

Service, Repair and Maintenance – Technical Service from Outside of Canada

From time to time situations may arise whereby specialized equipment will require servicingⁱ by technical staff located outside of Canada. In the current context of the pandemic, entry into Canada is limited and followed by strict quarantine requirements. Exemption to this quarantine requirement may apply or be granted in particular instances if deemed “essential workers”.

The University will adhere to all Government Public Health requirements and the overarching principles outlined in the [University of Guelph Guiding Principles for our Fall 2020 planning, and beyond as per COVID 19 restrictions](#) and the Visitors to Campus Framework as well as other relevant guidance e.g. Return to Research Framework, when considering approval for hosting service personnel from outside of Canada as either “essential workers” or “workers supporting critical infrastructure”.

Assessment

Assessment of these situations will include the following considerations:

- Whether the equipment needed for critical or time sensitive activities or operations. Servicing of equipment that is not needed for critical or time sensitive activities or operations should be delayed at this time. Examples of equipment that is needed for critical or time sensitive activities or operations includes but is not limited to:
 - Servicing is related to equipment necessary for critical infrastructure for University operations
 - Servicing is related to equipment being actively used in research for which there is an approved Research Management Plan.
- Whether the service is critical or time sensitive. Servicing that is not critical or time sensitive should be delayed at this time. Examples of critical or time sensitive servicing includes but is not limited to:
 - Delay of servicing is a safety hazard or could lead to equipment damage
 - Servicing of equipment is necessary to maintain warranty
 - Servicing is tied to contract or deliverable date that cannot reasonably be re-negotiated
- Whether there is a Canadian alternative for the servicing. Servicing by personnel located outside of Canada should only be considered in situations whereby there is no feasible option from within Canada.
- Whether efforts have been made to troubleshoot the problem remotely. Investigation into whether the vendor is able to provide remote, consultative services should be conducted.
- Whether the vendor is willing and able to complete the required quarantine, for e.g. as supported through bundling of service of other Canadian customers, fulfillment of contract obligations, etc.
- Whether there is equivalent equipment on campus that could be used temporarily. Consideration should be given to whether there is alternative, equivalent equipment that can be used on a temporary, interim basis until such time as border restrictions are eased.

Operational Plan

A work specific plan must be established by the equipment owner/University contact to outline the conditions and practices for facilitating the on-site work by the out-of-country service representative. Consideration must be given to:

- [Self-Screening tool](#) – The University’s self-screening must be completed on each day before coming to campus. If at any time, the representative seems to have symptoms of COVID-19, they are not to come to campus. If at any time while on campus, the representative develops symptoms that may be related to COVID 19 they are to STOP working, isolate themselves from others, inform their University contact and leave campus as soon as possible, avoiding public transportation and taking measures to protect others around them.
- Protocols – Requirement that UG's COVID-19 related practices, including expectation to adhere to strict physical distancing (2m or greater), frequent hand washing, respiratory etiquette and face coverings, be followed as well as any unit specific requirements, e.g. those included in Research Management Plans. Service representatives should have as few contacts as possible when on site.
- Locations – Equipment location, routes through building, location for breaks and meals, washrooms be identified
- Scheduling – Avoiding “busy times” if possible, for entry/exit to buildings. Scheduling of breaks as applicable.
- Cleaning - Disinfection/cleaning protocols of service provider for equipment being serviced, spaces being occupied. Review of disinfection/cleaning of high-touch surfaces including equipment, space etc. being performed by the University ensuring thorough cleaning upon conclusion of service
- Communication – Campus Community Police, Physical Resources and other people in the area should be made aware of the presence of the representative, their locations and schedule
- Record keeping – Maintenance of a log including dates and time when the service provider was on campus, specific locations and any contacts

Approval

Support for servicing by personnel outside of Canada must be approved by the Dean or AVP of the relevant Unit, or their designate. Within academic units, approval by the Department Chair or Director is also required.

Upon approval, a letter of support will be provided to the vendor, via their University contact, to be used to support an exemption to the quarantine requirements. This Letter of Support is to be signed by the approver.

Copies of Letters of support should be provided to Government Relations for reference purposes.

ⁱ For the purposes of this document, servicing includes but is not limited to repair, maintenance, decommissioning and/or installation.

Appendix A. Approval Process

For this framework service includes – repair, maintenance, installation, decommissioning.

Request for technical service from outside of Canada

Assessment of harm should the service not occur

Is the service critical or time sensitive?

yes

no

Is the equipment needed for critical or time sensitive operations/activities?

yes

no

Is there equivalent equipment that can be used in the interim?

no

yes

Is there a Canadian alternative for service?

no

yes

Request for service from outside of Canada not approved to proceed at this time

Assessment of safety and operational feasibility, including:

Safety Requirements

- Availability of PPE
- Physical distancing
- Hygiene and disinfection protocols and materials

Facilities Requirements

- Work space and flow of traffic
- Break and/or lunch room space

Supports

- Availability of support services (e.g., custodial)

Required personnel

- UG contact

Based on the above assessments is the plan approved by dean or AVP of relevant unit?

no

yes

Request for service from outside of Canada approved to proceed at this time

- Examples:
- Delaying service is a safety hazard or could lead to damage to equipment
 - Service necessary to maintain warranty
 - Equipment is not operational and is necessary for critical or time sensitive research for which there is an approved RMP
 - Equipment is not operational and is necessary for critical University infrastructure
 - Servicing of equipment is necessary to maintain warranty
 - Servicing is tied to contract or deliverable date that cannot reasonably be re-negotiated