COVID-19 INFORMATION

GUIDANCE FOR DOOR-TO-DOOR, HOME-BASED AND MOBILE BUSINESSES

Overview

Under current Chief Medical Officer of Health Orders, businesses and entities are required to:

- implement practices to minimize the risk of transmission of infection among attendees;
- provide procedures for rapid response if an attendee develops symptoms of illness;
- ensure that attendees maintain high levels of sanitation and personal hygiene;
- comply, to the extent possible, with the COVID-19 General Relaunch Guidance, this guidance, and any other applicable Alberta Health guidance found at: https://www.alberta.ca/guidance-documents.aspx.

This document has been developed to support home-based, mobile and door-to-door businesses in reducing the risk of transmission of COVID-19 among attendees (including workers, volunteers, patrons and the general public). The guidance provided outlines public health and infection prevention and control measures specific to these businesses.

This document and the guidance within it is subject to change and will be updated as needed. Current information related to COVID-19 can be found: https://www.alberta.ca/covid-19-information.aspx.

COVID-19 Risk Mitigation

<table>
<thead>
<tr>
<th>General</th>
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<tr>
<td>• Encourage and facilitate staff and attendees to stay up to date with developments related to COVID-19.</td>
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<td>• Notify attendees (e.g., staff and clients) of the steps being taken to prevent the risk of transmission, and the importance of their roles in these measures.</td>
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<td>• All Albertans must follow CMOH Order 05-2020, which establishes legal requirements for quarantine and isolation.</td>
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<td>• Encourage clients to wear masks for appointments where direct client interaction occurs.</td>
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For services that are longer in duration, it may be necessary for mask changes. Masks should be changed when damp, soiled or torn.

- Operators and attendees should keep up to date with the masking requirements set at the local level.
- Maintain physical distancing of 2 metres between providers and clients, where possible.
- For services not already required to do so, it is strongly recommended that client contact information be kept for a rolling four-week period. This will assist in public health contact tracing where necessary. See the General Relaunch Guidance for more information.

- Providing information is voluntary for clients. A business must obtain an individual’s consent and notify them about the purpose and legal authority for the collection.
- Any personal information that is collected for COVID-19 contact tracing can only be used for this purpose, unless an individual provides their consent.
- Consider implementing active screening of clients, staff and customers for symptoms of fever, sore throat, cough, runny nose or difficulty breathing.
  - The Alberta Health Services COVID-19 Self-Assessment tool can be used to arrange testing.
  - Rebook or reschedule appointments or sales for clients or customers who do not pass COVID symptom screening.
- Consider adjusting or waiving cancellation fees for clients or customers who cancel appointments or do not pick up merchandise due to quarantine, isolation or illness.
- Obtain a sufficient supply of masks, gloves, hand sanitizer, hand soap, disinfectants, cleaning materials and sterilization equipment (if necessary) before providing services.
- Use contactless electronic payment and avoid cash payments, where possible.

### Hand Hygiene and respiratory Etiquette

- Complete hand hygiene prior to, during and following the service or visit.
- Encourage clients and customers to practice hand hygiene before and after the service or visit.
- Hand sanitizer containing at least 60% alcohol should be available at the entrances, exits and throughout the area of the home in which patrons will attend.
- Encourage respiratory etiquette (e.g., coughing or sneezing into a bent elbow, promptly disposing of used tissues in a lined garbage bin).
# COVID-19 INFORMATION

## GUIDANCE FOR DOOR-TO-DOOR, HOME-BASED AND MOBILE BUSINESSES

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<tr>
<th>Workers in Home-Based Businesses</th>
<th>Mobile Services Provided at a Client’s Home</th>
<th>Service and Sale Offered Within a Provider’s Home</th>
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</table>
| • Self-monitor for symptoms of cough, fever, shortness of breath, runny nose or sore throat. | • Ensure that sufficient supplies of masks, gloves, hand sanitizer, disinfectants, and cleaning materials for providers and clients are available that are appropriate to the service.  
  o Refer to any other applicable guidance appropriate to the nature of the service. | • Businesses are advised to have their clients pre-book appointments online or by phone. Walk-in service and sales should be discouraged. |
| • Providers and owners who have symptoms, who have travelled internationally in the past 14 days, or who have been in close contact with a known case of COVID-19 in the past 14 days must postpone services and the in-person sale of goods. | • Maintain physical distancing from other household members and pets not required to be present for the sale or service. | • Consider providing contactless delivery or mail-order options for ill or isolating customers and those at greater risk for severe outcomes. |
| • Wear masks (procedural/surgical or non-medical) while working directly with clients, especially when physical distancing cannot be maintained. | • Pre-screen clients for COVID-19 before arriving for the appointment. | • Screen clients and remind them that they should not enter if they have any symptoms of COVID-19 or are isolating. |
| • Wash or sanitize hands before starting work, before and after each client service or sale, and after any other activity (e.g. breaks, washroom use). | • Never provide services in areas of the home where a household member is isolating due to COVID-19 restrictions. | • If providing food or beverages to clients or customers, do not allow self-service. Serve clients directly and collect and wash or discard used containers or dishes immediately. |
| | • Mobile personal service or wellness service providers are expected to follow any additional applicable guidance. | • Allow clients and customers to handle their own personal items.  
  o Ask customers to avoid unnecessary handling of retail products. |
| | | • Ask clients to attend appointments unaccompanied, unless necessary (e.g., a parent or guardian). |
| | | • To prevent gathering, ask clients not to arrive more than five minutes before scheduled appointments. |
### COVID-19 INFORMATION

**GUIDANCE FOR DOOR-TO-DOOR, HOME-BASED AND MOBILE BUSINESSES**

| Foods Produced in and/or Sold from the Home | - Space appointment times to ensure service areas and equipment can be properly cleaned and disinfected, as necessary, between clients.  
- Where waiting areas are not large enough to enable 2 metres of distancing, ask clients to wait outside or in vehicles and text or call clients when they can enter.  
- Remove non-essential high-touch items like magazines and toys.  
- Keep other household members and pets away from the service area.  
- If anyone in the household is in isolation, they must be kept away from the area where services and sales occur.  
- Practice hand hygiene before handling and/or packaging goods.  
- Follow applicable [guidance](#) for home-based personal services or wellness services offered in the home.  
- This guidance is additional to requirements for food related businesses set out in the [Food Regulation](#) and [Food Retail and Foodservices Code](#) and guidance for [Low-Risk Home-Prepared Food](#) operators. |
| Door-to-Door Interactions, Sales | - Bring hand sanitizer with at least 60% alcohol content to use before and after each interaction.  
- Wear a mask if you may be required to come within 2 metres of another person.  
- Bring disinfectant wipes to disinfect touched surfaces, such as payment devices, door knobs and door bells.  
- After ringing the bell or knocking, step back at least two metres before speaking with residents.  
- Use contactless payment, where possible, such as directing residents to web payment options.  
- Charitable organizations accepting cash donations should consider using an enclosed container with a slot to avoid handling cash.  
- Avoid using sharing high-touch objects such as shared pens, clipboards and tablets.  
- While in the community, ensure staff observe the Guidance for [Multi-family Dwellings, Condominiums and Apartment Buildings](#). |
| Rapid Response Plan | - Develop a rapid response plan that sets out fast-action for symptomatic clients, customers or staff, or for staff who test positive for COVID-19.  
  - Immediately isolate the symptomatic person from others.  
  - Clean and disinfect all surfaces they may have come into contact with.  
  - Require hand hygiene and masking of the symptomatic person until they can travel home for isolation. |

[alberta.ca/BizConnect](http://alberta.ca/BizConnect)

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o Eliminate any home-based services or production/sale of goods in the event that a worker in the home is required to isolate.