Infection Control Protocol
Guidance Document for Front-Line Employees

There are numerous front line employees at Simon Fraser University who interact closely with the public and/or faculty, staff and students. Examples include receptionists, cashiers, and student advisors. These individuals may be at increased risk of contracting the coronavirus due to their close proximity to potentially infected persons and the frequent handling of potentially contaminated materials. This document is intended to provide guidance to these employees regarding strategies for reducing their risk of acquiring the coronavirus infection in the workplace.

A. Hand Washing & Hand Sanitizers

Hand washing is one of the best ways to minimize the risk of infection. Proper hand washing helps prevent the transfer of infectious material from the hands to the eyes, mouth, nose and to common surfaces.

Soap and warm running water should be used and hands should be washed for 20-30 seconds. If water is unavailable, hand sanitizers can be used but only if the hands are not visibly soiled. Hands should be dried with a single-use towel and the faucet turned off without re-contaminating the hands.

Hands should be washed or sanitized:
- Before leaving a work area
- After handling materials that may be contaminated (e.g., money, paperwork)
- Before and after direct contact with an infected individual
- Before eating, drinking, smoking, handling contact lenses or applying makeup

B. Cough/Sneeze Etiquette

The cough/sneeze etiquette, which includes the following components, should be followed:
- Cover your mouth and nose with a sleeve or tissue when coughing or sneezing.
- Use tissues to contain secretions and dispose of them promptly in the garbage.
- Turn your head away from others when coughing or sneezing.
- Wash hands regularly.
C. Stay Home when Sick

All faculty, staff and students are encouraged to stay home when sick. Symptoms of coronavirus are similar to the symptoms of regular human seasonal influenza infection and include runny nose, headache, cough, sore throat, fever and a general feeling of being unwell.

D. Increased Cleaning

Shared workstations and equipment, including computer labs, and surfaces which are frequently touched (e.g., handrails, door knobs) should be cleaned at least twice per day with a regular household cleaner.

E. Social Distancing

Social distancing involves keeping a distance of at least 2 meters from individuals who are exhibiting symptoms. For example, front line employees should remain behind their counters and/or desks to maintain a safe distance between themselves and their clients.

Employees are entitled to advise clients and/or co-workers who are displaying symptoms of illness to leave their work area and to return when they are well.

Additional Information

Please note that respirators and gloves are NOT recommended for most front-line employees. Supervisors are responsible for assessing the risk of exposure of all employees working under their direction. When concerns arise or for assistance in conducting a risk assessment, please contact the Environmental Health and Safety Department.

Additional information on the coronavirus is available at:

SFU Health & Counselling
BC Centre for Disease Control
Government of Canada Public Health Agency
World Health Organization