



Property and Facility Management Service Line

PSPC Building Management Direction for Coronavirus Disease 2019 (COVID-19)

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Scope

The purpose of this document is to communicate PSPC's property management approach during the Coronavirus Disease 2019 (COVID-19) pandemic.

This functional guidance applies to all PSPC real property inventory, including crown-owned, lease-purchase, and leased facilities including those managed by a third party real property contractor.

Context

On December 31, 2019, the World Health Organization was alerted to several cases of pneumonia in Wuhan, China. The virus did not match any other known virus. On January 7, 2020, China confirmed COVID-19. Since then, there has been a global spread of the virus which has left health professionals on high alert.

Health Canada's Public Health Agency of Canada (PHAC) is working with provinces, territories and international partners, including the World Health Organization, to actively monitor the situation. Global efforts are focused on containment of the outbreak and the prevention of further spread. PHAC is working closely with the medical community to ensure that any cases of COVID-19 occurring in Canada continue to be rapidly identified and managed in order to protect the health of Canadians.

By mid-March, 2020, Prime Minister Justin Trudeau and provincial leaders introduced social and physical distancing measures in an attempt to flatten the curve of COVID-19 spread within Canada. This meant that federal employees in non-essential services were asked to telework.

Building Operations - Frequently Asked Questions:

1) How does COVID-19 spread?

Human coronaviruses cause infections of the nose, throat and lungs. They are most commonly spread from an infected person through:

- respiratory droplets that are spread 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

IMPORTANT: The virus is not known to spread through ventilation or water systems.

2) How can I protect myself from getting COVID-19?

First, stay calm and don't panic. You can stay healthy and prevent the spread of infections by:

- washing your hands often with soap and water for at least 20 seconds;
- avoiding touching your eyes, nose or mouth with unwashed hands;
- avoiding close contact with people who are sick;
- coughing or sneezing into your sleeve and not your hands; and
- staying home if you are sick to avoid spreading illness to others.

3) From a property management perspective, has Health Canada’s PHAC recommended any enhanced cleaning protocols to which we should be implementing in our assets?

Property & Facility Management Service Line (PFM SL) and Technical Services Service Line (TSSL) have been in contact with Health Canada to inquire about enhanced proactive cleaning/disinfecting protocols that PSPC should consider implementing within our assets.

Effective March 23, 2020 and until further notice, PSPC has amended their standard cleaning specifications to increase the cleaning/disinfecting frequency of high touch points to twice daily (from once daily). HC guidance is that standard cleaning products can continue to be used. A list of high touch points were included in the March 20, 2020 communication to the property management community found in the Reference section below.

Effective April 20, 2020, client business centres and other stand-alone business equipment will also be included in cleaning/disinfection of high touch points to twice daily.

It is expected that the above amendments to PSPC’s standard cleaning specifications will continue until a vaccine for COVID-19 is available.

Note that these new provisions do not include the cleaning/disinfecting of individual workspaces or any equipment within. These, as well as other services above the new protocols, would still be considered an additional building service.

Health Canada has also published guidance on [Cleaning and Disinfecting Public Spaces \(COVID-19\)](#).

For areas experiencing a shortage of cleaning personnel, resources may need to be mobilized and cleaning priorities adjusted to meet these new disinfecting protocols. This may include focusing on areas of buildings that are occupied while reducing non-essential levels of service in unoccupied areas.

Reinforcing the importance of frequent hand washing remains the cornerstone of preventing the spread of infections.

We also encourage you to proactively discuss Health Canada’s direction with your clients. Should enhanced cleaning or installation of sanitizing stations still be requested, normal tenant service processes apply.

4) What are the levels of cleaning services offered during the COVID-19 pandemic?

PSPC has always offered cleaning services to clients above the standard specifications for clients' unique program requirements. During the COVID-19 pandemic crisis, PFM SL uses the following three definitions of cleaning:

Standard cleaning: cleaning that follows the standard cleaning specifications of PSPC or its service providers. This cleaning is offered at no additional cost to the client.

Enhanced cleaning – Any request for cleaning/disinfecting services requested by the client that exceeds the services laid out in the standard cleaning specifications.

Specialized cleaning and disinfection – cleaning/disinfecting services requested by a client as a result of an employee with a suspected or confirmed case of COVID-19

5) What if a client requests additional cleaning/disinfectant in their space?

There are numerous reasons why clients may approach you to discuss implementing enhanced cleaning protocols so empathy and patience is vital. These may include public-facing services (ie border crossings), areas with a high flow of visitors, high traffic areas, employee apprehension, etc.

First, reassure your clients that PFM SL has been liaising with Health Canada and our standard cleaning specifications are in line with their current guidance. If enhanced disinfection/cleaning is requested, design a cleaning plan in collaboration with the cleaning contractor and client as a tenant service/additional building service.

Client requests that are national in scope are being coordinated through Client Relationship and Demand Management who are working with the [National Service Call Centre](#) (NSCC) to have these requests reported. All others should be reported to the NSCC for tracking purposes.

6) Will PSPC offer refrigerator cleaning services to clients who request them?

The cleaning of workplace refrigerators, their contents, and other appliances remain the responsibility of building occupants. The prevention of the spread of COVID-19 continues to be priority and, as such, PSPC cleaning resources will focus efforts on the cleaning/disinfection of high-touch surfaces. In the future, as resources become available to support this additional service measure, they will be offered to client departments.

[Initial Communication to Clients on Return to Work Measures – April 8, 2020](#), found in the Reference Material section below, contained a section on the cleaning of refrigerators.

7) Should COVID-19 publication material be posted in buildings?

In an effort to increase awareness on proper handwashing techniques and factual awareness on COVID-ID in general, PFM SL is requesting that property managers post the following:

Elevators and/or common space areas: [Know the Facts About Coronavirus Disease \(COVID-19\)](#)
Washrooms: [Get The Upper Hand on Germs Poster](#)

8) Should hand sanitizers be installed within our assets?

During a March 6, 2020 presentation to a Director General Interdepartmental Committee, PFM SL committed to enhancing our proactive measures by installing hand sanitizers (where availability exists) outside tenant space (i.e. building entryways).

Hand sanitizing stations installed and maintained within tenant space should be done so via tenant service/additional building service and based upon availability.

9) Are PSPC buildings operating during the COVID-19 pandemic?

While social-distancing measures are being imposed across the country and non-essential federal employers are teleworking, PSPC buildings remain open. Life safety systems continue to operate normally with completion of mandated and lifecycle maintenance.

In response to concerns about contractors in buildings, a communication to clients was disseminated indicating that occupants should not prevent or obstruct maintenance or project work from being carried out or contractors from entering the space as the work being performed is necessary.

Technical Services Service Line (TSSL) has provided technical expertise in the following areas of building operations and should be reviewed for continued health and safety of our assets during the COVID-19 pandemic:

a) [Heating Ventilation and Air Conditioning \(HVAC\) Minimum Requirements – \(COVID-19\)](#)

The HVAC requirements are to supplement the completion of regular maintenance activities to provide enhanced indoor environmental quality to promote occupant wellness during the COVID-19 pandemic in buildings with reduced occupancy and full occupancy.

This includes:

- increasing outdoor airflow into buildings from the minimum required by code.
- increasing operating hours of ventilation systems to ensure good airflow and dilution.
- ensuring that the highest level of filtration that the HVAC system is intended to use is installed.
- ensure appropriate humidity levels.
- avoiding potential for cross contamination between exhaust air and supply air
- ensuring proper operation of cooling towers to address Legionella risks.

Prior to re-occupancy of unoccupied buildings, ensuring the building is flushed with the maximum amount of outdoor air for at least 24 hours.

b) [Building Water Systems Minimum Requirements – COVID-19](#)

As fewer people use the building water systems due to reduced occupancy as a result of COVID-19, there is increased potential for water stagnation that can increase the risk for

bacterial growth (eg. Legionella) and lead. The water systems requirements, developed in consultation with Health Canada, include the following measures to mitigate these risks:

- regular flushing of the buildings hot and cold water systems to ensure continued water use while a building is partially occupied or unoccupied.
- additional flushing of all fixtures before re-occupancy.
- prior to re-occupancy water sampling and analysis of the building water entry and most remote fixture where a building was unoccupied for more than a week.

10) What should I do if a suspected or confirmed case of COVID-19 is identified in an asset that I manage?

Employees or their managers should report all suspected or confirmed cases of COVID-19 immediately to PSPC's [National Service Call Centre](#). Due to privacy laws, employees should remain anonymous; manager names and general work area should be used for investigation and follow up.

PSPC property managers or their service providers should report all suspected or confirmed cases of COVID-19 following the 10A Critical Incident Reporting protocols.

Based on advice from PHAC, evacuation of the building is generally not required, however, this is an employer decision and not a PSPC decision and will also depend upon the cleaning and disinfection product(s) being used and their application method. Employers should notify the building's Occupational Safety and Health committee (OSH) as part of their employer responsibility for direction on how to further prevent the spread of disease.

PSPC or their service provider should react quickly in mobilizing cleaning contractors for required disinfecting processes. It is imperative that PSPC or their service provider work with the employer to design and implement an appropriate disinfection plan which may include (but not limited to):

- employee's and surrounding workspaces
- elevator control panel and buttons
- horizontal surfaces on in boardrooms
- door handles/knobs
- frequently touched horizontal surfaces in stairwells and landings
- water taps, dispensers, door plates, counter tops, and flush valves in the washroom.
- washroom partitions, doors & door latches.
- kitchen and lunch room areas including appliances, sinks/faucets and furniture.

Please note that reactionary measures in response to a suspected or confirmed case of COVID-19 are to be funded by the client organization as a tenant service/additional building service.

11) What is the process for cleaning/disinfecting after a suspected or confirmed case of COVID-19 is reported?

When performing cleaning and disinfection as a result of a suspected or confirmed case, TSSL has confirmed the following two stage process should be followed.

It is important to engage the health and safety committees and employer representatives when performing these cleaning and disinfection activities so that they are aware of the products and application methods being used in the work space. Some employees may have increased sensitivity to the products being used. As such, their employers need to be aware of products being applied in the workplace so that they can evaluate the need for alternative work arrangements.

A. Cleaning:

Cleaning products remove germs, dirt, and impurities from surfaces by using soap (or detergent) and water. Cleaning does not necessarily kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.

B. Disinfection:

Disinfecting products kill germs on surfaces using chemicals. Health Canada has provided guidance that a solution of 1 part bleach (5% sodium hypochlorite) to 9 parts water can be used for disinfecting most surfaces. Health Canada has also published a [list of hard-surface disinfectants](#) effective against coronavirus (COVID-19). These should be reviewed by cleaning contractors to ensure their disinfection agents conform to the recommendations.

A disinfectant can be applied either by a manual method or mechanical sprayer (eg. electrostatic).

The product (disinfection chemical and application method) technical sheet **MUST** be consulted to ensure proper product application. Key elements to review include:

- Dilution
- Appropriate usage
- Application methods
- Product dwell time

The product Material Safety Data Sheet (MSDS) **MUST** be consulted to ensure proper safety measures. Key elements to review:

- personal protective equipment (PPE) for the person applying the treatment (employer responsibility)
- active chemical ingredients
- Occupants not wearing PPE are to vacate the area while treatment is being performed
- Determine ventilation requirements for the space before occupants return

12) Is an electrostatic sprayer required for applying disinfectant?

The electrostatic sprayer can be an acceptable method for application of disinfectant but Health Canada has not provided guidance indicating that it is any more or less effective than traditional disinfectant application processes. As such, the use of the electrostatic sprayer relates to operational considerations (eg. speed of application) as opposed to effectiveness. The

electrostatic sprayer is another tool that can be deployed and is likely most useful in situations where there is a large area to disinfect.

13) Who is responsible to communicate to building occupants when there is a confirmed case of COVID-19?

Communication with employees is an employer responsibility.

The Canada Labour Code (CLC) Part II sections 125(1) (s), states that the employer shall "ensure that each employee is made aware of every known or foreseeable health or safety hazard in the area where the employee works"; and (z.11), which states the employer shall "provide to the policy committee, if any, and to the workplace committee or the health and safety representative, a copy of any report on hazards in the workplace, including an assessment of those hazards."

With alternative working arrangements being imposed for many federal employees, the impact on building occupancies, and the ways in which a positive case could be reported (i.e. by employer, manager, through Public Health case tracing, etc.), it would be prudent during this health crisis that PSPC or its service providers confirm with the employer that the building's OSH committee has been notified.

Due to privacy laws, the identity of the person with the confirmed case should remain private.

14) Clients are inquiring about the reimbursement of fees associated with parking, daycare, and fitness facilities - what is PSPC's position on this?

Workplace Solutions Service Line (WPSOL SL) has provided guidance into this matter through a Questions and Answers document.

Parking Fees:

As a result of consultations with Treasury Board Secretariat, there will be no parking fee reimbursements issued by the Government of Canada or any agent acting on its behalf (i.e. Impark) at crown-owned buildings. PSPC is advising that employees should discuss the matter directly with their parking operator (i.e. Impark).

PSPC has no authority over parking in leased facilities. Employees in leased facilities who obtain parking directly with the Landlord (or the Landlord's parking operator) for their parking must contact the building parking operator with questions regarding reimbursement.

Daycare and Fitness Facility Fees:

PSPC policies do not include provisions on how private sector operators of daycares or fitness facilities conduct their business as these businesses are independently managed. Some provincial authorities have issued directives on the reimbursement of fees associated with daycare costs to which would need to be adhered. Employees should discuss any concerns regarding fees directly with their daycare or fitness centre operator.

15) What is PSPC doing to support commercial tenants affected by the COVID-19 pandemic?

Treasury Board Secretariat released guidance on rent relief on March 31, 2020. The authority to provide relief rests with each department and rent deferral put in place by PSPC aligns with the TBS guidance provided. PSPC has implemented interim measures to allow tenants to defer rent payments, up to 90 days, on a case-by-case basis beginning April 1st.

On April 24th, 2020, the Prime Minister announced a partnership with provinces and territories to deliver the Canada Emergency Commercial Rent Assistance for small businesses. PSPC is liaising with Treasury Board of Canada Secretariat on the implementation details as it provides for potential rent relief for commercial businesses leasing space from PSPC where they can demonstrate certain impacts to their business. Specific direction on the implementation is forthcoming.

<https://pm.gc.ca/en/news/news-releases/2020/04/24/prime-minister-announces-partnerships-provinces-and-territories>

16) Our clients have noticed a lack of consistency with the use of facial coverings or other protective equipment by building personnel across PSPC's national portfolio. Can you explain the inconsistency?

PSPC leverages the private sector to meet many of our real property needs and differing COVID-19 preventative measures may be observed across service providers (i.e. use of facial coverings). Any additional measures imposed by service providers to their staff, are not meant to replace proper handwashing or remaining at home when ill and should not be perceived as a concern within the work environment.

For example, Brookfield Global Integrated Solutions (BGIS) is the service provider under the RP-1 and RP-2 contracts - BGIS has implemented the use of facial coverings by their personnel and vendors where physical distancing is not feasible.

17) What is the role of the Responsible Building Authority (RBA)?

The main tenant(s) are responsible for leading the emergency response at the building level, including common areas such as lobbies, with PSPC undertaking a supporting role. This includes appointing the most senior Civil Servant of the largest occupying department as the Responsible Building Authority (RBA) who is accountable for building centric emergency plans and for the overall health and safety of all employees in the building. As such, the RBA is empowered to make building wide decisions that affect the health and safety of employees.

The RBA is supported by a Building Emergency Organization (BEO) that is trained to ensure quick and efficient evacuation of a building if required. This BEO is governed by Health and Safety regulations and the RBA retains the authority to close buildings for various health and safety issues such as high temperature, unavailability of potable water, etc. The Property and Facility managers play an important role in advising the BEO and RBA at a local level on building operations matters.

Business Resumption - Frequently Asked Questions:

1) What are the steps involved in preparing PSPC's assets for occupants' return to work once social distancing provisions have been lifted?

While social-distancing and telework provisions are reducing general occupancy rates in our buildings at this time, we recognize that, in the future, occupancy levels will begin to increase.

In anticipation of this, TSSL, Workplace Solutions Service Line (WPSol SL) and PFM SL are working in collaboration to develop procedures to ensure healthy and productive work environments for the eventual return to full occupancy in our buildings.

Examples of upcoming special provisions at the building operations level include:

- Reinforcing protocols with client departments on social distancing awareness in high traffic areas
- Quickly and efficiently responding to any additional cleaning and disinfection requirements you may have to support employee level comfort and confidence in your workplace;
- Continuing the enhanced cleaning program to provide disinfection of high contact surfaces twice daily, and also extending the scope to include client business equipment such as photocopiers and shredding equipment (where client permissions are provided);
- Monitoring Heating Ventilation and Air Conditioning (HVAC) to ensure the comfort of the occupants (includes outdoor air ventilation assurance, filter checks, and humidification systems management);
- Progressively flushing building water systems, as well as conducting water filter checks, to protect the integrity of potable water and enhance the efficacy of legionella management programs in place;
- Continuing pest monitoring programs where applicable (which also includes visual inspections of the space); and,
- Continuing elevator maintenance programs to ensure efficient transportation of employees to their work points and ensure other alternative circulation pathways (stairwells) are well serviced.

It is important that PSPC be informed ahead of time of occupants intended date of re-occupancy so that the appropriate measures can be taken to ensure a safe, healthy and welcoming environment for employees.

2) Has PSPC reviewed the article published in the National Post and Ottawa Citizen about the possible transmission of COVID-19 through ventilation systems?

The National Post and Ottawa Citizen published the article, [COVID-19 can be spread by building ventilation, argue Canadian researchers working on an HVAC fix](#), which may intensify employee concerns about the possibility of developing COVID-19 in the office environment.

The articles reference a Chinese study written about individuals who contracted COVID-19 while at a restaurant. The restaurant had a wall mounted air conditioning unit above the table with infected individuals that was blowing high velocity air into the rest of the restaurant. Such high velocity air

could transport and spread droplets that are released by infected individuals near the air conditioning unit beyond a 2 meter area of physical distancing.

The mode of transmission for infection in this case is droplet spread that was influenced by the high velocity air from the wall mounted air conditioning unit.

Unlike the air conditioning system referenced in the Chinese study, the HVAC system(s) in PSPC buildings are typically centrally located and do not distribute air into the occupied zone at high velocity. The air that is distributed into the occupied spaces by the central HVAC system(s) promotes appropriate air circulation and removal of fine particles that are suspended in the air. In response to COVID-19 PSPC has implemented the following additional HVAC measures to enhance occupant wellness in our buildings. These measures are in keeping with industry guidance and consultation with Health Canada.

- Increasing the amount of outdoor air being provided to the space above code requirements
- Increasing the hours of operation of the HVAC systems to promote increased dilution of contaminants and improved air circulation that promotes removal of fine particles.
- Ensuring appropriate temperature and humidity levels in occupied spaces to promote occupant comfort and wellness.
- Ensuring appropriate filtration is installed.
- Ensuring that there is no potential cross contamination between washroom exhaust air and ventilation airflow.

3) With one of the primary symptoms of COVID-19 being an elevated body temperature, is temperature screening at workplaces a reasonable method to mitigate the risk of an outbreak within a workplace?

PSPC's Technical Services Service Line does not recommend the use of temperature screenings outside of non-hospital or care settings. Use of publicly available employee centric self-assessment tools may be more appropriate. The following is an analysis of the use of thermal screenings in the workplace:

- This method provides visibility to individuals that efforts are being made to manage the spread of COVID-19.
- Not all people who are infected with COVID-19 have a fever and some may be in a period where they are asymptomatic.
- Some infected individuals with a fever may take medication to reduce their fever that could result in a false result temperature scan.
- This can unwittingly send infected individuals who do not have a temperature into the building leading to a false sense of security.
- There are potential privacy issues associated with identifying someone as having a fever due to COVID-19.
- Improper types of equipment can be used for measuring temperature (e.g. equipment without the proper accuracy)

- There can be calibration issues with the temperature sensing equipment leading to inaccurate results
- There can be improper use of the equipment leading to inaccurate results
- The location (e.g. indoors or outdoors) where the temperature is taken, the type of clothing being worn and the recent activity or interaction of a person with their surrounding environment is critical and can lead to false results since most devices are only reading surface temperatures and not core temperature.

4) Can the installation of Plexiglas partitions in areas where physical distancing is not feasible be used to reduce the transmission of COVID-19?

Plexiglas can be a barrier that reduces the risks of droplet transmission between individuals who are not able to physically distance at least 2 meters (i.e. shared workstations, boardrooms).

However, there are potentially negative impacts of Plexiglas installation that require consideration:

- Depending on height and placement, partitions can decrease the effectiveness of ventilation airflow in an occupied space by creating areas of airflow stagnation (i.e. dead zones).
- Partitions can reduce the effectiveness of the ventilation system in controlling fine particles and providing ventilation air to building occupants. This may adversely affect the indoor air quality in the space.
- Depending on location, they may affect circulation paths and egress routes in the event of an emergency.


Recommendations:





- The height of Plexiglas partitions should be minimized.
- The partition placement needs to take into consideration the placement of supply air diffusers and return air grilles in the space.
- To minimize the use of Plexiglas partitions consideration should be given to:
 - Spacing occupants at workstations to promote physical distancing.
 - Re-orienting occupants in their workstations to promote physical distancing and direct their faces away from each other

Reference Material

The following is a list of COVID-19 proactive and collaborative communications, presentations, and publications that PFM SL has used to demonstrate leadership to our building tenants. Please note that this list will continue to evolve as needed.



A) Client Communications:



Item	Action
<p><u>Communications to clients regarding the inclusion of client business centres in twice daily cleaning/disinfection of high touch points</u></p>  <p>Coronavirus - Communication to Cli</p>	<p>For non PSPC employees, please refer to the <u>Federal-Provincial-Municipal COVID-19 Resources GCwiki</u></p>
<p><u>Initial Communication to Clients on Return to Work Measures – April 8, 2020</u></p>  <p>COVID-19 - Initial Communication to Cli</p>	<p>For non PSPC employees, please refer to the <u>Federal-Provincial-Municipal COVID-19 Resources GCwiki</u></p>
<p><u>Questions and Answers: Employee reimbursements for fees related to parking, daycare centres and fitness centres</u></p>  <p>QA Parking Daycare Fitness_BIL.DOCX</p>	<p>For non PSPC employees, please refer to the <u>Federal-Provincial-Municipal COVID-19 Resources GCwiki</u></p>
<p><u>Communication to client community on increased cleaning protocols - March 23, 2020</u></p>  <p>Coronavirus - Communication to Cli</p>	<p>For non PSPC employees, please refer to the <u>Federal-Provincial-Municipal COVID-19 Resources GCwiki</u></p>
<p><u>Communication to clients and contractors regarding projects - March 2020</u></p>  <p>COVID-19 - Message to Occupants and Cor</p>	<p>For non PSPC employees, please refer to the <u>Federal-Provincial-Municipal COVID-19 Resources GCwiki</u></p>

<p>Presentation - PSPC COVID-19 Preparedness - March 6, 2020</p>  <p>Coronavirus Disease 2019 - PFM SL Prepar</p>	<p>For non PSPC employees, please refer to the Federal-Provincial-Municipal COVID-19 Resources GCwiki</p>
<p>COVID-19 Communication to Employers via CRDM – March 3, 2020 - bilingual</p>  <p>Coronavirus - Communication to enr</p>	<p>For non PSPC employees, please refer to the Federal-Provincial-Municipal COVID-19 Resources GCwiki</p>
<p>COVID-19 Communication on Cleaning Protocol – February 4, 2020</p>  <p>Coronavirus - Communication on cl</p>	<p>For non PSPC employees, please refer to the Federal-Provincial-Municipal COVID-19 Resources GCwiki</p>
<p>General Flu Season Communication to Building Occupants – January 2020</p>  <p>Flu Season - Message to Building Occupants</p>	<p>For non PSPC employees, please refer to the Federal-Provincial-Municipal COVID-19 Resources GCwiki</p>

B) Internal Property Management Communications:

Item	Action
<p>Communications to property management community regarding the inclusion of client business centres in twice daily cleaning/disinfection of high touch points:</p> <p>Property Management communique</p>	<p>For non PSPC employees, please refer to the Federal-Provincial-Municipal COVID-19 Resources GCwiki</p>

<p>Heating Ventilation and Air Conditioning (HVAC) Minimum Requirements – (COVID-19)</p>  <p>Heating Ventilation and Air Conditioning !</p>	<p>For non PSPC employees, please refer to the Federal-Provincial-Municipal COVID-19 Resources GCwiki</p>
<p>Building Water Systems Minimum Requirements – COVID-19</p>  <p>Building Water System Requirements</p>	<p>For non PSPC employees, please refer to the Federal-Provincial-Municipal COVID-19 Resources GCwiki</p>
<p>Questions and Answers: Employee reimbursements for fees related to parking, daycare centres and fitness centres</p>  <p>QA Parking Daycare Fitness_BIL.DOCX</p>	<p>For non PSPC employees, please refer to the Federal-Provincial-Municipal COVID-19 Resources GCwiki</p>
<p>Communication to property management community to increase cleaning/disinfection to 2X daily on high-touchpoints – March 20, 2020</p>  <p>Coronavirus - Communication on Er</p>	<p>For non PSPC employees, please refer to the Federal-Provincial-Municipal COVID-19 Resources GCwiki</p>
<p>Presentation - PSPC COVID-19 Preparedness - March 6, 2020</p>  <p>Coronavirus Disease 2019 - PFM SL Prepar</p>	<p>For non PSPC employees, please refer to the Federal-Provincial-Municipal COVID-19 Resources GCwiki</p>
<p>COVID-19 Communication on Cleaning Protocol – February 4, 2020</p>	<p>For non PSPC employees, please refer to the Federal-Provincial-</p>

 <p>Coronavirus - Communication on cl</p>	Municipal COVID-19 Resources GCwiki
<p>Communique to Cleaning Contractors regarding COVID-19</p>  <p>PFMSL Cleaning Contractor Communic</p>	<p>For non PSPC employees, please refer to the Federal-Provincial-Municipal COVID-19 Resources GCwiki</p>

C) General Reference Material:

Item	Action
List of hard-surface disinfectants for use against coronavirus (COVID-19)	For Information
Public Health Agency of Canada guidance on cleaning and disinfecting of public spaces	For Information
Know the Facts About Coronavirus Disease (COVID-19)	For posting in building elevators
Get The Upper Hand on Germs Poster (Canadian Centre for Occupational Health and Safety)	For posting in washrooms
Public Health Agency of Canada Infectious Disease	For Information
Government of Canada COVID-19: Outbreak Update	For Information
Canadian Centre for Occupational Health and Safety - Coronavirus Fact Sheet	For Information

Enquiries

Building-specific enquiries should be directed to the real property team assigned to that building.

General enquiries on this document should be directed to the Director, Property and Facilities Management Services Directorate.