

COVID-19 (Novel Coronavirus) Toolkit for Establishments and Businesses

Safely Reopening in Elgin County, Oxford County and the City of St. Thomas

Toolkit for Establishments and Businesses



Toolkit adapted with permission from Peterborough Public Health

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Toolkit for Establishments and Businesses

July 30, 2020

This toolkit was created to provide public health guidance around COVID-19 for businesses and establishments in Elgin County, Oxford County, and the City of St. Thomas as they reopen their doors to employees, clients, and customers. This toolkit includes a checklist to help non-health care workplaces and businesses re-establish operations in a way that reduces the risk of transmission of COVID-19. Links to online resources are also provided.

Completion of this checklist is not mandatory; however, workplaces and businesses are strongly encouraged to consider the information provided as they reopen their doors.

This toolkit is based on the Ontario Ministry of Health's [Guidance for Essential Workplaces](#). It may be used by businesses and workplaces in many sectors, such as agriculture, construction, finance, food processing, hospitality, manufacturing, retail, and transportation. Businesses and workplaces should also follow the Ontario Government's [Resources to Prevent COVID-19 in the Workplace](#).

General Infection Prevention and Control

COVID-19 is a disease caused by the coronavirus known as SARS-CoV-2. COVID-19 is commonly spread from an infected person through:

- Close, prolonged contact with an infected person (e.g., in a household, workplace, or health care setting)
- Respiratory droplets present in the air from coughing or sneezing
- Respiratory secretions (e.g., a runny nose or saliva)
- Touching surfaces contaminated with the virus, then touching your mouth, nose, or eyes before washing your hands

Those who are infected with COVID-19 may have mild to no symptoms, and symptoms vary from person to person. Common symptoms include fever, cough, and shortness of breath.

To prevent the spread of COVID-19, the following infection prevention and control measures are recommended:

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Practice physical distancing.

Keep employees, clients, and customers 2 metres (6 feet) apart.

[Physical Distancing](#) - Public Health Ontario



Wear a face covering while inside an establishment or business.

Any customer, patron, employee, or visitor who enters a commercial establishment in the Oxford County, Elgin County and the City of St. Thomas regions are required to wear a face covering while inside the establishment, since physical distancing can be a challenge. For more information, see [COVID-19 \(Novel Coronavirus\) FAQ for Face Coverings](#).

[Non-medical Masks and Face Coverings](#) – Southwestern Public Health



Wash your hands often.

Make soap and water and/or alcohol-based hand rub (ABHR) available for all employees, clients, and customers. At a minimum, ABHR must be provided at the entrance and exit of the establishment and be 60% alcohol concentration.

[How to Wash Your Hands](#) - Public Health Ontario



Cough or sneeze into the bend of your arm or cover your nose and mouth with a tissue.

Provide tissues and lined garbage bins for their disposal.

[Cover Your Cough poster](#) - Southwestern Public Health



Avoid touching your eyes, nose, or mouth.

Frequently clean and sanitize high-touch surfaces

(e.g., desks, phones, door handles, railings, elevator buttons, toilets, light switches, counter tops, and payment terminals).

[Cleaning and Disinfection for Public Settings](#) - Public Health Ontario



Where possible, encourage employees to work from home.

[What You Need to Know to Help your Family Stay Healthy](#) - Government of Ontario

Stay home if you are sick.

Anyone with COVID-19 symptoms should complete the [COVID-19 Self-Assessment Tool](#). For information on how to get tested for COVID-19, visit: [Getting Tested for COVID-19](#) or call the COVID-19 Call Centre.



Southwestern Public Health

1-800-922-0096

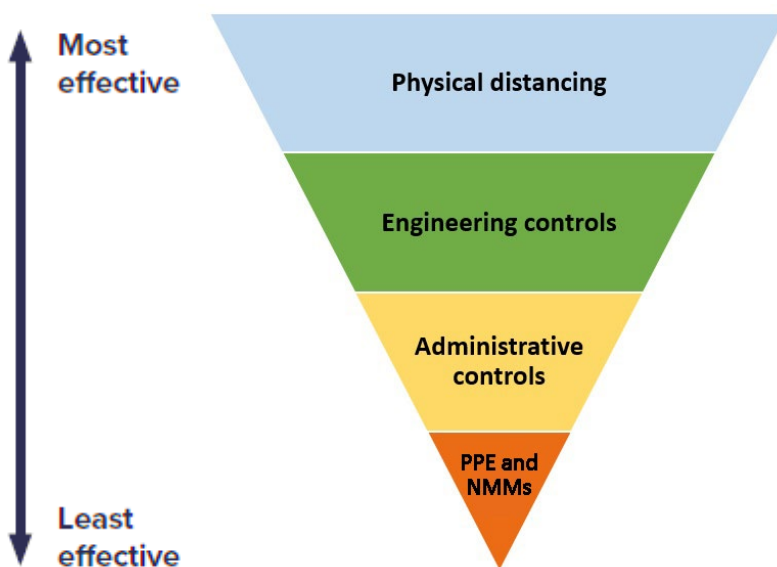
www.swpublichealth.ca

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More information on COVID-19 is available on Southwestern Public Health's website at www.swpublichealth.ca. This page is regularly updated with information to support businesses, workplaces, and the public to protect themselves and each other from COVID-19. For more information, email info@swpublichealth.ca or call 1-800-922-0096 Ext. 9.

Hierarchy of Infection Control

The hierarchy of infection control pyramid can be used to determine effective strategies to reduce the risk of COVID-19 in the workplace. The top tiers are generally considered more effective at minimizing risk or exposure to COVID-19 than the lower tiers. Often, a combination of strategies is needed to effectively reduce risk.



Modified Hierarchy of Controls. Retrieved from: Government of Canada. (2020, May 30). Community-based measures to mitigate the spread of coronavirus disease (COVID-19) in Canada. Retrieved from: www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/health-professionals/public-health-measures-mitigate-covid-19.html, pg.7.

Elimination

Remove or prevent entry of COVID-19 into the workplace or business (e.g., offer delivery or curbside pick-up; screen all employees, customers, and clients for COVID-19 before permitting them into the workplace).

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Engineering Controls

Design or modify the workplace facility and processes to reduce the source of exposure to COVID-19 (e.g., physical distancing; install plexiglass barriers between employees and customers; improve ventilation; install hand washing stations).

Administrative Controls

Alter the way the work is done through policies and work practices such as standards and operating procedures (e.g., employee training; permit working from home and flexible work hours; personal hygiene and environmental cleaning practices).

Personal Protective Equipment (PPE)

Require employees, clients, and customers to wear equipment that reduces their exposure to COVID-19. Any customer, patron, employee, or visitor who enters a commercial establishment (see [Letter of Instruction](#) for definition of commercial establishment) in the Oxford County, Elgin County and the City of St. Thomas regions are required to wear a face covering while inside the establishment. For more information, see [COVID-19 \(Novel Coronavirus\) FAQ for Face Coverings](#).

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Businesses and Workplaces COVID-19 Prevention Checklist

This checklist can be used to help non-health care businesses re-establish operations in a way that reduces the risk of transmission of COVID-19. The checklist is based on the Ontario Ministry of Health [Guidance for Essential Workplaces](#). It may be used by businesses in many sectors, such as agriculture, construction, finance, food processing, hospitality, manufacturing, retail, and transportation. Businesses should also follow the Ontario Government's [Resources to Prevent COVID-19 in the Workplace](#)

Screening

Checklist	Yes	No	Not Applicable	Resources and Notes
Signs are posted at entrances instructing workers and customers not to enter if they have COVID-19 symptoms or risk factors.				Ontario Ministry of Health: Attention Visitors
Workers are actively screened for COVID-19 symptoms and risk factors at the beginning of each workday. Screening is done verbally or using a written form that is reviewed by a screener, or by electronic attestation. Questions include the following: <ul style="list-style-type: none"> • Have you had close contact with someone with a confirmed case of COVID-19, or anyone with acute respiratory illness in the past 14 days? • Have you travelled outside of Canada in the past 14 days? • Do you have any symptoms of COVID-19? A list of symptoms is in the Patient Screening Guidance Document. 				Ontario Ministry of Health: Self-Assessment Tool (Ontario Health West)
Consideration is given to screening customers for COVID-19 symptoms and risk factors pre-appointment or on arrival.				Currently, customer screening is not mandatory for businesses.

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				Health Canada: Risk Mitigation Tool for Workplaces and Businesses
If a worker or customer answers yes to any of the screening questions, they are asked not to enter, and are advised to contact their primary care provider or a COVID-19 Assessment Centre or Telehealth Ontario.				SWPH: Getting tested for COVID-19 Ontario Government: Telehealth Ontario at 1-866-797-0000

Physical Distancing

Checklist	Yes	No	Not Applicable	Resources and Notes
Wherever possible, workers are encouraged to work from home and are equipped with the means to do so.				Public Health Ontario: Physical Distancing
Flexible hours or staggered start times and break times are permitted.				
Wherever possible, workers are divided into teams that do not interact in person.				Ontario Government: Stay 2 metres apart while working If one team becomes unwell or requires self-isolation, operations can continue with the other team.
Where possible, in-person meetings are replaced with teleconferences or video conferences.				
Signs are posted reminding workers and customers to maintain a physical distance of at least 2 metres (6 feet) from one another.				Southwestern Public Health: Physical Distancing Poster
Seating is separated by at least 2 metres (6 feet) in waiting areas and break rooms. Desks are separated by at least 2 metres (6 feet).				

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Occupancy limits are enforced, based on either 4 to 5 square metres per person or about 25% of fire code occupancy.				Retail Council of Canada: Physical Distancing Requirements
Where customers are required to line up, there are 2 metre (6 feet) markings on the floors or walls.				
Specific hours are dedicated to high-risk populations (e.g., elders).				
Contactless methods of payment are encouraged.				
Vehicle passengers stay 2 metres (6 feet) from the driver.				Ontario Government: Maintain space between crew members during transport
Where physical distancing between customers and workers is not possible, barriers are erected (e.g., clear acrylic or polycarbonate).				National Collaborating Centre for Environmental Health: Physical Barriers for COVID-19 Infection Prevention and Control in Commercial Settings

Facial Coverings and Personal Protective Equipment

Checklist	Yes	No	Not Applicable	Resources and Notes
Pursuant to Southwestern Public Health Directive under the <i>Emergency Management and Civil Protection Act, R.S.O. 1990 and associated Regulations</i> , all owners and operators of indoor commercial establishments, public transit service, and commercial transportation are required to develop a facial covering policy for employees, patrons, visitors and customers who enter the establishment and must provide training to staff on the policy. These				Southwestern Public Health: Sample Facial Covering Policies (See Appendix A) Southwestern Public Health: Face covering FAQ

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<p>establishments include, but are not limited to:</p> <ul style="list-style-type: none"> • Bank or financial institutions • Casinos, bingo halls and charitable gaming establishments • Convenience stores • Entertainment venues, including cinemas • Indoor Farmers' markets and flea markets • Fitness centres and gyms • Grocery stores and bakeries • Gas stations (indoor premises) • Malls and plazas • Mechanics shops, garages and repair shops • Personal service settings • Retail stores • Restaurants, cafes, pubs, bars, and nightclubs • Sports and recreational centres, including community centres 				
<p>All other non-commercial businesses and workplaces are advised to develop a workplace facial covering policy for employees, patrons, visitors, and customers who enter the establishment. Provide training to staff on the policy.</p>				<p>Southwestern Public Health: Sample Facial Covering Policy (See Appendix A)</p> <p>Southwestern Public Health: Face Covering FAQ</p>
<p>Alcohol-based hand rub is located in a visible location with adequate signage immediately upon entry, and immediately prior to exit, to enable safe use of face coverings. Ideally, hands free or foot-operated dispensers are used.</p>				<p>Public Health Ontario: Hand Sanitizer How-To Poster</p>

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<p>Any customer, patron, employee, or visitor who enters a commercial establishment in the Oxford County, Elgin County and the City of St. Thomas regions are required to wear a face covering while inside the establishment. In other settings, facial coverings are considered when physical distancing of 2 metres (6 feet) is not possible.</p>			<p>Public Health Ontario: Masking for Source Control of COVID-19</p> <p>Public Health Ontario: Mask Use for Non-Healthcare Workers</p> <p>Southwestern Public Health: Use of Face Covering</p>
<p>Workers can demonstrate how to use facial coverings correctly:</p> <ul style="list-style-type: none"> • Make sure it fits snugly. • Avoid touching the front of the facial covering; if you do, clean your hands immediately. • Remove it when it becomes soiled, damp, or damaged. • Remove the facial covering by the straps, then clean your hands. • Do not share facial coverings with others. • Between uses, machine wash with hot water and regular detergent. • If you must use it again before washing, fold the front of the facial covering in on itself and store in a paper bag. 			<p>Public Health Ontario: Non-medical Masks and Face Coverings</p> <p>Southwestern Public Health: Use of Non-Medical (Cloth) Masks Infographic</p> <p>SWPH Video: how to properly put on and take off a cloth mask</p>
<p>Gloves and other personal protective equipment are only required in appropriate circumstances, such as when there is a risk of contact with droplets, body fluids, or contaminated surfaces.</p>			<p>Ontario Government: Find PPE Suppliers</p> <p>Southwestern Public Health: Alternate PPE Suppliers</p>
<p>Workers who use gloves, gowns, facial coverings, and eye protection can demonstrate how to don (put on) and doff (take off) correctly.</p>			<p>Public Health Ontario: Taking Off Full PPE video</p> <p>Public Health Ontario:</p>

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				Putting On Full PPE video
Have a quantity of facial coverings available for employees and patrons who may require one.				Government of Ontario: Workplace PPE Supplier Directory Southwestern Public Health: Alternate PPE Suppliers

Hand Hygiene

Checklist	Yes	No	Not Applicable	Resources and Notes
Alcohol-based hand rub (ABHR) is available in public areas, elevators, workstations, and for use in vehicles or off-site work.				Public Health Ontario: Hand Sanitizer How-To Poster
ABHR is located in a visible location with adequate signage immediately upon entry, and immediately prior to exit. Ideally, hands free or foot-operated dispensers are used.				
ABHR is 60% to 90% alcohol and is not expired.				
Pictorial signs of how to use ABHR are posted.				Public Health Ontario: Hand Sanitizer How-To Poster
In restrooms, soap and paper towels are available near the sink.				Public Health Ontario: How to Wash Your Hands
Hand washing signs are posted in restrooms.				Hand Washing How-To Poster
Workers clean their hands every time gloves are removed.				
Workers clean their hands every time after handling cash.				

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Respiratory Etiquette

Checklist	Yes	No	Not Applicable	Resources and Notes
Signs are posted reminding workers and customers to cough or sneeze into their elbow, not their hand; or to cover their mouth and nose with a tissue and clean their hands.				Southwestern Public Health: Cover Your Cough Poster
Workers are reminded not to touch their eyes, nose, or mouth.				

Cleaning and Disinfection

Checklist	Yes	No	Not Applicable	Resources and Notes
There is a schedule for routine cleaning of environmental surfaces.				
All high-touch surfaces are cleaned and disinfected twice per day, including doorknobs, elevator buttons, light switches, toilet handles, faucet handles, counters, handrails, touch screen surfaces, keypads, credit and debit machines, vehicle controls.				Public Health Ontario: Cleaning and Disinfection for Public Settings Ontario Government: Clean regularly touched items
The disinfectant in use has a Drug Identification Number (DIN).				Health Canada: What is a DIN?
The disinfectant is mixed and applied according to the label instructions, including contact time.				Public Health Agency of Canada: List of Disinfectants with Evidence for Use against COVID-19
The disinfectant is not expired.				
Workspaces are adequately ventilated.				Ontario Government: Open doors and windows to let in more fresh air

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				Ontario Government: Get fresh air by going outside during breaks
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Entering Homes and Other Workplaces

Checklist	Yes	No	Not Applicable	Resources and Notes
Whenever possible, workers are assigned to only one workplace.				
Customers are screened prior to the worker's arrival. If anyone in the home or workplace is unwell, they self-isolate while the worker is present.				
A daily log is kept of all homes and workplaces visited.				
Physical distancing is maintained during visits.				
Workers perform hand hygiene immediately after finishing work.				
Workers clean and disinfect all items and tools used in the home or workplace.				
Delivery personnel are equipped with ABHR and disinfectant wipes and are instructed in how to use them appropriately.				
Deliveries are contactless and signatures are not required.				

Occupational Health Services

Checklist	Yes	No	Not Applicable	Resources and Notes
Workers have received basic training in infection prevention and control.				Ontario Ministry of Labour, Training and Skills

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				Development: Infection Prevention and Control Workplace Safety and Prevention Services: JHSC Certification
A policy is in place that encourages all ill workers to stay home and does not penalize them financially for missing work.				
Signs are posted at worker entrances and in the staff break room reminding workers to monitor themselves for illness and to stay home when they are sick.				
A plan is in place to manage a worker who becomes ill at work.				
Workers can state what to do if they develop COVID-19 symptoms. How to contact their occupational health service. How to contact a COVID-19 Assessment Centre or Telehealth Ontario. Remain off work until they have been assessed and receive further instructions.				Southwestern Public Health: Getting tested for COVID-19 Ontario Government: Telehealth Ontario Public Health Ontario: How to Self-Isolate
Workers can state what to do if they return from travel or have been exposed to someone who is suspected or confirmed to have COVID-19. How to contact their occupational health service. Remain off work until they have been assessed and receive further instructions.				Public Health Ontario: How to Self-Monitor
Influenza vaccination is offered annually on site.				

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Employees are encouraged to keep immunizations up to date.				
For any worker with probable or confirmed COVID-19, return to work is determined by the business' Occupational Health Service in consultation with their health care provider. The local public health unit is consulted if necessary.				Ministry of Health: COVID-19 Quick Reference Public Health Guidance on Testing and Clearance
A list of workers' names, dates of birth, phone numbers, and a log of shifts worked is available for contact tracing purposes.				
Workers can list at least two credible sources for information about COVID-19.				Southwestern Public Health: Public Health Ontario Government of Canada
Workers can list at least one credible source for sector-specific information about COVID-19.				Resources to prevent COVID-19 in the workplace (Workplace Safety and Prevention Services): Agriculture and Lawn Care Construction Food processing and Food Premises Hospitality Mining Public Services Retail and Curbside Pickup Temporary Foreign Workers Transportation Others

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Appendix A: SAMPLE POLICY

Mandatory Use of Face Coverings for COVID-19 Prevention within [Name of Establishment]

Preamble:

Respiratory infections may spread from respiratory droplets from infected individuals through coughing, sneezing, and speaking. COVID-19 transmission can occur even when someone is not showing symptoms. As businesses and services reopen during the COVID-19 pandemic, it is important to implement policies and safety measures to prevent the spread of the virus and to protect the health and wellbeing of employees, patrons, and residents. Using face coverings is a method of source control, but to reduce the risk of transmission, it must be accompanied with other measures including, physical distancing, respiratory etiquette and good hand hygiene. Wearing face coverings has not been proven to protect the person wearing it, but instead can protect others. As such, requiring the use of face coverings in any enclosed public space where physical distancing is not constantly maintained is an important strategy to control COVID-19 transmission. Enclosed public space means indoor public spaces of businesses or organizations accessed by the public, including all Public Transit Vehicles and Commercial Transportation Vehicles

Scope:

[Name of Establishment] will implement a policy on mandatory facial coverings within our establishment. It is the duty of all owners, operators, and employees of [Name of Establishment] to ensure this policy is implemented and adhered to. The scope of this policy is the following:

1. Require persons¹ who enter or remain in the indoor public space of [Name of Establishment] to wear a face covering² that covers the nose, mouth, and chin.
2. Best efforts shall be made to ensure that persons entering are wearing a face covering. The face covering must be worn inside [Name of Establishment] at all times,

¹ A **person** means any customer, patron, employee or visitor, who enters the establishment, public transit vehicle, or commercial transportation vehicle.

² A **face covering** means a non-medical mask or other face covering such as a bandana, a scarf or cloth (including hijab and niqab) that covers the nose, mouth and chin that provides a barrier that limits community transmission. Face shields (clear plastic coverings to protect the eyes and possibly the lower part of the face) are not an acceptable alternative to a face covering for the purpose of these instructions (as they are less supported by research regarding their effectiveness). However, they may be used by individuals in addition to a face covering for added protection; in addition, anyone exempted in this instruction from using a face covering may, but are not required to, use a face shield for added protection.

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unless it is reasonably required to temporarily remove the face covering for services provided by *[Name of Establishment]* (such as eating or drinking).

3. A person shall be exempt from wearing a face covering in *[Name of Establishment]* if:
 - a. The person is a child under the age of two years; or is a child under the age of five years either chronologically or developmentally and he or she refuses to wear a face covering and cannot be persuaded to do so by their caregiver;
 - b. The person is incapacitated and unable to remove their face covering without assistance;
 - c. Wearing a face covering would inhibit the person's ability to breathe such as, but not limited to, during athletic, fitness or physical activity or any activity that would preclude its use (such as swimming);
 - d. For any other medical reason, the person cannot safely wear a face covering such as, but not limited to, respiratory disease, cognitive difficulties or difficulties in hearing or processing information.
4. No person shall be required to provide proof of any of the exemptions set out in #3 of the policy.
5. Visible signage indicating that face coverings are required inside *[Name of Establishment]* will be posted at all entrances and exits.
6. Alcohol-based hand sanitizer of 60% or more will be available at all entrances and exits of the establishment, for use of all persons entering or exiting.
7. All employees and volunteers will receive training on the policy, learn how to respond to anyone who arrives without a face covering or removes their face covering while inside *[Name of Establishment]*, and learn where within *[Name of Establishment]* employees/volunteers are allowed to remove their face covering.

Training requirements:

- Train staff on **how to safely wear a mask**.
 - Before putting on your facial covering, wash your hands with soap and water for at least 20 seconds or use alcohol-based hand sanitizer.
 - Secure the elastic loops of the facial covering around your ears. If your facial covering has strings, tie them securely behind your head.
 - Cover your mouth and nose with the facial covering and make sure there are no gaps between your face and the facial covering.
 - Do not touch the front of the facial covering while you wear it. Wash your hands with soap and water for at least 20 seconds or use alcohol-based hand sanitizer if you accidentally touch your facial covering.

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- Conduct hand washing and/or sanitizing prior to removing the facial covering, and again once the facial covering is removed.
- Train staff on the policy including how to respond to the various circumstances:
 - Customer arrived without a facial covering because they forgot or don't have one
 - Customer who is exempt from wearing a facial covering
 - Customer wanting more information about the policy
 - Customer who becomes aggressive about the new requirement
 - Customer wanting information about the importance of wearing a facial covering or the science on the use of facial coverings
 - Customer asking about the availability of alcohol-based hand sanitizer (at least 60% alcohol concentration)
 - Customer who removes the face covering for any other purpose than eating or drinking, prior to exiting the premise
- Clearly outline areas within the establishment that employees should wear facial coverings and where they can be safely removed.
- Identify where facial coverings are available in *[Name of Establishment]* to be sold or given free of charge to anyone who arrives without one.
- Identify the receptacles for safe facial covering disposal.

Implementation:

- This policy will take effective on *[insert date]*.
- This policy will be enacted and enforced in “good faith” and used as a means to educate people on face covering use. Under “good faith”, *[Name of Establishment]* will not turn away the customer to achieve the best effort standard. To ensure that no customer or patron is turned away, *[Name of Establishment]* will have a supply of face coverings for sale or at no cost to ensure patrons have access.

Resources

- [Use of non-medical masks](#)
- [Face coverings and face masks \(Ministry of Health\)](#)
- Video: [How to safely wear and remove a non-medical mask](#)
- Video: [How to make your own face covering](#)
- Poster: [Wear a Face Covering \(Ministry of Health\)](#)
- Poster: [Attention Visitors](#)
- Poster: [How to Wash Your Hands Poster](#)
- Poster: [Hand Sanitizer How-To Poster](#)
- Poster: [Face Covering Mandatory](#)

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References

Public Health Agency of Canada. (2020). Council of the Chief Medical Officers of Health Communication: Use of Non-Medical Masks (or Face Coverings) in Public. Retrieved from: <https://www.canada.ca/en/public-health/news/2020/04/ccmoh-communication-use-of-non-medical-masks-or-facial-coverings-by-the-public.html>

American Academy of Pediatrics. (2020). Cloth Coverings for Children During COVID-19. Retrieved from: <https://www.healthychildren.org/English/health-issues/conditions/COVID-19/Pages/Cloth-Face-Coverings-for-Children-During-COVID-19.aspx>

Public Health Agency of Canada. (2020). Council of the Chief Medical Officers of Health Communication: Use of Non-Medical Masks (or Face Coverings) in Public. Retrieved from: <https://www.canada.ca/en/public-health/news/2020/04/ccmoh-communication-use-of-non-medical-masks-or-facial-coverings-by-the-public.html>

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