 UNIVERSITY OF CALGARY	Facilities / Facilities Management Operations & Maintenance / Zone Facilities Management Classification: Buildings and Properties Departmental Procedure	Document #	<i>FM-PRO-0004</i>
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Working During a Pandemic


Table of Contents

0.0	Revision Log	4
1.0	Purpose and Scope.....	4
2.0	Definition of Terms / Acronyms	4
3.0	Parent Policy.....	5
4.0	Responsibilities	5
5.0	Tools, Equipment, Personal Protective Equipment (PPE)	6
6.0	Environmental, Health and Safety Considerations.....	6
7.0	Procedure	6
7.1	COMPLETING WORK.....	6
7.2	WORKING IN RESIDENCE.....	7
7.3	PERSONAL PROTECTIVE EQUIPMENT	8
7.3.1	GLOVE USE	8
7.3.2	Donning Gloves:.....	8
7.3.3	Doffing Gloves:	9
7.4	TYVEK OR IMPERMEABLE SUIT	9
7.4.1	Donning Tyvek or impermeable suit:	9
7.4.2	Doffing Tyvek or full body suit:	9
7.5	MASK USE (non-medical or N95).....	10
7.5.1	Donning mask:	10
7.5.2	Doffing mask:	10
7.6	EYE PROTECTION:.....	10
7.6.1	Donning safety glasses or goggles.....	10
7.6.2	Doffing safety glasses or goggles.....	11
7.7	VEHICLE USE.....	11
7.7.1	If you have a dedicated vehicle:.....	11
7.7.2	If you share vehicles:	11
7.7.3	Proper Cleaning and Disinfecting:	11
7.8	TOOL USE	11
8.0	Record Retention	12

 UNIVERSITY OF CALGARY	Facilities / Facilities Management Operations & Maintenance / Zone Facilities Management	Document #	<i>FM-PRO-0004</i>
		Revision #	<i>1.0</i>
Working During a Pandemic			

9.0 References and/or Related Documents..... 12

Appendix A.0 Apply “Heading 5” Style for Appendix Heading Level 1 13

 UNIVERSITY OF CALGARY	Facilities / Facilities Management Operations & Maintenance / Zone Facilities Management	Document #	<i>FM-PRO-0004</i>
		Revision #	<i>1.0</i>
Working During a Pandemic			

0.0 Revision Log


Section	Page	Rev.	Approved By	Date (dd/mm/yyyy)	Description of Change
All	All	1.0	Steven Gasser	27/05/2020	First Release

1.0 Purpose and Scope

Ensuring continuous function of operations and maintenance during a pandemic is imperative. During a pandemic, maintenance staff can minimize their risk of exposure to the disease **and reduce the risk for** customers by using the principles of infection prevention and control and **physical** distancing. These guidelines are meant to be used in conjunction with regular Standard Operating Procedures (SOPs)

2.0 Definition of Terms / Acronyms

Item	Definition
PPE	Personal Protective Equipment
WHO	World Health Organization
WR	Work Request
SOP	Standard Operating Procedures
AHS	Alberta Health Services
Donning	Refers to putting on work clothes, gear, and equipment
Doffing	Refers to removing work clothes, gear, and equipment

 UNIVERSITY OF CALGARY	Facilities / Facilities Management Operations & Maintenance / Zone Facilities Management	Document #	<i>FM-PRO-0004</i>
		Revision #	<i>1.0</i>
<h2 style="color: blue;">Working During a Pandemic</h2>			


3.0 Parent Policy

[Facilities Quality Policy](#)

[Occupational Health and Safety Policy](#)

4.0 Responsibilities

Department/Group or Position	Responsibilities
Manager/Supervisor	<ul style="list-style-type: none"> • Advise staff who are sick to stay home. Ensure maintenance staff who have fever or respiratory symptoms including cough, shortness of breath, runny nose or sore throat, stay home and away from the workplace until they have recovered. • Keep up to date and follow the recommendations of the authority having jurisdiction (i.e.: Alberta Health Services). • Ensure office touchpoints are wiped down regularly. • Ensure PPE is always stocked and available (N95 and non – medical masks, gloves, Tyvek or impermeable suits, Disinfectant wipes and hand sanitizer). • Ensure staff have taken PPE training and Respirator Fit Testing as provided by Staff Wellness. • Stagger employee break times to promote physical distancing. • Allow employee to work from home when possible. • Ensure regular safety moments/meetings are held. • Ensure FLHAs are 100% compliant. • Help staff stay informed. • Review/consult the “COVID-19 Hazard and Control Register” <p><u>WORK IN RESIDENCE</u></p> <ul style="list-style-type: none"> • Zone 3/5 Maintenance Supervisor must communicate self-isolation unit numbers to Zone 3/5 staff and Customer Care.
Staff	<ul style="list-style-type: none"> • Call your Supervisor and do not come to work if you are sick with a fever or respiratory symptoms including cough, shortness of breath, runny nose or sore throat. • Keep up to date and follow the recommendations of the authority having jurisdiction (i.e.: Alberta Health Services) • Attend PPE training and Respirator Fit Testing as provided by Staff Wellness. • Stay informed through your supervisor and the University website.

 UNIVERSITY OF CALGARY	Facilities / Facilities Management Operations & Maintenance / Zone Facilities Management	Document #	<i>FM-PRO-0004</i>
		Revision #	<i>1.0</i>
Working During a Pandemic			

5.0 Tools, Equipment, Personal Protective Equipment (PPE)

List all unique tools required to perform tasks as indicated in the work instruction.

PPE	Tool	Equipment
N95 or non-medical face mask	Trade tools as assigned	
Face shield		
Latex/Nitrile Gloves		
Disinfectant wipes		
Hand sanitizer (60% alcohol)		
Tyvek suit or impermeable gown		

6.0 Environmental, Health and Safety Considerations

This section outlines all the hazards and risks (e.g. chemical, physical, biological, radiation) specific to the procedure along with treatments and solutions on how to avoid or minimize these risks (e.g. personal protective equipment etc.) Refer to any SDS which are available for any chemicals used.

Potential Hazards	Source	Risk	Recommended Controls
Contracting disease	Contaminated surfaces Contaminated people	Medium	Physical distancing Remote work where possible PPE as required Training for PPE Respirator Fit Testing

7.0 Procedure

7.1 COMPLETING WORK

Important Considerations

- Practice regular and proper hand hygiene. Wash your hands with soap and warm water for at least 20 seconds regularly through-out the day. If soap and warm water are not readily available,



Working During a Pandemic

use a hand sanitizer that contains at least 60% alcohol. Also this practice need to occur when donning and doffing PPE (Please refer to Donning and doffing PPE below).


- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Practice respiratory hygiene by covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue in a closed bin immediately.
- Keep your environment clean and avoid using other employees' phones, desks, chairs or other work tools and equipment when possible. If necessary, disinfect them before and after use.
- Practice physical distancing by maintaining distance (approximately 6 feet or 2 meters) from others.

Completing a work request:

- Complete a field level hazard assessment (FLHA) upon arrival at the site giving consideration to the added hazard of a pandemic.
- Wear proper PPE as dictated by the task. If you are entering a known contaminated space, full PPE including gloves, N95 mask, safety glasses/goggles or face shield, Tyvek suit or impermeable gown and safety boots is recommended.
- Maintain a physical distance of 6 feet or 2 metre
- Create a cordoned donning and doffing Zone that will avoid public from entering This can be done with yellow hazard tape banner.
- If a task requires more than one worker and physical distancing is not possible (i.e.: for ladder safety, riding in a vehicle or heavy lifting) both staff must wear a minimum of safety glasses and non-medical mask and make every effort to face away from each other when speaking.
- Take the stairs whenever possible. If it is necessary to take the elevator, the elevator car capacity should be kept to a maximum of two (2) people standing on opposite sides.
 - Elevator buttons are high touch points and hand hygiene (sanitizer) should be used after elevator use.
 - Avoid leaning on the wall once inside the elevator.
 - Avoid touching your face after pushing the button. If possible, use the tip of a tool or key to push the button.
 - Wash or sanitize your Hands after leaving the elevator.
- Complete the task, clean work area, equipment/tools (see "TOOL USE" below) and disinfect where possible with disinfectant wipes or via cleaning service (caretaking/housekeeping) and lock room (as required). If caretaking/housekeeping is required, contact your supervisor to request the service.
- If using PPE, properly remove and dispose as per below guidelines.
- Wash hands with soap and warm water for twenty (20) seconds upon completion of the task; use sanitizer (60% alcohol) if soap and warm water are not available.
- Complete WR electronically as per standard practice.

7.2 WORKING IN RESIDENCE

- Check with Zone 3/5 Facility Manager or Maintenance Supervisor during regular hours or Senior Manager after hours to confirm if the room is under self-isolation.
- If the room occupant is under self-isolation and the work can be done remotely (via video or web conferencing) this is the preferred method. If it is emergency work and the occupant cannot

 UNIVERSITY OF CALGARY	Facilities / Facilities Management Operations & Maintenance / Zone Facilities Management	Document #	<i>FM-PRO-0004</i>
			Revision #
<h2 style="color: blue;">Working During a Pandemic</h2>			

complete the repair with guidance, then full PPE and physical distancing practices should be used.

- If the work is not emergency (i.e.: dripping tap into sink) the work should be held until the self-isolation period has ended.

7.3 PERSONAL PROTECTIVE EQUIPMENT


- Your work task and environment will dictate the PPE required.
- There are risks to not wearing/donning/doffing PPE properly; staff should be trained and follow instructions carefully.
- PPE should be considered carefully and used only when exposure cannot be controlled through physical distancing.
- Don PPE before entering the work area. PPE should generally be donned in this order: gloves, gown, mask, eye protections
- PPE should generally be doffed in this order: eye protections, mask, gown and gloves.
- When removing PPE, there is a very high risk of contamination and therefore another individual should watch you doffing the PPE and alert you to any possibility of contamination.
- Remove and discard carefully, either at doorway or immediate outside the room once the door has been closed.
- Immediately perform hand hygiene.
- Sanitize any reusable PPE (i.e.: face shield) with disinfectant wipes and allow to air dry for five (5) minutes.
- If possible, create a cordoned donning and doffing Zone that will avoid public from entering This can be done with yellow hazard tape banner.
- All PPE should be placed for disposal in a waste bag for immediate disposal and taken to an outside general waste container.
- Goggles should be washed with Soap immediately after usage.

7.3.1 GLOVE USE

- Gloves should be used in known contaminated areas where you may be exposed to contaminated people and/or surfaces.
- Gloves do not provide complete protection against hand contamination and should be used along with proper hand hygiene.
- Hand hygiene should always be performed before donning gloves and after doffing.
- **Note for electricians:** latex/nitrile gloves should be removed before donning electrician's gloves.

7.3.2 Donning Gloves:

- Check gloves and inspect to be sure there are no pinholes or tears.
- If gloves are ambidextrous, they can be worn on either hand. If not, align the glove's fingers and thumb with the proper hand before donning.

 UNIVERSITY OF CALGARY	Facilities / Facilities Management Operations & Maintenance / Zone Facilities Management	Document #	<i>FM-PRO-0004</i>
			Revision #
<h2 style="color: blue;">Working During a Pandemic</h2>			

- Insert five (5) fingers into the cuff and pull the cuff over the wrist.
- Check for a secure fit around the fingers and palm. The cuff should fit snugly around the wrist.

7.3.3 Doffing Gloves:

- Gloves should be removed as soon as gloves are damaged or when contact with a contaminated surface has ended.
- Grasp the outside edge of the glove near the wrist.
- Peel the glove away from the hand, turning it inside out. Hold it in the opposite gloved hand.
- Slide an ungloved finger under the wrist of the remaining glove, being careful not to touch the outside of the glove.
- Peel the remaining glove off from the inside, creating a “bag” containing both gloves and dispose of in a closed bin
- Hand hygiene should always be performed before donning and after doffing


7.4 TYVEK OR IMPERMEABLE SUIT

7.4.1 Donning Tyvek or impermeable suit:

- Wash or sanitize hands for twenty (20) seconds.
- Put on gloves in accordance with above instruction.
- Take Tyvek suit out of package and open suit with the top/zipper facing up.
- Remove your footwear, shake out suit and put legs in leg openings.
- Do not pull hard to ensure you do not rip suit.
- Zip up as far as you can, put on hoodie and put boots back on.
- Put on safety glasses/goggles or face shield, pull strap around the back of head.
- Put on N95 mask in accordance with below instruction.

7.4.2 Doffing Tyvek or full body suit:

- Remove mask in accordance with MASK USE below.
- Remove safety glasses/goggles or face shield off by leaning forward and removing the head strap and laying it on the ground.
- While still leaning forward, take off the hood, lifting it up and over trying to turn it inside out.
- Unzip the front all the way down and push shoulders behind you and pull your gloved hands out of material.
- As you push it down, you are rolling the material inside out.
- You can remove your boots at this time, ensure gloves are always touching the inside of the suit.
- When you remove your leg, step away from the suit.
- Next remove your gloves in an inside-out fashion.
- Dispose of single-use PPE in a closed bin and wipe down reusable PPE with disinfectant wipes

 UNIVERSITY OF CALGARY	Facilities / Facilities Management Operations & Maintenance / Zone Facilities Management	Document #	<i>FM-PRO-0004</i>
			Revision #
<h2 style="color: blue;">Working During a Pandemic</h2>			

- All PPE should be placed for disposal in a waste bag for immediate disposal and taken to an outside general waste container

7.5 MASK USE (non-medical or N95)

- WHO advises that if you are healthy, you only need to wear a N95 mask if you are working near a person with a suspected disease, or if you are coughing or sneezing. Masks are effective only when used in combination with proper hand hygiene. The N95 mask ([FIT TESTING MUST BE DONE](#) - Staff wellness) is only required for airborne generating procedures (if entering a known contaminated space) otherwise a non-medical mask is sufficient. If you wear a mask, you must know how to use it and dispose of it properly.

7.5.1 Donning mask:

- Before putting on a mask, clean hands with soap and warm water or hand sanitizer.
- Cover mouth and nose with mask and adjust to make sure there are no gaps between your face and the mask.
- Put on the bottom strap first around the back of the neck then the top strap at the top/back of your head.
- Avoid touching the mask while using it; if you do, clean your hands with hand sanitizer or soap and warm water.
- Replace the mask with a new mask as soon as it is damp and do not re-use single-use masks.

7.5.2 Doffing mask:


- It is important that you do not touch the front of the mask when removing.
- First tilt your head forward.
- Use two hands to grab the bottom strap, pull to the sides, then over your head.
- Next use both hands to grab the upper strap, pull to the sides, then over your head.
- Keep tension on the upper strap as you remove it, which will let the mask fall forward.
- All PPE should be placed for disposal in a waste bag for immediate disposal and taken to an outside general waste container.
- Perform hand hygiene.

7.6 EYE PROTECTION:

Eye protection includes safety glasses, safety goggles and if provided, safety visors.

7.6.1 Donning safety glasses or goggles

- Glasses/goggles should be cleaned before use to ensure clear vision.
- Do not use damaged glasses/goggles.

 UNIVERSITY OF CALGARY	Facilities / Facilities Management Operations & Maintenance / Zone Facilities Management	Document #	<i>FM-PRO-0004</i>
			Revision #
<h2 style="color: blue;">Working During a Pandemic</h2>			

- Hold glasses/goggles by the earpiece/headband and place them over face and eyes and adjust to fit.

7.6.2 Doffing safety glasses or goggles

- Do NOT touch the front of the glasses/goggles, lean forward and remove them by the earpiece/headband
- Disinfect using disinfectant wipes and air dry for five (5) minutes or discard in a closed general waste container if the eye protection was damaged during use.

7.7 VEHICLE USE

7.7.1 If you have a dedicated vehicle:

- Disinfectant wipes will be provided in your work unit touch down area. It is recommended that these are used to clean and disinfect vehicle touchpoints daily.
- Disinfect all hard surface touchpoints including door handles (inside and outside the vehicle), steering wheel, dashboard, gear shift, seat belt, etc.)

7.7.2 If you share vehicles:


- If more than one person will be travelling in a vehicle, passengers are **limited to one passenger per row of seating** to allow for physical distancing (i.e. two metres). It is recommended that seating is staggered (i.e. passenger in rear seating row does not sit directly behind the driver), and they should be wearing a mask (same as guidelines for two staff working together).

7.7.3 Proper Cleaning and Disinfecting:

- Remove or wipe away any visible soiling.
- Using the approved disinfectant wipe, apply to and rub the surface(s) that you wish to disinfect.
- Ensure that the disinfectant wipe is applied to the entire surface.
- Allow the disinfected surface(s) to air dry for five (5) minutes following application.
- Discard used wipe in a waste receptacle.

7.8 TOOL USE

- Treat tools like high touch points.
- Do not share tools unless absolutely necessary.
- If sharing tools, clean with disinfectant wipes and let sit for 5 minutes between uses.
- If a tool does not need to be used, do not take it out of the toolbox.
- After using a tool, wipe it down with a Disinfectant wipe and put it back in the toolbox.
- Perform hand hygiene.

 UNIVERSITY OF CALGARY	Facilities / Facilities Management Operations & Maintenance / Zone Facilities Management	Document #	<i>FM-PRO-0004</i>
		Revision #	<i>1.0</i>
Working During a Pandemic			

8.0 Record Retention


Record	Filed / Link	Retain for
Work request	Electronically	Indefinite

NOTE: Note: Please refer to University Archive – [Master Record Retention Schedule \(MaRRS\)](#) for guidance.

9.0 References and/or Related Documents

Reference upward to the procedures that the work instruction is controlled by and reference forms by control number used to create records. Also, reference other documents, standards or information that are relevant.

Document #	Document Title / Link
	World Health Organization
	Government of Canada
	Glove Use Information Leaflet - World Health Organization
	CDC: Doffing PPE
ISSA Tip Sheet	Recommendations for RISK ASSESSMENT for the Cleaning and Forensic Restoration Industry in Response to COVID-19.
Mask/PPE FAQ	UCalgary Staff Wellness
	COVID-19 Hazard and Control Register
CAR-SOP-0008	Red Team Routine Cleaning and Pandemic Outbreak Disinfection
CAR-SOP-0009	Green Team Routine Cleaning and Pandemic Outbreak Disinfection
CAR-SOP-0010	Blue Team Routine Cleaning and Pandemic Outbreak Disinfection
CAR-SOP-0011	Yellow Team Routine Cleaning and Pandemic Outbreak Disinfection
EUD	Shoulder to Shoulder Work Guidelines Pandemic Response

 UNIVERSITY OF CALGARY	Facilities / Facilities Management Operations & Maintenance / Zone Facilities Management	Document #	<i>FM-PRO-0004</i>
		Revision #	<i>1.0</i>
Working During a Pandemic			

Document #	Document Title / Link
FM-SOP-0002	Filed Level Hazard Assessment
Staff Wellness	N95 Fit Testing Information

Appendix A.0 Apply “Heading 5” Style for Appendix Heading Level 1

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A.1 Apply “Heading 6” Style for Appendix Heading Level 2

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A.1.1 Apply “Heading 7” Style for Appendix Heading Level 3

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