

Infrastructure Services Process for entering Private Buildings during a pandemic

General:

COVID-19 is an unprecedented situation and the City of Ottawa is committed to protecting staff and people in our community.

The Province of Ontario has allowed certain businesses and workplaces to reopen, including all **municipal construction projects**, as long as they comply with strict measures for public health and safe operations. In addition to the City's ongoing work on critical infrastructure projects, we are now able to resume work on other construction projects that were paused due to the COVID-19 outbreak.

The City is working closely with the industry and complying with restrictions and recommendations provided by municipal, provincial and federal health officials, as well as the Ministry of Labour, Training and Skills Development.

All individuals working for the City of Ottawa or providing services on behalf of the City are required to follow all recommendations by [Ottawa Public Health](#) and also Provincial directives, including those from the Ministry of Labour

This document is meant to supplement the City's **COVID-19 Entering Private Property Guideline**:

http://ozonehome.city.a.ottawa.ca/irj/servlet/prt/portal/prtroot/com.stellent.coo.wcmip.get_wcmpage?did=IPCT_591402&fromSearch=true

Communication Sample to owner/residents:

The City of Ottawa is undertaking a **(project, or investigation, or ...)** in your neighbourhood. This work involves **(scope of work)**.

As part of the **(project, or investigation, or ...)**, access to the inside of your home/building is required. The City only recommends access to the internal building if it contributes to the success of the **(project, or investigation, or...)**. In this case, access is recommended to **(description of why work is required)**.

Health and safety is paramount, and we are committed to keeping our residents, staff and representatives (Consultants, Contractors) safe.

- City staff are adhering to the guidelines set forth by the Ottawa Public Health and the Provincial Government.

- **(If applicable)** We have reviewed the health and safety plans from our **(contractor and/or consultant)** and it aligns with the guidelines set forth by Ottawa Public Health and the Provincial Government.

As part of this **(project, or investigation, or ...)**, you will be contacted directly by **(staff, consultant or contractor name)** to schedule an appointment for the required access inside your home. During the visit, only one person will normally be entering your home unless the work requires more than one person to be present. The entry will take approximately **(duration of visit)**.

When working in and around the general public, City staff and its representatives (Consultants, Contractors) are practicing physical distancing, wearing a non-medical cloth mask at all times, washing hands regularly and utilizing hand sanitizer when hand washing is not available.

Procedure:

The following procedure must be adhered to by all Infrastructure Services employees and its representatives (Consultants and Contractors) that are performing work for Infrastructure Services.

If entry into private dwelling is required – ask an adult resident or supervisor/manager of the private building (hereinafter referred to as “the Contact”) to answer the screening questions found below for all occupants/workers in the private building before scheduling the appointment and again immediately prior to entry.

Screening Checklist:

Is anyone currently living or working in the private building:

1. Do you have a fever and/or cough and/or difficulty breathing?
2. Have you travelled outside of Canada recently in the past month?
3. Have you had close contact with someone who has, or is suspected of having, COVID-19?
4. Have you had close contact with someone who has travelled internationally and has a fever and/or cough and/or difficulty breathing?
5. Are you self-isolating on the advice of a health care practitioner?

If the Contact has advised that no occupant/worker of the private building answers “yes” to any pre-screening questions, then entry may proceed. Ask the Contact to notify the

office if any occupant/worker of the private building develops symptoms in the next 14 days.

If Contact answers “Yes” to any pre-screening question for any occupant/worker, then re-schedule the appointment. Entry may not proceed.

If entry into private dwelling can proceed:

Advise the Contact that the City staff or City representative (Consultant, Contractor) will be wearing a non-medical cloth mask at all times. Request that the occupants/workers of the private building also wear non-medical masks when in the same room as the worker. In the event the occupants of the private building do not wear a mask and physical distancing is not possible and/or not maintained, the City Staff or City representative (Consultant, Contractor) will leave the private building.

City Staff and City representatives (Consultant, Contractor) shall perform self-assessment immediately prior to entry (Appendix A) and shall follow cleaning/sanitizing/disinfecting guidelines (Appendix A, B and C).

City Staff and City representatives (Consultant, Contractor) shall sanitize hands and tools prior to entry and upon completion of the work in each private building.

APPENDIX A

GUIDE FOR FIELD WORKERS: HOW TO BE SAFE IN THE FIELD AS A RESULT OF COVID-19

Refer to the following link for the current self-assessment protocol.

<https://covid-19.ontario.ca/self-assessment/>

Prior to coming to work staff should ask themselves the following 4 questions:

1. Do you have a fever and/or cough and/or difficulty breathing?
2. Have you travelled outside of Canada recently in the past month?
3. Have you had close contact with someone who has, or is suspected of having, COVID-19?
4. Have you had close contact with someone who has travelled internationally and has a fever and/or cough and/or difficulty breathing?

If you answer YES to any of the above questions, please DO NOT come into work and follow these steps.

1. Return to your home;
2. Self-isolate;
3. Call your Public Health, Telehealth, or your health care practitioner for direction; and
4. Advise your program manager.

City Staff performing field work while the COVID-19 provincial emergency continues:

- Staff should travel to work sites individually in a fleet vehicle to assist in maintaining the 2 m (6') radius recommendation for physical distancing.
- Staff using a fleet vehicle are required to wipe down the inside of the vehicle, including all controls, with a disinfectant wipe at the start of each shift.
- Staff at a work site should attempt to maintain the 2m (6') radius to allow for physical distancing from other fellow co-workers. Where not possible, use the precautions set out above.
- Daily work assignments/safety talks and tailgate meetings will be conducted in a manner that is consistent with the principle of physical distancing.
- When working in and around the general public, it is recommended that staff wear cloth masks at all times, practice physical distancing, wash hands regularly and utilize hand sanitizer when hand washing is not available.

- At a minimum, hands are to be washed/sanitized on breaks, before and after lunch, after using a piece of equipment and after using the washroom in accordance with OPH recommended handwashing procedures. The handwashing procedures are attached.
- Staff should actively promote physical distancing, including during lunches and breaks. Staff are encouraged to stay in their own vehicles.
- Common surfaces such as doorknobs, desktops, fleet vehicle steering wheels, handles and shift knobs should be wiped with a disinfectant wipe following lunches.
- Tools, equipment, computers should not be shared between staff and should also be disinfected with a wipe before and after use.

APPENDIX B



How to clean your vehicle to prevent the spread of germs

Ensuring the safety of you and your colleagues and preventing the spread of germs that could lead to COVID-19 is a priority. One of the steps we can take is to thoroughly clean shared spaces like our vehicles.

What is needed

- Cleaning wipes or
- A multipurpose disinfecting cleaning spray and clean cloth
- Gloves and eye protection

Where to clean

- Door handles – inside and out
- Door edges you might grab or lean on to get in/out
- Door grips/grab posts
- Seatbelts
- Arm rests
- Sun visors
- Steering wheels
- Steering columns
- Stick shift
- Keys
- Light controls
- Four-way flasher controls
- Toggle switches
- Radio control
- Heat control
- Seat controls/adjustments
- Cup holders
- Light panels (indoor)



How to clean

- Always read the cleaning product labels and follow safety instructions
- Each person cleans one side of the vehicle
- A thorough cleaning takes between 7-10 minutes

Why

- We all have a role to play in stopping the spread of COVID-19
- We are taking care of each other

ottawa.ca 3-1-1
TTY/ATS 613-580-2401

When to clean

- At the beginning of each shift
- At the end of each shift
- Any time you change teams or drivers in the vehicle

Cleaning Hotspots



To Disinfect – Disinfecting cleaning spray and cloth

- Spray thoroughly, making sure to wet all surfaces completely
- Allow to stand for 30 seconds minimum
- Wipe thoroughly with a clean cloth

To Disinfect – Cleaning Wipes

- Wipe surface thoroughly
- Lysol is effective after 10 minutes

Who can support you?

- Each person is responsible for keeping their vehicle clean
- Speak to a Supervisor if you have concerns/need supplies

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APPENDIX C

**Ottawa | Public Health
Santé publique**

Ottawa's health is in your hands

Proper hand washing helps prevent the spread of germs!

La santé d'Ottawa est entre vos mains

Bien se laver les mains aide à prévenir la propagation des germes!

1 Wet hands
Mouillez-vous les mains

2 Use liquid soap
Utilisez du savon liquide

3 Lather and rub for at least 15 seconds
Savonnez et frottez pendant au moins 15 secondes

4 Rinse hands
Rincez-vous les mains

5 Towel or air dry hands
Séchez vos mains avec une serviette ou un séchoir

6 Turn off taps with towel or your sleeve
Fermez le robinet avec une serviette ou votre manche

Ottawa Public Health.ca
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/Ottawa Sante