

March 4, 2021

Dear [REDACTED]

Re: Your request for access to information under Part II of the Access to Information and Protection of Privacy Act, 2015 [JPS/6/2021]

On January 4, 2021 the Department of Justice and Public Safety (JPS) received your request for access to the following records:

Information Distributed I am requesting all documents and electronic materials distributed to parolees and other individuals currently on community release, staff and visitors concerning COVID-19 measures taken in parole offices. Timeframe – January 1, 2020 – August, 2020.

On January 5, 2021, you confirmed that your request related to Adult Probation.

On January 29, 2021 you were notified of a 15 day extension. On February 10, 2021, you were notified of an additional 10 day extension.

Please be advised that a decision has been made by the Deputy Minister for JPS to provide access to most of the requested information. However, some information has been refused in accordance with the following exception to disclosure, as specified in the **Access to Information and Protection of Privacy Act, 2015** (the Act):

31. (1) The head of a public body may refuse to disclose information to an applicant where the disclosure could reasonably be expected to
- (a) interfere with or harm a law enforcement matter;
 - (c) reveal investigative techniques and procedures currently used, or likely to be used, in law enforcement;

Please note:

- Adult Probation did not distribute documents or electronic materials to those under the supervision of Adult Probation until September when clients resumed reporting to the office. When the resumption occurred, only the screening questions would have been sent by email (in limited instances) to the offender. A copy of the questions can be found on pages 23-24.
- There was no written documentation that was released to visitors.
- For staff:
 - All contingency plans can be found in JPS/8/2021
 - The majority of Safe Work Procedures can be found in JPS/2/2021 and JPS/5/2021. SWPs that were not responsive to those requests are enclosed.

As required by 8(2) of the Act, we have severed information that is unable to be disclosed and have provided you with as much information as possible. In accordance with your request for a copy of the records, the appropriate copies have been enclosed.

Please be advised that you may ask the Information and Privacy Commissioner to review the processing of your access request as set out in section 42 of the Act (a copy of this section has been enclosed for your reference). A request to the Commissioner must be made in writing not later than 15 business days of the date of this letter or a longer period that may be allowed by the Commissioner. The appeal may be addressed to the Information and Privacy Commissioner as follows:

Office of the Information and Privacy Commissioner
2 Canada Drive
P. O. Box 13004, Stn. A
St. John's, NL. A1B 3V8

Telephone: (709) 729-6309
Toll-Free: 1-877-729-6309
Facsimile: (709) 729-6500

You may also appeal directly to the Supreme Court within 15 business days after you receive the decision of the public body, pursuant to section 52 of the Act (a copy of this section of the Act has been enclosed for your reference).

Please be advised that this request will be published three business days after the response is sent electronically to you or five business days in the case where records are mailed to you. The goal is to have the responsive records posted to the Completed Access to Information Requests website within one business day following the applicable period of time. Please note that requests for personal information will not be posted online.

If you have any questions please contact me by telephone at 709-729-7128, or by email at sonjaelgohary@gov.nl.ca.

Sincerely,

A handwritten signature in blue ink that reads "Sonja El-Gohary". The signature is fluid and cursive, with the first name "Sonja" and last name "El-Gohary" clearly distinguishable.

Sonja El-Gohary
ATIPP Coordinator

Access or correction complaint

42. (1) A person who makes a request under this Act for access to a record or for correction of personal information may file a complaint with the commissioner respecting a decision, act or failure to act of the head of the public body that relates to the request.

(2) A complaint under subsection (1) shall be filed in writing not later than 15 business days

(a) after the applicant is notified of the decision of the head of the public body, or the date of the act or failure to act; or

(b) after the date the head of the public body is considered to have refused the request under subsection 16 (2).

(3) A third party informed under section 19 of a decision of the head of a public body to grant access to a record or part of a record in response to a request may file a complaint with the commissioner respecting that decision.

(4) A complaint under subsection (3) shall be filed in writing not later than 15 business days after the third party is informed of the decision of the head of the public body.

(5) The commissioner may allow a longer time period for the filing of a complaint under this section.

(6) A person or third party who has appealed directly to the Trial Division under subsection 52 (1) or 53 (1) shall not file a complaint with the commissioner.

(7) The commissioner shall refuse to investigate a complaint where an appeal has been commenced in the Trial Division.

(8) A complaint shall not be filed under this section with respect to

(a) a request that is disregarded under section 21 ;

(b) a decision respecting an extension of time under section 23 ;

(c) a variation of a procedure under section 24 ; or

(d) an estimate of costs or a decision not to waive a cost under section 26 .

(9) The commissioner shall provide a copy of the complaint to the head of the public body concerned.

Direct appeal to Trial Division by an applicant

52. (1) Where an applicant has made a request to a public body for access to a record or correction of personal information and has not filed a complaint with the commissioner under section 42 , the applicant may appeal the decision, act or failure to act of the head of the public body that relates to the request directly to the Trial Division.

(2) An appeal shall be commenced under subsection (1) not later than 15 business days

(a) after the applicant is notified of the decision of the head of the public body, or the date of the act or failure to act; or

(b) after the date the head of the public body is considered to have refused the request under subsection 16 (2).

(3) Where an applicant has filed a complaint with the commissioner under section 42 and the commissioner has refused to investigate the complaint, the applicant may commence an appeal in the Trial Division of the decision, act or failure to act of the head of the public body that relates to the request for access to a record or for correction of personal information.

(4) An appeal shall be commenced under subsection (3) not later than 15 business days after the applicant is notified of the commissioner's refusal under subsection 45 (2).

General Health and Safety Requirements

Safe Handling, Storage and Transport of World Health Organization Hand Sanitizer Formula

Hazards Identified	Potential hazardous atmosphere, flammable liquid, eye irritation
PPE Required	As per manufacturer’s instructions – see below
Training	Pandemic Recovery Modules; GNL provided video; GNL provided reference materials as well as review of all links below
Potentially Exposed Employees	All Employees of Victim Services and Adult Probation

Safe Work Practice

Procedure noted in this SWP is a baseline and is meant to be adapted and updated continually based on changes to alert levels and to changes in the workplace. Each Regional Office is required to review the SWP on a bi-weekly basis and update as needed for their specific location. All changes to the SWP require OHS approval, and Provincial Manager (VS), or Chief Adult Probation Officer (AP) signoff prior to implementation.

To help control the spread of Covid-19 in the workplace, employees must do their part to prevent the transmission of the virus. This includes following all Safe Work Practices (SWP) and Protocols with respect to Covid-19 to ensure your safety and the safety of your co-workers.

The World Health Organization (WHO) has identified a recipe for alcohol based hand sanitizer. The Newfoundland Labrador Liquor Corporation has mass produced hand sanitizer using this formula, and has made it available to GNL employees. Both Victim Services and Adult Probation Programs have obtained this hand sanitizer for employee use. Victim Services and Probation have obtained sufficient amounts of this sanitizer to be used as a cleaning product within Regional Offices (see SWP for cleaning).

Chemical Composition

- Ethanol – 80%
- Water – 18.4%
- Glycerol – 1.5%
- Hydrogen Peroxide – 0.1%

General Use

Apply a small amount to hands. If using for the first time and skin irritation occurs, stop using and notify your Supervisor. Follow instructions found on the supplier label and do not leave container open when not in use. Keep away from flame or other ignition sources at all times. Do not ingest this product, and keep away from eyes.

Transfer from original bottle

Departments may wish to transfer to smaller bottles for personal use, and/or spray bottles to be used as a hand sanitizer and as a cleaning agent. In these cases, a workplace label may be required on the new container, as per WHMIS regulations. A workplace label must contain the following:

- Product name (matching the SDS product name)
- Safe Handling precautions, may include pictograms or other supplier label information
- A reference to refer to the SDS

A workplace label can be in the form of a physical printed label attached to the workplace container, or in legible writing directly on the container, in a form that cannot be easily erased.

There are two situations when a workplace label is not necessary. When a hazardous product is:

- poured into a container and it is going to be used immediately in its entirety, or
- "Under the control of the person who decanted it". For example, when the person who poured the product into another container will be the only person who will use it, and the product will be used during one shift, a full workplace label may not be required. However, the container must still be identified with the product identifier (name).
- Staff will be provided with empty bottles and spray nozzles. Bottles will be provided to staff with both product labels and individual staff names. Bottles are not to be shared between staff members.

To learn more about WHMIS labelling, click here:

https://www.ccohs.ca/oshanswers/chemicals/whmis_ghs/labels.html

Storage

Keep containers tightly closed in a dry, cool and well-ventilated place. Keep away from heat, sparks, flame and other sources of ignition (i.e., pilot lights, electric motors and static electricity). Keep in properly labeled (as flammable) containers and ensure that if they are re-boxed that a flammable sticker is applied. Do not store near combustible materials. Keep in an area equipped with sprinklers, where possible.

Each employee will be provided with personal sized bottles so that they can transfer the hand sanitizer into the personal sized bottle. Employees will be required to keep their personal sized bottles in their workspace and carry it with them as required for sanitation purposes.

Excess supplies will be stored as directed above.

Once visitors are permitted to return to the workspace, a separate hand sanitizer bottle will be kept in the secure main office of Regional Offices for visitors to use upon entry into the work space and prior to office exit. Given the high alcohol content, the product will not be left in publically accessible waiting rooms.

Transport

While this product is a hazardous material, it may be shipped in a limited quantity that presents a limited hazard during transportation, due to its form, quantity, and packaging.

Transport Canada has authorized relief for shipping hand sanitizer by road, rail, and vessel within Canada by issuing a temporary certificate (TU 0752) available at:

<https://www.tc.gc.ca/media/documents/tdg-eng/0752-eng-TransportationofDangerousGoodsDirectorateTransportCanada.pdf>

with additional guidance at:

<https://www.tc.gc.ca/eng/tdg/temporary-certificate-tu-0752-hand-sanitizer.html>

Employees of both programs: Clerk Typist III's, Victim Services Coordinators and Adult Probation Officers will be required to carry hand sanitizer while performing certain work related duties such as, but not limited to: the delivery of Victim Impact Statements to court (where permitted by the court location), attendance at court appearances (where permitted by the court location), and for Probation Officers to complete Electronic Monitoring Temporary Absence (EMTA) activities.

First Aid

Skin – If irritation occurs, stop using and seek medical advice/attention if necessary

Inhalation – If prolonged inhalation of vapors occur, move to fresh air until symptoms subside.

Eye Contact – Rinse immediately with water, for at least 15 minutes, keeping eyes open as much as possible.

Ingestion – Clean mouth with water and drink plenty of water. Do NOT induce vomiting, and contact a Physician or call 811.

Please see the SDS in the references section below for more information. Note: The primary audience for this SDS are industrial workplace and transport associates. During manufacture, processing, transport, spills, releases, etc. there is a potential for much more significant exposure. Therefore some statements are necessary to be included to protect the workers. Most SDS standards and regulations are quite prescriptive and absence of those statements would actually fall outside of requirements/best practices.

Regulations, Standards and References:

https://www.ccohs.ca/oshanswers/chemicals/whmis_ghs/labels.html

<https://www.tc.gc.ca/media/documents/tdg-eng/0752-eng-TransportationofDangerousGoodsDirectorateTransportCanada.pdf>

<https://www.tc.gc.ca/eng/tdg/temporary-certificate-tu-0752-hand-sanitizer.html>



WHO HS
(Ethanol-based)_Cana

Health and Safety Review by: Off Ryan Date: May 2020

Approved by: Ant Stanley Date: May 2020
Victim Services Program Manager (or designate)

Approved by: [Signature] Date: May 2020
Chief Adult Probation Officer (or designate)

General Health and Safety Requirements

COVID-19 Contamination Prevention in the Workplace – Water coolers (Safe use and Handling)

Hazards Identified	Exposure to Covid-19 virus from contaminated surfaces
PPE Required	N/A
Training	None specific to this task
Potentially Exposed Employees	All employees

Safe Work Practice

Procedures noted below are a baseline and are meant to be adapted and updated continually based on changes to alert levels and to changes in the workplace.

To help control the spread of Covid-19 in the workplace, employees must do their part to prevent the transmission of the virus. This includes following all Safe Work Practices (SWP) and Protocols with respect to Covid-19 to ensure your safety and the safety of your co-workers.

Changing out water bottles

In addition to routine cleaning, it is recommended that surfaces that have frequent contact with hands are cleaned and disinfected based on potential exposure risk. Individuals who chose to change out the refill bottles on a water cooler should always:

- Remove the empty container from the unit, place carefully in its designated area, clean the container using disinfectant .
- Select a refill bottle and clean with a disinfectant before handling. Place the refill on the unit, clean the unit or any areas that may have been touched.

Using the water cooler

- Do not touch the unit with your hands if possible.
- Use a napkin or paper towel to depress the dispenser then discard.
- Use a disposable cup when available.
- If using a reusable cup, do not touch the spout. If you touch the spout, disinfect it immediately.
- If you need to touch the unit, clean and disinfect before using it.
- Clean your hands before and after using the unit.

Cleaning Products

It is important to know that disinfectant cleaners break down grease and help remove organic material killing the germs. The most up to date list of disinfectants for use against Covid-19 can be found on the Government of Canada's website - <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>

- Check the expiry date of products you use and follow manufacturer's instructions – see below
- Where possible, use pre-mixed solutions. If you mix a product follow manufacturer's instructions
- Allow adequate contact time for disinfectant to kill germs as directed
- Ensure that the service provider properly disinfects and cleans the unit before reusing after extended period of nonuse. Staff are NOT responsible for this type of cleaning/disinfecting

Scented product Considerations

Where possible, all efforts should be made to use scent free products. However, due to limited availability of scent-free products during the Covid-19 outbreak, the use of scented products or bleach may be necessary to ensure adequate cleaning.

- Supervisors shall inform workers of the cleaning products that are being used and provide regular updates if there is a change in cleaning products
- Employees who have sensitivity to scented products shall inform the supervisor immediately
- Supervisors shall try to accommodate such employees to the best of their ability

Regulations, Standards and References:

<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>

<https://www.gov.nl.ca/covid-19/files/factsheet-covid-19-environmental-cleaning-NL.pdf>

Health and Safety Review by: _____ Date: _____

Approved by: _____ Date: _____

Water Cooler Safety

Using the water cooler

- Clean your hands before and after touching the water cooler.
- Use a napkin/paper towel to depress the dispenser.
- If using a reusable cup, do not touch the spout. If you do, disinfect immediately.
- Clean and disinfect the cooler after use.



Changing out water bottles

- Remove the empty container from the unit, disinfect then place in designated area.
- Select a refill bottle and disinfect before handling.
- Place the refill on the unit. Clean the unit or any areas that may have been touched.

General Health and Safety Requirements	
Visitors to Government Buildings - Screening for Entry	
Hazards Identified	COVID-19 Exposure
PPE Required	None identified
Training	None specifically identified
Potentially Exposed Employees	Visitors and Employees
Safe Work Practice	
<p>COVID-19 is a respiratory illness that is transmitted through:</p> <ul style="list-style-type: none"> • Respiratory droplets generated when you cough or sneeze • Close, personal contact such as touching or shaking hands • Touching something with the virus on it, then touching your mouth, nose or eyes before washing your hands <p>To help control the spread of COVID-19 in the workplace, employees must do their part to prevent the transmission of the virus. This includes following all Safe Work Practices (SWP) and Protocols with respect to COVID-19 to ensure your safety and the safety of your co-workers and any visitors to the building. It is important that visitors adhere to the safety practices and protocols to ensure safety for all.</p> <p>Efforts should be made to arrange for alternatives to in-person meetings such as teleconferences, video conferences or phone conversations, however, there are instances where visitors will need to attend government buildings.</p> <p>Section A: Appointment Booking</p> <p>Individuals who have to attend government buildings will be contacted by the designated employee to schedule an appointment. The designate will advise visitors:</p> <ul style="list-style-type: none"> • they will be screened for entry using a 7 question Visitor Self-Assessment Tool. • the Visitor Self-Assessment Tool will be emailed in advance of the meeting. • they will not be permitted to enter the building if they answer 'yes' to any question or refuse to answer the questions and will be advised of alternate options for meeting (i.e. skype or phone) • they will be expected to answer the self-assessment questions at the time of their scheduled appointment. <p>Other pertinent information required for arrival at the building should be communicated including:</p> <ul style="list-style-type: none"> • the entrance where the visitor should arrive. • who will meet the visitor upon arrival and contact information for the designated person. • if the visitor will be using an elevator, they must be advised of the requirement for wearing a mask when more than one person is in the elevator. <p>Visitors should be advised that if they are required to use Personal Protective Equipment during their visit based on a risk assessment, it will be provided to them. They should also be advised that, at this time, the use of a cloth mask is not required but they are welcome to wear one at their own discretion.</p>	

For departments who use an online appointment booking system, the above information may not apply but the process below should be followed as visitors arrive.

Section B: Appointment Time

Visitors will arrive at their appointment time and meet with the designated employee at the agreed upon entrance. The Visitor Self-Assessment Tool will be posted, and if not, must be available for the visitor to review. If privacy can be maintained, the designated employee can read the questions to the visitor. If the designated employee is reading the questions, they must ensure they do not record information or ask additional questions beyond what is asked in the self-assessment tool. In any event, the designated employee must confirm with the visitor they have reviewed the questions and have answered no to all before proceeding to the meeting.

If the visitor answers 'yes' to any of the questions or objects to answering the questions, the visitor will not be permitted to enter the building and arrangements will be made via telephone or email for an alternative method of meeting and they will be encouraged to contact 811.

The visitor should be apprised of COVID-19 safety protocols including:

- physical distancing requirements of up to 2 meters at all times
- mask requirements where there is more than one rider in an elevator
- hygiene expectations
- any other specific protocol for the area they will be visiting.

As we learn more about COVID-19 symptoms, it may become necessary to update the questions to ensure they accurately screen individuals.

Regulations, Standards and References:

Guidance Document on Covid-19 screening by ATIPP Office, Department of Justice and Public Safety
 COVID-19 Visitor Self-Assessment Checklist
 SWP Covid-19 Hand Hygiene
 SPW Covid-19 Physical Distancing
<https://www.gov.nl.ca/covid-19/>

Health and Safety Review by: OTto Ryan/OHS Date: July 2020

Approved by: *[Signature]* Date: July 2020
[Signature] July 2020

Temporary Safe Work Practice

General Health and Safety Requirements	
COVID-19 Contamination Prevention in the Workplace – Water coolers (Safe use and Handling)	
Hazards Identified	Exposure to Covid-19 virus from contaminated surfaces
PPE Required	N/A
Training	None specific to this task
Potentially Exposed Employees	All employees
Safe Work Practice	
<p>Procedures noted below are a baseline and are meant to be adapted and updated continually based on changes to alert levels and to changes in the workplace.</p> <p>To help control the spread of Covid-19 in the workplace, employees must do their part to prevent the transmission of the virus. This includes following all Safe Work Practices (SWP) and Protocols with respect to Covid-19 to ensure your safety and the safety of your co-workers.</p> <p>Changing out water bottles</p> <p>In addition to routine cleaning, it is recommended that surfaces that have frequent contact with hands are cleaned and disinfected based on potential exposure risk. Individuals who chose to change out the refill bottles on a water cooler should always:</p> <ul style="list-style-type: none"> • Remove the empty container from the unit, place carefully in its designated area, clean the container using disinfectant . • Select a refill bottle and clean with a disinfectant before handling. Place the refill on the unit, clean the unit or any areas that may have been touched. <p>Using the water cooler</p> <ul style="list-style-type: none"> • Do not touch the unit with your hands if possible. • Use a napkin or paper towel to depress the dispenser then discard. • Use a disposable cup when available. • If using a reusable cup, do not touch the spout. If you touch the spout, disinfect it immediately. • If you need to touch the unit, clean and disinfect before using it. • Clean your hands before and after using the unit. <p>Cleaning Products</p> <p>It is important to know that disinfectant cleaners break down grease and help remove organic material killing the germs. The most up to date list of disinfectants for use against Covid-19 can be found on the Government of Canada's website - https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html</p>	

- Check the expiry date of products you use and follow manufacturer’s instructions – see below
- Where possible, use pre-mixed solutions. If you mix a product follow manufacturer’s instructions
- Allow adequate contact time for disinfectant to kill germs as directed
- Ensure that the service provider properly disinfects and cleans the unit before reusing after extended period of nonuse. Staff are NOT responsible for this type of cleaning/disinfecting

Scented product Considerations

Where possible, all efforts should be made to use scent free products. However, due to limited availability of scent-free products during the Covid-19 outbreak, the use of scented products or bleach may be necessary to ensure adequate cleaning.

- Supervisors shall inform workers of the cleaning products that are being used and provide regular updates if there is a change in cleaning products
- Employees who have sensitivity to scented products shall inform the supervisor immediately
- Supervisors shall try to accommodate such employees to the best of their ability

Regulations, Standards and References:

<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>
<https://www.gov.nl.ca/covid-19/files/factsheet-covid-19-environmental-cleaning-NL.pdf>

Health and Safety Review by: Off Ryan/OHS Date: July 2020

Approved by: AH/Stanley Date: August 2020
Antastanley August 2020

Water Cooler Safety

Using the water cooler

- Clean your hands before and after touching the water cooler.
- Use a napkin/paper towel to depress the dispenser.
- If using a reusable cup, do not touch the spout. If you do, disinfect immediately.
- Clean and disinfect the cooler after use.



Changing out water bottles

- Remove the empty container from the unit, disinfect then place in designated area.
- Select a refill bottle and disinfect before handling.
- Place the refill on the unit. Clean the unit or any areas that may have been touched.

General Health and Safety Requirements

Covid-19 Clients Reporting in Person

Hazards Identified	Covid-19 exposure from being in close proximity with others in the workplace.
PPE Required	Masks, Hand Sanitizer
Training	Pandemic Recovery Modules; GNL provided video; GNL provided reference materials; Safe Work Procedures
Potentially Exposed Employees	All employees of Adult Probation

Safe Work Practice

The Practices outlined in this SWP is a baseline and is meant to be adapted and updated continually based on changes to alert levels and to changes in the workplace. Each Regional Office is required to review the SWP on a bi-weekly basis and update as needed for their specific location. All changes to the SWP require OHS review, and Chief Adult Probation Officer (AP), or designate, signoff prior to implementation.

To help control the spread of Covid-19 in the workplace, employees must do their part to prevent the transmission of the virus. This includes following all Safe Work Practices (SWP) and Protocols with respect to Covid-19 to ensure your safety and the safety of your co-workers.

General Guidelines for Client Contact

All staff are to refer to the “Limited Resumption of Client Contact” document which details which mode of contact will occur, the scheduling of appointments, as well as the required screening questions. This document is attached.

In all instances where a client is reporting to the Probation Office the following is to be adhered to. These are in place regardless of the mode (desk report, secure office, or individual office) being utilized:

Prior to the appointment:

- Hand sanitizer: will be placed in the waiting area for offender use. This is to remain on the wicket counter in view of the CTIII wherever possible.
- Appointments will be arranged by using the information and process outlined in the “Limited Resumption of Client Contact” document.
- Clients are to be instructed when appointments are scheduled that they are to wait outside the office door, or main building door, at their scheduled appointment time until the door is unlocked.
- Only one client is permitted in the waiting area at a time.

- The client will not be permitted to bring any additional person(s) with them to their appointment unless approved in advance by their APO. A board room is to be used where possible if a support person is required.
- Any items that are not required for the appointment are to be removed from the area where the client will report, wherever possible.

When the Client arrives:

- The client will be required to answer the screening questions outlined in the “Limited Resumption of Client Contact” document prior to the appointment commencing.
- The door is to be unlocked to allow them entry and then locked behind them. If an office does not have a remote unlock/lock switch then a client can be instructed to lock the door behind them upon entry.
- The APO will direct the client to sanitize their hands with the sanitizer located in the waiting room. If the client does not already have a mask one must be provided to them.
 - If the provision of a mask is needed:
 - The APO is to first use hand sanitizer and will then pass a mask through the wicket opening, laying it on the counter for the client to pick up. The APO will then advise the client how to properly don the mask (*refer to <https://www.youtube.com/watch?v=quwzq7Vixsw>). Once the client dons the mask, they will be instructed to use the hand sanitizer again.
 - Offices without a wicket space and or offices where the building is locked and staff will have to meet the client at the main doors will have to deploy an alternate means of mask provision.
- The APO and the client are required to keep their masks on during the meeting
- The APO will ask the client to refrain from unnecessarily touching anything while in the office
- Pens for client use only are to be available at the wicket, in the secure office, and in the APO’s individual offices. These are to be disinfected at the conclusion of the appointment
- If providing the client with an appointment card the APO will sanitize hands and clean pen prior to completing the card. They will then pass the card through the wicket, laying it on the counter for the client to pick up. The APO will sanitize hands after the card has been passed through.

At the Conclusion of the Appointment:

- Before exiting the main entrance, the client will be instructed to sanitize their hands again using the sanitizer in the waiting room
- After the client leaves the probation office, the APO is to sanitize the high touch areas in the area(s) the client reported to, along with anything else that they may have witnessed the client touch.(*Refer to the SWP “Covid-19 Cleaning Practices”).
- As high touch areas and any items touched by the client are to be disinfected after each appointment, the next appointment will not begin until disinfecting has occurred.
 - APO’s are reminded to ensure extra time is scheduled between appointments to account for disinfecting.

Desk Reporting:

In resuming limited direct client contact, desk reporting is the preferred method of contact. Desk reporting is not intended for appointments where clients will have to report highly confidential or personal information. This should continue to be completed by phone wherever and whenever possible. Desk reporting is intended to be brief, and for instances where the information shared is not sensitive. The following measures are to be followed for desk reporting:

- The above “General Guidelines for Client Contact” are to be followed for desk reporting.
- At all times during the desk report the APO will remain on the staff side of the wicket, with the client on the client side. This is to ensure the partition remains between both individuals.
- If at any point during the desk report the APO determines that the client requires contact in the secure office or the APO’s individual office, the below sections are to be followed

Secure Office

If a secure office is available then it can be used to meet with clients if deemed necessary. Meeting in the secure office is preferred over meeting in individual offices where possible. The situations where a secure office meeting is necessary include where:

- The client reports in crisis which cannot be mitigated at the front desk
- The nature of the appointment requires a space where the client’s confidentiality can be maintained.

The above “General Guidelines for Client Contact” are to be followed for desk reporting. The following additional measures are to be adhered to:

- The APO will direct the client to the secure office and will remind them that:
 - The APO and the client are required to keep their masks on during the meeting
 - The APO will ask the client to refrain from unnecessarily touching anything while in the office
 - The APO will remind the client not to move their chair and to maintain social distancing
- At the end of the meeting, the APO will ask the client to exit the office and walk back to the waiting room area.
- Before exiting the main entrance, the client will be instructed to sanitize their hands again using the sanitizer in the waiting room

In-office Meetings:

In limited circumstances, it may be necessary to meet a client inside the APO’s individual office. Refer to the “Limited Resumption of Client Contact” document for information on when individual offices may be considered.

The above “General Guidelines for Client Contact” are to be followed for in-office reporting.

Staff may see clients within their personal office provided the following measures are adhered to:

Prior to the appointment:

- The APO is to have previously arranged their office setup to maintain six (6) feet of space between the client’s chair and the APO’s chair wherever possible. The APO is to take any additional measures necessary in ensuring distance can be maintained to the greatest extent possible, and that as few items as possible can come in contact with the client. This includes, but is not limited to:
 - If a plastic/non-cloth chair is available they should be utilized for client use
 - Remove any items from the desk that is not necessary for the appointment.
 - Do not leave items hanging on chairs or doors (i.e. jackets, bags, etc.)
- The APO is to sanitize their hands and don a mask prior to permitting the client past the waiting room/secure office.

- The APO is to advise the client of the requirement to wear a mask at all times, to maintain six (6) feet of social distancing wherever possible, and to refrain from unnecessarily touching anything while in the office

When the Client Enters:

- The APO will open the waiting room door and back away from the door as far as possible to permit the client to proceed into the space.
- The APO will direct the client to their office. In keeping with Probations standard SWP's, the APO is to walk six (6) feet behind the client wherever possible
- The APO should consider the means in which the client and APO will enter the office while maintaining as much distance as possible.
- The APO will remind the client not to move their chair and to maintain social distancing

At the Conclusion of the Appointment:

- At the end of the meeting, the APO will ask the client to exit the office and walk back to the waiting room area.
- In keeping with Probations standard SWP's, the APO is to walk six (6) feet behind the client wherever possible

Home Visits

Level 1: Drive By visits continue to be an option for CSO supervision and for some Probation clients. Probation clients are limited to those necessary for maintaining/regaining contact. APO's are not to exit their vehicle for these purposes, thus no direct contact with client will be required.

Level 2: Face to Face visits are now permitted for CSO supervision and for some Probation clients where deemed necessary. Staff are advised that there are some additions/alterations to the standard SWP's for Level 2 visits as noted below.

All APO's are required to adhere to existing SWP's for travel while conducting home visits. This is inclusive of the use of SafetyLine. APO's are reminded to review the existing SWP for home visits (SWP: Working Alone).

At no time, and under no circumstances, should an APO enter the clients home. The safety of the APO continues to be paramount. If at any time the APO determines that the situation is unsafe, the APO will not proceed, will advise their direct report, and will document the concern in PCOMS.

The following is in place for all level 2: Face to Face visits:

Prior to the visit:

- The APO will ensure they have a mask and hand sanitizer with them, and available to them, while completing home visit duties.
- The APO will ensure they have any appointment notices prepared and sealed in an envelope, using tape to seal.

Upon Arrival:

- Upon arrival to the clients home, the APO is to assess the property to ensure that they can properly maintain six (6) feet of distance between the client and themselves when the client presents themselves to the door. [REDACTED]

- Wherever possible, the APO will contact the client by phone to advise the client to present themselves to the door. If contact by phone is not possible, the APO may proceed without phone contact.
- The APO will use hand sanitizer and don their mask, then exit their vehicle and proceed to the clients door
- The APO will use hand sanitizer both before and after knocking or ringing a doorbell
- Once the APO has knocked, they will step back/aside six (6) feet to maintain social distancing
- If providing an appointment letter it will be laid on the door step or in a mail box prior to stepping back.
- Should the client present to the door, the APO may speak briefly with the client while maintaining social distancing. The APO must be cognizant of the clients privacy at all times.

Upon Completion:

- The APO will return to their vehicle. As an added measure it is suggested that hand sanitizer is used prior to entering the vehicle.
- Once inside of the vehicle, the APO is to use hand sanitizer and may doff their mask.

Regulations, Standards and References:

<https://www.gov.nl.ca/covid-19/>
https://www.health.gov.nl.ca/health/publichealth/h1n1_old/how_to_sanitize_hands_2009.pdf
 SWP, Covid 19 – Cleaning
 SWP, Covid 19 – Hygiene
 SWP, Covid 19 – Physical Distancing
 SWP, Covid 19 – Shared Work Spaces
 SWP, Covid 19 – Visitors to the Building

Health and Safety Review by: Otto Ryan Date: August 24th, 2020

Approved by:  Date: August 24, 2020

Chief Adult Probation Officer (or designate)

Adult Probation
Limited Resumption of Client Contact
 Last Revised: September 4, 2020

General Information

Commencing Tuesday, September 8, 2020, Adult Probation will begin the limited resumption of direct client contact, permissible by appointment only. This document will outline the processes necessary for resumption.

It is of note that the design of each space, staffing levels, and caseload sizes vary. Therefore alterations or additions to these guidelines will need to be considered in spaces where the general guidelines, or aspects therein, cannot be applied. This document is a general guideline, and any offices requiring alterations will consult with their Regional Manager (RM) or Chief Adult Probation Officer (CAPO).

Pertinent Safe Work Procedures (SWP's)

- SWP's that have been distributed remain in effect for all modes of client contact.
- An additional SWP has been developed and approved for client contact. This SWP is attached.
- GNL has developed a SWP for Visitors to Government Buildings. This SWP is attached.

Reporting by Appointment Only

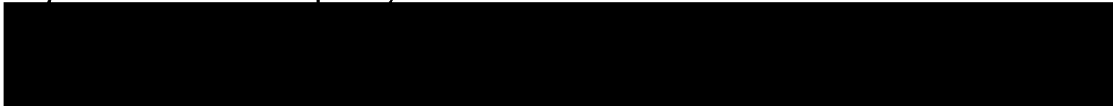
- Main doors for the Probation Offices will remain locked. Access to the office will be granted by appointment only.
- Any client reporting unscheduled will not be granted access and will be directed to contact their supervising APO for further reporting instructions.
- Signs had previously been provided that indicate that access is by appointment only with contact numbers for the front desk and APO's. These will remain in use. An additional GNL sign for appointments only is attached.

Scheduling of Appointments

- Each APO will be provided with a "block" of time where they are to schedule appointments with clients on their caseload.
 - No more than one client can be scheduled to report at any given time. Additional time should be factored into the appointment time to account for late arrivals or appointments that may take longer than anticipated.
 - Additional time will also be factored in to permit disinfecting surfaces between visits.
- How "blocks" of time are arranged is at the discretion of the Regional Office, and requires the approval of the APOII. However, APO's blocks of time are not to overlap.
- When scheduling appointments it will be necessary to inform the client of the COVID related processes and reporting expectations. A guideline to use when informing the client is enclosed as Appendix A.
- In offices that are shared with Victim Services additional measures may need to be considered, and consultation with the Victim Services Regional Coordinator may need to occur to ensure appointment times for both program areas are not conflicting.

COVID Client Screening

- A screening questionnaire and information to share with the client is enclosed as Appendix B.

- The screening questionnaire will be read/reviewed with the client in all instances where they will be reporting to the office. As per Appendix A: Guideline for Setting Client Appointments, if a client has access to a cell phone the questions will be reviewed by phone prior to permitting access to the office. If the client does not have a phone it will be completed as soon as the client enters the waiting area. In addition:
 - Where possible, a copy of the questions may be emailed to the client in advance for review.
 - A copy of the questions will also be placed on the main door of the Regional Office indicating that the client is to return home and contact 811 should their response be “yes” to any of the screening questions. The sign for self-screening is attached.
- The following points pertain to the use of a screening tool and the disclosure of information:
 - For health and safety of employees, it is reasonable to ask screening questions;
 - Individuals should be informed that the purpose of the questions is to determine if a person will be permitted to enter the office;
 - APO’s are only permitted to ask the questions noted. We are not permitted to access more detail than is required.
 - Individuals’ privacy is to be respected at all times. **No data regarding screening questions, inclusive of the responses, is to be recorded or collected in relation to any individual.** This includes whether or not the individual was successful in entering the space.
 - However, as per standard practice all appointments should be noted in PCOMS, and all contact notes entered as per policy guidelines.
 - Additionally, a book is to be kept at the front desk of each office where the name of the client, the date/time they reported, the method of reporting (desk, secure office, or office space) as well as the APO’s name will be recorded. This may be used for contact tracing purposes if deemed necessary by Public Health;
 - When appointments are being arranged, advise the client of new procedures and any PPE that will be required;
 - 
- The following information pertains to the release of personal information:
 - It is possible that Adult Probation could provide personal information to a Health Authority for the purposes of contract tracking pursuant to s.68(1)(p) of ATIPPA: s.31(1)(a);(c)

68. (1) A public body may disclose personal information only (p) where the head of a public body determines that compelling circumstances exist that affect a person’s health or safety and where notice of disclosure is given in the form appropriate in the circumstances to the individual the information is about;
 - As such, we are to inform the client that it may be necessary to provide Public Health with their contact information should it be required for contract tracing purposes in relation to COVID-19.
- Additional guidance on COVID-19 screening can be found here: <https://www.gov.nl.ca/atipp/files/Guidance-on-Covid-19-Screening.pdf>

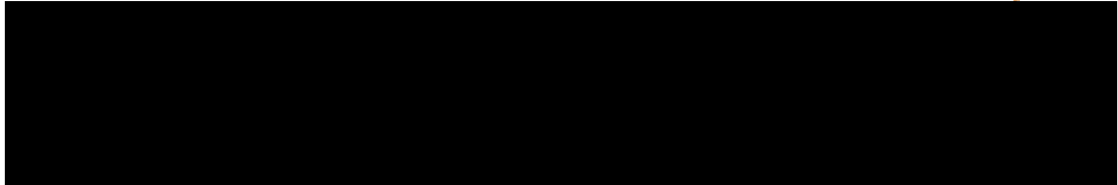
Provision of PPE – Client Use

- Hand sanitizer: will be placed in the waiting area for offender use. This is to remain on the wicket counter in view of the CTIII wherever possible.

- Masks: extra masks will be provided to each office in the event that a client does not have access to one. Where necessary, clients will be provided with one mask only, which is required for the duration of their appointment.
- As of Monday, August 24th masks became mandatory in all public places throughout Newfoundland and Labrador, this is inclusive of the Probation Offices and the buildings in which they are located. As such, all clients reporting to a Probation Office are required to wear a mask and they are to be informed of this requirement when scheduling appointments.

s.31(1)(a);(c)

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Modes of Reporting

General Information

- Commencing direct offender contact is limited to the clients where deemed necessary for the provision of adequate supervision and to regain meaningful contact with those who were difficult to contact throughout the COVID pandemic.
- Limited contact is not intended for all clients, rather it is intended for those most in need of direct contact.
- The frequency of supervision is to be maintained as per the supervision standards directed in policy and in our Contingency Plan. The 3 Levels of reporting to the office and the addition of Level 2 home visits (all outlined below), provide optional modes of supervision to be used along with phone reporting, as deemed appropriate and necessary for case management.
- All APO's are to review their caseloads to identify high priority clients that will commence reporting in person.
- When reviewing the following is to be adhered to:
 - Priority is to be given to those who:
 - Are currently on a CSO
 - Are sexual offenders
 - Are domestic offenders
 - Have received a new order and have not been seen in person
 - Have been difficult to maintain contact with during the COVID pandemic
 - Consideration is to be given to those who:
 - Are assessed as a high risk to reoffend but are not in a group identified as a priority
 - The nature of the offence(s) or offending history is of particular concern to the APO
 - Consideration may be given to those who:
 - Have extenuating circumstances that warrant direct contact
 - Are reporting for the completion of a PSR where the APO determines that an in-person interview is absolutely necessary (i.e. the client does not have consistent and/or private access to a phone);
 - Are reporting for the completion of an LS/CMI where the APO determines that an in-person interview is absolutely necessary (i.e. the client does not have consistent and/or private access to a phone);

- Any other client, who in the professional judgement of the APO, requires in person contact to ensure adequate supervision is provided
- When assessing which method of reporting is suitable, APO's must first consider Level 1: Desk Reporting. Only when Level 1 is deemed not suitable will Level 2: Secure Office be considered. Only when Level 2 is not deemed suitable (or available) will a Level 3: Individual Office be considered.
- APO's are required to exercise sound professional judgement when determining the level of contact that will occur and when identifying clients to commence in person reporting.
- SWP's for client contact are to be adhered to for all levels of client contact.
- APO's are responsible for monitoring Satellite Offices to determine when they will be available/accessible to us. We will resume client contact in Satellite Offices once those offices permit us to use their space. We will be required to follow the SWP's for those office when we enter and we will follow our SWP for "In Office Meetings" when in a private meeting space with clients.

Level 1: Desk Reporting

- In resuming limited direct client contact, desk reporting is the preferred method of contact.
- Unless absolutely necessary, all clients reporting will utilize the desk reporting option.
- Desk reporting is not intended for appointments where clients will have to report highly confidential or personal information. This should continue to be completed by phone wherever and whenever possible.
- Desk reporting is intended to be brief, and for instances where the information shared is not sensitive.

Level 2: Secure Office

- In limited situations a client may be reporting for purposes where conversing in the front desk area is not suitable. These situations would be limited to the following:
 - The nature of the appointment requires a space where the client's confidentiality can be maintained.
 - The client reports in crisis which cannot be mitigated at the front desk
- In these instances the client may be seen in the secure office.

Level 3: Individual Office

- Appointments that occur in an APO's individual office will only be considered when a Level 1 and Level 2 appointment is deemed unsuitable or unavailable.
- Only when deemed absolutely necessary will a client be scheduled to report for an appointment that will occur in the APO's individual office.
- The use of a boardroom, where available, may be considered in lieu of meeting in an individual office

Home Visits

- Previous COVID contingency plans have permitted the use of a Level 1: Drive By for the purposes of CSO home visits, and for maintaining contact with those subject to Probation Orders. This continues to be permissible.
- A Level 2: Face to Face Home Visit will now be permissible, with some alterations and additions, in instances where deemed necessary.
 - See: Client Contact SWP for information pertaining to Home Visits: Face to Face as additional safety and distancing measures have been added beyond those of the standard working alone protocols.

- A Level 2 home visit is permissible for CSO supervision.
- A Level 2 home visit is also permissible for those subject to a Probation Order who have been difficult to contact through the COVID pandemic, specifically for those who have not had access, or consistent access, to a phone/email for reporting purposes. In these cases, a Level 2 visit is permissible for the purposes of confirming the client's location and for the provision of an appointment time to report to the office.

Electronic Monitoring (EM)

- Electronic Monitoring has been fully reinstated in all 4 offices engaged in the pilot program.
- SWP's have been developed, approved, and provided. These remain in effect at all times while completing EM related duties.
- Electronic monitoring does continue to require direct offender contact and the level/means of contact continues to be as stated in the SWP's for each Regional Office.
- Additional considerations will be required for the scheduling of appointment times for EM hook-ups, alterations, and removals that are to occur in the Probation Office.
 - Given that these appointments may occur with little notice, the supervising APO is to make arrangements for the appointment time by ensuring no other clients are scheduled to report for regular supervision at that time. Where applicable, this will require consulting with the APO who is scheduled for their blocked time on the day/time that the EM duty is required.

**Appendix A:
Guideline for Setting Client Appointments:**

- 1) Your appointment time is (time), on (date) with (APO name) we are located at (address).
 - You cannot arrive more than 10 minutes prior to your appointment time, or later than 10 minutes after your scheduled appointment time. Please be respectful of this as we are not permitting any more than one client into our offices at a time.

- 2) In keeping with Public Health measures you will be required to wear a mask for the duration of your appointment and at all times while in the building. If you do not have a mask one will be made available to you. You should make every effort to maintain 6 feet of distance between you and others whenever possible. Hand sanitizer will be available within the office and you will be required to use this prior to and immediately after your appointment time.

- 3) IF THE BUILDING IS CLOSED TO THE PUBLIC
 - When you arrive at the building, the main doors will be locked.
 - IF client HAS a cell: When you arrive you are to call (APO's number or front desk) to advise that you have arrived and your APO will unlock the door for you.
 - IF client DOES NOT have a cell: Your APO will be waiting for your arrival and will only unlock the door once you are present.

 - IF THE BUILDING IS NOT CLOSED TO THE PUBLIC
 - When you arrive at the office, the door will be locked.
 - IF client HAS a cell: When you arrive at the office you are to call (APO's number or front desk) to advise that you have arrived and your APO will unlock the door for you.
 - IF client DOES NOT have a cell: Your APO will be waiting for your arrival and will only unlock the door once you are present.

 - You are not permitted to bring anyone with you to your appointment unless previously approved by your APO.

- 4) You will be required to answer screening questions prior to your appointment.
 - IF THE CLIENT HAS A CELL PHONE
 - When you call to advise that you have arrived you will be asked some brief COVID screening questions
 - IF THE CLIENT DOES NOT HAVE A CELL PHONE
 - As soon as you enter the waiting room, you will be asked some brief COVID screening questions

Appendix B: **Screening Questions and Information for the Client**

The following information will be communicated to the client when asking the screening questions:

- For the Health and Safety of you and our staff, we will ask you some brief COVID related questions prior to the appointment continuing.
- It is important that you know that these questions are being asked only to determine if your appointment can proceed. We will not record or keep any record of your responses.
- However, we have to advise that it may be necessary for us to provide Public Health with your contact information should it be required for contact tracing purposes in relation to COVID-19.

Self-Assessment Questions

Due to the current COVID-19 pandemic any visitors to government workplaces will be screened using the following questions. Those who are infected with COVID-19 may have little to no symptoms. You may not know you have symptoms of COVID-19 because they are similar to a cold or flu. All visitors must answer yes or no to the following 7 questions.

1. Do you have a fever or signs of fever such as chills, sweats, and lightheadedness?
2. Do you have new or worsening respiratory symptoms such as cough, runny nose, sore throat, shortness of breath or difficulty breathing, that are not like your usual allergy symptoms?
3. Do you have any of the following symptoms that are new, worse, or unexplained?
 - Nausea and/or vomiting
 - Diarrhea
 - Muscle Aches
 - Headaches
 - Loss of or change to sense of smell or taste
4. Have you travelled outside the Atlantic Provinces (New Brunswick, Nova Scotia, Prince Edward Island and Newfoundland Labrador) within the last 14 days?
5. Are you a resident of a community along the Labrador-Quebec border (Labrador City, Wabush, Fermont, the Labrador Straits area and Blanc Sablon) who has travelled outside of these areas in the last 14 days?
6. In the past 14 days, have you had close contact with a person with suspect or confirmed COVID-19?

7. In the past 14 days, have you had close contact with a person with acute respiratory illness who travelled anywhere outside of the Atlantic Provinces in the 14 days before their illness

General Health and Safety Requirements

**Adult Probation and Victim Services
Covid-19 Cleaning Practices**

Hazards Identified	COVID-19 exposure from contaminated surfaces; Potential hazardous atmosphere, flammable liquid, eye irritation
PPE Required	None required
Training	Pandemic Recovery Readiness Modules; Provided video; provided reading materials.
Potentially Exposed Employees	All Employees of Victim Services and Adult Probation

Safe Work Practice

The Practices outlines in this SWP is a baseline and is meant to be adapted and updated continually based on changes to alert levels and to changes in the workplace. Each Regional Office is required to review the SWP on a bi-weekly basis and update as needed for their specific location. All changes to the SWP require OHS approval, and Provincial Manager (VS), or Chief Adult Probation Officer (AP) signoff prior to implementation.

To help control the spread of Covid-19 in the workplace, employees must do their part to prevent the transmission of the virus. This includes following all Safe Work Practices (SWP) and Protocols with respect to Covid-19 to ensure your safety and the safety of your co-workers.

Cleaning of Individual Offices and Work Spaces

In addition to the routine cleaning that is provided by contracted cleaners in each Region, all staff are to be diligent in ensuring they do their part in disinfecting their office spaces. Adult Probation and Victim Services managers will provide COVID approved disinfectants for this purpose.

All staff are to adhere to the following:

- All individual offices and work stations will be cleaned/disinfected twice daily.
- Cleaning/disinfecting will occur at a minimum of:
 - At the onset of the workday, and the end of the work day;
 - Shared CTIII's who switch locations during the workday will be required to disinfect their workstations at the onset of working in each location, and prior to departing the location.
- All surfaces within the office/workspace will be disinfected, with specific attention paid to:
 - Doorknobs, desk handles and filing cabinet handles;
 - Desktop, inclusive of any items on the desktop
 - Keyboards, mouse, phone, and any additional equipment
 - Wipeable chairs and armrests

Cleaning of High touch surfaces in Common Areas

In addition to routine cleaning, surfaces that have frequent contact with hands are to be cleaned and disinfected based on potential exposure risk.

- Examples of high touch surfaces may include doorknobs, hand rails, elevator buttons, light switches, toilet handles, counters, photo copiers, scanners, printers, touch screen surfaces and keypads.

*Please note that specific electronic equipment, such as photocopiers, may require different techniques for cleaning. Consult the user's manual to ensure that you are not damaging equipment.

Adult Probation and Victim Services staff will adhere to the following:

- Meeting Spaces (within offices)
 - Before entering the space staff will thoroughly clean hands with soap and water or hand sanitizer, and will bring their personal disinfectant to the space with them.
 - After use, staff will use their personal disinfectant to disinfect all areas of the space they were in contact with, including but not limited to desks, chairs, phones, equipment, and doorknobs.
- Kitchen Areas (within offices)
 - Staff are permitted to use kitchen appliances, this includes shared refrigerators, microwaves, toasters, ovens, coffee pots, kettles.
 - Signs are to be posted on refrigerators to remind staff to disinfect the handle before and after touching.
 - Prior to entering the kitchen area staff are to thoroughly clean hands with soap and water or hand sanitizer, and bring their personal disinfectant to the kitchen with them if there is not a shared one in that space.
 - After use, staff will use their personal disinfectant to disinfect all areas they were in contact with.
- All staff will adhere to directives specific to their buildings for shared spaces located in common building areas.

Cleaning of Shared equipment

Shared items such as computers, laptops, telephones, etc., are to be cleaned by each employee before and after use. Staff are to use the provided disinfectant.

Shared cell phones are to be cleaned by employees prior to handoff and then cleaned by the second employee prior to use.

- Avoid getting moisture in any openings, and don't submerge phone in any cleaning agents

When using shared printers/scanners/fax machines, all staff are to adhere to the following:

- Staff will thoroughly clean hands with soap and water or sanitizer prior to use.
- Staff are encouraged to disable PIN codes where possible and practicable.
- Staff should use a pencil to touch buttons/touch screens on shared printers/scanners/fax machines.
- Staff will thoroughly clean hands with soap and water or sanitizer immediately after use.

Cleaning the Shared Printer/scanner/fax:

*Please note that specific electronic equipment, such as photocopiers, may require different techniques for cleaning. Consult the user's manual to ensure that you are not damaging equipment.

- Shared Printers/Scanners/fax machines should be cleaned twice daily
- Prior to cleaning, staff should wash hands or use hand sanitizer and don a pair of clean gloves
- Turn the device off and disconnect the power supply (plug)
- Moisten paper towels with disinfectant (should not be dripping), and proceed to clean all touched areas of the device
- Be cautious to not apply pressure to any touch screen, and prevent moisture from entering the inside of the control panel or buttons

- Ensure surfaces have completely air dried, and then reconnect the power supply.
- Staff will then remove and discard gloves, and wash hands or use hand sanitizer.

Cleaning Products

It is important to know that disinfectant cleaners break down grease and help remove organic material killing the germs. The most up to date list of disinfectants for use against Covid-19 can be found on the Government of Canada's website - <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>

Adult Probation and Victim Services will be using the following Cleaning Products:

1. NLC Hand Sanitizer.

- Will be sent to Regional Offices in original bottles.
- Staff will transfer sanitizer to a spray bottle for cleaning and sanitizing purposes. Spray bottles will be provided.
- The appropriate NLC label will be affixed to the spray bottle.
- To properly disinfect a surface, the following must be observed:
 - Liberally spray surface with sanitizer and wipe off
 - Do not spray directly onto electronics such as keyboards, phones, printers, etc. disinfectant can cause damage to electronics. In these instances, liberally spray paper towel while ensuring the towel is not dripping. Wipe the surface and allow to air dry prior to use.

Follow Manufacturer's Instructions & Personal Protective Equipment

- Consult product packaging and follow all manufacturer instructions prior to use.
- Where possible, use pre-mixed solutions.
- Follow manufacturer's instructions for application and proper ventilation.
- Employees must be familiar with first aid precautions for the specific products that they are using.
- Employees must use all necessary PPE, as prescribed by the manufacturer and the Safety Data Sheet
- See also: SWP for "Safe Handling, Storage and Transport of World Health Organization Hand Sanitizer Formula"

Scented product Considerations

Where possible, all efforts will be made to use scent free products. However, due to limited availability of scent-free products during the Covid-19 outbreak, the following will be observed:

- Managers will inform staff of the cleaning products that are being used;
- Managers will provide an update if there is a change in cleaning products;
- Employees who have sensitivity to scented products are to inform their managers immediately;
 - Managers will try to accommodate such employees to the best of their ability.

Regulations, Standards and References:

<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>
<https://www.gov.nl.ca/covid-19/files/factsheet-covid-19-environmental-cleaning-NL.pdf>

Health and Safety Review by: _____ Date: _____

Approved by: Renee G. Date: Aug. 27, 2020
Victim Services Program Manager (or designate)

Approved by: CAH Date: Aug. 27/20
Chief Adult Probation Officer (or designate)

NLife WITH **COVID-19**

To help prevent the spread of COVID-19, surfaces that have frequent contact with hands should be cleaned by each employee before and after each use.

Please ensure you have wiped down the handle of the refrigerator before and after each use with disinfectant spray.

