigned as office space if needed.

5. Entering the office

- a. Information posters will be posted at entrances and throughout the site.
- b. Team members will be required to sign-in daily confirming that they have no COVID symptoms. Team members are encouraged to use their own pen or sanitize the pen before and after use.
- c. **Team members who are in close contact of a person who has tested positive for COVID-19, or have COVID-19 symptoms** will be advised to go home immediately, call 811 and self-isolate for 14 days. Any surfaces which may have been touched by the team member will be cleaned and sanitized. All actions will be documented in an email to their manager and HR, including the names of all team members who were in close contact with the sick team member.
- d. Team members must use hand sanitizer upon entering the office, throughout the day and before leaving the office.

6. Common Areas

- a. Kitchens and other gathering areas will remain open, with physical distancing required. **Each team members must clean/sanitize all surfaces they touch**, before and after use. All used dishes must be immediately placed in the dishwasher. Do not leave dishes in the sink or on counters.

- b. Boardrooms and other common meeting areas must be booked.
 - The meeting organizer must ensure the room is cleaned/disinfected before and after every meeting.
 - Meeting participants must remain 2m apart.
 - If 2m separation cannot be maintained, meeting participants will be required to wear masks.
 - c. Common use equipment must be cleaned by **the user** before and after each use:
 - Photocopier
 - Phones in common areas
 - Doorknobs, light switches, faucets, counters, alarm keypads and other high touch areas.
 - d. Bathroom sinks and door handles must be wiped down by the user before and after each use.
 - e. Team members must maintain 2m distance in outdoor smoking areas.
7. Visitors (includes team members and others who are not assigned a workstation at the office)
- a. Delivery persons, mail carriers and similar visitors will be asked to leave their items on the floor or the table at the door without proceeding into the office.
 - b. Interaction with visitors should be conducted by phone or video conferencing whenever possible.
 - c. When meeting in person - no handshakes or hugs.
 - d. Consider meeting outside and/or standing for brief meetings to avoid contact with surfaces.
 - e. Provide the visitor with the Visitor Protocol by email prior to inviting them into the office.
 - f. Visitors should be encouraged to use the washroom before coming to the CAREERS office.
 - g. Prior to each entry to CAREERS offices, visitors may be required to sign a COVID-19 Visitor Risk Assessment Form confirming that they have no COVID symptoms.
 - h. Visitors must use hand sanitizer upon entering the office, throughout the day and before leaving the office.
 - i. Team members and managers will give gentle reminders to anyone who is not following the COVID protocols.
8. Cleaning
- a. Sanitizer stations will be set up throughout the office.
 - b. Team members will wipe down their workstation at the beginning, after any other person enters the area, at end of their workday (at minimum).
 - c. The meeting organizer must ensure the meeting room is cleaned/disinfected before and after every meeting.
 - d. Offices are professionally cleaned on the following schedule:
 - Edmonton – twice per week
 - Calgary – every weekend
 - Fort McMurray – weekly (after move-in)
 - e. CAREERS will make cleaning supplies available in offices.

9. Personal Protective Equipment (PPE)

- a. PPE is the last line of defense and is to be used only if physical distancing is not possible.
- b. Masks, including homemade cloth masks or non-medical face masks, are another way to reduce the risk of spreading COVID-19 in areas where physical distancing (2m distance between individuals) may be challenging or not possible.
- c. Wearing a mask has not been proven to protect the person wearing it, however it can be an additional measure you can take to protect others around you by preventing you from contaminating people, surfaces and/or objects.
- d. Team members may use masks, gloves, etc. at their own discretion.
- e. CAREERS will make masks and gloves available to team members.



COVID-19 Protocol

Interacting with EXTERNAL STAKEHOLDERS at their place of business

1. Commitment to Safety

- a. All team members must be committed to the principles of safety:
 - We depend on each other to stay safe.
 - Stay home if you are not well
 - Maintain physical distancing (2m or separated by barriers)
 - If you cannot maintain physical distancing – wear a mask
 - Wash your hands frequently
 - Do not touch your face
 - It's okay to have questions or concerns - bring them to your manager before putting yourself in jeopardy.

2. Meeting Locations

- a. Interaction with External Stakeholders should be conducted by phone or video conferencing whenever possible.
- b. Consider meeting outside and/or standing for brief meetings to avoid contact with surfaces.
- c. Meeting in a vehicle is NOT recommended as physical distancing (2 metres) and cleaning protocols cannot be maintained.

3. Scheduling

- a. Contact the Stakeholder to schedule a meeting. Follow up with an email using the following CAREERS standard email message.

“CAREERS has implemented protocols to protect the safety of our team members, stakeholders, and students. Please provide me with information on your visitor protocols, any forms I need to complete and a list of PPE I need to wear at your place of business.”

- b. Review the stakeholder's information with your manager to obtain their approval of the meeting location. The goal is to assist team members in making difficult decisions to conduct meetings outside the CAREERS office. The manager and team member will discuss whether the Stakeholder is prepared for visitors, any PPE the team member should use,

and the level of risk the team member perceives. The safety of team members will be paramount when determining whether to visit a stakeholder's office. Managers and team members may contact the HR or Safety Consultant for assistance.

- c. Schedule a meeting time when the Stakeholder's place of business has fewer workers, customers and visitors present.
- d. When more than one CAREERS team member will attend the same meeting, it is preferable that team members take separate vehicles to the meeting. If travelling in the same vehicle is required, team members must use hand sanitizer when entering and leaving the vehicle, wear masks in the vehicles and wipe any surfaces that may have been touched.

4. Visiting the Stakeholder's Business Location

- a. Team members will review and follow the stakeholder's COVID protocols, including PPE requirements.
- b. Team members must:
 - Use hand sanitizer upon entering the office, throughout the day and before leaving the office.
 - No handshakes or hugs
 - Maintain physical distancing (2m or separated by barriers)
 - If you cannot maintain physical distancing – wear a mask
 - Wash your hands and clean high touch areas frequently
 - Do not touch your face

5. Personal Protective Equipment (PPE)

- a. PPE is the last line of defense and is to be used only if physical distancing is not possible.
- b. Masks, including homemade cloth masks or non-medical face masks, are another way to reduce the risk of spreading COVID-19 in areas where physical distancing (2m distance between individuals) may be challenging or not possible.
- c. Wearing a mask has not been proven to protect the person wearing it, however it can be an additional measure you can take to protect others around you by preventing you from contaminating people, surfaces and/or objects.
- d. Team members must wear all PPE required by the stakeholder.
- e. Team members may use masks, gloves, etc. at their own discretion.
- f. CAREERS will make hand sanitizer, masks, and gloves available to team members.



COVID-19 Protocol

Interacting with STUDENTS – outside of a workplace (includes CO-OP)

1. Commitment to Safety

a. All team members and students must be committed to the principles of safety:

- We depend on each other to stay safe.
- Stay home if you are not well
- Maintain physical distancing (2m or separated by barriers)
- If you cannot maintain physical distancing – wear a mask
- Wash your hands frequently
- Do not touch your face
- It's okay to have questions or concerns - bring them to your manager before putting yourself in jeopardy.

2. Meeting Locations

- a. Interaction with students should be conducted by phone or video conferencing whenever possible.
- b. Meeting students at CAREERS' offices or employer workplaces is preferred.
- c. When meeting in a CAREERS office, follow the CAREERS visitor protocol.
- d. If necessary, book the meeting for a public location that has good cleaning protocols. Visit the location and understand the PPE protocols prior to meeting the student.
- e. Consider meeting outside and/or standing for brief meetings to avoid contact with surfaces.
- f. Do NOT meet with a student in a vehicle or other location where the team member and student will be alone.
- g. Do NOT meet with a student at their home or team member's home/home office.

3. Scheduling

- a. Ask the student where and when they would be comfortable meeting.
- b. Schedule a meeting time when the meeting location has fewer workers, customers and visitors present.
- c. Advise the student that CAREERS observes the following meeting protocols to protect the safety of the student, the CAREERS team member and others in the immediate area:
 - Table, chairs and any high-touch surfaces will be cleaned before and after the meeting.

- Hand sanitizer will be required upon entering and leaving the meeting location (CAREERS team member will have hand sanitizer).
 - No handshakes or hugs.
 - Maintain physical distancing (2 metres).
 - If physical distancing cannot be maintained, masks must be worn. (CAREERS will provide if necessary).
 - Wash your hands and clean high touch areas frequently
 - Do not touch your face
- d. When more than one CAREERS team member will attend the same meeting, it is preferable that team members take separate vehicles to the meeting. If travelling in the same vehicle is required, team members must use hand sanitizer when entering and leaving the vehicle, wear masks in the vehicles and wipe any surfaces that may have been touched.
4. Visiting the Meeting Location
- a. If you are not comfortable with the location, move to a more suitable location or reschedule the meeting.
 - b. Team members will review and follow any additional COVID protocols at the meeting location, including PPE requirements.
 - c. The team member will ensure protocols are followed (see 3 c. above)
5. Personal Protective Equipment (PPE)
- a. PPE is the last line of defense and is to be used only if physical distancing is not possible.
 - b. Masks, including homemade cloth masks or non-medical face masks, are another way to reduce the risk of spreading COVID-19 in areas where physical distancing (2m distance between individuals) may be challenging or not possible.
 - c. Wearing a mask has not been proven to protect the person wearing it, however it can be an additional measure you can take to protect others around you by preventing you from contaminating people, surfaces and/or objects.
 - d. Team members must wear all PPE required by the meeting location.
 - e. Team members may use masks, gloves, etc. at their own discretion.
 - f. CAREERS will make hand sanitizer, masks, and gloves available to team members.