



TERRACE DETACHMENT COVID-19 REOPENING SAFE WORK PRACTICES PLAN

The below guidelines are intended to provide direction to the Front Counter and Municipal staff working in the Terrace Detachment in order to facilitate safe reopening of front office services. The RCMP and the City of Terrace (COT) continues to monitor the progression of the COVID-19 pandemic and will make every effort to revise plans as necessary.

Safe Work Practices outlined in the plan are in addition to the direction of City of Terrace Safe Work Practices, Provincial Health Officer, public health offices and the Commanding Officer (CO) of the RCMP.

The CO has approved the implementation of the Restart Plan. Detachments, business lines, and units can proceed with implementation of their draft plans that have been approved by their districts and line officers.

Terrace Detachment Plan

LOBBY:

- Doors to the office will be unlocked from 8:30 am - 12:00pm and 1:00 pm - 3:30 pm starting July 15th, 2020.
- Criminal Record Checks will be by appointment only.
- Sign will be posted on door limiting two members of the public in the building at one time.
- The COT will place social distancing stickers on the floor in the lobby.
- Hand sanitizing liquid will be provided in the lobby for the public with signage.
- Clearly labeled pens for public use will be available and will not be used by staff
- Public will be asked to wear a mask in restricted areas of the detachment unless they have a medical reason preventing them. If they cannot provide their own, we will provide a mask. If someone has come in for fingerprints and cannot wear a mask the employee has the option to refuse if they are feeling unsafe.
- Frequently touched areas in the lobby will be cleaned once in the morning before opening and once at 1 pm in the afternoon by Front Counter staff who will document date, time and person who cleaned.
- PIC forms will be placed in the lobby or outside the lobby door for the public to retrieve. There will be detailed instructions on how to fill out the form attached.

STAFF PROCEDURES:

- A sheet will be provided to staff and one at the front counter outlining the questions to ask regarding symptoms. Questions should be asked when booking appointments to come in and again when they attend the detachment.
- The public will have appointments scheduled for fingerprinting at 45 minute intervals and 30 minute intervals for PICS. All lists will be kept in case of a need to contact them.
- PPE for staff will be provided at Detachment cost when unable to procure items from the COT. This will include:
 - a. N95 mask, goggles, and face shield
 - b. Gloves at front counter and in fingerprint room
 - c. Staff are advised but have the option to bring a change of clothes to work and change before leaving work when they are taking prints.
- Patrons:
 - a. Must wash hands on arrival in fingerprint room and when prints completed
- Staff will clean areas after placing documents from the Public on the photocopier or front counter and on the Livescan machine after each finger printing session. Do not spray directly on the equipment. Sanitizer will be available:
 - a. At front counter
 - b. Near photocopier
 - c. In print room
- Paperwork will be set aside for a minimum of 48 hours before being process. All PICS will be mailed to applicant.