



ALL CORRECTIONS SERVICE STAFF
DEPARTMENT OF JUSTICE

COVID-19 Response – Corrections Service

Given the heightened concerns over COVID-19, we want to assure all staff that contingency plans are in place and are being updated as the situation unfolds. Standing Orders/Directives have been updated for all correctional facilities and community corrections offices. Additional processes and procedures are being put into place to assist in this area.

In the interest of the health and safety of our staff, inmates, offenders and the public, the following precautions are being put into place for a minimum of 14 days (to be reviewed on an ongoing basis and as more information becomes available), effective Wednesday, March 18, 2020.

The following measures will be implemented:

1. Volunteers

Use of volunteers in correctional facilities and community corrections offices will be suspended (e.g. community AA).

2. Work Crews/Appointments

The activities of any facility off grounds work crews will be suspended. Essential appointments will continue as scheduled (e.g. medical).

3. Temporary Absences (TA's)

All temporary absences to/from correctional facilities will be suspended (e.g. work release).

4. Visitors (personal)

All personal visits for inmates/offenders will be suspended.

5. Legal Counsel/Spiritual Advisors/Elders

Confidential in-person meetings with official visitors (such as lawyers, spiritual advisors, Elders) will be accommodated as much as possible in exceptional circumstances, without permitting direct personal contact. The Visitor and Contractor Questionnaire must be completed prior to entry.

6. Contractors

Contractors providing essential services within the correctional facilities (physical building) will be permitted; however, the Visitor and Contractor Questionnaire must be completed prior to entry.

7. Community Corrections Reporting

Community corrections clients will be reporting by telephone. Each office will be responsible for notifying their local community RCMP detachment of this policy change.

8. Corrections Northern Recruit Training Program (CNRTP)

CNRTP at the NSCC is scheduled to begin April 1, 2020, though the program may be cancelled or rescheduled as necessary.

9. Leave

Staff leave requests will continue to be considered based on operational requirements. Due to the evolving nature of COVID-19, previously approved leave may be subject to change to ensure we are able to maintain our facilities operational requirements.

10. Inmate Transfers

Regularly scheduled road transfers within the NWT will be suspended; however, air transfers will be considered, when required on a case-by-case basis.

These measures apply to all correctional facilities and community corrections offices in the Northwest Territories.

These measures are being made in consultation with public health officials, other correctional jurisdictions, and best practices, and will be reassessed on an ongoing basis. The GNWT is monitoring the status of COVID-19 in the NWT, and the Corrections Service will ensure that employees are updated as new information becomes available.

The GNWT has supports in place through the Employee Family Assistance Program. For immediate and confidential assistance 24 hours a day, 7 days a week, call 1-844-880-9142 or visit www.workhealthlife.com.

If you have questions, please do not hesitate to contact your Supervisor, Warden or Regional Manager.

I would like to thank everyone for their professionalism and ongoing hard work during this time.



Blair Van Metre
Director of Corrections
Department of Justice

Additional resources:

NWT Public Health Website:

<https://www.hss.gov.nt.ca/en/advisories>

Coronavirus Updates:

<https://www.hss.gov.nt.ca/en/services/coronavirus-disease-covid-19/information-travellers>

GNWT Public Safety Notice:

<https://www.gov.nt.ca/en/public-safety-notice>

GNWT Coronavirus (COVID-19) Update for Employees website:

<https://my.hr.gov.nt.ca/node/5577>

Yellowknife Probation Office – COVID 19

Commencing Monday, July 13, 2020 staff protocol will include:

OFFICE SETUP:

- Distances of 6 feet are to be maintained within the office
- X's have been labelled on the floor and in each office (indicating 6 feet)
- COVID signage (symptoms/precautions) has been placed near the elevators
- COVID signage (symptoms/precautions) has been placed in main lobby
- COVID signage (symptoms/precautions) has been placed in office hallway
- Signage indicating maximum of two people placed in lobby
- Signage indicating client will only be seen by appointment placed in lobby
- Signage indicating Probation Office phone number placed in lobby
- X's placed on lobby floor for chairs (two chairs, 6 feet, no cloth)
- Signage in kitchen indicating one person at a time (sanitize after)
- Signage on photocopier indicating one person at machine (sanitize after)
- Glass barrier placed on Admin desk
- Glass window altered to dispense client and/or public who must enter main office with hand sanitization, temperature check, and mask (no direct contact)
- PPE – gloves, masks, sanitizing wipes (in Admin area and in back room)
- If 6 feet cannot be maintained in an area, staff are to wear masks

CLIENT MEETING/GENERAL PUBLIC MEETING:

- Where possible, all high risk client meetings are to take place in the enclosed interview room (full barrier – no direct contact)
- Client meetings will be scheduled in conjunction with the Admin for half hour slots (on the hour and 30 mins past the hour) to ensure a proper visit and allow for sanitization (room and lobby area) before the next client arrives
- Should a client or member of the public (water delivery, maintenance, etc) need to enter the physical office the following must occur;
 - 1) fill out WSCC Client Screening Form (Admin)
 - 2) complete temperature check (Admin)
 - 3) be provided with alcohol based hand sanitizer (Admin)
 - 4) be provided with mask to wear (Admin)
 - 5) if client, PO will direct client where to walk/sit (in office)
 - 6) if general public, Admin will direct where to walk/go (in office)
 - 7) at conclusion, PO will walk client out (mask discarded in lobby)
 - 8) at conclusion, Admin will walk public out (mask discarded in lobby)

CLEANING:

- Each Probation Office is to be sanitized daily (respective PO)
- Each Probation Office is to be sanitized after EACH client visit (respective PO)
- Each area entered by the public is to be sanitized after EACH visit (Admin)
- Lobby and intake room to be sanitized after EACH visit (Admin & PO)
- Kitchen area to be sanitized after each use (taps, fridge, dishware, knobs, etc)
- Photocopier to be sanitized after each use

OTHER:

- Court attendance/duty travel will have its own guidelines and policies
- PSR's will be completed by telephone only
- Work cell phones will be maintained during the day by the Admin
- Risk assessments will be completed by telephone (or in intake room via scheduled visit if telephone will not suffice)
- Work vehicle – both staff are to wear masks / one sit in front and one in back
- All staff have been trained and signed off Template Training
- All staff have been provided with WSCC Worker Screening Forms for daily check in upon arrival to work
- Community visit with client (ie: Income Support) will only be considered if mask is worn throughout and social distancing is maintained
- Washroom use is under discussion with mall (due to high use, public use, unable to maintain safe distance, and overall cleaning protocol)

Behchoko Probation Office – COVID 19

Commencing Monday, July 13, 2020 staff protocol will include:

OFFICE SETUP:

- Distances of 6 feet are to be maintained within the office
- X's will be labelled on the floor and in each office (indicating 6 feet)
- COVID signage (symptoms/precautions) will be placed in main lobby
- COVID signage (symptoms/precautions) will be placed in office hallway
- Signage indicating maximum of two people will be placed in lobby
- Signage indicating client will only be seen by appointment placed in lobby
- X's will be placed on lobby floor for chairs (two chairs, 6 feet, no cloth)
- Signage will be placed in kitchen (one person at a time/sanitize after)
- Signage will be placed on photocopier (one person at machine/sanitize after)
- PPE – gloves, masks, sanitizing wipes (in each office)
- If 6 feet cannot be maintained in an area, staff are to wear masks

CLIENT MEETING:

- All client meetings will be in the enclosed interview room (no contact)
- Client meetings will be scheduled in conjunction with the other Probation Officer using half hour slots (on the hour and 30 mins past the hour) to ensure a proper visit and allow for sanitization (room and lobby area) before the next client arrives

GENERAL PUBLIC ADMITTANCE:

- Should a member of the public (water delivery, maintenance, etc) need to enter the physical office the following must occur;
 - 1) fill out WSCC Client Screening Form
 - 2) complete temperature check
 - 3) be provided with alcohol based hand sanitizer
 - 4) be provided with mask to wear
 - 5) PO will direct public person where to walk (in office)
 - 6) PO will walk public person out (ensure mask is discarded in lobby)

CLEANING:

- Each Probation Office is to be sanitized daily (respective PO)
- Lobby and intake room is to be sanitized after EACH visit (respective PO)
- All areas entered by the public are to be sanitized after EACH visit
- Kitchen area is to be sanitized after each use (taps, fridge, dishware, table)
- Photocopier to be sanitized after each use

OTHER:

- Court attendance/duty travel will have its own guidelines and policies
- PSR's will be completed by telephone
- Work cell phones will be maintained week days by Yellowknife Admin
- Risk assessments will be completed by telephone (or in intake room if telephone will not suffice)
- Work vehicle – both staff wear masks / one sits in front and one sits in back
- Both staff have been trained and signed off Template Training
- Both staff have been provided with WSCC Worker Screening Forms for daily check in upon arrival to work (to be forwarded to Regional Manager daily)
- Community visits with client will only be considered if mask is worn throughout and social distancing is maintained
- Washroom use is under discussion with building management (due to public use and overall cleaning protocol)



COVID-19 INFORMATION

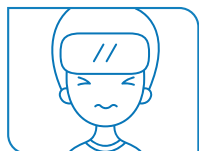
Symptom Screening Tool

- 1.** Have you travelled outside of the NWT, or had close contact with anyone who has travelled outside of the NWT in the past 14 days?
Have you had close contact with anyone who is showing symptoms of COVID-19, is awaiting a COVID-19 test result, or has tested positive for COVID-19 in the past 14 days?

If the answer is YES to one or both questions, please stay home and contact public health for next steps.

If the answer to both questions is NO, move to Step 2.

- 2.** Do you have **ONE or more** of the following symptoms?



Fever



New or worsening cough



Shortness of breath or difficulty breathing



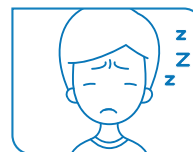
Loss of sense of taste or smell

If you have ONE or more of these symptoms, please stay home and contact public health for next steps.

If you have none of these symptoms, move to Step 3.

Use this COVID-19 screening tool before going to work

- 3.** Do you have **TWO or more** of the following symptoms?



Generally feeling unwell



Chills



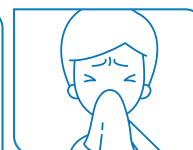
Muscle aches



Fatigue or weakness



Sore throat



Congestion or runny nose



Headache



Diarrhea



Nausea or vomiting



Abdominal pain



Skin changes or rashes



Loss of appetite

If you have TWO or more of these symptoms, please stay home and contact public health for next steps.

You can find your local public health phone number here:

<https://www.hss.gov.nt.ca/en/hospitals-and-health-centres>

My local public health/health centre phone number:

Inuvik Region Probation Return to Office Protocol COVID 19

All staff members are expected to review and adhere to this protocol. Should there be any concerns with the implementation this needs to be brought to the Managers attention for a decision.

Office Set Up:

- Waiting room chairs will be removed in all Probation Suites
- Only wipeable chairs will be used in client interview rooms
- Probation staff will ensure they have an inventory of the following items on site at all times in each of the 7 offices as well as any borrowed office space:
 - Gloves
 - masks
 - alcohol-Based Hand Sanitizer
 - disinfectant wipes

Client meetings:

- Staff will make efforts to avoid having more than one client/meeting booked (on site) at the same time
- Staff are to see client as soon as possible to avoid unnecessary build up in the waiting room
- Staff are to provide any person entering the probation suite with hand sanitizer and direction to apply the hand sanitizer. Where possible, hand sanitizer will be passed under the transaction window to avoid having staff done PPE to enter the waiting room.
- All clients should be met with in a room with a physical barrier (ie. Transaction window/lexan). (Norman wells: waiting room)
- In circumstances where a physical barrier is not available, prior to entrance the staff member will
 - Complete the client screening form (Submit to Supervisor)
 - Take clients temperature
 - Provide the client with a mask and instruct them to put it on
 - Done PPE provided
 - Ensure a 6 foot distance is maintained

Cleaning

- To clean using a dilution of bleach and water or Lysol/bleach wipes to wipe down surfaces, using latex gloves.

- Staff will clean any equipment/surfaces, used by more than one staff, immediately after use. Surfaces include: photocopier, microwave, kettle, fridge, cabinet handles, alarm, door knobs, shredder, door knobs, light switches, bathroom, etc.
- Staff will clean **ALL** areas of the probation suite once each day. Staff in the Inuvik Regional Office will follow the attached cleaning zone checklist; community staff should use this as a tool.
- Immediately after a client has left, the probation office will clean the area in which the client came into contact with (chairs, door knobs, tables, etc). Staff will ensure that no other person will be allowed in the space until this has been completed.

Social Distancing

- No more than 1 person at a time should be in the common areas (washrooms, kitchen area, file room, copier rooms) unless a distance of 6 feet can be maintained at all times.
- Markings (tape) will be placed on the floor to assist with visually identifying a distance of 6 feet
- In the event that a distance of 6 feet cannot be maintained staff will wear a mask

Other

- All staff will complete training and complete worker screening each day
- All Probation staff will be familiar with and support any requirements set out by the courts during which time they are attending court
- Public washrooms will be kept closed. Should there be an unexpected situation that requires use of the washroom, staff will place sign on door asking for the washroom to be cleaned and remove the sign once it has been cleaned
- Whenever staff are on duty travel, attending court or other functions outside of the office they are required to carry Lysol wipes, face masks and gloves
- Individual plans will be made for any travel to communities in which a physical barrier (transaction glass/lexan) is not available in the probation suite. This includes: Aklavik, Uluhaktuk, Paulatuk, Sachs, Tsiighetchic, Tulita, Deline and Colville Lake. These plans require the approval of the Regional Manager in advance.

Nancy Chinna, Regional Manager, Probation

Date: July 10, 2020



Inuvik Region Probation - Protocol COVID 19

Revision Date: August 19, 2020

All staff members are expected to review and adhere to this protocol. Should there be any concerns with the implementation this needs to be brought to the Managers attention for a decision.

This protocol is separated into two sections (A and B) with each of the 13 communities categorized as A or B.

Section A applies to communities in which there is a designated Probation Suite

- Inuvik,
- Fort Good Hope
- Norman Wells
- Tuktoyaktuk
- Fort Mcpherson

Section B applies to communities with probation offices (not suites) without a secure interview room and communities without a designated probation office

- Tulita (designated probation office)
- Deline (designated probation office)
- Paulatuk
- Sachs Harbour
- Ulukhaktok
- Aklavik
- Tsiigehtchic
- Colville Lake

SECTION A:

Communities in which there is a designated Probation Suite (Inuvik, Fort Good Hope, Norman Wells, Tuktoyaktuk and Fort Mcpherson)

Office Set Up:

- Waiting room chairs will be removed in all Probation Suites
- Only wipeable chairs will be used in client interview rooms
- Staff will ensure they have an inventory of the following items at all times in each office:
 - Gloves
 - masks
 - alcohol-Based Hand Sanitizer



- disinfectant wipes
- Staff will ensure that designated signage and this protocol is posted in each probation suite (interview rooms/waiting room/staff area)

Client meetings:

- Staff will make efforts to avoid having more than one client/meeting booked (on site) at the same time
- Staff are to see client as soon as possible to avoid unnecessary build up in the waiting room
- Staff are to provide any person entering the probation suite with hand sanitizer and direction to apply the hand sanitizer. Where possible, hand sanitizer will be passed under the transaction window; otherwise staff will done PPE to enter the waiting room and provide hand sanitizer.
- All clients should be met with in a room with a physical barrier (ie. Transaction window/lexan). (Norman wells: waiting room)
- Should a situation arise where a physical barrier is not available, prior to permitting entrance the staff member will
 - Complete the client screening form (Submit to Supervisor)
 - Take clients temperature
 - Provide the client with a mask and instruct them to put it on
 - Done PPE provided
 - Ensure a 6 foot distance is maintained

Cleaning

- To clean using a dilution of bleach and water or Lysol/bleach wipes to wipe down surfaces, using latex gloves
- Staff will clean any equipment/surfaces, used by more than one staff, immediately after use. Surfaces include: photocopier, microwave, kettle, fridge, cabinet handles, alarm, door knobs, shredder, door knobs, light switches, bathroom, etc.
- Staff will clean **ALL** areas of the probation suite once each day. Staff in the Inuvik Regional Office will follow the attached cleaning zone checklist; community staff should use this as a tool
- Immediately after a client has left, the probation office will clean the area in which the client came into contact with (chairs, door knobs, tables, etc). Staff will ensure that no other person will be allowed in the space until this has been completed.

Social Distancing

- No more than 1 person at a time should be in the common areas (washrooms, kitchen area, file room, copier rooms) unless a distance of 6 feet can be maintained at all times.
- Markings (tape) will be placed on the floor to assist with visually identifying a distance of 6 feet
- In the event that a distance of 6 feet cannot be maintained staff will done a mask



Other

- All staff will complete training and complete worker screening each day
- All Probation staff will be familiar with and support any requirements set out by the courts during which time they are attending court
- Public washrooms will be kept closed. Should there be an unexpected situation that requires use of the washroom, staff will place sign on door asking for the washroom to be cleaned and remove the sign once it has been cleaned
- Whenever staff are on duty travel, attending court or other functions outside of the office they are required to carry Lysol wipes, face masks and gloves

SECTION B:

Communities with probation offices (not suites) without a secure interview room (Tulita and Deline) or communities without a designated probation office:

- **Paulatuk – Visitor Centre**
- **Sachs Harbour - TBD**
- **Ulukhaktok - Hamlet**
- **Aklavik – Buck Storr Building**
- **Tsiigehtchic - TBD**
- **Colville Lake - TBD**

Office Set Up:

- staff will ensure they have an inventory of the following items with them at all times:
 - Gloves
 - masks
 - alcohol-Based Hand Sanitizer
 - disinfectant wipes
 - thermometer
 - forms: client screening form, worker screening form
- Staff will ensure that designated signage as well as this protocol is posted in each probation office (Deline/Tulita)

Client meetings:

- Staff will make efforts to avoid having more than one client/meeting booked (on site) at the same time
- Staff are to see client as soon as possible to avoid an unnecessary build up in the waiting area
- Staff are to provide any person entering with hand sanitizer and direction to apply the hand sanitizer
- Prior to meeting the staff member will
 - Complete the client screening form (Submit to Supervisor)



- Take clients temperature
- Provide the client with a mask and instruct them to put it on
- Done PPE (mask)
- Ensure a 6 foot distance is maintained

Cleaning

- To clean using a dilution of bleach and water or Lysol/bleach wipes to wipe down surfaces, using latex gloves
- Staff will clean equipment/surfaces used by more than one person immediately before and after use
- Immediately after a client has left, the staff will clean the area in which the client came into contact with (chairs, door knobs, tables, etc). Staff will ensure that no other person will be allowed in the space until this has been completed.

Social Distancing

- No more than 1 person at a time should be in the common areas unless a distance of 6 feet can be maintained at all times
- In the event that a distance of 6 feet cannot be maintained staff will wear a mask and practise good hand sanitation

Other

- All staff will complete training and complete worker screening each day
- All Probation staff will be familiar with and support any requirements set out by the courts during which time they are attending court
- Whenever staff are on duty travel, attending court or other functions outside of the office they are required to carry Lysol wipes, face masks and gloves

Nancy Chinna, Regional Manager, Probation

Date: August 19, 2020



Inuvik Probation Office Cleaning Zones & Schedule

Each zone is to be cleaned DAILY

Zone 0 – Individual offices (ALL STAFF)

- Pens
- Stapler, hole punch
- Keyboard, mouse
- Telephone
- Inside/outside door handles
- Chairs

Zone 1 – program room (NANCY)

- Sink taps
- Kettle
- Cupboards
- Door handles (to main office space and exit/entry)
- Light switch

Zone 2 – photocopy room & inside secure interview room (DONNA)

- Photocopier screen and tray handles and lid
- Light switches
- Inside/outside door handles
- Chair
- Counter

Zone 3 – kitchen & service window area (BRITTENIE)

- Microwave
- Kettle
- Sink tap
- Cupboard handles
- Shredder button
- Stapler, hole punch, items on file cabinet
- Service window counter, tray, and entry buttons



Zone 4 – waiting room & secure interview client entry room (ALEX)

- Countertops
- Inside/outside door handles
- Pens
- Chair
- Security keypad
- Light switches

Zone 5 – unsecure interview room (OBINNA)

- Inside/outside door handles
- Light switches
- Table
- Chairs
- Light switch

Zone 6 – file room & hallway (BRITTNEY)

- Inside/outside door handles
- Light switches
- File cabinet handles
- Supply cabinet handles



Hay River / Deh Cho Regions Probation - Protocol COVID 19 Revision Date: January 28, 2021

All staff members are expected to review and adhere to this protocol. Should there be any concerns or questions, please direct them to the Regional Manager.

Office Set Up:

- Waiting room chairs will be removed in all Probation waiting rooms
- Only chairs that can be readily cleaned (non-fabric, plastic) will be used in the intake room
- Staff will ensure they have an inventory of the following items at all times in each office:
 - Gloves and masks
 - alcohol-Based Hand Sanitizer
 - disinfectant wipes
 - Staff will ensure that designated signage and this protocol is posted in each probation office (Office entry, waiting room)

Client meetings:

- Staff will make every effort to avoid having more than one client/meeting booked (on site) at the same time.
- Staff are to see client as soon as possible after arrival.
- Staff are to provide any person entering the waiting room with direction to apply the hand sanitizer. Please ensure a table with hand sanitizer is set up in the waiting room to mitigate you having to go in there, otherwise you will then need to wear a mask and gloves;
- All clients must be seen in a room with a physical barrier (ie. Intake room).
- Should a situation arise where a physical barrier is not available, prior to permitting entrance the staff member will:
 - Obtain approval from senior probation officer or RM
 - Complete the client screening form (Submit to Supervisor)
 - Take clients temperature
 - Provide the client with a mask and instruct them to put it on
 - Done PPE provided
 - Ensure a 6 foot distance is maintained

****Hay River Staff are required to complete this list for those who are conducting PSR interviews in the boardroom.***



Cleaning:

- To clean using a dilution of bleach and water or Lysol/bleach wipes to wipe down surfaces, using latex gloves.
- Staff will clean any equipment/surfaces, used by more than one staff, immediately after use. Surfaces include: photocopier, microwave, kettle, fridge, cabinet handles, alarm, door knobs, shredder, door knobs, light switches, bathroom, etc.
- Immediately after a client has left, the supervising probation officer will clean the area in which the client came into contact with (chairs, door knobs, tables, etc). Staff will ensure that no other person will be allowed in the space until this has been completed.

Social Distancing:

- No more than 1 person at a time should be in the common areas (washrooms, kitchen area, file room, copier rooms) unless a distance of 6 feet can be maintained at all times.
- Markings (tape) will be placed on the floor to assist with visually identifying a distance of 6 feet.
- In the event that a distance of 6 feet cannot be maintained staff will wear a mask.

Other:

- All staff will complete training and complete worker screening each day.
- All Probation staff will be familiar with and support any requirements set out by the courts during which time they are attending court.
- Public washrooms will be kept closed to the public.
- When staff are on duty travel, attending court or other functions outside of the office they are required to carry Lysol wipes, face masks and gloves.

I have read and understand the protocol.

_____ Date

_____ Signature



Hay River Probation Office Cleaning Zones & Schedule

Each zone is to be cleaned DAILY

Zone 0 – Individual offices (ALL STAFF)

- Pens
- Stapler, hole punch
- Keyboard, mouse
- Telephone
- Inside/outside door handles
- Chairs

Zone 1 – Kitchen area **(Name)**

- Sink taps
- Kettle
- Cupboards
- Door handles (to main office space and exit/entry)
- Light switch
- Microwave
- Kettle
- Sink tap
- Cupboard handles
- Alarm Panel

Zone 2 – photocopy room & inside secure interview room **(Name)**

- Photocopier screen and tray handles and lid
- Light switches
- Inside/outside door handles
- Chair
- Counter
- Shredder button
- Stapler, hole punch, items on file cabinet
- Service window counter, tray, phone
- Computer including key board



Zone 3 – waiting room & secure interview client entry room (NAME)

- Door knobs: outside / inside;
- Administrative assistant transaction window and slide through;
- Light switches;

Zone 4 – file room / board room / server room (NAME)

- All Inside/outside door handles
- All Light switches
- All file cabinet handles
- Key cabinet
- Supply cabinet handles
- All board room chairs (high touch areas)
- Board room table including trim



COVID-19 INFORMATION

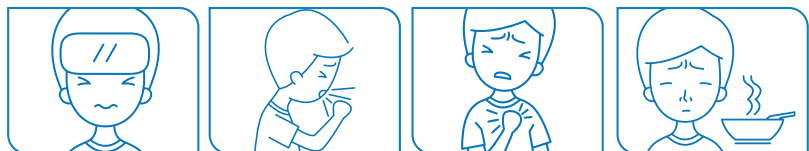
Symptom Screening Tool

- 1.** Have you travelled outside of the NWT, or had close contact with anyone who has travelled outside of the NWT in the past 14 days?
Have you had close contact with anyone who is showing symptoms of COVID-19, is awaiting a COVID-19 test result, or has tested positive for COVID-19 in the past 14 days?

If the answer is YES to one or both questions, please stay home and contact public health for next steps.

If the answer to both questions is NO, move to Step 2.

- 2.** Do you have **ONE or more** of the following symptoms?



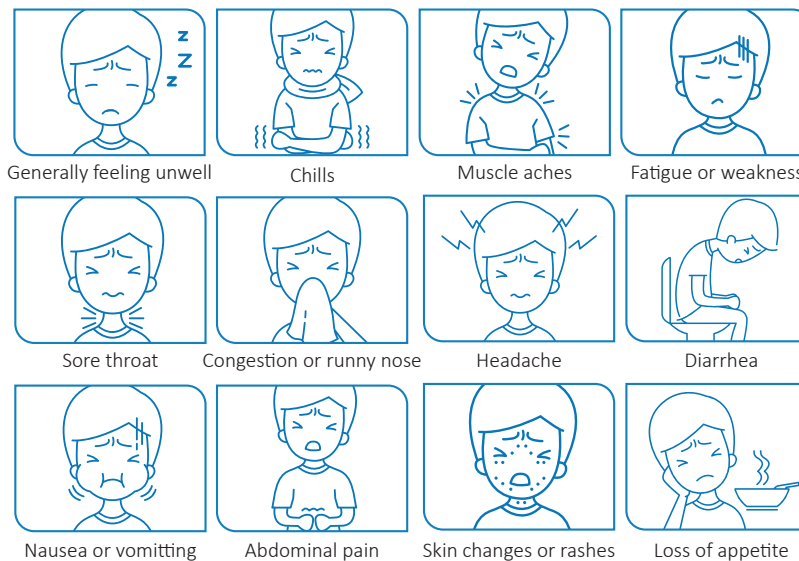
Fever New or worsening cough Shortness of breath or difficulty breathing Loss of sense of taste or smell

If you have ONE or more of these symptoms, please stay home and contact public health for next steps.

If you have none of these symptoms, move to Step 3.

Use this COVID-19 screening tool before going to work

- 3.** Do you have **TWO or more** of the following symptoms?



If you have TWO or more of these symptoms, please stay home and contact public health for next steps.

You can find your local public health phone number here:
<https://www.hss.gov.nt.ca/en/hospitals-and-health-centres>

My local public health/health centre phone number:

Cindy Caudron

From: Naila Cazon
Sent: April 17, 2020 1:01 PM
To: Cindy Caudron
Subject: RE: Entering / Exiting Office - MANDATORY

Importance: High

Good afternoon Cindy:

I am in the office.

Naila

From: Cindy Caudron
Sent: Tuesday, March 31, 2020 12:53 PM
To: Cindy Caudron; Collin Woehl; Donald Campbell; Faye Aviugana; Genevieve McLeod; Naila Cazon; Ramona McKay; Stella Walterhouse; Stephanie de Pelham; Tina Gargan; Lisa Mitchell
Subject: FW: Entering / Exiting Office - MANDATORY

Good morning, as mentioned in our staff meeting, you must read and agree to the following measures to enter the office. Please remember that no one is to enter any corrections office until you have received permission from me to do so. This includes after hours and on the weekends. All you have to do is reply to this email and say that you have read the precautions set out to enter the work place and agree to comply with the precautions set out in the email from me. Thank you and stay safe..

Cindy Caudron
Regional Manager | Gestionnaire régionale
Probation Services | Services de probation
GNWT, Department Justice | Ministère de la Justice, GTNO
South Slave / Deh Cho Region | Régions du Slave Sud et du Dehcho
(867) 874-6272

Good day ; As discussed with you on the phone, the following safety precautions are in place for those who wish to enter the office to obtain Offender information / entering running records; You are required to reply to this email and confirm that you will comply with measures set out for this limited access to your offices:

**** IF YOU ARE ON SELF ISOLATION / MANDATORY ISOLATION YOU MUST SHARE THIS WITH YOUR REGIONAL MANAGER AND CANNOT ENTER THE OFFICE AT ALL.**

IF YOU ARE NOT FEELING WELL, HAVE A COUGH, FEVER OR ANY OTHER SYMPTOM SUGGESTING TO ANY DEGREE THAT YOU ARE NOT WELL – YOU CANNOT UNDER ANY CIRCUMSTANCE ENTER THE OFFICE – THIS IS MANDATORY FOR YOUR HEALTH AND THE HEALTH OF EVERYONE ELSE.

IF YOU HAVE BEEN APPROVED TO ENTER THE OFFICE, YOU AGREE THAT:

- ✓ I will only enter the Probation Office during the time frame approved by the Regional Manager (4 hours maximum – time cannot be split up);

- ✓ I will use a sanitary wipe to open the main door and all other doors to the main office / personal office;
- ✓ I will use a sanitary wipe if using a hand rail to get to my office;
- ✓ I will use the sanitary wipe to deactivate the security alarm system;
- ✓ When I am in the office, I will wash my hands with soap and water;
- ✓ I will wipe down my phone, chair, desk, key board, pen, file cabinet handle, coffee pot handle, counter space, water taps or any surface **before** I use them;
- ✓ **I will send an email to the Regional Manager advising that I am in the office and will send an email when I depart the office.**
- ✓ I will not enter my colleagues office for any reason;
- ✓ I will not allow anyone into the office including children, family members, RCMP, Clients – NO ONE ;
- ✓ I will not open the door to anyone who may come a knocking;
- ✓ I will keep the main office doors locked at all times;
- ✓ I will use a sanitary wipe and wipe down the door knob when entering / exiting the bathroom and will do the same with the water taps, counter space and flushing mechanism for the toilet;
- ✓ I will sanitize all areas that I have touched with sanitary wipes and or soap & bleached water;
- ✓ I will enter running records and obtain the necessary information required to support off site supervision of clients;
- ✓ I will not stay longer than the approved time allocated by my Regional Manager (no longer than 4 hours per week);
- ✓ I will not set up reporting appointments from / to the office – this will remain off site only;
- ✓ I will respect that my colleagues who are in the office and I will not interfere with the limited time they have;

ONCE I AM READY TO EXIT, I WILL WIPE DOWN PHONES / DESK / PENS / KEY BOARD / AND USE A SANITARY WIPE TO WIPE DOWN ALL DOOR KNOBS AS I EXIT THE OFFICE AND BUILDING. YOUR BARE HANDS SHOULD NEVER TOUCH THE DOORS / DOOR KNOBS WHEN LEAVING.

SHARING CELL PHONES: ALL CELL PHONES THAT ARE SHARED MUST BE SANITIZED AND PLACED IN A CLEAN BAGGY AND LEFT OUTSIDE YOUR HOME FOR PICK UP AS ARRANGED WITH YOUR COLLEAGUE. ONCE YOU TAKE THE PHONE MAKE SURE YOU SANITIZE IT AGAIN.

Please read the above carefully, We all expect that each of us will engage optimal levels of safety precautions including but not limited to the above.

PLEASE WASH YOUR HANDS WITH SOAP AND WATER FREQUENTLY !!

I have shared this with all of you via telephone hence you are aware of the mandatory precautions put in place prior to approved entry into the office.

YOU MUST REPLY TO ME AND CONFIRM YOU UNDERSTAND THE ABOVE AND WILL COMPLY WITH THE MEASURES SET OUT. YOU ARE NOT REQUIRED TO ATTEND THE OFFICE BUT IF YOU DO, YOU MUST COMPLY WITH THE ABOVE. IF YOU HAVE ADDITIONAL PRECAUTIONS THAT SHOULD BE CONSIDERED, ENGAGE THEM AND LET ME KNOW SO I CAN ADD ON.

<https://my.hr.gov.nt.ca/covid-19/working-home>

<https://my.hr.gov.nt.ca/covid-19/frequently-asked-questions>

THANK YOU AND STAY SAFE

Cindy Caudron
Regional Manager | Gestionnaire régionale
Probation Services | Services de probation

**GNWT, Department Justice | Ministère de la Justice, GTNO
South Slave / Deh Cho Region | Régions du Slave Sud et du Dehcho
105-31 Capital Drive | 31, prom. Capital, bureau 105
Hay River NT XOE 1G2**

**Phone: (867)874-6272
Toll Free: 1-877-804-6272**

COVID-19 – Hay River Office Movement Procedures

Commencing July 13, 2020 – All Community Corrections offices will be reopening and staff will be returning to work full time. The following guidelines are required to maintain social distancing measures which are intended to protect both staff and the public.

Checklist (To be completed upon return to work):

- Staff complete training forms (Exposure plan, worker risk assessments, hand washing and mask training).
- Risk Assessment to be completed daily and submitted by 9:00 AM
- Ensure inventory exists in office of: Gloves, hand sanitizer (alcohol based), disinfecting wipes, masks,
- Fabric surfaces removed. All chairs and surfaces should be easily sanitized.

Main Building Entry/Exit

Staff should enter through the front main entryway of the greenway building. The rear parking lot entrance is being utilized by other departments that don't interact with the public as frequently as Probation Services. Therefore, to help preserve a sanitary environment, staff and clients will utilize the main entryway while the rear door can be used by those departments. *(See Figure 1. – attached document)*

Hay River Office Movement

Staff will need to be cognizant of what 6'/2M separation looks like. Pre-determined measurements have been taken to help staff familiarize themselves with standard social distancing while working. *(See attached floor plan)*

Every reasonable effort should be taken to prevent inadvertent contact within 6'/2M. As a general rule of thumb, all common objects and surfaces within the office should be sanitized after use. **This includes the alarm pad, door handles, refrigerator/freezer, sink, cabinets, coffee machine, condiments, water cooler, Fax machine, Xerox, shredder, etc.**

- 1.) One person may utilize the common area consisting of the fridge/sink/coffee machine/ water cooler at one time. Due to the close proximity of the common area and adjacent offices, staff will need to wait to enter/exit their office or bypass the area if someone is **already** utilizing the common area. Communication will be required to avoid inadvertent contact. *(See Figure 2. – attached document)*

- 2.) The Administrative Assistant workstation is situated in an area that is 10'/3M from the wall adjoining the Regional Manager's office. Staff heading to the waiting room or intake room will need to remain close to this wall adjoining the RM's office to avoid closing within 6'/2M of said workstation. If the Administrative Assistant is present, communication will be required prior to entering that work station area, including use of the fax machine. **(See Figure 3. - attached document)**

- 3.) The maximum amount of people who are able to meet within the boardroom while maintaining social distancing is four (4). **(See Figure 4. - attached document)**

Client Entry into Building

As of July 13, 2020 – staff may grant access to clients to enter the main building and office. Particular attention will be required as to scheduling. At this point in time, no more than **six clients per day** will be granted access to account for sanitization and longer than usual reporting appointments. Planning will need to occur between Probation Officers prior to scheduling clients into time slots. Clients attending the office will be required to enter through the main door as per usual.

Note: As per the COVID-19 Pandemic Planning Occupational Evaluation/Risk Assessment for Probation Services, all client interactions ideally will be conducted behind a physical barrier, such as the intake room where glass exists. If a physical barrier exists between staff and the public, neither the staff member or client is required to don a facemask.

Client Entry into Office

After entering the main building hallway through the front entrance, clients will enter into the main waiting room area. They will be required to lock the waiting room door behind them and disinfect their hands utilizing the hand sanitizer station (located in a central location in the waiting room so the Admin Asst. can verify that hand sterilization has taken place). The client will be directed into the intake room for their scheduled appointment. **(See Figure 5. - attached document)**

Note: Once a client has entered the waiting room, staff should avoid entry into the waiting room from the main office until enhanced cleaning protocols have been carried out. This area will be treated like it is potentially contaminated until it has been rendered sanitized by the officer who is supervising that client. The officer who is conducting the reporting session will flip the placard mounted on the door from the office to the waiting room to **"Closed"** – to indicate the room is now un-sanitized. This will alert other staff members that this room has not been sanitized and is not safe for them, or future clients.

All clients must be met with in the intake room, with the exception of the boardroom which will be utilized for PSR's.

Following the reporting session, the client will leave the office again via the waiting room. The Probation Officer who is supervising the client will then carry out enhanced cleaning protocols (sanitization). All common surfaces that the client touched will need to be sanitized. This includes door handles, chair, hand sanitizer station pump, intake window glass – anything the individual may have touched.

Once enhanced cleaning protocols has been complete, the placard mounted on the door between the waiting room and main office will be flipped to the 'Open' side, signalling to all other staff members that the area has been sanitized and is safe to enter and/or that the area is safe for the next client to enter.

Should staff need to enter the waiting room in-between client visits, they must sanitize whatever was touched to ensure the area is safe for the next client. *(See figure 6. – attached document)*

PSR Interviews

PSR interviews will be carried out in the boardroom as to not interfere with the intake room schedule. As per the COVID-19 Pandemic Planning Occupational Evaluation – any member of the public being seen by staff members without a physical barrier (intake room) must:

- Complete a WSCC Client Screening Form. This form must be retained.
- Their temperature must be checked using an infrared thermometer gun aimed at the forehead/temporal area.
- Staff members greeting members of the public in the hallway must wear a mask and gloves.
- Members of the public must don a mask prior to entering.

The above steps must be completed in the hallway before entering. The screening form can be completed by phone beforehand in some cases.

Staff may let PSR Interviewee's in through the rear file room door. *(See figure 7. – attached document)* Once completed, Enhanced cleaning protocols/sanitization will be required prior to staff re-entering the boardroom from the main office. A placard on the door between the main office and the boardroom will indicate whether the area has been sanitized. 'Closed' indicates the area has not been sanitized, 'Open' indicates the area has been sanitized.

Public/Contractor Entry:

At various times, members of the public in a working capacity will be required to enter the staff section of office. Examples of this include other GNWT staff from IT Services, Infrastructure, etc. They will enter the waiting room area and sanitize their hands. As per the COVID-19 Pandemic Planning Occupational Evaluation – any member of the public being seen by staff members without a physical barrier (intake room) must:

- Complete a WSCC Client Screening Form. This form must be retained.
- Their temperature must be checked using an infrared thermometer gun aimed at the forehead/temporal area.
- The visiting contractor will be required to don a mask. Any staff that will be in contact with the contractor will be required to don a mask.
- Enhanced cleaning protocols to be carried out after they depart.

The above steps must be completed in the hallway before entering. The screening form can be completed by phone beforehand in some cases.

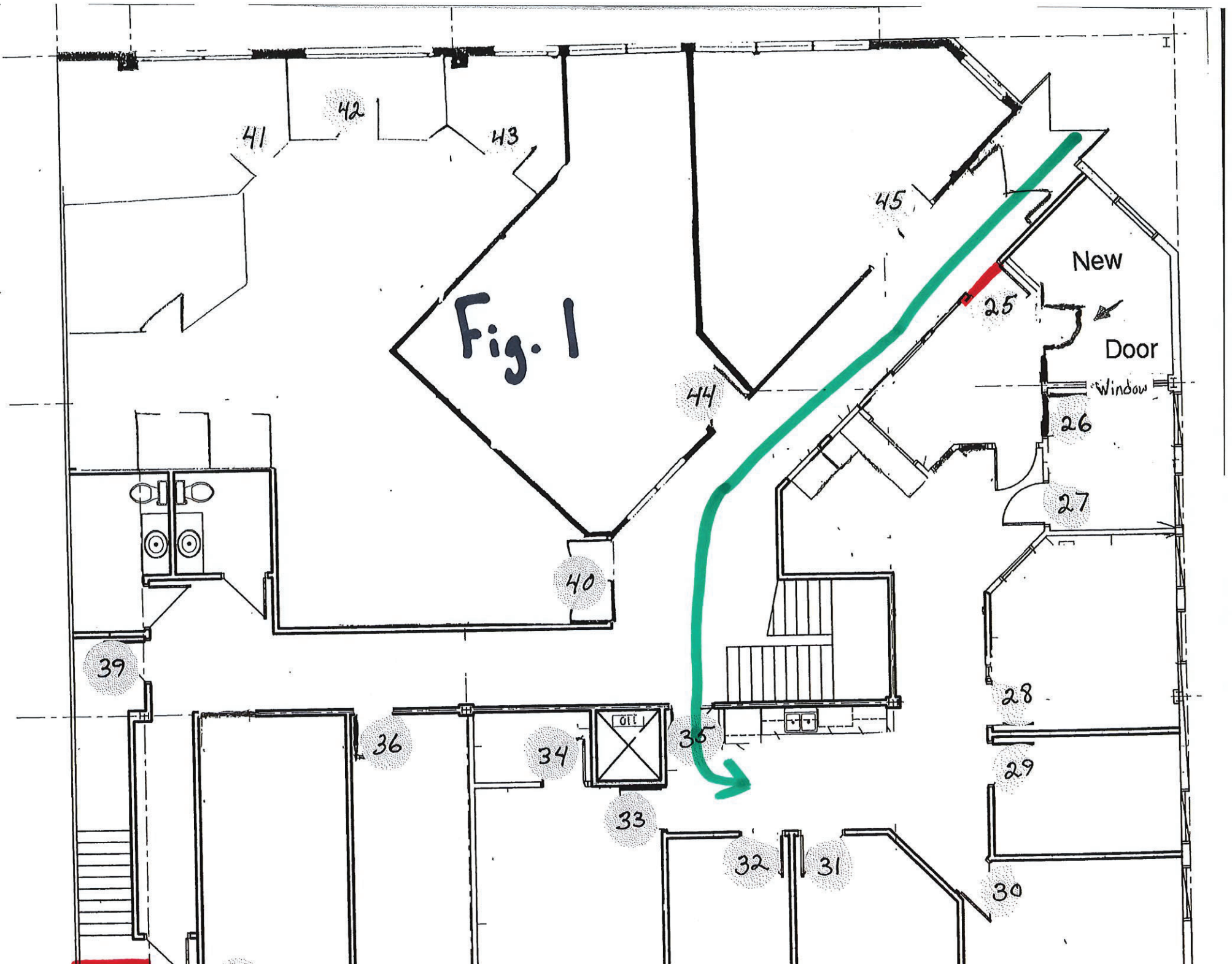
Enhanced Cleaning Protocols:

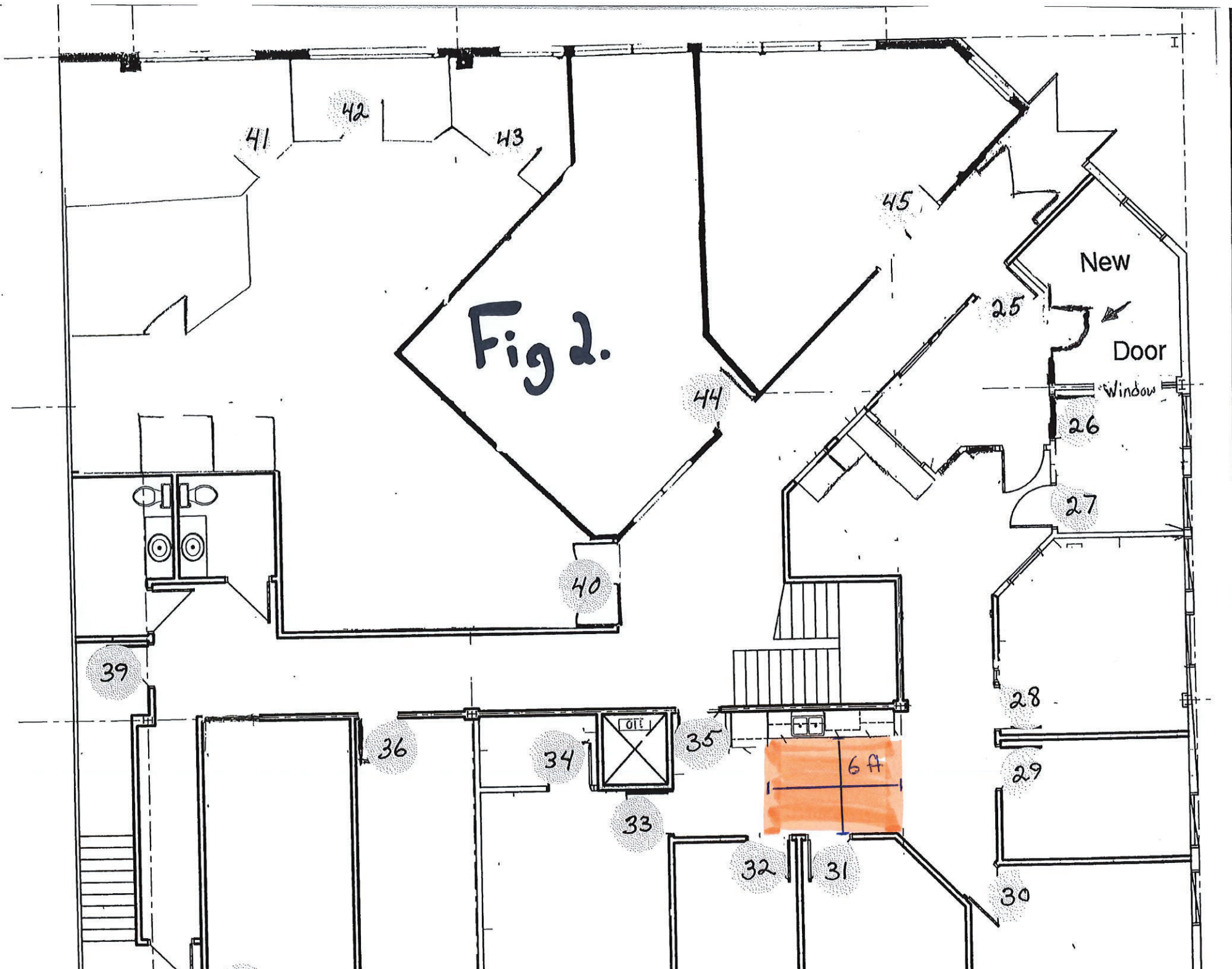
Enhanced cleaning protocols will consist of cleaning equipment and surfaces immediately after use by staff or clients, by:

- Sanitation wipes or a combination of water and bleach.
- Hay River Office to be cleaned daily, including individual offices
- Staff to follow cleaning schedule

Other:

- Probation Staff who are on duty travel, attending court or other functions outside of the office are required to carry PPE (Wipes, gloves, mask).
- Public washrooms will be kept closed. Should there be an unexpected situation that requires use of the washroom, staff will place sign on door asking for the washroom to be cleaned and remove the sign once it has been cleaned.





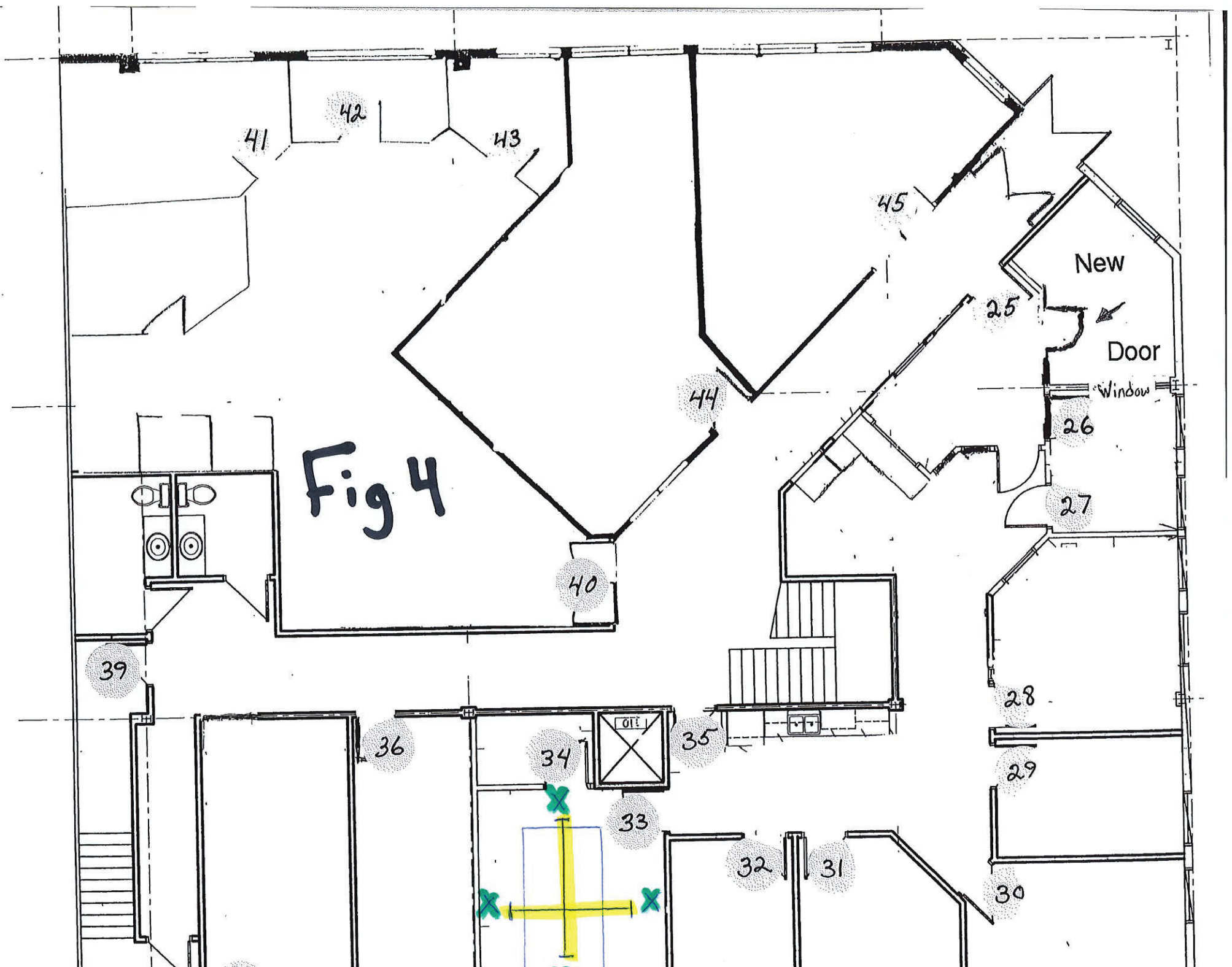
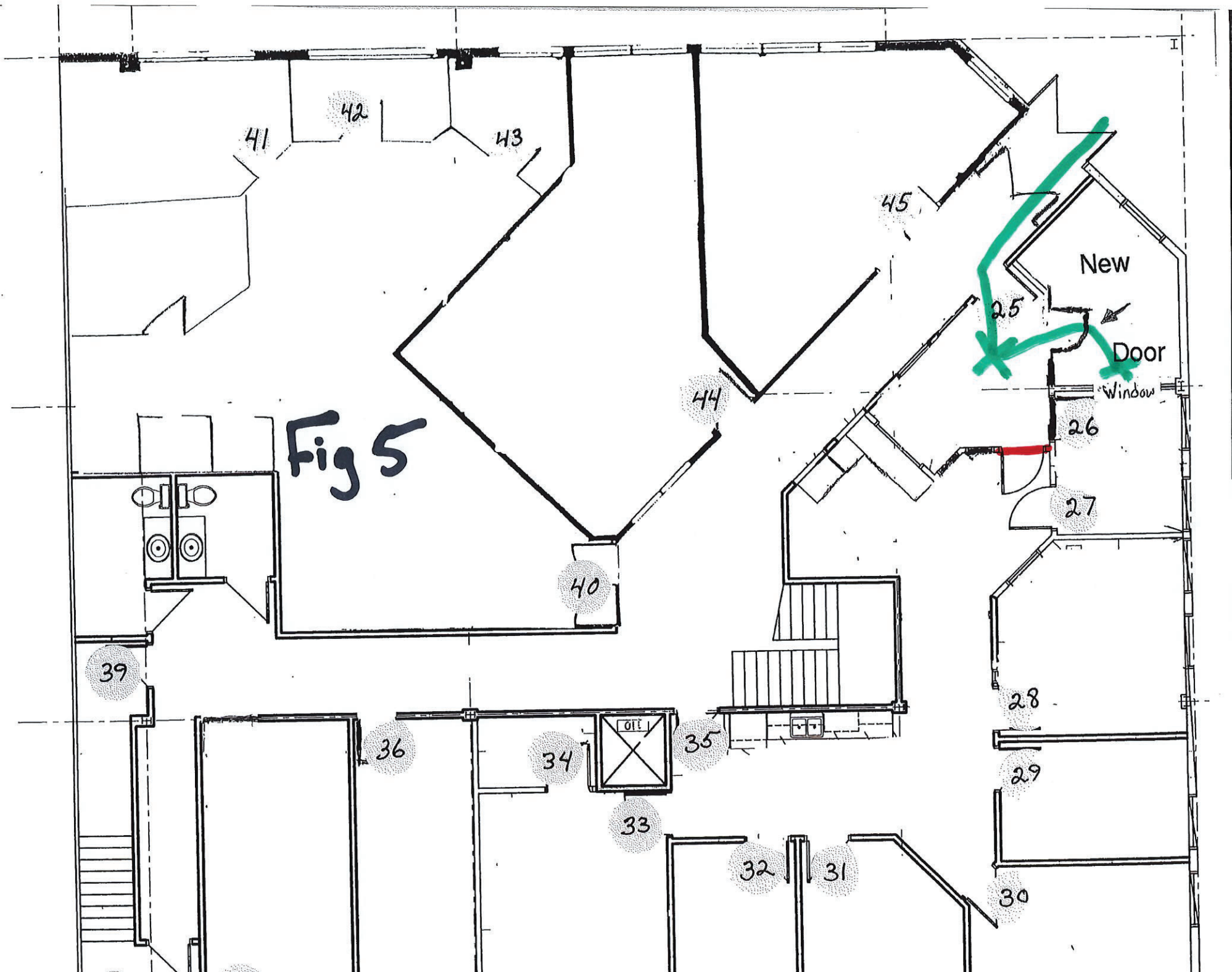


Fig 5



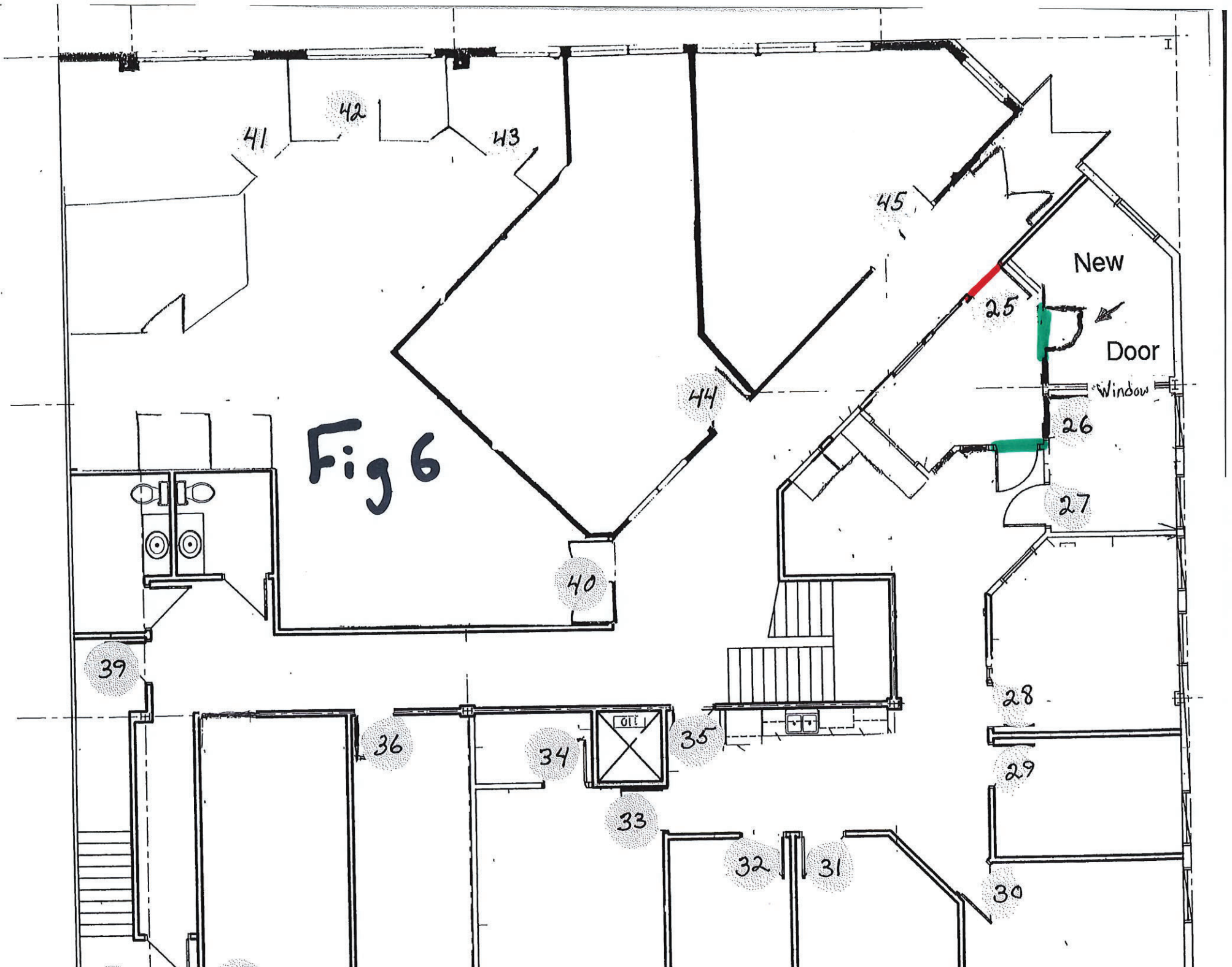
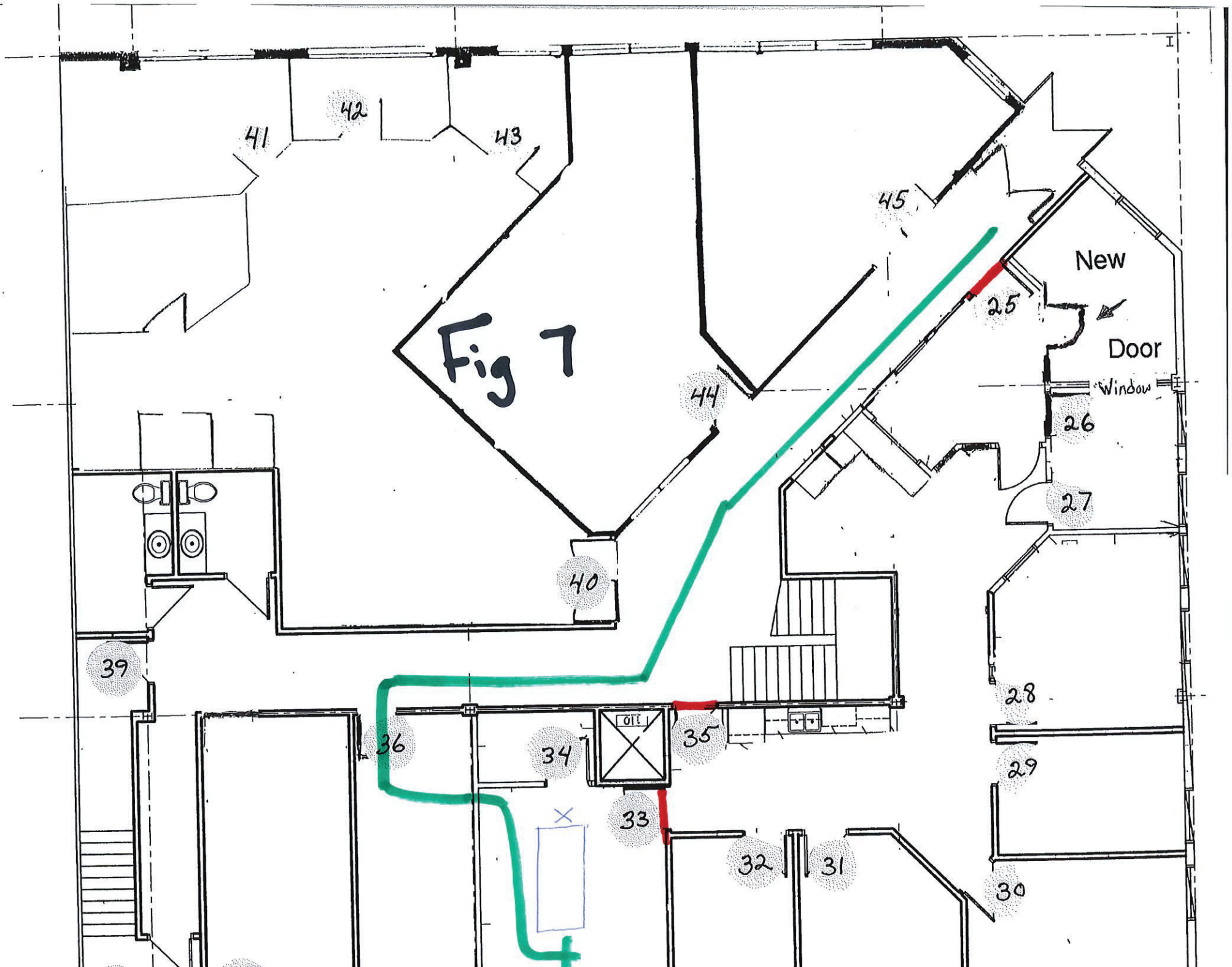


Fig 6





What to expect when attending at an NWT Courthouse or circuit court facility

In consultation with the Chief Public Health Officer and WSCC, and for the protection of all persons attending court, the following measures will be implemented as of July 6, 2020.

1. All persons are required to observe **physical distancing of 2m wherever possible** before entry to the facility and within.
2. All persons entering the facility will be required to complete a **symptom screening including temperature check**. Anyone displaying any symptoms will not be permitted to enter. Names of all person who enter will be recorded in case there is a need to perform contact tracing.
3. All persons who enter the facility will be required to use **hand-sanitizer and wear a non-medical mask** before entry. Attendees are encouraged to bring their own non-medical mask; however, disposable masks will be provided as required. Only children under the age of 10 are exempt from wearing a mask.
4. **Non-medical masks must be worn at all times when in public spaces** within the facility. The only exception is when a person is speaking before the court. Masks may be removed once stationed at counsel table or the witness stand and must be replaced when done speaking and before leaving that space.
5. **Enhanced cleaning protocols** are in place for sanitizing of high-touch areas such as door handles, countertops, etc. frequently throughout the day. Areas where persons are speaking without a mask will be sanitized after each speaker.
6. **Transparent barriers** have been placed in all courtrooms and interview rooms where persons may be required to speak without a mask.

These precautions are being followed to promote a healthy work environment for our staff and all participants. Your cooperation is greatly appreciated.

Please note that there may be some delay as a result of these precautions, particularly when entering the building or between matters in court. Your patience is appreciated.

For further information please contact Jeff Round, Director of Court Services, at 867-767-9285 x.82335 or jeff_round@gov.nt.ca.

3 July 2020

Best practice:

Physical distancing for our indoor office environments

Last updated: July 27, 2020

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Determining which Employees should return to the Worksite **Error! Bookmark not defined.**

 Step 1: Triggers for Employees to Return **Error! Bookmark not defined.**

 Step 2: Considerations for Return to the Worksite **Error! Bookmark not defined.**

 Step 3: Employee and Client/Resident Safety **Error! Bookmark not defined.**

 Step 4: Other Considerations **Error! Bookmark not defined.**

Appendix 1: Decision Tree for Determining if an Employee Should Return to the Worksite **Error! Bookmark not defined.**

Introduction

This document has been adapted from the BC Municipal Safety Association

In order to decrease transmission of COVID-19 it is recommended that all Government of the Northwest Territories employees practice physical distancing while in the workplace (where possible). Physical distancing involves taking steps to change our everyday routines, the way we interact with others, and whenever possible minimize close contact with people. This means keeping two meters distance between ourselves and others ([Source: Government of Canada](#)).

Hallways, walkways and stairways

Wider hallways may allow two individuals to pass each other while maintaining physical distance. As noted above, we are to maintain approximately 2 meters distance between ourselves and others.

This means that wider hallways may accommodate two individuals even if there is not a full two meters separation, if individuals do not congregate.

To avoid congregation and congestion in hallways, conversations are encouraged to be moved to open areas (e.g. lobby, large meeting room, outdoors). Arrows or markers indicating the direction to walk can also assist with elevating congestion in addition to safety shares and discussing safety procedures with all employees.

Narrow hallways or walkways do not have enough space for two individuals to pass each other while maintaining physical distancing. If necessary, these hallways can be marked with a "1" using yellow and black floor tape, noting one person at a time.

Employees exiting workstations or offices are encouraged to pause, look both ways and then proceed into hallways or walkway. Yellow and black floor tape can be placed at the end of workstations or offices as a reminder.

In narrow hallways, where the path of two individuals cross, employees are encouraged to converse with their colleague to successfully navigate the hallway. This may mean one person backtracks to where they started or into an open area, providing the other person with the ability to pass.

If the path of two individuals cross at an "intersection" or corner, employees are asked to pause and wait for the other person to clear the area, prior to proceeding. In some situations, yellow and black floor tape can provide helpful visual cues.

When using walkways adjacent to workstations, try to walk in a manner that provides the greatest physical distancing possible.

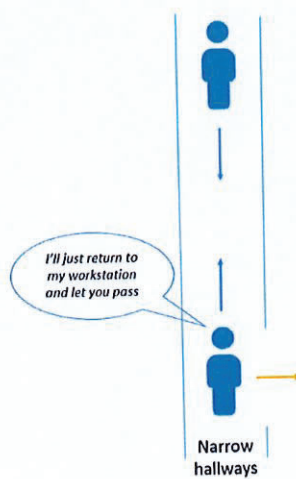
The use of yellow and black tape is not recommended on stairs as it may be a distraction for the eye when ascending or descending.



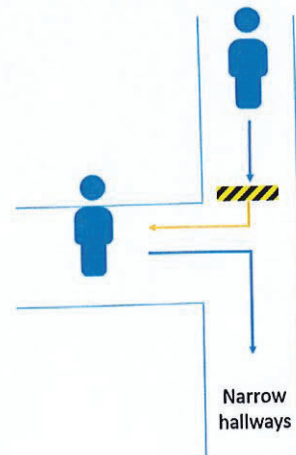
One person at a time for narrow hallways



Allow others to pass



Pause at intersections and wait for others to clear the area



Transaction counters and service points

Some transaction counters and service points can operate with physical distancing and no other risk control measures, it will depend how the area is designed already. Yellow and black floor tape can provide helpful visual cues. If use of the transaction counter is required, employees may be able to maintain physical distancing by moving back, allowing the person to use the transaction counter. Verbal cues can be used to inform the person when they should approach the transaction counter.

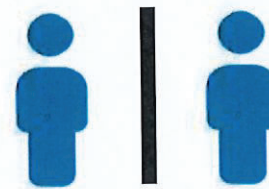


Remember that physical distancing means keeping approximately 2 meters distance between ourselves and others and that outstretched arms provide approximately this distance. This means that employees can pass lightweight items (such as paper) to others using an outstretched arm as long as the item is received with an outstretched arm. For heavier items, employees are encouraged to place the item down, step back and verbally cue the other person to pick up the item.

Some transaction counters and service points may require additional risk control measures such as transparent barriers or counter extensions. Barriers need to be wide enough to account for the normal movement of both people and safe entry and exits.

Workstations

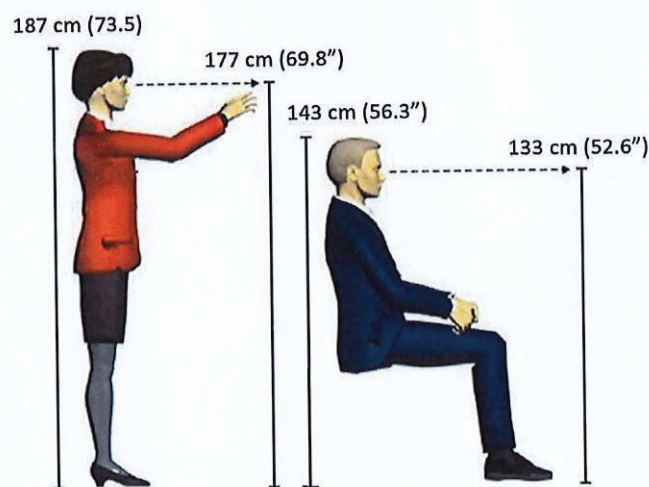
Physical distance can be measured from the head or facial area of one employee to the head or facial area of another considering the areas that they are most likely to be working in (e.g. in front of computer or in areas of desk where paperwork is completed, handled or sorted).



Less than approximately 2 meters can separate spaces if there is a partition or barrier that separates the workstations:

- If both individuals normally sit while working and there is not sufficient physical distancing, a partition or barrier between 133 cm (52.6") and 143 cm (56.3") in height is sufficient as it represents between eye height and top of head while sitting for the 95th percentile male.
- If one or both of the individuals stand(s) while working and there is not sufficient physical distancing, a partition or barrier between 177 cm (69.8") and 187 cm (73.5") in height is sufficient as it represents between eye height and top of head while standing for the 95th percentile male.

Standing and sitting height of 95th percentile male (BIFMA)



In areas where a walkway is adjacent to a workstation and where there is less than approximately 2 meters, the frequency and duration of foot traffic should be considered.

- If foot traffic is infrequent (less than 15 minutes cumulative in the day), the partition or barrier can be at the sitting height noted above.
- If foot traffic is frequent (greater than 15 minutes cumulative in the day), or if people tend to pause (e.g. to use a photocopier) or congregate, the partition or barrier should be at the standing height noted above.
- For offices location on a corner where two hallways intersect or at the end of a series of workstations, foot traffic should be considered as above when determining the partition or barrier height.
- The above takes into consideration risk information from BC Centre for Disease Control that describes walking by someone as a low risk or no risk activity.

For workstations that share a common entry point, a partition or barrier should be considered if there is less than approximately 2 meters between the entry point and the areas that employees are most likely to be working in. Yellow and black floor tape can be used to cue employees to enter using the pathway that provides the best possible physical distancing. Additionally, as discussed in the Hallways, walkways and stairways section above, employees are encouraged to converse with each other to successfully navigate the entry point. This may mean that one person slides within their workstation to allow the other person to enter. Foot traffic should be considered as above

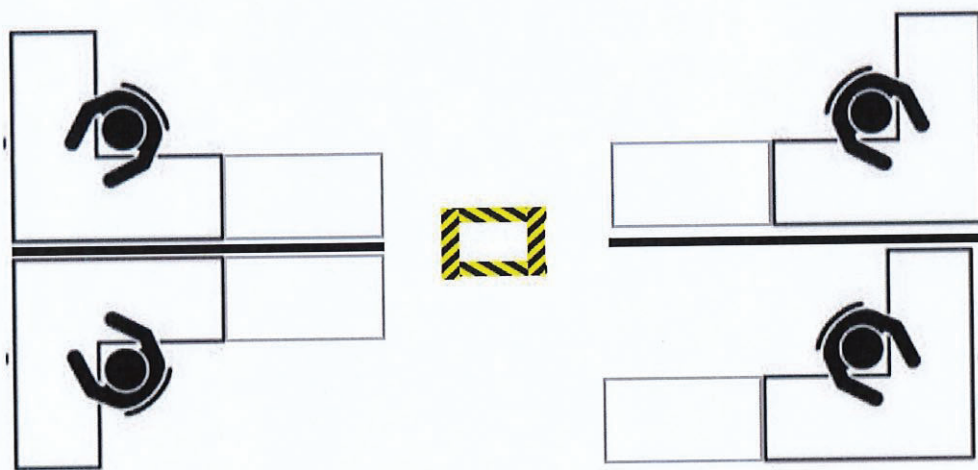
when determining the partition or barrier height. Alternately, it may be possible to reconfigure the workstations as discussed below.

Configuration of workstations

Some workstation configurations provide unique challenges for physical distancing. Below we address some of these and provide potential solutions:

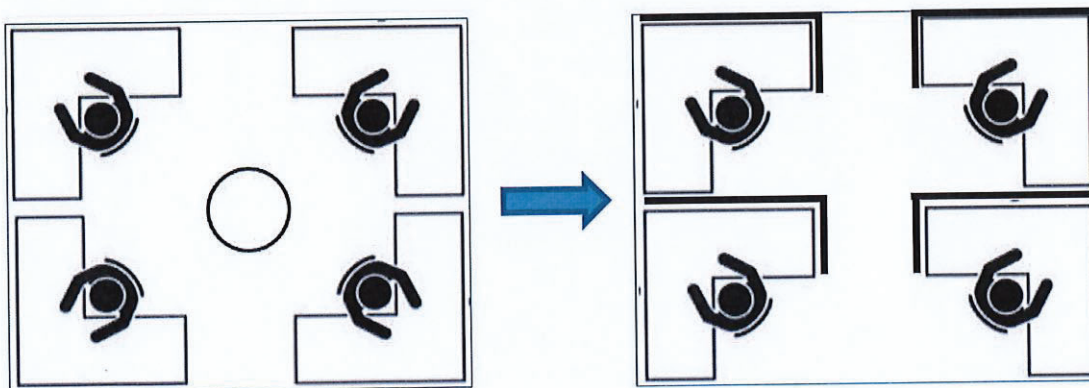
Multiple workstations in one area and the need to converse

Recommendation: Measure between workstations to determine the best place for standing. This spot can be designated by creating a box with yellow and black floor tape and be used for speaking with any of the individuals.



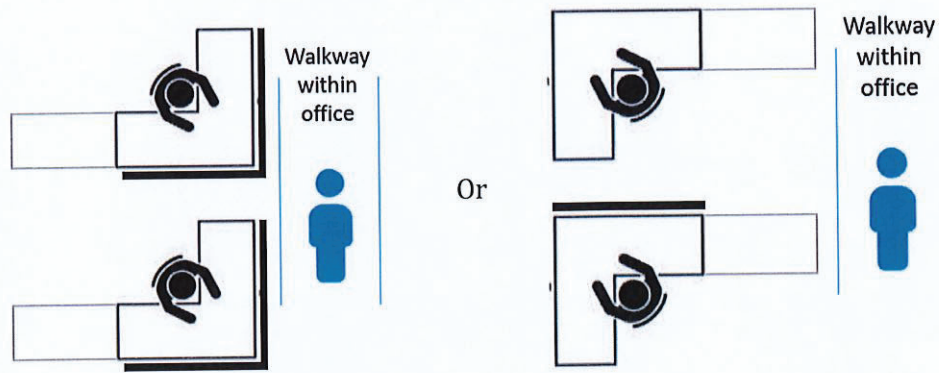
Workstations configured with open communal space in middle

Recommendation: Reconfigure furniture (if possible) to allow use of all workstations with the addition of barriers or partitions.



Workstations located near a walkway within an office

Recommendation: Add barriers or partitions to create separation. Alternately, explore to see if workstations can be re-oriented to allow more distance between walkway and the areas that are most likely used for work (e.g. in front of computer or in areas of desk where paperwork is completed, handled or sorted).



There are many other configurations and every effort should be made to use as many workstations as possible, while still adhering to physical distancing.

Options to reconfigure workstations should consider physical distancing, ergonomics, workflow, access to common areas (e.g. photocopier), phone and data access points, emergency exits and any challenges posed by the reconfiguration.

Reconfiguration could result in employees moving into different workstations or areas within the office environment. The impact on the frequency and duration of foot traffic and conversations in hallways and pathways (considering physical distancing) should always be considered.

Common areas

It may be beneficial to establish a 1-at-a-time approach for some common areas. Alternately, someone can be designated to distribute materials.

Adding yellow and black floor tape to delineate these areas can be helpful.

Having cleaning or disinfectant products close so the common area can be cleaned after use is recommended.



References used:

WorkSafeBC COVID-19 information and resources – Staying safe at work; Physical distancing section

<https://www.worksafebc.com/en/about-us/covid-19-updates/health-and-safety/staying-safe-at-work>

Workers' Safety & Compensation Commission: Workplace Safety Planning for COVID-19

<https://www.wscc.nt.ca/health-safety/covid-19/forms>

WorkSafeBC COVID-19 health and safety: Designing effective barriers

<https://www.worksafebc.com/en/resources/health-safety/information-sheets/covid-19-health-safety-designing-effective-barriers?lang=en&origin=s&returnurl=https%3A%2F%2Fwww.worksafebc.com%2Fen%2Fforms-resources%23sort%3D%2540fcomputeditemdatefield343%2520descending%26f%3Alanguage-facet%3D%5BEnglish%5D%26tags%3DCovid-19%7Ca96b6c96607345c481bb8621425ea03f>

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<https://ehs.oregonstate.edu/sites/ehs.oregonstate.edu/files/pdf/ergo/ergonomicsanddesignreferenceguidewhitepaper.pdf>

Department of Health and Social Services: Disinfectant User Guide

<https://www.gov.nt.ca/covid-19/en/how-use-bleach-disinfectant>

Department of Health and Social Services: Enhanced Cleaning Checklist

<https://www.gov.nt.ca/covid-19/en/enhanced-cleaning-checklist-0>

Department of Health and Social Services: Social Distancing

<https://www.gov.nt.ca/covid-19/en/services/social-distancing>

Government of Canada: Physical distancing: How to slow the spread of COVID-19

<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/social-distancing.html>