

RELAUNCH CONSIDERATIONS

To open your business to the public, you must complete a plan to reduce the risk of transmission of COVID-19 among your staff and customers. The completed template must be posted in your place of business or online within 7 days of the public being able to attend your business.

The following template includes considerations to help guide you as you plan to open your business. This should be completed using Alberta Health's [Workplace Guidance for Business Owners](#), sector-specific guidelines, and any additional requirements your business or industry association provides.

PHILIPPINE CONSULATE GENERAL (PCG) IN CALGARY

Guidelines: Alberta Health's Workplace Guidance for Business Owners; Philippine Government Guidelines and Department of Foreign Affairs' Infectious Disease Preparedness and Response Plan

Distancing Measures

Considerations: How will you ensure people maintain 2 metres between each other? Do you need to maintain directional traffic flow? Can staff stagger their breaks to limit congregating in break rooms? How will you limit the number of people in your space? Have you considered installing physical barriers (e.g., Plexiglas window or high-walled cubicle) to reduce exposure when 2-metre distancing is hard to maintain?

- Physical distancing signs are placed within the premises of the Philippine Consulate General (PCG), particularly at the consular section.
- Floor markings are placed at the consular section to guide people to comply with the 2-meter distance.
- Chairs and tables at the consular section are reduced and placed with 2-meter distance between them.
- Physical barriers are installed at the consular section: sneeze guards between frontliners and clients; tables are placed to impose 2-meter distance between frontliners and clients; and banners are placed between clients and between frontliners.
- PCG personnel meetings are done through online platforms such as video conferencing rather than face-to-face.
- PCG personnel are divided into two teams that alternately report for work to reduce the number of staff and enhance physical distancing at the office.
- Clients are required to obtain appointments. No Appointment – No Entry policy is imposed. Clients must arrive 5 minutes before their appointment.
- Only limited passport applications are being received for in-person transactions. All other consular services (civil registration, notarization of documents, citizenship reacquisition/retention, etc.) are accepted by mail.
- Release of documents is strictly by mail instead of through personal pick-up.

Cleaning

Considerations: How will you manage frequent cleaning on high touch surfaces (e.g., bathroom, chairs, door knobs, break rooms)? How will you train and ensure staff keep their work surfaces, order screens, debit machines, cash registers, and equipment clean?

- PCG personnel are responsible for cleaning their respective desks / work areas.
 - Frequent and thorough handwashing is promoted through signs and reminders among the staff.
 - Hand sanitizers are provided to personnel and are placed in key areas at the PCG.
-

RELAUNCH CONSIDERATIONS

- PCG personnel are advised to disinfect commonly-used/shared equipment before and after use.
 - There is a schedule for regular disinfecting of high touch areas daily.
-

Screening for Symptoms

Considerations: How will you monitor staff and customers for symptoms of fever, sore throat, cough, runny nose or difficulty breathing? Have you educated your staff to do self-monitoring of symptoms? Have you identified a space where staff members can be separated from others if they develop symptoms while at work? Are you prepared for increases in absenteeism due to illness or isolation requirements? Have you considered absenteeism policies to enable staff members to stay home when ill, in quarantine (self-isolation), or if they are taking care of children or someone who is ill? Are you maintaining a log of staff attendance? What is your response plan for staff who come to work with symptoms?

- PCG personnel are required to self-monitor and to submit to the designated Workplace Health Coordinator a daily health declaration form (survey of COVID-19 symptoms) prescribed by the Philippine Department of Foreign Affairs.
 - Sick personnel are advised to stay home and observe quarantine/isolation regulations set by the Alberta Health Services (AHS). If personnel develop symptoms at work, they will be sent home immediately, will be advised to call 811, and to follow health orders such as COVID-19 testing and quarantine/isolation requirements.
 - The PCG designated a screener/crowd controller stationed at the PCG entrance to:
 - (a) Take the temperature of clients prior to entry, and to refuse entry to those with temperature of more than 38°C;
 - (b) Screen clients for COVID-19 symptoms using the AHS questionnaire. Clients answering “Yes” to any of the questions will not be allowed entry into the PCG;
 - (c) Verify appointment of the client, who has to present an Entry Pass earlier provided by the PCG only to those with confirmed appointments; and
 - (d) Ensure that clients are wearing face masks.
 - The PCG maintains a daily attendance log of all personnel, as well as a list of clients with appointments.
 - The PCG operates with two (2) teams of personnel that will report for work alternately. There is response plan in place to address staff absenteeism due to illness or isolation requirements.
-

Personal Protective Equipment (PPE) – where distancing measures cannot be maintained

Considerations: How will you promote PPE use (e.g., masks or gloves) when people are unable to be 2 metres apart? If 2 metres cannot be maintained and PPE is necessary, where will your staff obtain it? Will customers require their own PPE such as masks, or will you supply them? How will you inform customers before they enter your business that PPE such as masks are required?

- All personnel and clients are required to wear face masks while inside the PCG premises.
 - The PCG provides all its personnel with face masks, face shields, and other PPEs as necessary.
 - Clients are made aware of the use of face masks through advisories posted on the PCG website and Facebook page, as well as through email to those with confirmed appointments.
-

RELAUNCH CONSIDERATIONS

Responsibilities

Considerations: *Who will be responsible for ensuring staff and customers are following your precautions? Have you updated contact information for staff members so that they can be notified in the event of a known exposure?*

- The PCG has a designated Workplace Health Coordinator that will handle the daily health declarations of all personnel.**
- The PCG maintains an updated personnel directory.**
- The PCG designated Screeners / Crowd Controllers for clients.**
- The PCG maintains a list of clients with confirmed appointments, which includes clients' contact details.**

Owner/Manager: ZALDY B PATRON, Consul General

Date: 01 June 2020