



Property and Facility Management Service Line

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

March, 2020

Scope

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

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.

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) has been in contact with Health Canada to inquire about enhanced proactive cleaning/disinfecting protocols that PSPC should consider implementing within our assets.

At this time, normal cleaning routines remain in place and no additional protocols are being recommended by Health Canada. Reinforcing the importance of frequent hand washing remains the cornerstone of preventing the spread of infections.

However, to remain prepared for possible changes to cleaning practices, it is recommended that you maintain open communications with your cleaning community to confirm their readiness should enhanced cleaning be recommended in the future.

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 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 Passport Office), 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 recommendations. 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.

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

In an effort to increase awareness on proper handwashing techniques and factual awareness on COVID-19 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](#)

6) Should hand sanitizers be installed within our assets?

During a recent 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 (ie building entryways).

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

7) 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](#). Should employees want to 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. 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.

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.

Item	Action
<p>Presentation - PSPC COVID-19 Preparedness</p>  <p>Coronavirus Disease 2019 - PFM SL Prepar</p>	For Information
<p>COVID-19 Communication to Employers via CRDM – March 3, 2020 - bilingual</p>  <p>Coronavirus - Communication to err</p>	For Information
<p>Know the Facts About Coronavirus Disease (COVID-19)</p>	For posting in building elevators
<p>Get The Upper Hand on Germs Poster (Canadian Centre for Occupational Health and Safety)</p>	For posting in washrooms
<p>COVID-19 Communication on Cleaning Protocol – February 4, 2020</p>  <p>Coronavirus - Communication on cl</p>	For Information
<p>Communique to Cleaning Contractors regarding COVID-19</p>	For dissemination

 <p>PFMSL Cleaning Contractor Communic</p>	
<p>General Flu Season Communication to Building Occupants – January 2020</p>  <p>Flu Season - Message to Building Occupants</p>	For Information
<p>Public Health Agency of Canada Infectious Disease</p>	For Information
<p>Government of Canada COVID-19: Outbreak Update</p>	For Information
<p>Canadian Centre for Occupational Health and Safety - Coronavirus Fact Sheet</p>	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.