



SUMMARY OF RECOMMENDATIONS from COVID-19 INDUSTRY GUIDANCE: Interactions between Industry Representatives and the Customer Base in the Field - June 2020 -

The *Canadian Animal Health Institute (CAHI) COVID-19 Industry Guidance, June 2020*, document contains the following recommendations with respect to interactions between animal health industry representatives and the Canadian customer base in the field.

For additional information and clarification, please consult the full Guidance document. Additional details for each of the recommendations, summarized below, can be found in the section of the Guidance document indicated in brackets following the recommendation.

The Guidance document and this Summary of Recommendations will be reviewed in September 2020 to identify and make any necessary revisions.

Recommendations:

- have a COVID-19 operational plan in place (Section 1.1)
- be fully aware of and compliant with all regional/jurisdictional/local requirements affecting operations and the customer base in a given jurisdiction (Section 1.2)
- consider establishing a regular schedule for monitoring both provincial and local public health updates (Section 1.2)
- all interactions with the Canadian customer base should be driven by, and aligned with, the comfort level and needs of individual customers (Section 1.2)
- industry representatives should routinely self-monitor for symptoms of COVID-19 (Section 1.3, Section 4.2 and Appendix 1)
- illness reporting requirements should be well communicated to all field staff, and training on these requirements should be considered (Section 1.3)
- industry representatives in direct contact with customers should keep detailed logs of all interactions on field calls (Section 1.3 and Section 4.5)
- employers should acknowledge the impact of COVID-19 challenges on employees' mental health and stress levels and implement strategies to address them (Section 1.4)
- as much as possible, industry representatives should continue to capitalize on existing modalities to support customers remotely for non-essential interactions (Section 2.1)

- when in-person interactions do occur, industry representatives should ensure compliance with physical distancing requirements (Section 2.2)
- employers should provide industry representatives interacting with customers with the appropriate hand and respiratory hygiene supplies and/or PPE, and training on how to use them (Section 3)
- industry representatives should wash/sanitize their hands before and after entering any customer premises, as well as after contact with others, or with surfaces that others have touched (Section 3.3 and Section 4.4)
- employers should ensure all employees receive proper training on appropriate hand washing and/or hand sanitizing techniques (Section 3.3)
- consider communicating details on operational plans with respect to in-person interactions with customers during the pandemic (Section 4.1)
- field calls should occur by appointment only, with no walk-ins or drop-ins (Section 4.1)
- industry representatives should consider using a checklist to ensure customer's pre-screening, and other requirements, can be followed when planning a field call (Section 4.1 and Appendix 2)
- consider limiting the number of field calls industry representatives make in a day to reduce the risk of inadvertently spreading COVID-19 across multiple premises (Section 4.3)
- consider sending materials normally dropped off during field calls by virtual means, post or courier if possible and practical (Section 4.6)
- if dropping off materials at customer premises, implement measures to minimize contact between field staff and customers (Section 4.6)
- materials, equipment and/or tools used during calls should not be shared (Section 4.6)
- comply with government restrictions on dining and restaurant use (Section 4.7)
- travel into and out of COVID-19 hot spots should be avoided (Section 5)
- international travel should be avoided (Section 5.1)
- interprovincial travel should be discouraged, unless necessary for essential services and permitted by provincial government policies (Section 5.2)
- overnight stays are not recommended unless absolutely necessary (Section 5.2)

- use of local public transportation should be avoided unless absolutely necessary (Section 5.3)
- ride-alongs, coaching days and other co-travel with industry colleagues should be avoided (Section 5.3)
- continuing education programs and other meetings with multiple individuals should be delivered remotely whenever possible (Section 6)
- in-person meetings should comply with government restrictions on sizes of gatherings, physical distance requirements and venue types (Section 6.1 and Section 6.2)
- outdoor venues for meetings should be considered where feasible and practical (Section 6.2)
- COVID-19 operational plans and protocols should be well integrated with larger biosecurity protocols to manage other pathogens, particularly in livestock and/or poultry settings (Section 7)