

You have probably heard that the office was closed for a while because of COVID-19. COVID-19 is a virus that can make people sick with cough, runny nose, and fever. Some people who have COVID-19 will get a little sick and stay home until they feel better. Some people might feel sicker, and go to the hospital so the doctors and nurses can help them get better. Some people might have COVID-19 and not even know they are sick. Since we do not know who will get seriously sick, we are taking extra care to try to keep people from getting sick at all. This means there are a few new rules that everyone follows when they come to the office.

1. Before you come to the office, someone will talk to the people you live with to ask about how you have been feeling at home. If you have been coughing, had a sore throat, a runny nose, or are not feeling well, it is important to tell your roommate or family so they can let us know. We will ask you stay home if any of these things are happening, until you feel better. That does not mean you are sick with COVID-19, but it does mean you will talk to a doctor or nurse, just so we can be careful and keep everyone safe. The doctor will tell you if you need to get a test to double check for COVID-19.

Covid-19 symptoms vs. flu, cold and allergies

	Cough	Fever	Breathless-ness	Body aches	Head-ache	Fatigue	Sore throat	Diarrhea	Runny nose	Sneezing	Watery eyes
Covid-19	●	●	●	●	●	●	●	●	○	○	○
Flu	●	●	○	●	●	●	●	●	○	○	○
Cold	●	○	○	●	○	●	●	○	●	●	○
Allergies	○	○	○	○	○	○	○	○	●	●	●

● Frequently ● Sometimes ● Little ● Rarely ○ None

SOURCE: Carver County Public Health NEWS TRIBUNE GRAPHICS

2. Before you leave your house, your family or your roommate will make sure you have a facemask with you. You will need to wear your mask whenever you are standing or sitting closely with someone. You will also need to wear it when you go in the car with other people, like your staff. You will be able to take it off to do things like eat your lunch, but it is important to check with your staff before you remove it. Your staff will be wearing a facemask too, and so will anyone who needs to stand or sit closely to someone else. This is a new rule at the office.



- When you get to the office, your staff will take your temperature with a special thermometer. This is to make sure you do not have a fever, since sometimes people can be getting sick before they feel the symptoms. If the thermometer tells us you have a fever, we will ask you to go home until you feel better. Since everyone needs to get their temperature taken, there might be a little wait before it is your turn to sign in and come into the office. There will be stickers on the ground to help you know where to stand so there is enough space between you and the other people waiting.



- Your staff are also going to ask you to wash your hands before you do anything else at the office. They will ask you to do this more times than you might be used to throughout the day, or they will ask you to rub hand sanitizer on your hands instead. This is to help get rid of germs that might make you or other people sick.



5. You might notice that the office does not have as many people in it as it used to. This is because we are asking more people to stay home so there are no crowds. The doctors have told us that the virus likes to use crowds to get people sick, so it is important people stay spread out from each other.

This means that you will not be able to sit or stand closely with other people while you are at the office. When you get to the office, you will see there are marked X's on the floor around the tables. This means that no one can sit in that space, it needs to be left open so people are not getting close to each other. The only time this might change is if a staff needs to help someone, then that person's staff, and only that person's staff, will step in to help.

It also means that some of the rooms in the office will only allow a certain number of people in them. These rooms will have a sign on the door that say the maximum number of people who can be in them at one time. If too many people are already in this space, you will need to wait until they leave and the room has been cleaned before you can go into this area. No need to worry, we will make sure everyone gets a turn!

Except for when staff are helping someone, everybody will stay at least 6 feet apart from each other at all times. That's about the same as imagining there is a couch or yoga mat between you that you cannot touch.

SOCIAL DISTANCE

Keep Yourself & Others Safe! Maintain a 6 ft Distance!



STOP THE SPREAD

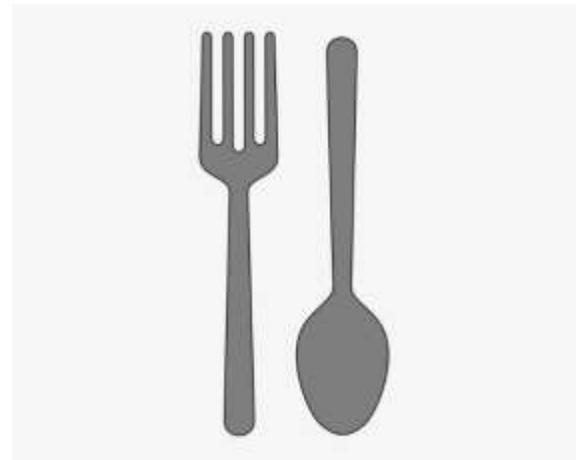
6. There is also a new rule about cleaning. Before you leave the room you are in, your staff will need to clean everything the 2 of you used while you were there. This is to make sure there are no germs left for the next people who will use the room. They will wash the table, the chairs, the light switches, everything you might have touched. Everyone who uses the office cleans whatever room he or she are in before they leave it to help keep everyone safe. This also means you will not be able to go into other rooms of the office as often as you used to, and most of the time you and your staff will stay in one area. Before you go into a new area, you and your staff will sign in to each space, even though you signed in and out of the last place you were in. This is so we know who was in all the rooms and at what time in case someone gets sick later on.



7. There are some new rules around getting drinks and getting your lunch ready at the office as well. We know how much you enjoyed starting your day getting your coffee or tea and spending some time catching up with your friends. Since we need to be careful about keeping things clean, from now on, there will be one staff person getting these drinks ready in the morning for everyone and passing them out. No one will be able to get this on their own anymore. You might have a little wait while everything gets ready, but everyone will get a turn. These items will only be available at the start of your day and then need to be cleaned up and put away.

The water cooler has new rules too. We know you used to bring your water bottle to fill up throughout the day, but in order to make sure everything is as clean as possible, you will not be able to refill your bottle or cup anymore. It is a good idea to bring enough water with you from home to last you throughout the day. There will be some disposable cups available just in case too.

The same is true for utensils like forks and spoons. It is a good idea to bring some from home since we will not have the same dishware available for people to use anymore.



8. You will meet a new person at the office called the Safety Marshall. It is the Safety Marshall's job to help everyone remember all the new rules at the office so we can stay safe and healthy. If the Safety Marshall comes to talk to you and your staff to remind you about a rule you might have missed, remember they are just doing their job and helping us all to stay safe so we can enjoy our time at program. They will be keeping an eye on all of us to make sure we are following the rules, including all the bosses upstairs!



9. Right now, many things in Calgary are still closed. This means some of the activities you like to go to are not available. For now, you and your staff will often be using the office to do activities, and on nice days going outside. We will make sure there are many fun things to do while you are there. If you think of something fun to try with your staff, let us know so we can make sure you have what you need!



As other businesses and activities open up, they might have new rules too that people will have to follow if they want to take part in them. Before you go to any community activities, you and your staff will need to find out what the rules are and if you have everything you need to participate safely. If the community activity does not have rules in place that New Age Services know to keep people safe, you will not be able to go to that activity with your staff, and you and your staff will find something else to do together instead.

10. Just like there are rules about how many people can be in the same room together, there are rules about how many people can be in the same car. This means that you will not be able to car pool with your friends and their staff, even if you are going to the same place. This is to make sure everyone can keep a safe distance between each other. You and your staff will use hand sanitizer when you get into the car and wear your mask while you are in the vehicle. These are the same rules if you are taking the bus instead of a car as well.

Remember, even when you are on the bus, you still need to keep 6 feet away from other people and wear your mask.



11.If you start to feel sick at any time during the day, it is important that you let your staff know so we can make sure you get home quickly to feel better!

12.Your staff need to follow all these rules too. That means if they are feeling sick or have a fever, they cannot come to the office either. That means whomever you are supposed to work with might change without a lot of notice. We know you look forward to working with certain people, but safety always needs to come first.

13.You have probably noticed that things can change pretty quickly right now as the doctors find out more information about the best ways to keep people safe. That means the rules at the office might change as well. We will make sure to give you as much notice as we can if any of the rules need to change.

It is a huge help to us when you know the rules and follow them. It helps us keep everybody safe and feeling well so we can do more of the things, we all like to do. Thank you for helping everyone at New Age!

