City of Edmonton

Employee Guide
COVID-19: Relaunch

Version 4 - June 9, 2020 - 5 p.m.
oncity.edmonton.ca/COVID-19
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WHAT'S NEW IN THE GUIDE:

Face Mask Reference Guide

The province has begun to make more masks available to Edmontonians at drive-thru locations across the city. Here’s a reference guide with more information about the types of masks, and how and when to wear them.

ETS@ Work

When transit fares resume June 15, City staff who participate in the ETS@Work program can use their pass as valid payment starting June 15. City staff will not have payroll deductions taken from their bi-weekly pay in June. If staff want to continue to temporarily suspend participation in
ETS@Work (e.g. if continuing to work from home for the next few months), please fill out the “Request to Exit” form on OneCity by June 19, so payroll deductions will not be taken in July or subsequent months.

*Please check the date of the guide in the footer to ensure you are reading the most up-to-date information. You may have to refresh your browser so you are reading the most recent version.*

To support you in this time of uncertainty the City has prepared this COVID-19 Relaunch Employee Guide.

Please take some time to read this guide and share it with your co-workers. The guide will be updated regularly as needed to ensure you have the most up-to-date information.

For more information:

onecity.edmonton.ca/COVID-19

edmonton.ca/COVID-19

Employee Health Nurses: 780-496-7853 and 780-496-7852 or EHSNurses@edmonton.ca
City of Edmonton Relaunch

The City of Edmonton is working closely with Alberta Health Services (AHS) and the Government of Alberta to monitor COVID-19, share information and assess potential health risks.

Stage 1 of the province's relaunch strategy took effect in Edmonton on Thursday, May 14. The re-opening included these types of businesses:

- Some retail businesses - furniture, clothing and book stores
- Farmers markets - all vendors
- Hair salons and barber shops
- Museums and art galleries
- Some outdoor recreation
- Daycares and out-of-school care - with occupancy limits
- Summer camps - with occupancy limits
- Post secondary institutions - flexibility on course delivery methods

Businesses did not have to open but this allowed business owners to decide if they were prepared and equipped to provide services while protecting employees and customers. With restrictions related to physical distancing, social gathering and hygiene still in effect, businesses had to adapt operations to ensure they are being followed.

The City of Edmonton responded to the above with a number of decisions and these are detailed in the City's online tool. You can search the services, programs, and projects that are impacted by the City's response.

The City's Office of Emergency Management, Workforce Safety and Employee Health, a COVID-19 cross departmental task team and COVID-19 communications teams continue to monitor the situation, and will continue to determine appropriate actions needed. More information and details can be found on the City's COVID-19 webpage, which is updated as needed.
RESOURCES FOR ALL EMPLOYEES

Working During COVID-19

The City continues to take strong preventive measures to help decrease the spread of the virus. Specifically, anyone who can reasonably and appropriately conduct their work from home is still being encouraged to do so - some considerations (e.g. necessary services, OH&S) and supervisor approvals may be required. See the Work From Home FAQ for more information.

Compensation and Leave

The City put together a compensation and leave program with benefits specific to COVID-19. This program will help protect you, our community and our organization. If you are sick, self-isolating or require accommodation relating to COVID-19, this program will provide the benefits available to you. These benefits will be made available for all employees to ensure that no one feels compelled to come to work when they are sick or self-isolating.

Review the Compensation and Leave FAQs for information. Additional information is provided within the FAQs for supervisors to clarify time reporting and how to support employees in various situations. As the situation continues to evolve, any changes to this program will be updated and communicated to employees.

ETS@ Work

When transit fares resume June 15, City staff who participate in the ETS@Work program can use their pass as valid payment starting June 15. City staff will not have payroll deductions taken from their bi-weekly pay in June. If staff want to continue to temporarily suspend participation in ETS@Work (e.g. if continuing to work from home for the next few months), please fill out the “Request to Exit” form on OneCity by June 19, so payroll deductions will not be taken in July or subsequent months.
- If you are not on City internet, you will need to access the form through the City portal.
- When completing the form, select “temporary” in the “Reason for Exit” section.

Based on the desired length of temporary suspension, participants may be asked to mail their ETS@Work pass to the Edmonton Service Centre (10111 104 Ave NW, 2nd Floor, Edmonton, AB T5J 0J4).

If staff want to resume participation in the program when they return to a work office location, please fill out the “Request to Resume” form when you have confirmation on timing from your supervisor. Please fill out this form 2-4 weeks in advance of returning to the office.

If staff want to permanently exit the ETS@Work program, please fill out the “Request to Exit” form on OneCity by June 19, so payroll deductions will not be taken in July or subsequent months.

For staff affected by temporary layoffs due to COVID-19, payroll deductions will not be taken while on temporary layoff.

Additional information about the ETS@work program is available on OneCity.

**Ergonomics at Home Guidelines**

Working from home may present some challenges such as using unfamiliar equipment and having new and different distractions. Watch this video to learn some tips about creating an ergonomic workspace to support your overall health, safety and wellness. Read this list of tips and tools for additional information.

**Rights and Responsibilities**

The City remains committed to protecting the health and safety of employees and the public. We all have the responsibility to maintain safety
in the workplace. Please read the Employee Rights and Responsibilities FAQ for more information.

**Safety**

The City's top priority remains the health and safety of employees and the public. An Employee Safety FAQ has been developed to respond to questions as we work to keep each other safe.

**Roles, Responsibilities and Expectations**

Everyone plays an important role in reporting and investigating near misses, unsafe work observations and incidents. Knowing your role and participating in the reporting and investigations processes builds a stronger safety culture.

<table>
<thead>
<tr>
<th>Role</th>
<th>Responsibilities and Expectations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workers</td>
<td>• Inform supervisors if you are unable to attend work.</td>
</tr>
<tr>
<td></td>
<td>• Inform your immediate supervisor if you are directed by AHS to take a COVID-19 test and then report the result of the test.</td>
</tr>
<tr>
<td></td>
<td>• As per AHS direction, stay home if you have flu-like symptoms for a minimum of 10 days from the start of symptoms, or until symptoms resolve, whichever is longer. Attend work if you are healthy unless you are on approved leave or have a work from home arrangement.</td>
</tr>
<tr>
<td></td>
<td>• Follow appropriate hand and respiratory hygiene practices to prevent the spread of illness.</td>
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<tr>
<td></td>
<td>• Treat everyone with respect as per the Respectful Workplace Policy.</td>
</tr>
<tr>
<td></td>
<td>• Cooperate fully if you are contacted by AHS in their investigation and tracing of close contacts of COVID-19 cases. Be thorough and complete in the information you share as this will ensure AHS can fully identify all close contacts and allow the City of Edmonton to identify areas needing decontamination.</td>
</tr>
<tr>
<td></td>
<td>• To align with the AHS’ Public Health Order for self isolation, submit an Application for Short Term Disability for absences related to symptoms of COVID-19 (including fever, cold and flu-like symptoms) that last for more than 10 calendar days. Reach out directly to the Disability Management Consultant in your area for questions and support if you experience...</td>
</tr>
</tbody>
</table>
symptoms beyond this time period. They will support you with the documentation and review further time off needed for your recovery.

- Complete the pre-work [COVID-19 Symptoms Self-Screening and Monitoring Process](#).
- Complete the [Fitness for Work Self-Screening](#) daily if you are working at the Expo Centre.
- If you are a first responder, you must complete the [First Responder self-assessment](#) before reporting to work each shift.

**Managers & Supervisors**

- Be familiar with the content of the Employee Guide and check back regularly for updates.
- Use the Supervisor Instructions for [COVID-19 Testing and Results](#) and seek advice from AHS to inform decision making about reporting requirements and answer employee concerns regarding when to self-isolate.
- Be familiar with the [Rapid Response to Symptomatic Person at Worksite process](#).
- Be available to employees. Ensure that employee concerns and questions are being answered. Seek answers by contacting one of the Occupational Health Nurses. If you will be absent, ensure a designate is available to carry out these responsibilities.
- Continue to monitor attendance levels of staff and assess the impact of absences on the provision of service. If services are impacted or are likely to be impacted, be sure to immediately inform your Director/Branch Manager.
- Consider operational impacts of employee requests but exercise flexibility when considering requests for leaves, particularly if the employee has a person in care who is ill or immunocompromised.
- Maintain confidentiality of medical information. Avoid sending emails to various persons discussing details of an employee’s absence/travel history.
- Communicate information to staff as it becomes available.
- Maintain a calm work environment and a respectful workplace.
- Continue to record employee absences. Refer to this [flowchart](#) for steps required in managing the employee absence and testing processes.
Joint Worksite Health & Safety Committee

- To ensure you and your staff have the latest information, you need to go to, and direct your staff to, onecity.edmonton.ca/covid-19. This page is updated as needed.
- Respond to workers’ questions and direct questions to the appropriate resources. Refer to the:
  - City Resources and Contacts and
  - External Resources and Information

Inside Information Service - COVID-19

The City is offering access to COVID-19 health and safety information through Inside Information (by phone only at this time). By calling 780-944-4311, you are able to access existing online COVID-19 resources and ask COVID-19 health and safety-related inquiries in a more comfortable and interactive way.

Training

All non-essential in-person training, including any class offered centrally through the Learning Centre, is still suspended. Where possible, options for virtual training are being explored, however in some circumstances, there may be a requirement for essential in-person training to ensure you are able to meet your work requirements in a safe and effective manner. If this is the case, your supervisor will ensure that your physical training environment is safe, AHS directives are being followed, and physical distancing measures are in place. Read the Training FAQ for more information.

Parenting During COVID-19

Parenting while schools and some childcare facilities are closed, as well as providing adequate and sometimes constant care with educational support, can be challenging. A good plan built around structure that allows for creativity and flexibility can help create an environment where everyone in the household can continue to have their needs met. This information sheet from Homewood Health offers good advice.
Working in a Virtual Environment

Inclusion

The City's Corporate Promise is “Working together, aligned with City Council, we enable a better life for all Edmontonians.” A key piece of this promise is working together, especially in the current virtual environment. The City defines inclusion as creating an environment in which all individuals feel like they belong and valued for their unique perspectives and skills. You should continue to feel like you belong - even when working from home. The five ideas outlined in the Inclusion in a Virtual Environment Guide can help you feel like you are still working together with your coworkers.

The Water Cooler

Water cooler chats organically happen when colleagues take a break from work-related tasks to discuss their hobbies, interests, and other things. It can provide a necessary break from the action and help to build connections and a sense of belonging. The City has a virtual Onecity page for you to stay connected while working apart. Please take a moment to swing by the City's virtual watercooler and share your story, photos, ideas and inspiration.

Respectful Workplace

As you continue to work from home and interact with colleagues virtually, it is important to remember the importance of sustaining and maintaining a respectful workplace and continuing to follow the City's Respectful Workplace Administrative Policy. Adapting to a temporary normal can be challenging, especially if you are used to having in-person meetings and conversations with colleagues and supervisors. Here are some tips and reminders on how to keep a respectful workplace. If you have a concern regarding any Respectful Workplace concerns, the Safe Disclosure Office remains open. For additional resources, please see Safe Disclosure Office.

Safe Disclosure Office

The Safe Disclosure Office is a place where you can talk about work-related matters that have to do with harassment, discrimination, or respectful workplace concerns, if you are unable to bring forward to your supervisor.
A Safe Disclosure Office Advisor will listen to your workplace concern, provide information about what to do and what the next steps are, and identify other resources that may be available to help.

To make an appointment to speak with the Safe Disclosure Office please email questions@safedisclosure.ca or call 1-844-298-6782. While in-person meetings are not being conducted at this time, you may still schedule an appointment and speak with an adviser over the phone.

Watch this short video from Kezia Pendleton, Safe Disclosure Lead, City of Edmonton for additional information.

**Managing Conflict**
Working in a virtual environment can be challenging and the risk of misinterpreting communication from a colleague can increase. Please read the tips on Managing and Preventing Conflict in a Virtual Environment to avoid conflict.

**Using Your Phone in Google Meet**
There are a couple of options you can use to join meetings if you'd like to use a phone for audio in Google Meet. Here are step-by-step instructions on how to use a phone for a Google Meet.

**Cyber Security**
With a lot of staff working from home, it is important to continue efforts to maintain online security. The Corporate Information Security Office has observed criminals are seeking to take advantage of these challenging times and people's eagerness to help each other. Please continue to do your part to protect the City's information and technology by following these practices.

**Privacy at Home**
It is important for you to think about privacy and keeping information secure when working from home. Here are Privacy FAQs to keep in mind.

**Changing Passwords**
One important security consideration is to ensure you continue to have a strong, regularly updated password. The process for changing passwords
when working from home can be different compared to when working in the office. Read the instructions on how to change your password.

Temporary Employee Layoffs

As a result of COVID-19, the City is facing lower revenues and decline in demand for services in some business areas, which has led to a difficult decision to proceed with temporary workforce reductions or layoffs. A temporary layoff is not a permanent termination of employment. Employees may be subject to layoff in areas where there is a slowdown of work, a facility closure or the reduction in services. The Employee Temporary Layoff FAQ has answers to common questions you may have.

Support for Employees

Being laid off can be very traumatic. Receiving news of a lay-off can cause an individual to experience unusually strong emotional reactions. Everyone will have their own response to hearing they are laid off. Whatever your response is, know that it is a normal reaction to an abnormal situation.

The City put together a summary of free and confidential resources that can help support your mental wellness. Refer to this document for available supports to help you through this stressful event.

Income Support

The Alberta Government and the Government of Canada will provide immediate financial relief to help Canadians facing hardship. Here is a list of supports and resources for employees that may need financial assistance.

The City also put together an FAQ document providing additional clarity on the current process for accessing federal income support for employees whose income has been impacted by the response to COVID-19. Refer to the update on Accessing Federal Income for information.

Mental Health

Caring for yourself and others in times of uncertainty can be challenging. In times like this, it is normal to feel anxious and worried, and not know what
to do. If you are feeling overwhelmed, taking a moment to acknowledge you are having a normal reaction to an abnormal situation can be a helpful first step. Whatever you are feeling is OK, but know there is help available.

Often when we face stress, our wellness practices and healthy habits may give way to other priorities or concerns. Maintaining your wellness physically, mentally and spiritually during times of stress is one of the most important things you can do both for yourself and those around you.

There are steps that you can take to recharge your own battery and prepare for life's changes. Check out the resources on the Employee Wellness and Supports page. Another great tool is the Personal Resilience Employee Plan you can use to help build resilience and support your wellbeing. Also consider these tips and resources to help you maintain your wellness.

The City offers free and confidential counselling services to all employees (permanent/provisional/temporary/probationary) and their families (e.g. spouses, children, and/or dependents). You can access these services by calling our Employee Assistance Program provider, Homewood Health at 1-800-663-1142.

If you have additional questions or are experiencing difficulty in accessing these supports please contact Lacey Ranslam at 780-496-5449 or John Dowds at 780-496-7863.

Grief

The changes you may be feeling as a result of COVID-19 can cause anxiety, confusion and fear. Whether you are dealing with your own grief or helping other people manage theirs, many supports are available to City employees. The City put together a Dealing with Change and Grief document with information about the impact grief can have.

Understanding the stages of grief may help you understand what you are feeling. Read more about the Stages of Grief and learn some helpful strategies for coping.

Domestic Violence
In many ways we are in unprecedented times, and with this can bring many challenges from financial restraints, shifts in routine, to isolation from social networks and support services. These conditions can accelerate or exacerbate domestic violence situations and may lead to increased rates of domestic violence. To ensure supports are in place, the City of Edmonton enhanced services. Employees who are experiencing domestic violence, will be provided a paid leave up to 10 days to seek assistance and support from a domestic violence situation. Should additional time be required, Disability Management will review options, including putting additional support and care in place. This leave can be arranged through your supervisor and/or Disability Management team (all private information will be held in confidence). If you have questions regarding how to support an employee experiencing domestic violence or if you would like support personally, you can access a City of Edmonton Social Worker experienced in the area of domestic violence by calling 780-496-4777. Please review Domestic Violence Supports in Times of Stress for more information.

**Online Supports and Resources**

Homewood Health, the City’s Employee and Family Assistance Plan provider, introduced Homeweb to all City of Edmonton employees (permanent/provisional/temporary/probationary) and their families (e.g. spouses, children, and/or dependents). Homeweb is an online platform that offers instant access to live chats, personalized health and wellness tools and e-courses from your phone, tablet or desktop. You can read about the Homeweb resource and the Homewood Health FAQs for additional information.

**Supporting Local Business and Organizations**

You may experience a need to reach out and help others but may not know where or how to start. Helping community organizations and supporting older people and other vulnerable groups during the COVID-19 pandemic may give you an opportunity to feel inspired. Read the list of things you can do to help Support Local Business and organizations.
## City Resources and Contacts

The table below identifies important City resources and contacts for concerns and questions related to seasonal influenza and COVID-19.

<table>
<thead>
<tr>
<th>Resource</th>
<th>Purpose/Use</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Occupational Health Nurse</strong></td>
<td>Information related to Occupational Health.</td>
<td>JoAnne Seglie&lt;br&gt;780-496-7852&lt;br&gt;<a href="mailto:joanne.seglie@edmonton.ca">joanne.seglie@edmonton.ca</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Melissa Frame&lt;br&gt;780-496-7853&lt;br&gt;<a href="mailto:melissa.frame@edmonton.ca">melissa.frame@edmonton.ca</a></td>
</tr>
<tr>
<td><strong>Safety Engagement Lead</strong></td>
<td>Information related to Occupational Safety.</td>
<td>Safety Engagement Lead Directory</td>
</tr>
<tr>
<td><strong>Disability Management</strong></td>
<td>Information related to sick leave.</td>
<td>Disability Management Consultants</td>
</tr>
<tr>
<td><strong>OneCity</strong></td>
<td>Articles and updates related to seasonal influenza and COVID-19.</td>
<td>Seasonal Influenza &amp; COVID-19 OneCity web page</td>
</tr>
<tr>
<td><strong>Homewood Health</strong></td>
<td>Information related to the Employee and Family Assistance Program.</td>
<td>Homewood Health</td>
</tr>
<tr>
<td><strong>City Chaplain</strong></td>
<td>Support and information to City employees and their families during challenging times.</td>
<td>John Dowds&lt;br&gt;780-496-7863&lt;br&gt;<a href="mailto:john.dowds@edmonton.ca">john.dowds@edmonton.ca</a></td>
</tr>
<tr>
<td><strong>Mental Health/Healthy Living Team</strong></td>
<td>Resources and information for your well being.</td>
<td>Jessica Culling&lt;br&gt;780 508 9272&lt;br&gt;<a href="mailto:jessica.culling@edmonton.ca">jessica.culling@edmonton.ca</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Lacey Ranslam&lt;br&gt;780 496 5449&lt;br&gt;<a href="mailto:lacey.ranslam@edmonton.ca">lacey.ranslam@edmonton.ca</a></td>
</tr>
<tr>
<td><strong>Labour Relations</strong></td>
<td>Questions and information</td>
<td>Denis Jubinville&lt;br&gt;<a href="mailto:denis.jubinville@edmonton.ca">denis.jubinville@edmonton.ca</a></td>
</tr>
</tbody>
</table>
regarding unions or collective agreements.

<table>
<thead>
<tr>
<th>Compensation</th>
<th>Information about time coding, overtime, seasonal/temporary staff.</th>
<th>Denis Jubinville <a href="mailto:denis.jubinville@edmonton.ca">denis.jubinville@edmonton.ca</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Working from Home</td>
<td>Information and questions about our work from home policy.</td>
<td>Dayle Pett <a href="mailto:dayle.pett@edmonton.ca">dayle.pett@edmonton.ca</a></td>
</tr>
<tr>
<td>Physical Distancing</td>
<td>Information and questions on how you can physically distance while at work.</td>
<td>Erin Walkom <a href="mailto:erin.walkom@edmonton.ca">erin.walkom@edmonton.ca</a></td>
</tr>
</tbody>
</table>

RESOURCES FOR FIRST RESPONDERS

Working During COVID-19

If you are a first responder, you must complete the First Responder COVID-19 Self-Assessment before reporting to work each shift. Testing will be prioritized for symptomatic individuals in the following roles:

- First responders, including Firefighters
- Those involved in COVID-19 enforcement, including Police, Peace Officers and Bylaw Officers

RESOURCES FOR SUPERVISORS

Information for Supervisors
During the COVID-19 response it will be common to see work environments and employee job duties change.

**Instructions for Testing and Results**

AHS has made several changes to their COVID-19 testing strategies over the past month in order to streamline requests and reduce wait times. Currently, all individuals experiencing symptoms will be prioritized for a test upon completing the online COVID-19 Self Assessment Tool. The City developed a document to help you navigate situations where an employee is worried they may be at risk of contracting COVID-19. Read the Supervisor Instructions for COVID-19 Testing and Results for instructions. Supervisors have the responsibility of monitoring and reporting COVID-19 test results of their employees.

**Responsibilities for Maintaining a Safe Workplace**

It is important you maintain awareness of the impact of existing safeguards such as having an adequate number of trained fire wardens and first aiders. You also need to use the existing hazard assessment process to determine how employees may be impacted by changes and continue to ensure safety in the workplace. You should review the Site and Job Specific Hazard Assessments and ensure all controls are still in place and no further actions are needed to address the changes.

It is the responsibility of a supervisor to ensure workers are informed of the hazards of the work environment and are adequately trained in all matters necessary to protect their health and safety, including before the worker performs a new work activity, uses new equipment or performs new processes, or is moved to another area or work site. In situations where respiratory protection equipment is required for regular operations or new tasks, please read the Respiratory Protection Equipment Guidelines for more information.

Training has to include explaining and giving information to workers about any new work activity, equipment, processes or work sites and the training requires a practical demonstration that the worker has acquired the knowledge or skill related to the subject matter.

**Tips on Handling Tough Conversations**
As a people leader, employees are looking to you to guide them through this difficult time, which will often include them bringing questions and concerns to you. Your behaviour and how you react can have a big influence on how people respond, and can help reduce the negative impact of these unprecedented times. Read the Tips on Handling Tough Conversations for information and guidance.

**Reporting of Safety Concerns**

While you have specific responsibilities for safety in the workplace, employees are also vitally important in keeping themselves and their coworkers safe. Engaged employees will see opportunities to make the workplace safer and should be encouraged to look for ways to make the workplace even safer.

Workers should raise any safety concern they may have directly to their supervisor, as per the normal processes. Unsafe work observations and near misses should continue to be reported through the Incident Data Collection Form.

**Working in a Virtual Environment**

**Respectful Workplace**

As employees continue to work from home and interact with colleagues virtually, it is important to remember the importance of sustaining and maintaining a respectful workplace and continuing to follow the City's Respectful Workplace Administrative Policy. Adapting to a temporary normal can be challenging, especially if you are used to having in-person meetings and conversations with colleagues. Here are some tips and reminders on how to keep a respectful workplace.

**Inclusion**

The City's Corporate Promise is “Working together, aligned with City Council, we enable a better life for all Edmontonians.” A key piece of this promise is working together, especially in the current virtual environment. The City defines inclusion as creating an environment in which all individuals feel like they belong and valued for their unique perspectives and skills. You should continue to feel like you belong - even when working
from home. The five ideas outlined in the Inclusion in a Virtual Environment Guide can help you feel like you are still working together with your coworkers.

**Recruitment**

The City is continuing to recruit for positions associated with essential services.

In light of physical distancing measures and the interest of the health and safety of employees and candidates, interviews will be conducted virtually (e.g. online or over the phone). Talent Acquisition Consultants are set-up and working from home and continue to support Hiring Managers as needed. Your Talent Acquisition Consultant is your point of contact and can help walk you through options suitable for your business area needs and candidates. Read the FAQs related to recruitment for more information.

**Inside Information**

In order to protect all City of Edmonton employees and prevent the spread of COVID-19, the City is asking that employees DO NOT visit Inside Information to get photos taken for Corporate ID Cards. Requests for new hire ID cards or replacement cards for current employees need to be emailed to insideinformation.frontcounter@edmonton.ca and accompanied with a photo. Once a request is received, Inside Information will send an email with full instructions.

The mail out option should be used for City employee renewals, while contractors will be emailed instructions for pick up. Additional information can be found on the Inside Information page on OneCity, or you can email or call 780-944-4311.

*NOTE: This is a temporary change in process. There has been interest in having a process like this available for many employees, so hopefully everyone can work together in making this work during this time.

**COVID-19 BACKGROUND**

The virus first appeared in the winter of 2019 and, due to the rapid manner in which it spread around the world, was declared a public health
emergency of international concern by the World Health Organization in February 2020. The virus was then characterized as a pandemic on March 11, 2020 because of the speed and scale of transmission. In most cases COVID-19 presents as a relatively mild flu with most people recovering within a few days. More severe symptoms may occur in some people, particularly those with certain underlying medical conditions.

As with the seasonal flu, symptoms include a sudden onset of respiratory illness with a fever (temperature greater than 38 degrees C or 100.4 degrees F), dry cough and difficulty breathing.

COVID-19 is believed to be spread mainly by coughing, sneezing or direct contact with someone who is sick. It can also spread by touching surfaces that a person with COVID-19 has touched. There is overwhelming evidence to support the vast majority of transmission is occurring at close range by droplets. AHS has clarified that COVID-19 is not airborne.

What Steps Can You Take to Protect Yourself and Others?

The most effective way to eliminate virus transmission in the workplace is for you to self-screen before work and self-isolate at home if you meet criteria outlined below. However, if you develop symptoms at a worksite, it is important to respond quickly and appropriately. Refer to the COVID-19 Symptoms Self-Screening and Rapid Response process.

All employees are required to assess their health each day before reporting to work. The best way to do this is to complete the AHS COVID-19 Self Assessment. This form has only a few simple questions and can be easily completed from a mobile device.

- Are you showing symptoms indicated in the AHS COVID-19 Self-Assessment;
- Have you travelled to anywhere outside of Canada and have since returned home;
- In the past 14 days, at work or elsewhere, while not wearing appropriate personal protective equipment:
  - have you had close contact with a confirmed or probable case of COVID-19;
○ have you had close contact with a person with acute respiratory illness who has travelled anywhere outside of Canada within 14 days prior to illness onset.

Anyone who is ill with influenza-like symptoms such as fever or cough needs to stay home and follow the Public Health Order to isolate and practice basic respiratory and hand hygiene, for a minimum of 10 days from the start of symptoms, or until symptoms resolve, whichever is longer.

If you have symptoms such as fever, cough and difficulty breathing and have traveled outside Canada or have been in contact with someone who has COVID-19, stay home and use the AHS COVID-19 Self Assessment tool to determine if you need to be tested for COVID-19. In this situation you will be required to self-isolate for 14 days. This Self Assessment tool includes a few short questions and can be done from a computer or a mobile device. For more information about what to do after a COVID-19 test is complete, see the COVID-19 Positive & Negative Test FAQ.

Upon completion of the online COVID-19 Self Assessment tool, you will be given further instructions, which may include calling Health Link 811 to arrange testing. AHS will also trace close contacts of presumptive or confirmed cases and will follow up with these individuals directly.

If you have chronic health conditions that may resemble symptoms of COVID, such as allergies, chronic cough, bronchitis etc., it is important to complete the AHS COVID-19 Self Assessment tool. You may be advised to be tested for COVID, if the result is negative you will be able to return to work once you have been asymptomatic for 48 hours.

If you are not seriously ill, do not go to a physician's office, a health care facility or a lab without consulting with Health Link 811 first. Only call 911 if you are seriously ill and need immediate medical attention. The average AHS Health Link response time has been affected due to volume of calls. Please remain on the line to keep your space in the queue. They are advising to try and call before 8:00 am or after 11:00 pm.

**Self-Isolation Instructions**
Follow these guidelines when Health Link or the COVID-19 Self Assessment tool asks you to self isolate.

**Infection Prevention Control Guide**

It is important to take steps, both at home and at work, to help prevent the spread of influenza and other viruses to co-workers, friends, family and the public. The most effective actions you can take to prevent the spread of infection are listed in the table below, along with the corresponding health rationale.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hand Hygiene</td>
<td>Wash your hands often with soap and water. If hand washing facilities are not available, clean your hands using an alcohol based sanitizer. Refrain from shaking hands or hugging.</td>
</tr>
<tr>
<td>Cough Etiquette</td>
<td>Cover your mouth and nose with a tissue when you cough/sneeze or cough/sneeze into your arm/elbow. Discard the tissue into the regular garbage. Avoid coughing/sneezing into your hand (be sure to wash your hands immediately if you do).</td>
</tr>
<tr>
<td>General Hygiene Practice</td>
<td>Avoid touching your eyes, nose or mouth after shaking hands or touching hard surfaces like door handles. After touching these surfaces disinfect your hands with hand sanitizer or wash with soap and water.</td>
</tr>
<tr>
<td>Environmental Decontamination</td>
<td>Disinfectant wipes can be used on items such as telephones and computer keyboards.</td>
</tr>
<tr>
<td>Self-Isolation</td>
<td>Stay away from work and avoid public places when experiencing symptoms.</td>
</tr>
</tbody>
</table>


**What can you do to stop the spread of infection?**

Wash your hands often and thoroughly with soap and water for at least 20 seconds. If soap and water are not available, you can use an alcohol-based (60%) hand sanitizer if your hands are not visibly dirty.
Avoid touching your eyes, nose or mouth with unwashed hands. Cover your mouth and nose with a tissue when you cough or sneeze, or cough or sneeze into your sleeve.

Throw used tissues in the garbage, and immediately wash your hands with soap and water for at least 20 seconds making sure you dry them thoroughly, or use alcohol based hand sanitizer.

Avoid sharing household items such as dishes, drinking glasses, cups, eating utensils, towels, pillows, or other items with other people in your home. After using these items, you should wash them thoroughly with soap and water, place in the dishwasher for cleaning, or wash in the washing machine.

Regularly clean and disinfect frequently touched and shared surfaces such as doorknobs and counters.

**Physical Distancing**

Physical distancing refers to measures you can take to reduce the likelihood of you, your family or your co-workers coming into contact with a communicable disease. It’s a matter of minimizing controllable risks, focusing on safety and being practical.

The City has come up with a number of measures to encourage you to follow physical distancing, including transitioning from face-to-face meetings to virtual meetings and conference calls. See the [Physical Distancing FAQ](#) for more information.

**Face Coverings**

With the heightened level of risk due to reopening, Alberta Health requires employees who work within six feet (two metres) of each other or the public to wear face masks when engineering and/or administrative controls are not in place. A [video](#) and [guide](#) have been created to explain more on the types of masks, procedures and controls we have in place at the City. Please take the time to review and share with your teams.

While a cloth face covering may slow the spread of the COVID-19 virus by individuals who have the virus but are not yet showing symptoms, wearing a mask is not intended to replace other COVID-19 measures like increased
cleaning and disinfecting procedures or keeping two meters apart from others. Read additional information here. Employees and Supervisors can review the City's Face Covering FAQs for answers to various scenarios.

The City also collaborated with AHS and Dr. Chris Sikora, the Edmonton Zone Medical Officer for Health, to produce an educational video that provides additional clarity around wearing masks and gloves.

Read the Government of Alberta’s Guidance for Wearing Non-medical Face Masks for the General Public for more information on other protective measures.

**ABTraceTogether App**

Quickly identifying positive cases and tracing close contacts to contain outbreaks is an important part of Alberta’s response to the COVID-19 pandemic, and preventing the spread. The Government of Alberta recently launched the ABTraceTogether App that speeds up AHS’ manual tracing of potential contacts of confirmed cases. For more information about this COVID-19 contact tracing App and how to download click here.

**Travel Restrictions**

Travel restrictions are in place for business related travel and there are also impacts on personal travel. These restrictions and impacts apply to all City of Edmonton employees, consultants, contracted employees, and those whose travel is funded by the City of Edmonton. See the Travel Restrictions and Considerations FAQs for more information.

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**External Resources and Information**

The table below identifies important external resources and information related to seasonal influenza and COVID-19.

<table>
<thead>
<tr>
<th>Resource</th>
<th>Purpose/Use</th>
<th>Contact</th>
</tr>
</thead>
</table>

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<table>
<thead>
<tr>
<th>Organization</th>
<th>COVID-19 Source</th>
<th>COVID-19 Source Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alberta Health Services (AHS)</td>
<td>COVID-19 and Infection Prevention Control</td>
<td>AHS COVID-19</td>
</tr>
<tr>
<td>Public Health Agency of Canada</td>
<td>COVID-19</td>
<td>Public Health Agency of Canada</td>
</tr>
<tr>
<td>World Health Organization (WHO)</td>
<td>COVID-19</td>
<td>WHO COVID-19</td>
</tr>
</tbody>
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