COVID-19, a disease caused by the coronavirus SARS-CoV-2, was declared a global pandemic by the World Health Organization (WHO) on March 11th, 2020. To help ensure the safety of all staff and the required operation of our department during these extraordinary times, the following protocols will be in place until further notice:

1. Stay home if you are feeling unwell and report your absence through the Absence Notification Tool as well as follow your standard departmental communication channels. The Absence Notification Tool can be accessed by the following link: https://www.uwo.ca/hr/safety/topics/covid_19/absence_tool.html

2. A COVID-19 self-assessment must be completed by all employees prior to reporting to work each day and can be accessed through the email sent daily titled “Action Required: COVID-19 self-assessment and absence notification or at the following link: https://www.uwo.ca/coronavirus/self-assessment.html

3. Western University has implemented a COVID-19 Vaccination Policy (MAPP 3.1.1) effective September 7, 2021, which must be complied with in order to attend campus. This policy is inclusive of procedures relating to events and visitors on campus (https://www.uwo.ca/univsec/pdf/policies_procedures/section3/mapp311_covid19.pdf)

4. In compliance with Western’s mandate, FM requires the use of Medical-grade (ASTM Level 3) masks, or higher-level mask, such as a N-95 mask, in the presence of others and in common and shared spaces on campus. These act as a personal protective measure to protect others from potential infectious droplets. (https://www.uwo.ca/coronavirus/health-safety/index.html)

5. Maintain physical distancing of at least 2 meters and limit gatherings in shops, work areas, washrooms, change rooms, lunch rooms and on job sites by staggering shifts, breaks, lunches and job tasks. Medical-grade (ASTM Level 3) masks and eye protection (face shield, safety goggles or glasses or mask with integrated eye protection) must be used if required to work within 2 meters of others. It is strongly encouraged to avoid working within 2 meters of others, unless absolutely necessary.

6. Food and beverages shall not be prepared or consumed in shops or work areas. Only approved locations such as lunch rooms or designated spaces shall be used to prepare and consume food and beverages. Wash your hands with soap and water and/or use hand sanitizer frequently. Avoid touching surfaces where possible and disinfect frequently touched surfaces before and after use.

7. FM vehicles and landscape equipment shall be used by a single occupant and have frequently touched surfaces (such as steering wheel, controls, door handles, keys) disinfected by the
operator of the vehicle before and after each use. In the case of the FM Personnel Shuttle, it will operate with reduced capacity and a plexiglass barrier has been installed and will serve in place of required eye protection for the driver.

8. FM employees are operating under the presumption that all Western employees have completed the required Return to Campus Protocol for responding to requests. The COVID-19 Self-Assessment and the COVID-19 Vaccination Policy will be used to assist FM personnel in their preparedness when responding to calls and meeting with persons on the premises.

9. Additional disinfecting wipes, hand sanitizer and gloves have been obtained and are available for staff. It is required that staff clean their equipment (vehicles, tools, computer keyboards, phones, radios, laptops, seating, etc.) before and after use.

10. Protocol for responding to Residences/Housing:

Residents/occupants must display a cleared COVID-19 Self-Assessment (https://www.uwo.ca/coronavirus/self-assessment.html) to FM personnel prior to entering the room/suite/unit. In the case that the resident is unable to produce a cleared health screening result the FM personnel will not enter room/suite/unit.

Appendix A (Residence/Housing Maintenance Response Flowchart) provides additional information to assist FM employees with their response and preparedness. The FM employee will be provided with a wallet-sized card containing a QR code for Ontario’s COVID-19 Self-Assessment (https://www.uwo.ca/coronavirus/self-assessment.html) (Appendix B).

Personal Protective Equipment (PPE) including a Medical-grade (ASTM Level 3) mask, face shield, safety glasses/goggles or mask with integrated eye protection, disposable gloves, and a disposable gown is available to FM personnel through Stores. This PPE is not required but is available as an added level of protection. This PPE measure is not intended to be used for a confirmed self-isolation or quarantine as Western’s Occupational Health Physician and Biological Safety Officer OR Hazmat team will be contacted and provide direction and support.

If it becomes necessary to work within 2m of a student or other community member, a disposable gown must be worn. Working in close proximity should be avoided wherever possible. In traditional style buildings, where staff are working on occupied floors, a face shield, safety glasses, goggles or mask with integrated eye protection must be worn. Such eye protection is not required in lobbies/loading docks/offices, etc., only in residential areas (it remains optional in non-residential areas).
Residents/Occupants not isolating/quarantining (No known symptoms, no recent close contact or travel within 5 days):

- Confirmation of cleared COVID-19 Self-Assessment.
- In traditional style residences, the occupants will be required to vacate the room while any work is being performed to allow physical distancing.
- In suites/units, residents/occupants will be asked to vacate the room where the work is taking place. Work may take place in an occupied unit provided the resident/occupant remains in a separate room.

Residents/Occupants in self-isolation/quarantine (Known symptoms, recent close contact or travel within 5 days) or in the event of a positive case:

- Confirmation of failed COVID-19 Self-Assessment or known self-isolation/quarantine.
- Routine maintenance and repair will not take place during the quarantine/isolation period. Maintenance will only be provided to restore a service/utility.
- Residents/Occupants under self-isolation/quarantine shall advise of their status when submitting their service request.
- In instances where FM personnel are dispatched to access a room where self-isolation or quarantine procedures are in place, Western’s Occupational Health Physician and Biological Safety Officer will be contacted to provide direction and support.
- In the event of an emergency repair outside of regular business hours requiring access to a room where self-isolation or quarantine procedures are in place, Western’s HazMat team will be contacted to assist through WSCS.
- In the event of a positive case off campus, service requests will be triaged by FM leadership to determine appropriate response, and as such, FM personnel will be provided direction on a case-by-case basis.

Definitions:

Quarantine: Quarantine separates and restricts the movement of asymptomatic people who were exposed to a contagious disease to see if they develop symptoms.

Self-isolation: Self-isolation separates sick people with a contagious disease from people who are not sick.
Resources:

Western University
https://www.uwo.ca/coronavirus/

Middlesex-London Health Unit
https://www.healthunit.com/novel-coronavirus

Western COVID-19 Vaccination Policy (Procedure for Events, Visitors, Exemptions, Site Specific)

Western HR Absence Notification Tool
https://www.uwo.ca/hr/safety/topics/covid_19/absence_tool.html

COVID-19 Self-Assessment

Centers for Disease Control and Prevention (CDC)

World Health Organization (WHO)
https://www.who.int/emergencies/diseases/novel-coronavirus-2019
Residence/ Housing Maintenance Response Flowchart

1. Service request received and initial screening completed

2. FM personnel to request the resident/occupant's COVID-19 self-assessment result prior to entry

   - Resident/occupant does not have COVID-19 self-assessment result available
     - Resident/occupant unable to produce a cleared COVID-19 self-assessment screening result
       - FM personnel will not enter and will report occurrence to the residence front desk and to their manager
     - Present the province of Ontario's QR code and request the occupant completes the COVID-19 self-assessment
       - FM personnel will not enter and will report occurrence to the residence front desk and to their manager
   - Resident/occupant presents a cleared result from COVID-19 self-assessment or is not present at time of service
     - Proceed with service request
QR Code for COVID-19 Health Assessment

COVID-19 Questionnaire
Province of Ontario Screening