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 General Relaunch Guidance, this guidance, and any other applicable Alberta Health guidance found at: https://www.alberta.ca/biz-connect.aspx.

This document is developed to support owners and operators of office buildings in reducing the risk of transmission of COVID-19 among attendees (including workers, volunteers, visitors, and general public). The guidance provided outlines public health and infection prevention and control measures specific to office buildings.

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

COVID-19 Risk Mitigation

### Before Re-opening

- Buildings that have been unoccupied for long periods of time have had reduced or no water flow through the plumbing system. This leads to the stagnation of water in pipes. Prior to re-opening, each site should ensure fresh water replaces the stagnant water in drinking water lines. See Guidance for Flushing Water Systems.

### General Guidance

- Office buildings often have multiple tenants. Owners and operators should advise each tenant of their responsibility to implement COVID-19 prevention measures outlined in the COVID-19 General Relaunch Guidance, and any other applicable guidance, in their work spaces.

- The building owner and operator should ensure prevention measures are implemented in all common areas of the building (e.g. elevators, stairways, entrances, concourses, food courts).

- If contractors are employed in the workplace, owners and operators should develop plans to communicate with the contracting company regarding modifications to work processes and requirements for the contractors to prevent transmission of COVID-19.
Screening & Response Plan

- Owners and operators should post signs throughout the building to remind attendees that:
  - Anyone with symptoms of COVID-19, or who has travelled internationally or been in close contact with a case of COVID in the past 14 days should stay home.
  - Tenants should self-screen for symptoms, using the COVID-19 Self-Assessment tool.
- Owners and operators should develop a building-wide rapid response plan to respond or assist in the event that an attendee or tenant shows symptoms of COVID-19.
- Tenants should be familiar with and follow the building’s rapid response plan, and develop rapid response plans for their own employees that align with the building operator’s plan.
- Rapid response plans should include:
  - Immediately isolating the symptomatic person from others.
  - Requiring hand hygiene and masking of the symptomatic individual.
  - Cleaning and disinfecting all surfaces that the symptomatic person may have contacted.
  - Safe transport of the symptomatic person to their home for isolation.
- To support public health contact tracing efforts in the event that an attendee tests positive, operators should maintain lists of the names and contact information of all onsite building staff and contractors and should request that tenants maintain daily attendance records for their onsite staff, contractors, and volunteers.
  - The building operator and each of its tenants must obtain an individual’s consent and notify them about the purpose and legal authority for the collection.
  - Tenants are not required to provide contact lists to the building operator.
  - Information about attendees will only be requested by Alberta Health Services public health officials if a potential exposure occurs onsite.
  - Records should only be kept for up to 2 weeks. The operator and each of the tenants must make reasonable security arrangements to protect any 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.
### Physical distancing

- All attendees at the office building (including staff, contractors, volunteers, and visitors of the building operator or its tenants) should maintain a distance of at least two metres from all other attendees who are not part of the same household.
- For informal gatherings onsite, follow current guidance.
- In areas where tenants or attendees could have close contact (less than two metres), such as meeting rooms, break rooms, cafeterias or dining halls, locker rooms, check-in areas, waiting areas, and routes of entry and exit, the operator or building tenants should consider physical controls such as:
  - Placing barriers, partitions or cubicle walls between attendees.
  - Reducing or removing seats from waiting areas, lunch rooms and dining areas.
  - Arranging desks, work spaces, breakrooms and any other common spaces to either accommodate two metres between individuals.
  - Partitioning urinals that are less than 2 metres apart.
- Where physical controls are not possible or appropriate, the operator and building tenants should consider:
  - Reducing the number of attendees onsite at one time by having employees work from home at increased frequencies.
  - Directing traffic flow with signs, ropes, or floor decals.
  - Consider posting signs at elevators limiting capacity per elevator car.
  - Staggering employee start and end times.
  - Establishing dedicated entry and exit points into busy areas.
  - Eliminating back-to-back meetings in meeting rooms, or ensuring that shared work-spaces are thoroughly cleaned and disinfected between users.
- Develop strategies to minimize the handling of objects between multiple attendees (i.e. self-serve supply rooms) and ensure frequent cleaning and disinfecting of communal objects (e.g., copiers, shredders, paper cutters).
  - Remove unnecessary, frequently-touched items that cannot be easily cleaned, such as newspapers, magazines, puzzles or toys.
- Post signage to reinforce distancing, hand hygiene and respiratory etiquette.
- Operators and tenants can encourage onsite staff and contractors to incorporate physical distancing considerations into normal work activities by:
  - Working from home where possible and appropriate.
  - Offering options for virtual participation in all meetings and gatherings.
  - Booking higher-capacity meeting rooms to ensure that all in-person attendees can physically distance.
### Guidance for Office Buildings

#### Cleaning and Disinfecting

- Wiping down high-touch surfaces such as on/off buttons, computer mice, and keyboards in meeting rooms before and after using them.
- Consider asking staff, contractors, volunteers, and visitors to use masks or barriers if unable to maintain physical distancing.

**Operators and tenants should:**
- Increase the frequency of cleaning and disinfecting of high traffic areas, common areas, elevators, and washrooms.
- Frequently clean and disinfect high-touch/shared surfaces such as:
  - Doorknobs, light switches, toilet handles, faucets and taps, elevator buttons, railings.
  - Conference room equipment such as phones, remote controls, keyboards, pin pads, counters, and mice.
  - Equipment handles, hand tools, machinery control panels, seat belt buckles, joysticks, steering wheels and controls on powered mobile equipment.
- Consider scheduling cleaning and maintenance services outside of normal working hours to minimize the number of people in the office building at one time.
- Consider providing disposable towels and spray cleaners, or disposable wipes, to tenants, contractors, volunteers and (as necessary) visitors to regularly clean commonly used surfaces such as tables and countertops.

#### Heating, Ventilation and Air Conditioning (HVAC)

- Increase total airflow supply to occupied spaces, if possible.
- Consider using natural ventilation (i.e., opening windows if possible, practical and safe to do so) to increase outdoor air dilution of indoor air when environmental conditions and building requirements allow.
- Increase air filtration as high as possible without significantly diminishing design airflow or overloading the system.
- Consider running the building ventilation system even during unoccupied times to maximize fresh air turnover.
- Improve central air filtration to the highest rate compatible with the filter rack.
- Increase inspection frequency of filtration system and ensure filters are within service life and appropriately installed.
### COVID-19 INFORMATION

**GUIDANCE FOR OFFICE BUILDINGS**

<table>
<thead>
<tr>
<th><strong>Food Courts and Restaurants</strong></th>
<th>All food service providers and licensed drinking establishments in office buildings must adhere to the Food Regulation and follow the guidance for Restaurants, Cafes, Pubs and Bars to the extent possible.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Further, food courts in office buildings should take the following measures to reduce the risk of transmission of COVID-19:</td>
</tr>
<tr>
<td></td>
<td>○ Space out tables to allow for physical distancing between dining groups.</td>
</tr>
<tr>
<td></td>
<td>○ Reusable trays should be washed and sanitized between each user or replaced with take-away containers and bags.</td>
</tr>
<tr>
<td></td>
<td>○ Increase cleaning and disinfecting frequency of shared objects and high-touch surfaces, such as condiment dispensers, tables, and garbage receptacle handles.</td>
</tr>
<tr>
<td></td>
<td>○ Ensure that line-ups for food service do not extend into dining areas.</td>
</tr>
<tr>
<td></td>
<td>○ Manage line-ups and traffic flow to promote physical distancing.</td>
</tr>
<tr>
<td></td>
<td>○ Provide hand sanitizer for attendees.</td>
</tr>
<tr>
<td></td>
<td>○ Consider turning down music so patrons can communicate without having to ‘lean in’ or talk loudly/shout.</td>
</tr>
</tbody>
</table>