

INTERNAL SERVICES

Overarching mitigation strategies for Training

	Low Risk – Green	Low-Moderate Risk Mitigation Strategies - Grey	Moderate Risk Mitigation Strategies - Yellow
Learning and Development Staff		<input type="checkbox"/> L&D staff who are able to complete work tasks remotely are supported and encouraged to do so.	<input type="checkbox"/> L&D staff should complete work tasks remotely. <input type="checkbox"/> Correctional Staff Training Officers (CX-03s) may be asked to support Operations.
Training Planning	<input type="checkbox"/> All National Training Standard training courses will be delivered <input type="checkbox"/> Correctional Learning and Development Centres (CLDCs), Training Sites and National Training Academy, will resume all operations.	<input type="checkbox"/> Priority participants will be identified and targeted for NTS training (e.g., greatest time since last requalification, returning to work after a prolonged absence (2 years and more), those with challenges in the last requalification) <input type="checkbox"/> The minimum number of Trainers required to safely complete training will be assigned. <input type="checkbox"/> Training will be delivered to participants by site/cluster as much as possible. <input type="checkbox"/> Centralized trainings (e.g. POIT, Crisis Management, CMTP, CNTP) will be delivered regionally with no cross training between other regions' (staff and Trainers). <input type="checkbox"/> Training courses will be assessed for feasibility of transition to other learning delivery options. Virtual training will be preferred when available. <input type="checkbox"/> If during the course of the training, the risk-level of the site where training is taking place changes, the measures in the higher risk level applies. Daily Training Checklists for Trainers:	<input type="checkbox"/> NTS qualification periods will be reviewed and extended based on risk.

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		<input type="checkbox"/> The individual fillable checklist templates are accessible from the L&D Hub at the following link (Note: the checklists are not yet uploaded) http://thehub/En/employees/development-learning/training-resources/Pages/nts.aspx	
		<input type="checkbox"/> Checklists are to be signed and submitted to the appropriate CLDC at the end of each training by trainers to attest that the measures were followed and adhered to. <ul style="list-style-type: none"> ○ Pacific : GEN-PAC-CLDC-CAPC ○ Prairie: GEN-PRA-CLDC-CAPC ○ Ontario and NHQ : GEN-NHQ-ONT-CLDC-CAPC ○ Québec : GEN-QUE CAPC-CLDC ○ Atlantic : GEN-ATL CLDC-CAPC 	
Training Space (Classrooms and break out rooms)	<input type="checkbox"/> Regular class sizes	<input type="checkbox"/> Group size will be limited to the size of the space and the need to respect physical distancing (2 metres) between participants.	
Training Space preparation	<input type="checkbox"/> Participants advised to stay home when sick <input type="checkbox"/> <u>Hand hygiene</u> posters in training areas and washrooms.	<input type="checkbox"/> All staff working in institutions or CCCs, must complete Infection Control Principles training before participating in any other in person training. <input type="checkbox"/> All training spaces will be decluttered as per the <i>COVID-19: Cleaning and disinfection Guidance</i> (December 21, 2020), <i>COVID-19: Administrative Cleaning Guide</i> (September 2020) and <i>COVID-19: Institutional Cleaning and step-by-step Guide</i> documents. <input type="checkbox"/> Any excess furniture and unnecessary tools/ equipment in training areas is removed to allow	

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		<p>for physical distancing and simplifying the cleaning process.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Learning and Development Directors will ensure that all training areas (including firing ranges) have a supply of medical masks, eye protection (ballistic glasses), disposable gloves, disinfectant spray (or wipes) and hand towels. <input type="checkbox"/> Training will be scheduled to adhere to physical distancing requirements. <input type="checkbox"/> Participants will receive a self-screening form with their invitation to training. The form will indicate that they are not to report to training if they are experiencing any COVID-19 symptoms, have had close contact with a confirmed or probable COVID-19 case, or if they have travelled outside of Canada in the past fourteen days. They will be instructed to contact their manager, as well as the Correctional Learning and Development Centre Manager, if they do not attend training. <input type="checkbox"/> Classrooms will be configured to ensure 2 metres distance between participants. <input type="checkbox"/> Foot traffic will be controlled to provide for 2-metre distance. All doors and hallways are clearly marked to identify one-way traffic (where feasible) and 2-metre physical distancing at all times. Signs in classrooms will indicate the direction of traffic in common areas and hallways. 	

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		<ul style="list-style-type: none"> <input type="checkbox"/> Movement within training areas will be minimized where possible. <input type="checkbox"/> Strict cleaning protocols will be in place in accordance with <i>COVID-19: Cleaning and disinfection Guidance</i> (December 21, 2020) and <i>COVID-19: Administrative Cleaning Guide</i> (September 2020). <input type="checkbox"/> All safety equipment will be cleaned and disinfected before and after use. <input type="checkbox"/> Hand washing/ disinfecting must be done before and after any transfer of equipment. <input type="checkbox"/> All employees completing in person training in the caution threshold are expected to wear face shields (eye protection for firearms training). 	
Training Delivery	<ul style="list-style-type: none"> <input type="checkbox"/> Training delivered as per normal routine. 	<ul style="list-style-type: none"> <input type="checkbox"/> Cross training of employees from different sites within the same region will be permitted. <input type="checkbox"/> Participants are assigned seating and/ or training space. <input type="checkbox"/> Training equipment will be assigned to participants, i.e. pens, handcuffs, and cleaned/ sanitized before and after use. <input type="checkbox"/> Medical masks are mandatory and will be worn by Trainers and participants indoors and outdoors at all times. The only exceptions to this rule are: <ul style="list-style-type: none"> <input type="checkbox"/> while eating or drinking, which should normally only occur when people are alone or at more than 2 metres distance; 	<ul style="list-style-type: none"> <input type="checkbox"/> All in person training will cease. <input type="checkbox"/> Employees will be encouraged to complete required online/ virtual training.

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		<ul style="list-style-type: none"> ○ when completing the donning & doffing of SCBA units; ○ when the gas mask is worn as part of ERT; and ○ during the live shooting of the C8, pistol, shotgun and 40mm launchers. (Mask must be put back on before leaving the firing line) <ul style="list-style-type: none"> <input type="checkbox"/> If group work is required, participants will remain in the same <u>cohort</u> for the duration of training. <input type="checkbox"/> When the caution threshold is met, cross training between employees of different sites from the same region may not be permitted. <input type="checkbox"/> When the caution threshold is met, in person training may cease. Each critical training course will be reviewed individually for decision. 	

Essential Training - All Staff

Note: For all courses below, refer to the overarching mitigation strategies for Training

	Low Risk – Green	Low-Moderate Risk Mitigation Strategies - Grey	Moderate Risk Mitigation Strategies - Yellow
New Employee Orientation Program	<ul style="list-style-type: none"> <input type="checkbox"/> Online and in-class components are offered virtually using a distance learning approach. 		

Operational Training

Note: For all courses below, refer to the overarching mitigation strategies for Training

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Case Management for Primary Worker/ Older Sister/Older Brother	<input type="checkbox"/> Maximum 20 participants in a session with 2 Trainers. <input type="checkbox"/> 1 Trainer can be used for groups of 4 or less.	<input type="checkbox"/> 1 Trainer can be used for groups of 4 or less. <input type="checkbox"/> Work in subgroups done with a maximum of 2 participants per table.	
Firearms	<input type="checkbox"/> Training will resume as per normal routine, with numbers of participants depending on the size of the shooting range and/or classroom available.	<input type="checkbox"/> Participants / Trainers will be designated required tools such as pens, markers and note pads to limit cross contamination. <input type="checkbox"/> Participants will be given an assigned seat in training rooms and must use same seat/workstation for duration of training. <input type="checkbox"/> Upon arrival, everyone will conduct self-screening before entering the training room or firing range. <input type="checkbox"/> Procedures will be in place and communicated to participants and Trainers on use of common areas such as classrooms, stairwells, elevators and washrooms.	
Firing Ranges	<input type="checkbox"/> As per normal routine	<input type="checkbox"/> Indoor and outdoor firing ranges will be used; if no running water is available, sufficient hand sanitizer must be made available. <input type="checkbox"/> If transportation is required to get to firing range, a CSC vehicle will be used. COVID-19 cleaning and disinfecting guidance_(December 21, 2020). <input type="checkbox"/> Seating in the vehicle will be arranged to ensure maximum personal space to adhere to physical distancing. Medical masks will be worn by all during transportation.	

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		<ul style="list-style-type: none"> <input type="checkbox"/> Before entering the vehicle, all occupants will practice hand hygiene. <input type="checkbox"/> The air ventilation/ air conditioning will be on non-recirculation mode. <input type="checkbox"/> Open the windows if/when possible, as often as possible. <input type="checkbox"/> All occupants must practice hand hygiene and respiratory etiquette throughout the trip - always cover coughs or sneezes with a tissue. Dispose of the tissues after exiting the vehicle. <input type="checkbox"/> Do not share items while in the vehicle. <input type="checkbox"/> Avoid eating in the vehicle. <input type="checkbox"/> After exiting the vehicle, all occupants will practice hand hygiene. <input type="checkbox"/> Allow for 2 metres distancing between all participants at all times when using an indoor or outdoor range. When not possible, an empty lane will be left between participants. <input type="checkbox"/> Regular firing range protective gear will be designated to each participant and disinfected before and after use to avoid cross contamination. Refer to: COVID-19 cleaning and disinfecting guidance_(December 21, 2020). <input type="checkbox"/> Hand washing/disinfecting must be done before and after any transfer of equipment. <input type="checkbox"/> Only one Trainer will use the loud speaker/ haler for range communications and it must be 	

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		<p>disinfected prior to and after use by said Trainer. Refer to: COVID-19 cleaning and disinfecting guidance (December 21, 2020).</p> <ul style="list-style-type: none"> <input type="checkbox"/> Medical masks and gloves must be worn by whomever is loading firearms, ammunition and magazines into cases for transportation. <input type="checkbox"/> Medical masks and gloves must be worn during set up/take down of firing range as well as cleaning up rounds. <input type="checkbox"/> When a site has reached the caution threshold, face shields may be expected to be worn by all occupants of a vehicle, with the exception of the driver. 	
<p>Self-Contained Breathing Apparatus</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Regular class sizes <input type="checkbox"/> Training as per implementation plan 	<ul style="list-style-type: none"> <input type="checkbox"/> Participants/ Trainers will be designated an SCBA Mask, so as to limit cross contamination. <input type="checkbox"/> Group size will be limited to the size of the space and the need to respect physical distancing (3 metres). <p>Fire Extinguisher & Fire Hose Simulation</p> <ul style="list-style-type: none"> <input type="checkbox"/> Only outdoor simulation areas will be used; if no running water available sufficient hand sanitizer must be made available. <input type="checkbox"/> Participants will be assessed one at a time; 2 metre physical distancing will be respected. <input type="checkbox"/> Extinguishers, hose nozzles, hydrant tools such as spanner wrenches and areas of the hose that must be handled, will be cleaned and sanitized 	<ul style="list-style-type: none"> <input type="checkbox"/> Options will be considered to offer the in-class (theory portions) component using a distance learning approach.

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		<p>before and after each participant by the Trainers.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Medical masks and gloves must be worn by whomever is operating the Fire Extinguisher simulator and during set up/take down of Fire Extinguisher Simulator, Fire Hose and Hydrant. <input type="checkbox"/> If transportation is required to get to Simulation Area, a CSC vehicle will be used. Refer to: <i>COVID-19 cleaning and disinfecting guidance</i> (December 21, 2020). <input type="checkbox"/> Seating will be arranged to ensure maximum personal space to adhere to physical distancing. Medical masks will be worn by all during transportation. <input type="checkbox"/> SCBAs will be cleaned and sanitized before and after each participant by the Trainers. <input type="checkbox"/> Before each use, all respirators to be donned (SCBA mask) must be cleaned and disinfected as per the manufactures recommendations 1000-91-MC Respiratory Cleaning Guidance Brief dated April 10, 2020. <input type="checkbox"/> When a site has reached the caution threshold, face shields may be expected to be worn by all occupants of a vehicle, with the exception of the driver. 	
<p>Cleaning of Blood and other bodily fluids</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Regular class sizes 	<ul style="list-style-type: none"> <input type="checkbox"/> Content of the training will be reviewed and may be adapted further to meet OHS related standard applied to COVID-19. 	

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		<input type="checkbox"/> Training is given as needed and can be delivered one to one. <input type="checkbox"/> For a class of 2 or more: 2 Trainers and 1 back-up Trainer required. Each Trainer can complete assessments on two participants.	
First Aid and CPR/AED	<input type="checkbox"/> Regular class size as approved by service provider. <input type="checkbox"/> Classroom size will dictate number of participants. <input type="checkbox"/> Participants will demonstrate skills on themselves, no interpersonal contact. Rescue breathing on dummies will be optional based on participants comfort level. If participant is not comfortable, they are required only to say “breathe” at the appropriate time.	<input type="checkbox"/> Targeting and prioritizing of employees will be completed based on regional differences given the different third party partners delivering this this training from one region to another. <input type="checkbox"/> Every attempt should be made for Trainers to remain within their respective province unless absolutely necessary. <input type="checkbox"/> Modified training delivered by maintaining a class-size of 6 participants (max) with 1 Trainer and taking into account the information from provincial and national Public Health authorities including sanitization and physical distancing. Note: The Red Cross and St. John Ambulance have advised that these practices will stay in place until the state of emergency has ended.	
Parole Officer Induction Training	<input type="checkbox"/> Regular class sizes (8 to 16 participants) <input type="checkbox"/> 3 trainers <input type="checkbox"/> 1 CX-03 or Facilitator to play the role in the Main Case	<input type="checkbox"/> The in-class components are offered virtually using a distance learning approach.	
Integrated Correctional Program Model and Women	<input type="checkbox"/> Regular class sizes.	<input type="checkbox"/> Assigned written work, including preparation time for presentations can be completed remotely.	

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Offender Correctional Programs		<input type="checkbox"/> For Indigenous training, any ceremony or use of spiritual items will be conducted in line with Elder Ceremonies mitigation strategies.	

Specialized Training – Operational

Note: For all courses below, refer to the [overarching mitigation strategies for Training](#)

	Low Risk – Green	Low-Moderate Risk Mitigation Strategies - Grey	Moderate Risk Mitigation Strategies - Yellow
Emergency Response Team Training	<input type="checkbox"/> As per normal routine	<input type="checkbox"/> Reinforce (without flexibility) the use of PPE/ERT personal safety equipment (PSE) (gas mask, riot suit and helmet) in existing training manuals to limit possible exposure during specific training, such as, Self-defense, Arrest and Control, Carotid Control, High Risk Escort, Weapons Safety and Entries. <input type="checkbox"/> ERT initial training will take place in each region to minimize travel. All initial training and T4T will be offered using Trainers from the region or province. <input type="checkbox"/> All ERT training sessions require a minimum of 2 Trainers, regardless of class size. Firing Ranges <input type="checkbox"/> Only ERT Trainers will load and unload firearms, ammunition and magazines into cases for transportation and distribution to participants, while wearing medical masks and gloves.	

	Low Risk – Green	Low-Moderate Risk Mitigation Strategies - Grey	Moderate Risk Mitigation Strategies - Yellow
		<ul style="list-style-type: none"> <input type="checkbox"/> Prior to or upon distribution and after final use, Trainers or participants will disinfect all firearms and related equipment each day. Based on where firearms came from, the cleaning of firearms will be conducted by either a SMO or CX-03 Trainer. <input type="checkbox"/> Only one Trainer will use the loud speaker/haler for range communications and it must be sanitized prior to and after use by said Trainer. Refer to: COVID-19 cleaning and disinfecting guidance (December 21, 2020). <input type="checkbox"/> If transportation is required to get to firing range, CSC vehicle will be used. Refer to: COVID-19 cleaning and disinfecting guidance (December 21, 2020). <input type="checkbox"/> Seating in the vehicle will be arranged to ensure maximum space to adhere to physical distancing. Medical masks will be worn by all persons during transportation. <input type="checkbox"/> When a site has reached the caution threshold, face shields may be expected to be worn by all occupants of a vehicle, with the exception of the driver. <p>Physical Skills Areas</p> <ul style="list-style-type: none"> <input type="checkbox"/> Gym floor mats will be cleaned hydra-statically between each group by contractor or Trainers. <input type="checkbox"/> PPE and/or ERT personal safety equipment will be mandatory during all physical skills practice or qualification. This includes but not limited 	

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		<p>to gas mask, helmet, riot suit, boots and gloves.</p> <ul style="list-style-type: none"> <input type="checkbox"/> If a Trainer is required to physically assist a participant, they will immediately wash/sanitize their hands before and after physical contact. <input type="checkbox"/> Participants will be designated the same partner. Space in the gym and on the mats, clearly visibly marked and measured, to ensure maximum social distancing during physical skills. <input type="checkbox"/> A handcuff/restraint cleaning station is used to clean restraints prior to and after use on each individual by Trainers and/or last participants to use them. <input type="checkbox"/> Participants will wash/sanitize hands and any parts of body touched prior to switching roles (i.e. nasal nerve peel, carotid control, etc.). <input type="checkbox"/> Strike bags will be disinfected between exercises by the last participant who used it. <input type="checkbox"/> ERT members/participants may use a Sani-sport Ozone machine as an option to disinfect personal safety equipment where available. <input type="checkbox"/> ERT Trainers may incorporate or develop use of cleaning blood/bodily fluids cleanup protocols after each session as practice for ERT members/ participants to disinfect their personal safety equipment. 	

	Low Risk – Green	Low-Moderate Risk Mitigation Strategies - Grey	Moderate Risk Mitigation Strategies - Yellow
		<p>Scenario Training:</p> <ul style="list-style-type: none"> <input type="checkbox"/> All participants/Trainers will wear PPE/PSE. <input type="checkbox"/> All equipment and areas will be cleaned and disinfected after each scenario by Trainers and participants (i.e. radios, restraints, door handles, tabletops, props, etc.). <input type="checkbox"/> Inmate role-playing will not include any spitting or screaming at another person within close proximity. All activities that may incur transmission of droplets will be suspended. <input type="checkbox"/> Disposable gloves or any other approved gloves will be worn by role players and responders and will immediately be disposed of and <u>hand hygiene</u> will take place immediately prior to and after any physical contact with another person. 	
Crisis Negotiator Training	<ul style="list-style-type: none"> <input type="checkbox"/> Regular class sizes 	<ul style="list-style-type: none"> <input type="checkbox"/> A minimum of 2 Trainers + 1 additional Trainer for evaluations are required. (Ideally, 6 participants in a class is optimal to allow for effective partnering and scenario evaluations). <input type="checkbox"/> Mitigation strategies included in the <u>overarching training mitigation strategies</u> will extend to break-out rooms necessary for this training. 	
Crisis Management Training	<ul style="list-style-type: none"> <input type="checkbox"/> Regular class sizes 	<ul style="list-style-type: none"> <input type="checkbox"/> <u>Overarching training mitigation strategies</u> for all training apply. 	

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Institutional Emergency Management	<input type="checkbox"/> Regular class sizes	<input type="checkbox"/> Mitigation strategies included in the <u>overarching training mitigation strategies</u> will extend to break-out rooms necessary for this training.	
Detector Dog Program	<u>See separate RMF below</u>	<u>See separate RMF below</u>	<u>See separate RMF below</u>

Specialized Training – Nursing

Note: For all courses below, refer to the overarching mitigation strategies for Training

	Low Risk – Green	Low-Moderate Risk Mitigation Strategies - Grey	Moderate Risk Mitigation Strategies - Yellow
Emergency Trauma Care	<input type="checkbox"/> Regular class sizes <input type="checkbox"/> Guest speakers can participate (in-person) as per usual procedures.	<input type="checkbox"/> During practical stations (tourniquet use, bleeding control, Intra-venous practice on mannequins, airway procedures) students will practice one at a time respecting 2 metre physical distancing, proper <u>hand hygiene</u> and disinfection of equipment before and after each practice session. <input type="checkbox"/> For spinal immobilization, or final evaluation practical stations, students will use medical masks and gloves. <input type="checkbox"/> In compliance with the <u>contractor’s course plan adapted for COVID-19</u> , the instructor will be responsible for disinfecting each desk before students arrive and after they leave.	

Specialized Training - Organizational

Note: For all courses below, refer to the overarching mitigation strategies for Training

	Low Risk – Green	Low-Moderate Risk Mitigation Strategies - Grey	Moderate Risk Mitigation Strategies - Yellow
Sentence Management Induction Training	<input type="checkbox"/> Regular class sizes (4 to 5 participants when delivered at RHQ or less when delivered on each site separately) <ul style="list-style-type: none"> • 1 Trainer • 1 Trainer who is in being developed /trained to deliver the course later on their own. 	<input type="checkbox"/> No Trainer who is being developed/trained to deliver the course later on their own is required.	

Management Development

Note: For all courses below, refer to the [overarching mitigation strategies for Training](#)

	Low Risk – Green	Low-Moderate Risk Mitigation Strategies - Grey	Moderate Risk Mitigation Strategies - Yellow
Correctional Manager Training Program	<input type="checkbox"/> Regular class size of 12-16 participants and 2 Trainers.	<input type="checkbox"/> Consideration to be given to use laptop for all reference materials instead of paper at sites where this option is available.	<input type="checkbox"/> Options will be considered to continue training using distance learning

PARTIE 1: Lieux d’habitation collective – Services Internes

	Risque faible – vert	Risque faible à modéré Stratégies d’atténuation – gris	Risque modéré Stratégies d’atténuation – jaune	Risque modéré à élevé Stratégies d’atténuation – orange	Risque élevé Stratégies d’atténuation – rouge
Services de soutien de la TI	<input type="checkbox"/> Aucune restriction (continuer de respecter les protocoles de nettoyage de base et les directives provinciales en matière de santé publique).	<input type="checkbox"/> Distribution de dispositifs informatiques aux clients sur rendez-vous seulement, et organisée de manière à réduire au minimum les contacts avec d’autres clients. <input type="checkbox"/> Les services de soutien de la TI ne pouvant pas être fournis à distance (virtuellement) et nécessitant un soutien pratique peuvent être offerts sur place par un technicien, dans la mesure où l’équipement est nettoyé et où l’emplacement est propice à l’éloignement social entre les clients et les techniciens.	<input type="checkbox"/> Distribution de dispositifs informatiques aux clients sur rendez-vous au moyen de méthodes « sans contact ». <input type="checkbox"/> Rendez-vous prévus de façon à espacer les clients et à réduire au minimum les contacts avec les employés de la TI et les autres clients. <input type="checkbox"/> Les services de soutien de la TI seront fournis à distance (virtuellement) dans toute la mesure du possible. <input type="checkbox"/> Les dispositifs informatiques nécessitant une réparation physique seront remplacés par un autre dispositif, si possible, et réparés seulement une fois qu’ils ont été désinfectés adéquatement, selon les protocoles de nettoyage et les directives en matière de santé publique.		<input type="checkbox"/> Les employés de la TI travailleront sur place uniquement lorsque cela est nécessaire pour répondre aux exigences opérationnelles urgentes. <input type="checkbox"/> Les dispositifs informatiques sont distribués uniquement pour répondre aux exigences opérationnelles urgentes. <input type="checkbox"/> Des méthodes « sans contact » doivent être utilisées pour fournir les services de soutien de la TI et distribuer les dispositifs informatiques, ce qui peut comprendre l’expédition au client. <input type="checkbox"/> Les dispositifs informatiques ne pouvant pas faire l’objet d’un soutien à distance (virtuellement) et nécessitant une réparation physique seront remplacés par un autre dispositif, si possible, et réparés seulement une fois qu’ils ont été désinfectés adéquatement, selon les protocoles de nettoyage et

					les directives en matière de santé publique.
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PARTIE 2 : Sites Administratifs - Services de soutien de la TI

	Risque faible – vert	Risque faible à modéré Stratégies d'atténuation – gris	Risque modéré Stratégies d'atténuation – jaune
Services de soutien de la TI	<input type="checkbox"/> Aucune restriction (continuer de respecter les protocoles de nettoyage de base et les directives provinciales en matière de santé publique).	<input type="checkbox"/> Distribution de dispositifs informatiques aux clients sur rendez-vous seulement, et organisée de manière à réduire au minimum les contacts avec d'autres clients. <input type="checkbox"/> Les services de soutien de la TI ne pouvant pas être fournis à distance (virtuellement) et nécessitant un soutien pratique peuvent être offerts sur place par un technicien, dans la mesure où l'équipement est nettoyé et où l'emplacement est propice à l'éloignement social entre les clients et les techniciens.	<input type="checkbox"/> Distribution de dispositifs informatiques aux clients sur rendez-vous au moyen de méthodes « sans contact ». <input type="checkbox"/> Rendez-vous prévus de façon à espacer les clients et à réduire au minimum les contacts avec les employés de la TI et les autres clients. <input type="checkbox"/> Les services de soutien de la TI seront fournis à distance (virtuellement) dans toute la mesure du possible. <input type="checkbox"/> Les dispositifs informatiques nécessitant une réparation physique seront remplacés par un autre dispositif, si possible, et réparés seulement une fois qu'ils ont été désinfectés adéquatement, selon les protocoles de nettoyage et les directives en matière de santé publique.