
WORKPLACE SAFETY GUIDELINES – COVID-19

Service Departments

Updated February 11, 2021

COVID-19 transmission occurs via droplets containing the coronavirus. An infected person, whether symptomatic or not, may produce droplets containing the virus when talking, sneezing, or coughing. These droplets may cause infection if they are inhaled, ingested, or otherwise brought into contact with mucous membranes in the eyes, nose, or mouth. It is also possible to become infected by touching your mouth, nose or eyes after having been in contact with an infected person or a contaminated surface.

These guidelines are intended for Concordia service employees who are required to perform service work, such as equipment repair, maintenance, or installation, in other areas or departments on campus.

PLANNING the work:

- When possible, **MAKE AN APPOINTMENT**.
- **ADVISE** the client of the planned work and estimated duration.
- **REQUEST** that the client:
 - ✓ **LIMIT** the number of employees in the workspace during the service work
 - ✓ **EXIT** the office/area, if possible, until the service work is completed
 - ✓ **INDICATE** the nearest washroom/sink where you could wash your hands
- If an evaluation of the issue is required ahead of time, ask the client to provide photos or videos of the equipment or area. If possible, plan a video conference meeting where the client can show the equipment or area requiring service.
- **BRING** all tools and materials to avoid having to enter and exit the workspace multiple times.

DURING the work:

- **WASH YOUR HANDS** with soap and warm water for at least 20 seconds or use an alcohol-based hand sanitizer with at least 60% alcohol **BEFORE** you begin the work.
- **MAINTAIN** at least 2 metres of distance from others at all times.
- **WEAR A PROCEDURE MASK (SURGICAL MASK)** and **EYE PROTECTION** if you cannot maintain at least 2 metres of distance from others during the service work. When required to complete a work task that necessitates being less than 2 metres from another person, personal protective equipment (PPE) is required. See *Personal Protective Equipment (PPE) Guidelines* ([EHS-DOC-185](#)) for more details.



- **CLEAN** and **DISINFECT** the equipment and/or area **BEFORE** beginning the service work.
- **WASH YOUR HANDS FREQUENTLY**, including every time you exit and re-enter the workspace.
- **WEAR** all personal protective equipment required for the service work (e.g. safety glasses).



AFTER the work:

- **CLEAN** and **DISINFECT** the equipment and/or area, as well as all surfaces in the workspace that were touched.
- **WASH YOUR HANDS** with soap and warm water for at least 20 seconds immediately **AFTER** completing the service work and exiting the workspace.

BEST PRACTICES

- Minimize the number of times entering and exiting the workspace.
- Limit the equipment or objects handled in the workspace.
- Document the date and time of service work and the presence of any employees in the area during the servicing activity.

Also consult:

- *Cleaning & Disinfection Guidelines ([EHS-DOC-175](#))*
- *Hygiene & Respiratory Etiquette Guidelines ([EHS-DOC-172](#))*
- *Campus Circulation Guidelines ([EHS-DOC-174](#))*
- *Personal Protective Equipment Guidelines ([EHS-DOC-185](#)).*

Questions? Contact us at ehs@concordia.ca or by phone at extension 4877.