

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

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

General	<ul style="list-style-type: none">• Notify clients and customers of the steps being taken to prevent the risk of transmission, and the importance of their roles in these measures.• Consider displaying the company COVID plan and procedures on a website for customers to review. Ensure all staff and volunteers understand the plan.• Encourage respiratory etiquette (e.g., coughing or sneezing into a bent elbow, promptly disposing of used tissues in a lined garbage bin).• Encourage clients and customers to practice hand hygiene before and after the service or visit.• All Albertans must follow CMOH Order 05-2020, which establishes legal requirements for quarantine and isolation.<ul style="list-style-type: none">○ Anyone with symptoms of COVID-19; with a history of international travel in the last 14 days; or with close contact with a confirmed case of COVID-19 in the past 14 days must remain at home.• Encourage clients to wear masks for appointments where direct client interaction occurs.<ul style="list-style-type: none">○ Ask clients to supply their own mask or have a supply of masks on hand.○ For services that are longer in duration, it may be necessary for mask changes. Masks should be changed when damp.
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- Maintain physical distancing of two 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 two-week period. This will assist in public health contact tracing where necessary.
 - 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.
 - Information about clients will only be requested by Alberta Health Services if a potential exposure occurs.
 - An organization must make reasonable security arrangements to protect the client or customers personal information.
 - Any personal information that is collected for COVID-19 contact tracing can only be used for this purpose, unless an individual provides their consent.
 - For more information, the Office of the Information and Privacy Commissioner has released [Pandemic FAQ: Customer Lists](#) about collecting personal information from customers during the COVID-19 pandemic.
 - For questions about operator obligations under the *Personal Information Protection Act* (PIPA), please contact the FOIP-PIPA Help Desk by phone at 780-427-5848 or by email at sa.accessandprivacy@gov.ab.ca.
- Consider implementing [active screening](#) of clients 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.
- 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.
 - Eliminate any home-based services or production/sale of goods in the event that a worker in the home is required to isolate.

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	<ul style="list-style-type: none"> • 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.
<p>Workers in Home-Based Businesses</p>	<ul style="list-style-type: none"> • Self-monitor for symptoms of cough, fever, shortness of breath, runny nose or sore throat. • 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. • Wear masks (procedural/surgical or non-medical) while working directly with clients, especially when physical distancing cannot be maintained. • 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).
<p>Mobile Services Provided at a Client’s Home</p>	<ul style="list-style-type: none"> • 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. <ul style="list-style-type: none"> ○ Refer to any other applicable guidance appropriate to the nature of the service. • Maintain physical distancing from other household members and pets not required to be present for the sale or service. • Pre-screen clients for COVID-19 before arriving for the appointment. • Never provide services in areas of the home where a household member is isolating due to COVID-19 restrictions. • Mobile personal service or wellness service providers are expected to follow any additional applicable guidance.
<p>Service and Sale Offered Within a Provider’s Home</p>	<ul style="list-style-type: none"> • Businesses are advised to have their clients pre-book appointments online or by phone. Walk-in service and sales should be discouraged. • Consider providing contactless delivery or mail-order options for ill or isolating customers and those at greater risk for severe outcomes. • Provide hand sanitizer with at least 60% alcohol content for client use as they enter and exit.

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	<ul style="list-style-type: none">• COVID-19 signage should be posted in highly visible locations:<ul style="list-style-type: none">○ “Help prevent the spread” posters are available.○ When possible, provide necessary information in languages that are preferred by clients.• Screen clients and remind them that they should not enter if they have any symptoms of COVID-19 or are isolating.• 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.• Allow clients and customers to handle their own personal items.<ul style="list-style-type: none">○ Ask customers to avoid unnecessary handling of retail products.• Ask clients to attend appointments unaccompanied, unless accompaniment is necessary (e.g., a parent or guardian).• To prevent gathering, ask clients not to arrive more than five minutes before scheduled appointments.• Where waiting areas are not large enough to enable two-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.• Space appointment times to ensure service areas and equipment can be properly cleaned and disinfected, as necessary, between clients.• Practice hand hygiene before handling and/or packaging goods.• Follow applicable guidance for home-based personal services or wellness services offered in the home.
Foods Produced in and/or Sold from the Home	<ul style="list-style-type: none">• 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 Sales, Fundraising and Campaigning	<ul style="list-style-type: none">• 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 two metres of another person.• Bring disinfectant wipes to disinfect touched surfaces, such as payment devices, doorknobs and door bells.

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- After ringing the bell or knocking, step back at least two metres before speaking with residents. Suggest residents speak with the door closed or through a nearby window if they prefer.
 - 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.
 - Organizations doing collections (such as bottle or food drives) should consider advising neighborhoods of the drives in advance through fliers, newsletters and/or social media and conduct contactless pick-up where possible.
 - Avoid using sharing high-touch objects such as shared pens, clipboards and tablets.
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