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 not feeling well 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](https://www.uwo.ca/hr/safety/topics/covid_19/absence_tool.html).

2. A Return to Campus Questionnaire must be completed by all employees prior to reporting to work each day and can be accessed through Qualtrics by the following link: [myrtc.uwo.ca](http://myrtc.uwo.ca).

3. FM requires the use of three-layer non-medical masks 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. Other forms of face coverings are not permitted.

4. 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. Lunch rooms will have a reduced number of chairs available to assist in providing a 2-metre separation. **A three-layer non-medical mask and 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.**

5. Food and Beverages shall not be prepared or consumed in shops, only approved locations such as lunch rooms and 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. Building Services have increased cleaning and disinfecting frequencies within high use areas.

6. FM vehicles, and landscape equipment shall be used by a single rider only (no passengers permitted) 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. **The use of three-layer non-medical masks are required within all enclosed FM vehicles.**

7. Facilities Management employees are operating under the presumption that all Western employees have completed the required Return to Campus Questionnaire and have been deemed fit to return to work on campus [myrtc.uwo.ca](http://myrtc.uwo.ca).
8. 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.

9. Protocol for responding to Residences/Housing:
   The Return to Campus Questionnaire (myrtc.uwo.ca) will be used as a screening tool to assist FM personnel in their preparedness when responding to calls and meeting with persons in the area.
   This screening tool will help determine if the person requesting service is in quarantine or self-isolation due to COVID-19 symptoms, close contact with a suspected or confirmed case, or travel outside of Canada in the past 14 days. The screening tool responses are valid for 12 hours. Screening is required of students/occupants who are present in the space at the time of service. Appendix D (Residence/Housing Maintenance Response Flowchart) provides additional information to assist FM employees with their response and preparedness.

Communication Operators in Western Special Constable Service (WSCS) and/or Client Services Representatives and/or Housing and Residence staff will ask the questions of persons requesting the services of FM. This information will be reflected on the Work Order or WSCS Activity Detail noting the date, time and confirmation of Yes/No response to the COVID-19 Screening Tool questions. The FM employee responding may also re-verify the screening questions upon arrival to the unit to ensure no changes.

Personal Protective Equipment (PPE) including a surgical mask, safety glasses, disposable gloves, and a disposable gown shall be worn by staff when responding to a unit/suite where the 12-hour period has expired and the screening questions have not been re-verified. 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.

Students/Occupants not isolating/quarantining (No known symptoms, no recent close contact or travel within 14 days):
   • Door hanger (see Appendix C) to be used for in-suite/hybrid cleaning, maintenance and repairs.
   • In traditional style residences, the occupants will be required to vacate the suite/room while any work is being performed to allow physical distancing.
   • In suites/apartments/townhouses, students/occupants will be encouraged to vacate the premises. Work may take place in an occupied unit provided the resident/tenant remains in a separate room.
   • See Appendix D (Residence/Housing Maintenance Response Flowchart) which provides additional information to assist FM employees with their response and preparedness.
Students/Occupants in self-isolation/quarantine (Known symptoms, recent close contact or travel within 14 days):

- Routine work and cleaning will not take place during the quarantine/isolation period. Maintenance will only be provided to restore a service/utility.
- Students/Occupants to be provided with cleaning supplies to maintain the room.
- Students/Occupants will be advised to warn staff attempting entry to provide service that they are undergoing self-isolations/are quarantined.
- In instances where Facilities Operations 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.

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:

Please refer to the document **COVID-19 Expectations for Non-Western Personnel Working on Campus** for further information for non-western personnel (Appendix A) and to the document **COVID-19 Visitor Expectations** for further information for visitors (Appendix B).

Western University
[https://www.uwo.ca/coronavirus/](https://www.uwo.ca/coronavirus/)

Middlesex-London Health Unit

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

Western Health Assessment Questionnaire (Qualtrics)
[myrtc.uwo.ca](http://myrtc.uwo.ca)

Workplace Safety & Preventive Services
## Resources Continued:

Workplace Safety & Preventive Services  

Public Health Agency of Canada  

Centers for Disease Control and Prevention (CDC)  

World Health Organization (WHO)  
COVID-19 EXPECTATIONS FOR NON-WESTERN PERSONNEL WORKING ON CAMPUS

Non-Western personnel include: Contractors, Vendors, Consultants, Regulatory Officials and other non-Western staff that are on campus for the purpose of working in any capacity.

Western University expects all people working or studying on campus to respect the health and safety of others at all times. These expectations also apply to all non-Western personnel, as well as Western staff, faculty and students while on campus. This document outlines the minimum expectations to maintain a safe and healthy workplace for not only our employees and students but for all those who come to our campus.

All non-Western personnel must self-monitor for the typical symptoms of COVID-19. Symptoms include but are not limited to: fever, cough, runny nose, sneezing, sore throat, diarrhea and fatigue. If a worker is displaying any of these symptoms or has been in contact with a confirmed COVID-19 patient they shall not come onto Western’s property for 14 days from the end of symptoms. All non-Western personnel must take all reasonable steps to ensure that a sick worker does not come on Western’s property. It is required that all non-Western personnel complete a self-assessment questionnaire prior to arriving on campus. One can be found at the following Ontario government website link: https://covid-19.ontario.ca/self-assessment/severe-symptoms.

1. On-site Work Practices:

   a. Physical Distancing:
   Non-Western personnel are expected to maintain physical distancing of 2 meters and limit gatherings in work areas, washrooms, change rooms, lunch rooms and on job sites by staggering shifts, breaks, lunches and job tasks.

   Contractors are to provide to the Project Manager (Western contact) a map outlining their intended site, routes of access and any Western facility they need access to (such as a washroom, electrical and mechanical rooms etc.), along with a schedule of days/times for this access. Contractors shall adhere to identified routes and facilities to ensure limited contact with other non-Western personnel or Western employees.
b. Cleaning and Disinfecting in Areas by Contractors:

For areas under their jurisdiction, Contractors are expected to have enhanced cleaning and disinfecting procedures in place, particularly in communal areas and at high touch points including: washrooms, door handles, light switches, elevator buttons, faucets, eating surfaces, office equipment within the work area, etc. Contractors shall supply hand sanitizer and/or handwashing stations for their workers and sub-contractors. After disinfecting an area, hands must be promptly washed.

Garbage collection should be increased and emptied regularly and at the end of each day.

c. Non-medical masks/face coverings:

Western requires the use of non-medical masks/face coverings in the presence of others and in common and shared spaces on campus. These act as a personal hygiene measure to protect others from potential infectious droplets.

Non-Western personnel are responsible for providing their workers with all appropriate precautionary equipment and ensuring that sub-contractors provide this equipment to their workers. Western will not be responsible for supplying masks, hand sanitizer, or disinfectant wipes to non-Western personnel.

d. Training:

Non-Western personnel are expected to provide training on COVID-19 precautions and guidelines to all their workers who will attend Western property. Contractors shall ensure that all sub-contractors also be trained on these precautions and guidelines. Training is to include expectations for use of masks/face coverings, proper physical distancing, hand hygiene (both washing and location of hand sanitizer), avoidance of touching mouth, nose and eyes, proper etiquette (coughing and sneezing into your arm/elbow) and the common symptoms of COVID-19. The training shall also review timelines for workers who are displaying symptoms of COVID-19 and isolation methods.

e. Posters:

Contractors shall have COVID-19 information posters posted at the worksite. These can be company posters or posters produced by the government or Health and Safety Associations. These shall be placed in an area that allows all workers to see them.
2. COVID-19 Procedures for Contractors

Contractors must:
- Maintain a daily log of the names/dates of those workers who access the campus
- Have guidelines around self-reporting by workers who have been on campus within the last 14 days who:
  a) Experience symptoms of COVID-19
  b) Have been asked to self-isolate
  c) Have been identified as positive for COVID-19

Contractors must immediately contact the Project Manager (Western contact) once they have knowledge of any of their workers presenting symptoms of COVID-19 and must provide the following information:
- Person’s last day on campus
- Names of University staff their employee may have come in contact with
- Location of work and rooms accessed

Self-Monitoring:

All non-Western personnel must complete a self-assessment to screen for the symptoms of COVID-19 prior to arriving on campus each day. Self-assessment tools are available on the government website at the following link:


Returning to the Workplace:

If a non-Western worker was absent because they were sick with COVID-19 symptoms or have been identified as having been in close contact with someone with COVID-19 symptoms, they cannot return on-site for 14 days from the end of symptoms, and would require authorization from the Middlesex-London Health Unit to return to work.

In the event any suspected or confirmed cases of COVID-19 arise at the site, the Project Manager (Western contact) must be immediately notified.
HELP REDUCE THE SPREAD OF COVID-19

TOGETHER, WE CAN TAKE THE FOLLOWING STEPS TO SLOW THE SPREAD OF COVID-19

- Follow the advice of your local public health authority
- Wash your hands often with soap and water for at least 20 seconds
- Use alcohol-based hand sanitizer if soap and water are not available
- Try not to touch your eyes, nose, or mouth
- Cough or sneeze into your sleeve or into the crook of your elbow
- Avoid close contact with people who are sick and stay home when possible
- Avoid non-essential community and cultural gatherings and keep a physical distance between each other (approximately 2 metres)

SYMPTOMS
Symptoms of COVID-19 may be very mild or more serious and may take up to 14 days to appear after exposure to the virus.

- FEVER
  (greater or equal to 38°C)
- COUGH
- DIFFICULTY BREATHING

IF YOU HAVE SYMPTOMS

Isolate at home to avoid spreading illness to others.

Avoid visits with older adults, or those with medical conditions. They are at higher risk of developing serious illness.

CALL AHEAD BEFORE YOU VISIT A HEALTH CARE PROFESSIONAL OR CALL YOUR LOCAL PUBLIC HEALTH AUTHORITY

If your symptoms get worse, contact your health care provider or public health authority right away and follow their instructions.

FOR INFORMATION ON COVID-19:
- 1-866-902-0711
- canada.ca/coronavirus

Canada
COVID-19 Visitor Expectations

During the COVID-19 pandemic, a number of people will need to come onto the Western campus for consultations, academic purposes, meetings or to deliver products or services such as food items, waste management, compressed gas, equipment installation, maintenance, or others.

For formal events or bookings please visit https://conferences.uwo.ca/ or contact event@uwo.ca.

All visitors to Western must follow these directions with respect to COVID-19 protocols, to ensure the safety of our campus community:

**Before coming to campus**

- If feeling unwell, stay home.
- Symptoms of COVID-19 include, but are not limited to: cough, fever, shortness of breath or difficulty breathing, runny nose, stuffy nose, sore throat, painful swallowing, headache, chills, muscle or joint aches, feeling unwell in general, new fatigue or severe exhaustion, gastrointestinal symptoms (such as nausea, vomiting, diarrhea, or unexplained loss of appetite), loss of sense of smell or taste, or pink eye. Stay up to date on the symptoms related to COVID-19 by visiting https://www.ontario.ca/page/covid-19-stop-spread#section-0

**Once on campus**

Practice physical distancing. When possible, stay two metres apart.

Wear a non-medical mask/face covering. This is required when in the presence of others and in common and shared spaces on campus.

Wash hands thoroughly and often and avoid touching your face.

Disinfect your work area, equipment and tools frequently.

Wear gloves when delivering or removing items from campus locations.

Please visit https://www.uwo.ca/coronavirus/health-safety.html to learn about the steps that Western is taking to keep our campus community safe.
Door hang tag used by FM Operations staff and Building Services for maintenance and repairs.

Hang tags used by Covid-19 cleaners for residence in suite/hybrid cleaning.
Residence/Housing Maintenance Response Flowchart

Maintenance Request Received

Screening questions completed within 12 hours?

Yes

No

Proceed with access and repair following standard precautions and work procedures

Attend room: is occupant present?

Yes

No

Ask COVID-19 screening questions

Yes

No

If response to questions is NO proceed with access and repair using standard precautions and work procedures

Don PPE as per Policy S-49, enter room and complete repair

If response to questions is YES treat room as quarantine/self-isolation. Seek guidance as outlined in Policy S-49

Don PPE as per Policy S-49, enter room and complete repair

POLICY:
S-49: FM Safety Precautions
COVID-19 Pandemic

APPENDIX D
Page 1 of 1

POLICY:
S-49: FM Safety Precautions
COVID-19 Pandemic