

COVID-19 Civil Service Operational Plan

“Renew PEI, Together”

May 7, 2020

Introduction:

This plan provides an overview of the government services to be re-opened in line with the direction provided in the Renew PEI Together Plan. The plan highlights the service areas planned to re-open in phases 1 - 3 and notes the measures being put in place to protect staff and the public.

The plan provides government departments a measured approach to re-opening services and buildings to the public. The document will be reviewed and updated through each phase of implementation. Departments are expected to report on progress regularly to the Operations Committee.

In addition to this high-level plan, departments are identifying and implementing service specific strategies to protect staff and public, including enhancing opportunities to deliver services remotely. In some cases, departments are working directly with the CPHO for advice on how to best deliver services safely.

Departments are required to develop service/site specific operational plans, using the [CPHO template](#), detailing measures being put in place to safely open sites and services to the public. These service/site operational plans must be available for review by CPHO upon request. The Exclusion Policy for Employees and Clients Requiring Self-Isolation and the Exclusion Policy for Employees displaying Symptoms for COVID-19 is noted below and included on the [PSC Website](#). These plans must be approved by the Director responsible for the site/service.

The Government Operations Committee will be collecting and reporting on efforts to deliver services safely throughout the Renew PEI, Together phases.

Phase 1 – May 1 - 21, 2020

Highlights:

- Priority services will open to the public on a limited basis with all other services continuing to be offered remotely.
- Some services will be by appointment only. Clients will be pre-screened prior to the appointment and once again upon arrival.
- Buildings will largely remain closed to the public with the exception of some key services.
- Processes have been modified and resources developed to assist departments with repopulation.
- Approximately 25% of public service will return to office in this phase.
- Staff who are able to work effectively from home will continue to do so.
- All meetings are organized through WebEx, conference calls or other electronic means, if possible, even between onsite employees.
- Mostly outdoor work and field operations during this phase.
- Phase 1 will be assessed and necessary adjustments will be made to inform Phase 2.

Programs and Services Re-introduced:

- Access PEI locations in Charlottetown, Summerside, O’Leary and Souris re-open.
- Building Permits
- Agricultural and environmental field work
- Respite care for students with exceptional needs
- Highway maintenance and construction
- IWMC centers will now accept additional material types (construction waste, yard debris, roadside cleanup material, etc.) from both business and residential (household) customers.

- Provincial golf courses to open on May 15th with limitations to respect physical distancing and other safety protocols.
- Efficiency PEI staff will be in office to accept and review applications. Reception will be open but no in-person meetings with public.

Phase 2 – May 22 – June 11, 2020

Highlights:

- Additional services and buildings will begin opening to the public with physical distancing and safety practices in place.
- May begin to offer one-on-one services/meetings with clients that cannot be done remotely, as necessary measures are put in place to protect clients and staff.
- Remote and online services will continue to be promoted where possible.
- Additional 25% of public service will return to office in this phase, bringing total staff in buildings to approximately 50%. Staff who are able to work effectively from home will continue to do so. Some of the 50% will work from home part-time.
- All meetings will continue to be organized through WebEx, conference calls or other electronic means where possible.
- Additional buildings will be open to public on limited basis to provide services which are difficult to access online.
- Phase 2 will be assessed and necessary adjustments will be made to inform Phase 3.

Programs and Services Re-introduced:

- Access PEI to pursue expanding hours at 4 sites currently open.
- Provincial day parks will open on June 5th.
- Potential opening of front counter services within Taxation and Property Records.
- Charlottetown and Summerside Registry Offices to resume normal hours.
- Procurement office may also be re-opened as more public tenders are issued.
- All PEILCC locations will re-open on May 25th with limited number of customers in stores at any time.
- All PEI Cannabis Management Corporation retail sites will open on May 22nd with limited access and no in-store browsing.
- PSC will resume in-person testing of candidates (limited to 2 per day, by appointment, physical distancing & cleaning protocols)

Phase 3 – June 12th, 2020

Highlights:

- Further government programs and services will open with physical distancing and safety practices in place.
- Remote and online services will continue to be promoted where possible.
- Additional 25% of public service will return to office in Phase 3, bringing total staff in buildings to approximately 75%. Staff who are able to work effectively from home (approx. 25%) should continue to do so. Those returning to the worksite will be encouraged to work from home on a part-time basis.
- Phase 3 will be assessed and necessary adjustments will be made in conjunction with CPHO to determine if/when further loosening of COVID-19 related measures will be permitted.

Programs and Services Re-introduced:

- Access PEI to tentatively re-open Montague & Wellington locations.
- Visitor Information Centers will open to support local tourism.

- Montague, Charlottetown, Stratford, Cornwall, and Summerside libraries will re-open with limited hours and services. Smaller libraries will re-open with limited hours and curbside service.
- Provincial campgrounds to open June 26th with limitations to respect physical distancing and other safety protocols.
- Provincial museums sites to open with limitations to respect physical distancing and other safety protocols.

Steps / Measures Taken to Protect Staff and General Public

Social Distancing

- Members of the public will be actively screened upon entering worksites.
- Exterior signage and visual aids will clearly indicate public health measures and requirements in place for ensuring the continued health and safety of staff and the public.
- Staff returning to the office will do so on a rotation basis where possible to promote physical distancing.
- Plexiglass barriers have been installed for main reception desks or public interface areas as required.
- Visual aids to mark 6-foot physical distancing requirements will be distributed to worksites.
- Seating will be limited in meeting/waiting rooms to maintain social distancing.
- Elevator usage limited to 1 person per trip. Signage will be posted in all buildings.
- Washroom capacity will be limited to 1-2 people at a time depending on washroom size/layout. Signage will be posted.

Enhanced Cleaning and Disinfecting Measures:

- Enhanced cleaning practices will be instituted including cleaning high touch areas 2x per day. In some instances, it may be the responsibility of the staff where numbers are low.
- Spray disinfectant/paper towel provided in meeting and lunch rooms for staff to disinfect before and after usage.
- Spray disinfectant/paper towel provided for staff to regularly clean their work surfaces/ tools of work.
- POS services will wipe down terminals after each use.

Exclusion of Employees Requiring Self-Isolation Policy

Staff will be made aware of the requirement not to enter the worksite if they have travelled outside PEI within the last 14 days or otherwise required to self-isolate. This will be done through various methods including posting of signage, regular Q&As on the Public Service Commission website, and through regular communication from managers.

Illness/Exclusion Policy

The following policy has been developed for any employee displaying symptoms of COVID-19. Signage will be displayed prominently in work areas and the policy will be communicated to all employees through PSC communiques to staff.

- All staff must self-monitor for symptoms and report to their supervisor if they have concerns about possible COVID exposure or possible symptoms.
- Any staff member developing symptoms of COVID-19 at work must immediately perform hand hygiene, report to manager, avoid contact with staff and leave as soon as it is safe to do so. Please call 811 to arrange testing.
- Symptomatic staff will be required to self-isolate until tested for COVID-19 and the results are confirmed.
- If the test results are negative for COVID-19 but the staff member remains ill and/or symptomatic, they should remain on sick leave.

Symptoms of COVID-19 include:

- ❖ cough (new or exacerbated chronic)
- ❖ headache
- ❖ fever/chills
- ❖ sore throat
- ❖ marked fatigue
- ❖ sneezing
- ❖ congestion
- ❖ body aches
- ❖ runny nose

Hand Washing /Sanitizer Stations

To protect staff and others from getting sick, employees are required to take the following precautions:

- wash your hands often (in addition to routine times such as after using the washroom, before eating, when handling food for the public),
- cough/sneeze into your elbow or tissue and throw away,
- avoid touching your eyes, nose and mouth with your hands, and
- use alcohol-based hand sanitizer if soap and water are not readily available.

Staff will be reminded of these requirements through signage, PSC Q and As, and regular communication from managers.

Hand sanitizer will be provided at all building/floor entrance points and near shared printers and photocopiers.