

# CSAM Office Procedures – Best Practices

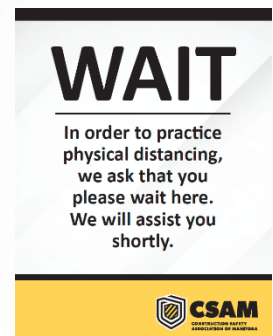
As we begin re-engaging with our clients, CSAM will be adhering to — and exceeding — all government guidelines that allows for proper physical distancing and enhanced sanitization and hygiene requirements. CSAM employees will be expected to set a good example and adhere to the following protocols for office interaction and meetings.

**ALL SCENARIOS** will include rigorous adherence to hygiene and physical distancing protocol:

- ✓ Practice physical distancing of two metres (six feet).
- ✓ Do not shake hands; avoid physical contact.
- ✓ Clean your hands with soap and water or clean them with hand sanitizer:
  - When you enter the office.
  - Regularly during the day — especially after you touch anything that you do not know if it has been disinfected.
- ✓ Do not touch your face, eyes, nose, and/or mouth with unwashed hands.
- ✓ Follow good respiratory etiquette when you sneeze or cough (cover your mouth and nose with a tissue OR use the crease of your elbow/upper arm) and then immediately clean your hands with soap and water or hand sanitizer.

**CLIENTS ENTERING BUILDING:** Upon arrival into the front office:

- ✓ Construction Site Notice sign will be posted on front door of CSAM Office advising clients of the COVID-19 Public Health advice, physical distance requirements and personal hygiene prevention protocols.
- ✓ WAIT sign will be prominently display within the reception area.
- ✓ Hand sanitizer will be made available beside the WAIT sign and clients will be advised that they are free to sanitize their hands.
- ✓ Reception will inquire as to their business (who/what they are here for).
- ✓ If looking to speak with a staff member, reception will get the required staff member to come to the front to meet with client.
  - If required to enter our building, reception will require the client to use the hand sanitizer.
  - Person receiving our client will politely prompt and confirm that they have used the hand sanitizer.
- ✓ If anyone entering the building is demonstrating flu-like symptoms, do not obey physical distancing or hygiene protocol, they will be asked to leave the building immediately



**MEETINGS:** Any clients coming for meetings with CSAM staff:

- ✓ Will be required to sanitize their hands upon arrival and wait for the respective staff member to come and escort them to an appropriately sized meeting room.
- ✓ Will be required to show proof of full vaccination with a QR code to be scanned and Photo ID.
- ✓ Practice physical distancing requirements at all times.
- ✓ Do not shake hands; avoid physical contact.
- ✓ Do not share pens or other objects — practice “keep your hands to yourself.”
- ✓ **EFFECTIVE November 1, 2021: Proof of Immunization is required for clients meetings in the office for periods longer than 15 minutes.**

**CLIENTS EXITING BUILDING:** Upon exiting the building:

- ✓ Clients will be encouraged to again utilize the hand sanitizer prior to leaving our building.
- ✓ Any surfaces used/touched by client (desks, tables, chairs, pens) will be sanitized.

**PPE:** Our office is an environment in which we can readily control – more specifically to the new normal, to readily disinfect. Although we are confident in our abilities to provide a safe work environment, as per our site visit protocol, CSAM employees will also be provided with the following:

- Latex or Nitrile Gloves
- Non-Medical Grade Face Mask

If a CSAM employee chooses to utilize gloves or non-medical grade face masks, the following guideline must be followed:

- ✓ Clean your hands with soap and water or hand sanitizer immediately before putting on gloves or your face covering and immediately after removing.
- ✓ Avoid touching your face while wearing gloves or a face mask.
- ✓ Don and remove your face mask only by touching the straps or ear loops.
- ✓ Do not place face coverings on any work surface, common area, or equipment.
- ✓ Use a clean cloth mask at least daily, or whenever a mask becomes damp or soiled.
  - After use place cloth masks into a bag that can be emptied into a washing machine.
  - Launder cloth masks with other items using a hot cycle and dry thoroughly. Do not place face coverings on any work surface, common area, or equipment.

*After reading this document, if you have any further questions or concerns regarding our office protocols, please contact Derek or Sean.*