

MANAGING COVID



Managing the Risks of COVID-19

Operator and Business Tool Kit

Includes information, fact sheets,
checklists and poster samples
to help manage and reduce the
spread of COVID-19.



Huron Perth
**Public
Health**

1-888-221-2133
www.hpph.ca

April 2022



Managing the Risks of COVID-19: Operator and Business Tool Kit

Making decisions and managing risks

The majority of public health and workplace safety measures have now been lifted as key public health indicators continue to improve in Ontario.

Ontario is now focusing on living with, and managing COVID-19. This means that businesses, organizations and individuals must make their own decisions on how to protect themselves, their employees and their customers from COVID-19.

COVID-19 continues to circulate and remains a potentially serious illness. The following groups are at higher risk of severe outcomes (long COVID, hospitalization or death) from COVID-19.

- People of advanced age
- People living in congregate settings
- People with underlying health conditions
- People who are unvaccinated

If your staff or patrons consist of people in the above categories (or interact frequently with these groups), consider which measures outlined in this tool kit that you can take to reduce the risk of COVID-19 spread.

Who is this tool kit for?

This tool kit is for businesses and workplaces who do not fall under other COVID-19 directives or legislation. Some groups may have existing COVID-19 legislation, guidance or public health instructions guiding their business or organization:

- Day cares, schools, post-secondary institutions and other facilities used solely for educational purposes
- School transportation vehicles
- Hospitals and portions of buildings used by regulated health professionals
- Buildings and services owned or operated by the Province of Ontario or the Federal Government of Canada.

If your workplace falls into the above categories, follow the directions for your sector.

How do I use this tool kit?

Please note that reducing the risk of COVID-19 includes, but is not limited, to the topics covered within this tool kit.

This kit has been developed to assist you in managing the risk of COVID-19 in your business or organization and will focus on the following areas:

- COVID-19 Safety Plan
- Screening
- Masks
- Physical Distancing
- Cleaning and Disinfection
- Personal Hygiene
- Education and Support
- Vaccination Policies

HPPH developed this tool kit in consideration of the information available to prevent COVID-19 in the workplace available on the Ontario Ministry of Labour, Training and Skills Development website: <https://www.ontario.ca/page/resources-prevent-covid-19-workplace>.

By completing the series of checklists and using the resources included in this tool kit, you will equip your business/organization with best practices to decrease the spread of COVID-19.

Checklist to complete in this tool kit

- Completed the screening checklist
- Completed the mask checklist
- Completed the physical distancing checklist
- Completed the cleaning and disinfection checklist
- Completed the personal hygiene checklist.

After these checklists have been completed, this information can be used in other ways as well, such as completing the **Ontario Ministry of Labour, Training and Skills Development COVID-19 workplace safety plan**, if you choose to implement one.

COVID-19 Safety Plan

Effective March 21, 2022, the requirement for businesses to create a **COVID-19 Safety Plan** has been **lifted**. However, HPPH strongly encourages businesses and organizations to prepare, update and adhere to a safety plan to continue to keep their workplaces, employees, and patrons as safe as possible from exposure to COVID-19.

Screening

When you keep symptomatic people (staff, customers, or others) from entering, you can reduce possible transmission in your workplace.

Effective **March 21, 2022**, previous requirements for screening of workers or patrons are **no longer in effect**.

Difference between passive and active screening:

- **Passive screening** is when an individual assesses their own risk factors and decides for themselves what to do (e.g. whether they may enter a business/facility or physically attend work). Typically, this involves putting up a sign. Please see the passive screening poster on page 5.
- **Active screening** is when someone else confirms that an individual has completed the screening and that the result indicates whether they may enter the business/facility or the workplace. An online tool is often used for active screening. Some applications allow for the individual to confirm the result through an email function.

Active screening is still considered best practice and is recommended to reduce the risk of COVID-19 transmission.

If someone completes screening and indicates they have COVID-19 symptoms, visit www.ontario.ca/exposed for direction on what to do next.

Screening checklist:

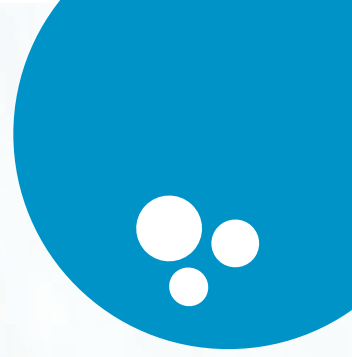
- Complete the attached blank policy or develop a similar one.
- Put up the **passive screening poster** (*page 5*) at or near each entrance.
- Passive screening can be completed prior to staff or volunteers commencing their shift.
 - If employee(s) or volunteer(s) fail screening, then they should be sent home and advised to seek medical direction and/or assessment (which may include COVID-19 testing).
- Employees who have travelled out of the country and have been told to quarantine (as per federal quarantine requirements) must stay home and follow public health direction.
- Train all staff members and volunteers on your establishment's expectations and requirements.
- Ensure staff are trained to comply with the *Occupational Health and Safety Act* and applicable regulations made under the *Act*.

Screening policy sample

Who is responsible for updating and maintaining this policy:
Explain how you are screening for COVID-19 at your business/organization (active vs. passive, for who?):
What types of tools are you using to screen for COVID-19? (e.g. posters, paper documents):
Documentation and retention of screening tools (e.g. sign off from staff on training of the policy, length of time keeping screening documentation on site - minimum 15 days):
Training and education plan (e.g. how are your staff/volunteers trained and educated): <ul style="list-style-type: none">• weekly/monthly staff meetings• sign off process
Date policy approved/reviewed:

Screening tool sample: For provincial COVID-19 screening tools including worker and employee screening, and the customer screening, visit <https://covid-19.ontario.ca>

Posters: Passive Screening poster (*page 5*)



If you feel unwell, **Please do not enter**

If you have been told by a Healthcare Professional to isolate, do not enter.



Masks

A mask or face covering protects other people from germs you could be spreading, like COVID-19. It is an extra layer of protection and when combined with these fundamental public health measures, greatly reduces the risk of COVID-19 transmission:

- Staying home when ill
- Maintaining a 2 metres/6 feet distance from anyone not in your household
- Cleaning hands frequently.

Masks are no longer universally required in many indoor settings as of **March 21, 2022**. Exceptions include public transit, long-term care, retirement homes and other health-care settings, shelters, jails and congregate care and living settings, including homes for individuals with developmental disabilities.

However, there will still be instances (return from travel, COVID-19 household exposure) where someone may be required to wear a mask for a limited amount of time. Individuals may also choose to continue to wear masks sometimes, or consistently. HPPH encourages and reminds everyone to remain kind, considerate, and respectful toward everyone who wears a mask and everyone who does not.

Where possible, medical masks are recommended for workplaces, and where the nature of some work requires the use of a medical mask. For more information, visit the “Using masks in the workplace” webpage on the province of Ontario website: <https://www.ontario.ca/page/using-masks-workplace>

A combination of masking and eye protection (face shield, goggles, safety glasses) will greatly reduce your risk of acquiring COVID-19 from someone who is unmasked when physical distancing (6 ft/ 2m) cannot be maintained. Masks or face coverings should:

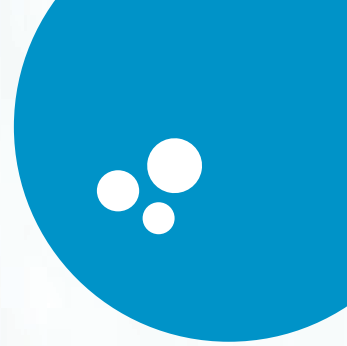
- fit securely to the head with ties or ear loops
- maintain their shape after washing and drying
- be made of at least two layers of tightly woven material (such as cotton or linen) and a third middle filter layer
- be large enough to completely and comfortably cover the nose and mouth without gaping.

A business or organization may choose to voluntarily implement their own rules regarding face coverings. However, you must follow any applicable laws (e.g. *Human Rights Code*, *Occupational Health and Safety Standards*) and should obtain independent legal advice should you consider doing so.

Checklist

- Post appropriate visible signage regarding face coverings inside the premises, depending on what your business is asking patrons and staff to do (see posters in this tool kit).
- Ensure that all employees are aware of the masking expectations of the workplace.
- Ensure that where applicable, staff are trained on how to properly don and doff masks and other personal protective equipment.
- Consider offering alternative services to customers who are at higher risk of severe outcomes of COVID-19 for services that require longer interactions or close contact. For example, provide online, telephone, curbside pickup or off-peak hour services.

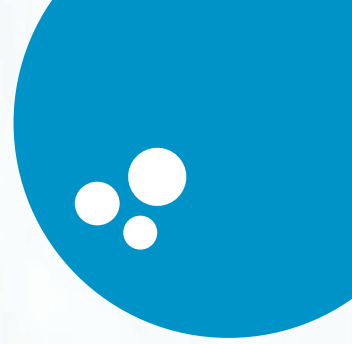
Posters: Masks not required (*page 7*) and For safety wear a mask (*page 8*)



Masks not required but welcome

**Please be kind.
Respect the choice.**





For safety, we ask that you
wear a mask

Please be kind.



Cleaning and Disinfection

The COVID-19 virus may be transferred to surfaces or objects. Workers can be infected if they touch their face with contaminated hands.

Having policies and procedures in place to ensure regular cleaning and disinfecting in your workplace will keep it as free as possible from the COVID-19 virus.

Checklist

- Develop a policy and procedure.
- Create a cleaning and disinfection schedule:
 - what needs to be cleaned and disinfected
 - what tools are needed to complete cleaning and disinfection
 - frequency (at least twice a day, more if visibly dirty)
 - staff sign off with date and time.
- Assign tools, equipment and workstations to a single user if possible, or limit the number of users.
- Train all staff members and volunteers on your establishment's expectations and requirements for cleaning and disinfection in the workplace.
- Ensure staff are trained to comply with the *Occupational Health and Safety Act* and applicable regulations made under the *Act*.
- Clean high-touch surfaces at least twice a day and more when visibly dirty.

Important

Train staff on how to use cleaning chemicals and disinfectants, which includes following manufacturers' recommendations on the label at all times. Ensure that all bottles are labelled appropriately (e.g. following WHMIS). Regularly review the policy, especially the checklist of high-touch surfaces. These are health and safety requirements.

Explain how you are enhancing cleaning and disinfection at your business/organization, for example: chemicals used for cleaning. Ensure information about contact times, required PPE and any other instructions are also available. Refer to **Cleaning and Disinfection for Public Settings** poster for more information (*page 10*).

Cleaning and disinfection policy sample

Who is responsible for updating and maintaining this policy:
Explain how you are enhancing cleaning and disinfecting at your business/organization (e.g. chemicals used for cleaning). Ensure information about contact times, required PPE and any other instructions are also available. See PHO Cleaning and Disinfection for Public Settings poster for more information (page 9 and 10).
Training and Education Plan (e.g. how are staff/volunteers trained and educated): <ul style="list-style-type: none">• weekly/monthly staff meetings• sign-off process
Date policy approved/reviewed.

Coronavirus Disease 2019 (COVID-19)

Cleaning and Disinfection for Public Settings

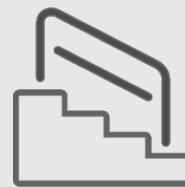
This document provides guidance on cleaning and disinfection of public settings, including schools, transit, colleges/universities, retail locations and other workplaces in Ontario. For more information, please contact your local public health unit.

What you should know

- Commonly used cleaners and disinfectants are effective against COVID-19.
- Although touching contaminated surfaces is not the main way COVID-19 is spread, cleaning your hands is important, particularly after handling surfaces and objects that are not or cannot be cleaned and disinfected (e.g., porous objects).
- Use disinfectants that have a Drug Identification Number (DIN). A DIN is an 8-digit number given by Health Canada that confirms it is approved for use in Canada. Household bleach may not have a DIN, but is an effective disinfectant.
- Check the expiry date and safety instructions of products you use and always follow manufacturer's instructions.

Establish a cleaning schedule

- Identify surfaces, objects and equipment that need routine cleaning as well as disinfection.
- Indoor surfaces that are frequently touched are to be cleaned and disinfected on a regularly scheduled basis and when visibly dirty.
- Examples include doorknobs, elevator buttons, light switches, toilet handles, counters, hand rails, touch screen surfaces and keypads.
- In addition to routine cleaning, check for any specific cleaning and disinfection protocols for your setting.



Select products

Cleaners

- Break down grease and remove organic material from the surface.
- Used separately before using disinfectants.
- Can be purchased with cleaner and disinfectant combined in a single product.

Disinfectants

- Have chemicals that kill most germs.
- Applied after the surfaces have been cleaned.
- Have a drug identification number (DIN), excluding bleach.

Disinfectant Wipes

- Some have combined cleaners and disinfectants in one solution.
- May become dry due to fast drying properties. Should be discarded if they become dry.
- Not recommended for heavily soiled surfaces.

Prepare products for use

- Where possible, use ready for use, pre-mixed solutions.
- Never mix different chemical products together.
- Read and follow manufacturer's instructions to:
 - properly prepare a solution
 - allow adequate contact time (time the surface remains wet) for disinfectant to kill germs (see product label)
 - wear gloves when handling cleaning products including wipes
 - wear any other personal protective equipment recommended by the manufacturer

Use bleach safely

- Bleach is not a cleaning agent. Surfaces must be clean in order for bleach to disinfect.
- Only dilute bleach by adding water, not other chemicals. Bleach usually comes as 5.25% or ~50,000 parts per million (ppm) sodium hypochlorite. For more information on how to dilute bleach (e.g., to 100 ppm or 0.01%), see the Public Health Ontario's [Chlorine Dilution Calculator](#).
- Store bleach solutions in closed, labeled containers, away from heat and light. Dilute bleach with water just before use as it loses potency within 24 hours.

The information in this document is current as of March 16, 2022.

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Personal Hygiene

Provide clear information and instruction to your staff, volunteers, customers and other visitors such as contractors and suppliers on personal hygiene to reduce the spread of COVID-19.

Your policies and procedures can be communicated to your staff and/or volunteers through training sessions. This will ensure they know their responsibilities and importance of good hygiene as we live with and manage COVID-19.

Make it easy for your staff, customers or visitors to follow hygiene practices. Provide plenty of opportunities to clean hands, either with hand washing facilities or alcohol-based hand rub (ABHR).

Checklist

- Put up **Cover Your Cough** poster.
- Put up **Staying Healthy at Work** poster.
- Put up **Wash Your Hands** poster by all sinks and/or alcohol-based hand rub stations.
- Provide alcohol-based hand rub at all entrances and exits for the use of all persons entering or exiting the premises if hand washing facilities (i.e. sink) are not available.
- Train all staff members on the requirements and procedures for hygiene practices in your business/organization. Helpful resources include: "[How to Hand Wash](#)" video from Public Health Ontario.
- Ensure staff are trained to comply with the *Occupational Health and Safety Act* and applicable regulations made under the *Act*.

Personal hygiene policy sample

Who is responsible for updating and maintaining this policy?:
How are you communicating hygiene requirements and expectations for all persons entering your business/ organization (e.g. signage, info sessions, training):
Describe how you are providing handwashing/ABHR stations (e.g. for staff/volunteers/customers/visitors):
Training and Education Plan (e.g. how are staff/volunteers trained and educated): <ul style="list-style-type: none">• weekly/monthly staff meetings• sign-off process
Date policy approved/reviewed:

Poster: Cover your Cough (page 13)

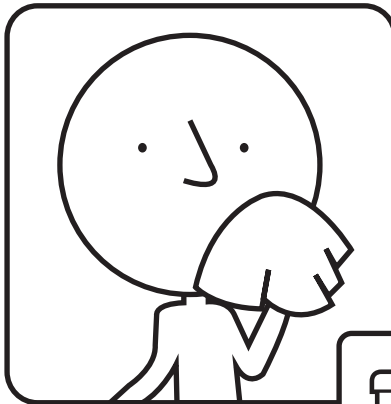
Poster: Staying Healthy at Work (page 14)

Poster: How to Wash Hands (page 15)

Poster: How to Use Hand Sanitizer (page 16)

Stop the spread of germs that make you and others sick!

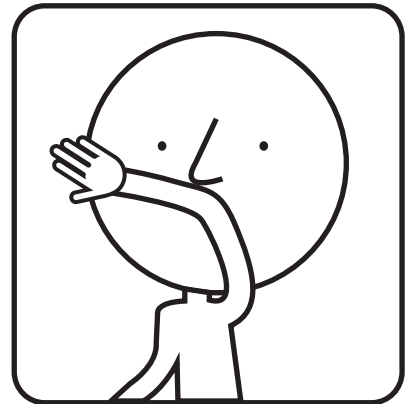
Cover your Cough



Cover your mouth and nose with a tissue when you cough or sneeze

or

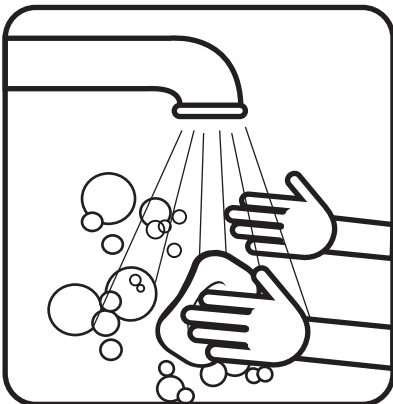
cough or sneeze into your upper sleeve, not your hands.



Put your used tissue in the waste basket



Clean your Hands after coughing or sneezing.



Clean hands with soap and warm water

or

clean with alcohol-based hand rub



Staying Healthy at Work

If you are sick

- Do not enter the building
- Stay at home

Reporting to work

- Complete a Self-Assessment Screening

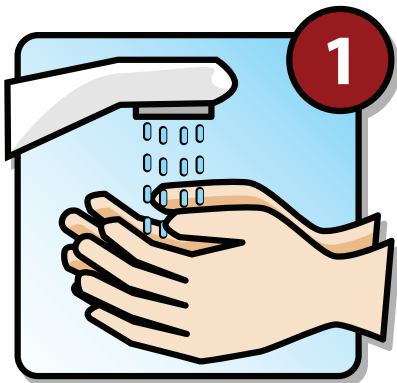
Prevention

- Wash your hands with soap and water thoroughly and often
- Cough and sneeze into your arm
- Keep surfaces clean and disinfected
- Practice physical (social) distancing when possible. Stay 2 metres (6 feet) from others.

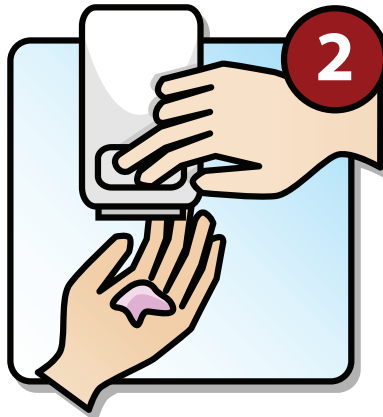
While at work

- If you become unwell while at work, isolate yourself; notify management immediately for appropriate follow-up action

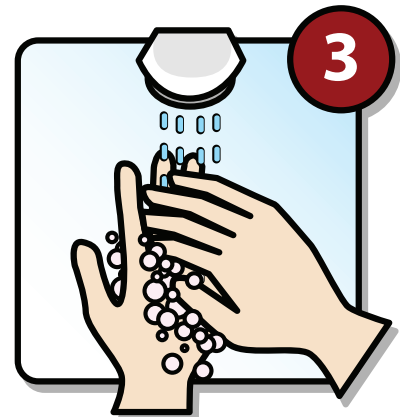
Wash Your Hands



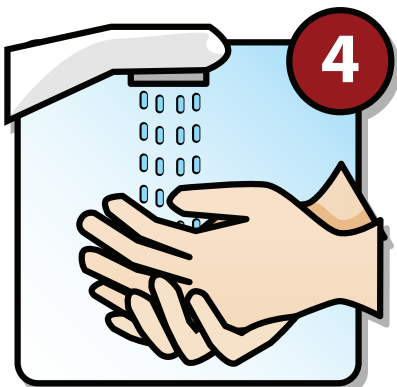
Wet your hands



Use soap



Lather and scrub for at least 15 seconds



Rinse



Dry your hands



Turn off taps with towel

Always wash

After you:

- Use the washroom
- Sneeze, cough, or blow your nose
- Handle garbage
- Come in from outdoors

Before and after you:

- Touch food

How to use hand sanitizer



Rub hands for
at least 15 seconds

1



Apply 1 to 2 pumps
of product to palms
of dry hands.

2



Rub hands together,
palm to palm.

3



Rub in between and
around fingers.

4



Rub back of each hand
with palm of other
hand.

5



Rub fingertips of each
hand in opposite palm.

6



Rub each thumb
clasped in opposite
hand.

7



Rub hands until
product is dry. Do not
use paper towels.

8



Once dry, your hands
are clean.

Sources:

Ontario Agency for Health Protection and Promotion (Public Health Ontario), Provincial Infectious Diseases Advisory Committee. Best practices for hand hygiene in all health care settings [Internet]. 4th ed. Toronto, ON: Queen's Printer for Ontario; 2014. Available from: <https://www.publichealthontario.ca//media/documents/bphand-hygiene.pdf?la=en>

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Physical Distancing

Physical distancing involves taking steps to limit the number of people you and your employees/volunteers come into close contact with during the day, such as customers or visitors. Ways to enable workers and/or volunteers to maintain a physical distance of at least 2 metres/6 feet from other people in the business or organization include:

- Installation of barriers, such as plexiglass, to maintain separation as a primary means of source control
- Scheduling and other administrative changes at your business or organization to reduce the number of people who must share the same space including during shifts, lunch and other breaks
- Providing adequate space for employees/volunteers to do their job
- Using available outdoor space whenever possible (for example, for meetings, breaks, client interactions such as curbside pick-up)
- Where staff leave their workspaces and move into areas where 2 metres/6 feet cannot be maintained, masks are worn.

For staff you can consider encouraging:

- ▶ Working from home.
- ▶ Working flexible hours.
- ▶ Staggering start times.

For customers or visitors:

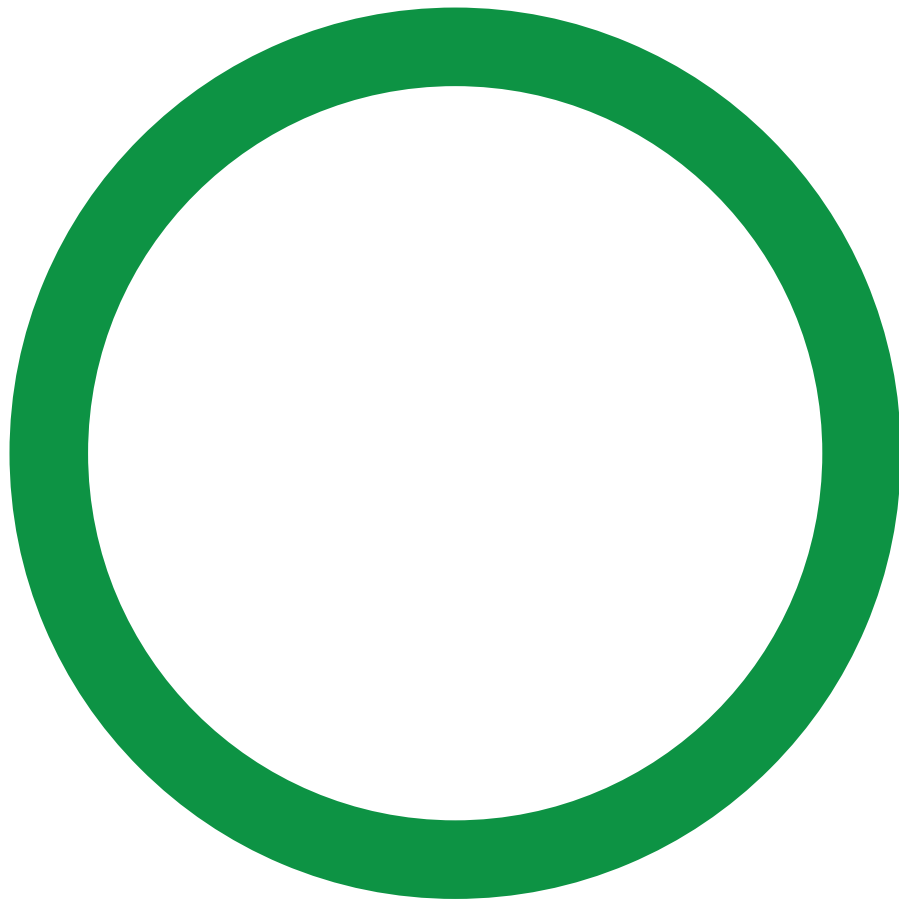
- ▶ Provide visible signage throughout your business/organization on how to maintain 2 metres/6 feet (e.g. floor markings, signs).
- ▶ Continue to limit the number of customers/visitors inside your business or organization (Please note, all provincial capacity limits have been lifted as of March 1, 2022, therefore, limiting the number of customers/visitors is an individual choice of the business/organization).
- ▶ Implement unidirectional (one-way) flow throughout publicly accessible areas.
- ▶ Ensure that staff and customers/visitors are aware of the need to physically distance in spaces such as hallways or small spaces such as washrooms or storage rooms.

Physical distancing policy sample

Who is responsible for updating and maintaining this policy?:
Explain how you are implementing physical distancing at your business/organization:
What types of tools are you using to ensure physical distancing? (e.g. signs, floor markings, unidirectional [one-way] flow, physical barriers):
Training and Education Plan (e.g. how are staff/volunteers trained and educated): <ul style="list-style-type: none">• weekly/monthly staff meetings• sign-off process
Date policy approved/reviewed:

Posters: Maximum Occupancy/Entrance/Exit and Physical Distancing (*pages 18, 19, 20 and 21*)

Premises Occupancy



**PEOPLE
MAXIMUM**

ONE WAY



**ENTER
HERE**

ONE WAY

ONE WAY



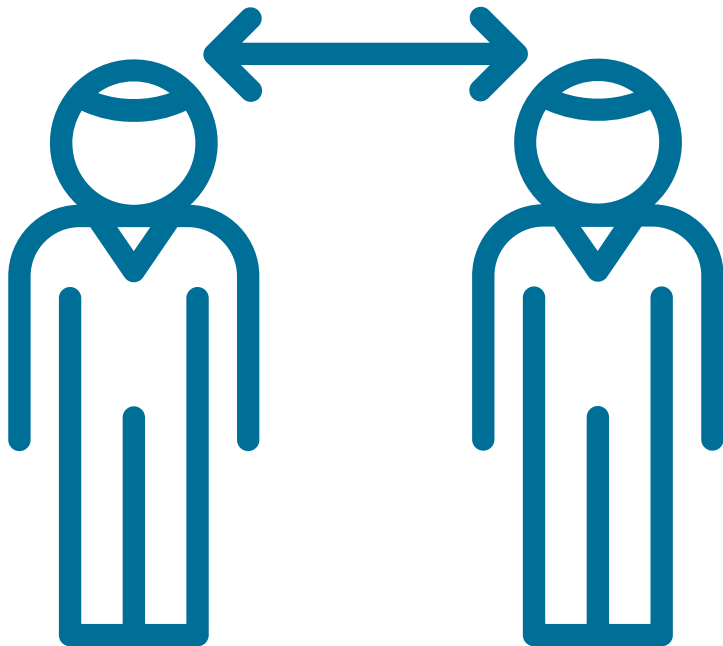
ONE WAY

COVID-19

Novel Coronavirus

Help stop the spread!

Please keep your physical distance



**Physical distancing
means keeping
2 metres (6 feet)
apart from others.**

Residents are reminded to use credible, evidence-based sources of information about coronavirus (COVID-19).

Vaccination Policies

Effective March 1, 2022, Ontario no longer requires businesses and organizations to check proof of vaccination to enter settings.

Some businesses and organizations may choose to require proof of vaccination upon entry. Please be aware that the Verify Ontario App will continue to be operational past March 2022 for those that continue to check proof of vaccination of patrons.

HPPH strongly recommends that all Huron Perth businesses and organizations create their own **COVID-19 Vaccination Policies** to help protect their workers, clients and patrons. A COVID-19 vaccination policy should strongly encourage all eligible employees to get a full vaccine series, and provide consideration to allow employees time off to do so. HPPH recommends any businesses wanting to implement a more rigorous policy of mandatory vaccinations for their employees to seek legal counsel.

Vaccination Policy Considerations:

When developing a vaccination policy for your employees, consider the following:

- The workplace policy should adhere to the *Occupational Health and Safety Act*, the *Ontario Human Rights Code* and applicable privacy laws.
- **Risk of COVID-19 transmission locally.**
 - COVID-19 is still circulating and is still a serious disease, one that can lead to hospitalization, long COVID or death. It's very important for businesses and organizations to consider their risk, the risk of others, and how to best lower the risk.
- **Vaccination status of your employees.** If you have a large number of staff (>90%) vaccinated against COVID-19, the risk of transmission among staff is reduced. It also helps reduce the risk for patrons entering the business that are unvaccinated.
- **Nature of your business.**

The following factors increase the risk of COVID-19 spread. If your workplace has several of these factors, your workplace would benefit from a vaccination policy.

- Employees work less than 6 feet apart during their workday.
 - Employees come in close contact with patrons
 - A number of your patrons, staff, volunteers or visitors are from higher risk populations (unvaccinated individuals, older adults, people with underlying health conditions, those who live in congregate settings)
 - Employees at risk of severe illness from COVID-19 (e.g. employees with reduced immunity due to age, pre-existing health conditions or medical treatments)
 - Workplace not able to offer "remote" work options
 - Patrons need to remove their masks to receive a service and/or remove them to consume food or drink.
- **Alternative supports for unvaccinated staff.** Consider alternative work arrangements for those who may be unvaccinated (e.g. working alone, limiting interactions with other employees/patrons, ensure appropriate use of PPE (masks, eye protection) when unvaccinated persons are working within 6ft of others (employees or patrons).
 - **Proof of vaccination.** A business that requests proof of vaccination of their patrons will help reduce risk. It will provide a safer environment for both patrons and employees who are at risk of severe illness due to COVID-19.