

**Parks of the
St. Lawrence**



**Les Parcs du
Saint-Laurent**

WORKING DURING COVID-19

Safety Plan & Information

What you need to know

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2 INTRODUCTION

2.1 BACKGROUND

On March 11, 2020, the World Health Organization (WHO) assessed COVID-19 as a pandemic. COVID-19 is an illness caused by a coronavirus. Human coronaviruses are common and are typically associated with mild illnesses, similar to the common cold. The most common symptoms include fever, cough and difficulty breathing. The severity of this illness can vary from person to person.

The Government of Canada—in collaboration with the provincial and territorial governments—has implemented measures to minimize the health, economic, and social impacts of this evolving public health issue. As Ontario begins the gradual reopening of the provincial economy, the St. Lawrence Parks Commission (SLPC) remains committed to ensuring the health and safety of its staff.

2.2 PURPOSE

The purpose of this document is to provide all staff with information regarding the general safety precautions, processes, and preventative measures that SLPC is implementing across the organization. This document will be posted on health and safety boards, distributed by email and placed on the SLPC Safety Directory. Each area will have site-specific guidelines and procedures created to protect staff working on site at the various attractions and facilities during the COVID-19 pandemic.

2.3 CONCERNS

Workers should raise any concerns to their:

- Supervisor
- Joint health and safety committee

2.4 SUPERVISOR AND MANAGER/DIRECTOR RESPONSIBILITIES

- Provide clear information and instruction to staff, and ensure they know what they need to do to protect themselves and others; follow the infection prevention practices and protocols contained in this plan, including all new safety measures.
- Provide frequent reminders and updates to staff.
- Keep up with public health and workplace guidance for COVID-19 and share new information with staff as soon as possible.
- Complete risk assessments for your area(s).
- Review existing work practices to reduce risk to staff and implement mitigation strategies for workplace changes.
- Regular check-ins/contact with staff to ensure they are coping and reporting any challenges with physical/social distancing and any other COVID-19-related matters/concerns.
- Take appropriate action in response to a symptomatic worker.

2.5 EMPLOYEE RESPONSIBILITIES

- Review the information contained in this plan, following all infection prevention practices and protocols, and ask questions if you are unclear on any of the information.
- Only bring essential items into the workplace; do not share personal items (e.g., pens, notebooks, telephones, keyboards, etc.)
- While at work, report to the employer any issue or circumstance in the workplace that is likely to be hazardous to the health or safety of yourself, other employees, or persons granted access to the workplace by the employer. This includes bringing to the attention of your manager any circumstances where it is suspected that a visitor might be ill.
- To avoid spreading the virus to colleagues and visitors, if you have symptoms of COVID-19, get tested and stay home while showing symptoms or as directed by public health.

2.6 HEALTH SAFETY OFFICER AND HUMAN RESOURCES RESPONSIBILITIES

- Any new changes in the processes of this document will be shared with JHSCs and ERCs.

3 SAFE WORK PRACTICES

3.1 WORKPLACE SANITIZATION

COVID-19 spreads by respiratory droplets of an infected person to others with whom they have close contact. It can survive on different surfaces but can be killed by most cleaners and disinfectants.

- In addition to routine cleaning surfaces that have frequent contact should be cleaned and disinfected at least twice per day and when visibly dirty. Examples include doorknobs, light switches, toilet handles, counters, handrails.
- All employees are required to clean and disinfect their personal workspace (i.e., laptop, keyboard, mouse, chair arms, desk etc.)
- Shared equipment will be regularly sanitized (when sharing of equipment cannot be avoided).
- For washrooms designated for staff use only, we ask that after each use the user clean with the provided products all touch points, e.g., handles, sink, toilet, etc. You use it; you clean it. This cleaning practice is to help ensure a hygienic workplace is maintained.
- For washrooms used by the public, please see the generic washroom cleaning procedures in Appendix G, which outlines frequency, required personal protective equipment (PPE), and any additional measures deemed appropriate by public health officials.
- Where possible, washroom capacity will be reduced by 50% (e.g., a washroom with three (3) or four (4) stalls/urinals should have the middle stalls/urinals closed) with corresponding signage.

3.2 PHYSICAL DISTANCING (TWO METERS)

As advised by the Chief Medical Officer and public health officials physical distancing is required to control the spread of COVID-19. Physical distancing means maintaining a distance of at least 2 metres between yourself and others. This includes interactions among co-workers, and between employees and members of the public.

Some important tips to help maintain physical distancing in the workplace include:

- Minimize contact with customers and avoid direct handing of items (use counter).
- Avoid handling visitors' personal items when possible.
- Encourage touch free/tap payment.
- Assign staff to ensure customers are maintaining safe physical distances in congested areas like entrances/exits and check-outs.
- Add floor markings and barriers to manage traffic flow and physical distancing.
- Install barriers between staff processing transactions at a counter and customers (this can include plexiglass or markings on the floor to ensure at least 2 metres between customer and staff).
- Restrict the number of staff on-site and where they are assigned to work.
- Limit the number of people working in one space at the same time.
- Hold meetings in an outside or large space or virtually.

- If working with another employee or with contractors and a minimum distance of 2 metres cannot be maintained, explore alternate ways to complete the job safely or reschedule the work when it is safe to do so.
- Limit unnecessary on-site interaction between workers, and with outside service providers.
- Despite direction for physical distancing, always be cautious of creating “working alone” hazards. Ensure working alone protocols are in place and followed.

Direction on physical distancing will be consistent with the information provided by Ontario’s Chief Medical Officer regarding interaction with the public and co-workers.

3.3 HAND HYGIENE – HAND WASHING AND HAND SANITIZERS

One of the most important things next to physical distancing that can be done to prevent infection is to wash your hands regularly and avoid touching your face. Should soap and water not be readily available, staff are encouraged to use hand sanitizer with at least 60% to 90% alcohol.

- Wash hands often with soap and water for at least 15 seconds as per Public Health Ontario guidelines or utilize alcohol-based sanitizer.
 - Follow directions on handwashing posters (see Appendix A).
 - Do not use hand sanitizers if your hands are visibly soiled; use soap and water.
 - When using hand sanitizer, put on enough product to completely cover all surfaces on the front and back of the hands. Rub hands together until completely dry (15 seconds). Do not rinse or wipe off hand sanitizer while it is still wet.
- Keep alcohol-based hand sanitizer available at locations where customer payment occurs (registration buildings, retail stores, and food premises).
- Gloves are not recommended for staff working in public facilities, unless they are cleaning and disinfecting, performing first aid, or in contact with blood/bodily fluids. Frequent hand hygiene is the best way to stay safe.
- Additional key times to clean hands include:
 - If personal items or cash is handled
 - After blowing one’s nose, coughing, or sneezing
 - After using the restroom
 - Before eating or preparing food
 - After contact with animals or pets

3.4 COUGHING AND SNEEZING

Cover mouth and nose with a tissue when you cough or sneeze, then throw the tissue immediately into the trash; or cover mouth and nose with inner elbow when you cough or sneeze.

3.5 PERSONAL PROTECTIVE EQUIPMENT (PPE)

Personal protective equipment shall be provided by the SLPC when required. Examples of the types of PPE that may be required during the COVID-19 pandemic include:

Eye Protection and Face Shields

Eye protection/face shields shall be worn when there is potential for splash back of contaminated material. Examples of situations may include cleaning and disinfecting areas where blood or body fluids have been spilled or conducting sewage/septic maintenance. These items may also be required when working with disinfectants as per the product's SDS.

Nitrile Gloves

Gloves (nitrile) shall be made available during cleaning and disinfection activities. They are the minimum PPE requirements when handling chemicals and can provide enhanced protection when encountering blood or body fluids. The wearing of gloves is not encouraged when handling cash or food products. In these situations, staff must wash their hands regularly with soap and warm water or utilize an approved alcohol-based hand sanitizer.

Disposable Coveralls

Disposable coveralls are required for tasks where the person's clothes may become contaminated, or where there is the risk of contact with blood or body fluids.

Masks

A mask is a piece of equipment that covers the wearer's nose, mouth and chin. It is fixed to the face with straps, ties or elastic, either behind the head or with ear loops. For COVID-19, masks can be used in two ways at a workplace:

- **As source control:** workers and visitors wear the mask to protect those around them. The mask is controlling the hazard at its source – the wearer. Cloth masks are suitable for this purpose.
- **As personal protective equipment (PPE):** workers wear a surgical or procedure mask, along with eye protection (face shield, goggles or side shields for prescription glasses), to protect themselves when they cannot maintain a 2 metre distance from another person(s) for a cumulative period of 15 minutes. Cloth masks are not suitable for use as PPE.

To decide whether masks will be used as source control in the workplace or if they will be needed as PPE, each business unit/ department will need to conduct a risk assessment of all relevant factors in the workplace setting, including how effective the source control masking and other control measures are at reducing risk.

Non-medical disposable masks will be available for staff when physical distancing is not practical (cloth masks may also be used). For example, when staff must travel together in a vehicle or must work in close contact with co-workers or members of the public. Cloth masks may be re-used but must be laundered in hot soapy water between uses.

Non-medical disposable masks must be available to staff when conducting cleaning in areas where there is a risk of contact with blood/bodily fluids, or if there is a risk of splash-back.

In buildings that are openly accessible to members of the public, all staff and visitors must wear a mask/face covering in all common areas like washrooms, hallways, etc. There is no requirement for staff to wear a mask/face covering at their desk/office if they can maintain physical distance from other staff (2 metres).

Staff performing work for SLPC in a building that is not openly accessible to members of the public and who are able to maintain a physical distance of at least 2 metres from others while inside are not required to wear a mask/face covering. In common indoor areas like washrooms and hallways where it is not possible to maintain a physical distance of at least 2 metres from others, staff will be required to wear a mask/face covering while in these areas.

Accommodations for other legislated exemptions to be discussed with supervisor on an individual basis.

N95 masks are not required by staff unless they are a regular requirement for the job.

How to Obtain Personal Protective Equipment

Employees shall obtain the personal protective equipment through their supervisor/manager. The manager will ensure an additional supply PPE is readily available for replenishment of items issued by employees and work locations.

Donning and Doffing Personal Protective Equipment

Donning is the act of putting on, while doffing is taking off. PPE should be put on and taken off in a specific sequence to avoid contamination. It is important to remember to protect oneself and the public. Immediately wash hands with warm soapy water or alcohol-based sanitizer after removing PPE. Additional infographic resources are available as appendices in this document.

Disposal of Used Personal Protective Equipment

Most personal protective equipment can be dismantled and disposed of without special treatment. Contaminated single-use PPE (those items that have come into contact with chemicals, blood, body fluids, or been used in the performance of first aid) such as gloves, masks, disposable coveralls, etc. must be disposed of in a lined waste receptacle after each procedure. The garbage bag shall be tied and disposed of as per normal practice.

Storage of Personal Protective Equipment When Not in Use

Adequate storage facilities shall be provided for personal protective equipment when it is not in use, unless the employee may take the PPE away from the workplace (e.g., footwear or clothing).

Storage shall protect the PPE from contamination, loss, damage, water or sunlight. It is recommended that PPE not be stored in vehicles, as the temperature fluctuations and sunlight may prematurely age the item.

Storage may be as simple as pegs for waterproof clothing or safety helmets, and cases for safety glasses.

PPE that may become contaminated during use, shall be stored separate from areas provided for ordinary clothing.

See Appendix E for sequence of putting on/removing PPE.

3.6 WORK SCHEDULING AND REDUCING OCCUPANCY LEVELS IN OFFICE AREAS

For staff who are not otherwise required to attend the workplace in person but elect to do so, a reduced seating capacity of 30% occupancy will be implemented. Flexibility will be maintained for staff who are required to attend the office for operational reasons and, in this case, may exceed 30% occupancy levels if there is an operational need to do so and all safety protocols, as applicable in section 3, are followed.

30% occupancy may be accomplished through either:

Employee Scheduling:

- Review the floor plan of the office space and establish cohorts of employees based upon where their workstations are located (ensuring that employee seating is a minimum of six (6) feet or two (2) metres apart in all directions)
- If multiple programs are on the same floor/sharing the same space, management is to coordinate scheduling to ensure physical distancing is maintained and the floor does not exceed 30% occupancy

Physical reduction of Workspaces/reduced seating:

- Review the floor plan and establish buffers between workstations by identifying workstations to be closed/removed from use
- Arrange for employees to come into the office (on a staggered basis)

Common areas (boardrooms, lunchrooms, staff rooms):

- Avoid congregating for breaks and lunches, limiting the interaction with high touch point areas.
- Staff will only be required to attend their home base to swipe in and out, to obtain the materials and tools required to perform their duties, or if it is the location duties are performed.
- Keep boardrooms and breakout rooms closed for meetings where possible, encourage meetings that are scheduled in the workplace to take place virtually, via Microsoft Teams from the employee's workspace, office or workstation.

3.7 VEHICLE USAGE

Travel in vehicles should be kept to a minimum however, there are operational needs that will require the continued use of vehicles. The term "vehicle" encompasses trucks, vans, cars, SUVs, all-terrain vehicles, low speed vehicles, tractors, etc.

- Only one person per vehicle whenever possible to maintain physical distancing even if more than one has a common destination.
- Vehicles should be assigned to individuals where possible to reduce common touchpoints.
- Each vehicle is to be equipped with disinfectant wipes and hand sanitizer.

Upon completion of work duties - clean and disinfect vehicle surfaces to prevent viral spread.

Vehicle Disinfection Checklist

Door handles (inside and out)		Dash controls + buttons	
Window buttons		Ventilation grills and knobs	
Steering wheel and controls		Rear-view mirror	
Wiper and turn signal handle		Armrests	
Shifter		Grab handles, seat adjusters	

- Sharing Vehicles
 - All passengers shall wear non-medical disposable or cloth masks when more than one person is in a vehicle at a time.
 - Sharing a vehicle may only be performed if the activity is deemed critical to completing the work assignment.
 - Each person to use the same seat throughout vehicle operation.
 - Practice good actions to prevent transmission (use hand sanitizer regularly, carry personal PPE and carry tissues to sneeze or cough into or use your sleeve, wear protective gloves, protective mask, etc.).
 - If all of these conditions cannot be met, travel separately or don't go.

3.8 EQUIPMENT AND HAND TOOLS

- Follow hand hygiene procedures before using equipment.
- Disinfect equipment surfaces before and after use.
- Tools should be assigned to individuals and not shared if possible.
- If tools must be shared, touchpoints should be wiped down prior to use.

4 SCREENING MEASURES

Staff Screening

- Complete the COVID-19 Self-Screening Assessment Tool (Appendix J) which is available through the Employees section of the corporate website.
 - Staff will complete the self-screening assessment tool on a daily basis before coming to work.
 - To access the tool, go to <https://www.parks.on.ca/about/employee-login/covid-19-self-screening-assessment/>.
 - Enter the following username and password:
 - Username: Parks15
 - Password: 201502slpc
 - Under the “COVID-19” section, click on “COVID-19 Self-Screening Assessment Tool”, then select your area and complete your assessment. Once you have answered the questions, please click on the “Submit” button at the bottom of the page. This will send your completed assessment to a designated inbox to which your manager will have access.

Visitor Screening

- Messaging on the SLPC website will advise visitors not to visit the attractions if they have symptoms of COVID-19.

- Corporate signage will be posted at the entrances to all sites, asking visitors to complete a self assessment, which will consist of reading the questions noted on the sign and proceeding accordingly. Each business unit will have a staff member available where operationally feasible to ensure visitors are reading the sign and completing the assessment. Hand sanitizer will be available to visitors as they enter the site.

Contractor Screening

Contractors that enter an SLPC workspace must adhere to the following protocols to maintain a safe work environment for all employees:

- Prior to entering SLPC workspaces, contractors (and their staff) must ensure the completion of the daily self assessment protocols put in place by the contractor, and in line with Government of Ontario or local public health authorities' assessments, to ensure that they are not experiencing any symptoms of COVID-19, nor may have been exposed to COVID-19.
- Upon entry into the workspace, all contractors (and their staff) must wear a mask or face covering, which covers the nose, mouth, and chin.
- Following the completion of work, the workspace shall be cleaned and disinfected, including high touch point areas, as applicable, with the supplies provided by SLPC.

5 PROTOCOL FOR SUSPECTED COVID-19 ILLNESS – STAFF AND VISITORS

5.1 STAFF ILLNESS OR CLOSE CONTACT WITH PERSON EXHIBITING COVID-19 SYMPTOMS

- If a worker develops COVID-19 symptoms while at work, he/she must contact his/her supervisor immediately and make arrangements to return home, self-isolate and complete Ontario's COVID-19 self-assessment, <https://covid-19.ontario.ca/self-assessment>, for further guidance.
 - Ask the worker to contact their health care provider or Telehealth Ontario (1-866-797-0000).
- If they cannot leave immediately, the worker should be isolated in a specific space until they are able to leave.
- If the worker is very ill, call 911 and let the operator know that the person may have COVID-19.
- Any worker who tests positive for COVID-19 will be contacted by the local public health unit. The public health unit will perform case management and contact tracing that may require additional infection prevention and control (IPAC) measures to be put in place in the workplace, which could include additional testing, people self-isolating, etc.
- Workers who have tested positive for COVID-19 must self-isolate at home for 14 days.
- Surfaces that were touched by the ill worker should be disinfected as soon as possible in accordance with enhanced environmental cleaning procedures and protocols (see Appendix F).

Staff will complete the COVID-19 Self-Screening Assessment Tool prior to each shift.

5.2 VISITOR ILLNESS

If a visitor develops symptoms of COVID-19 while on site at one of the attractions:

1. **The visitor should be asked to leave and self-isolate immediately and use Ontario's self-assessment tool, and seek assessment and testing (e.g., at an assessment centre) if indicated to do so.** They can also contact their health care provider or Telehealth Ontario (1-888-797-0000).

2. If they cannot leave immediately, the visitor should be isolated in a specific space until they are able to leave. Isolate the ill individual in a pre-designated location or allow them to remain outdoors (if appropriate) while awaiting transportation, first aid, or EMS to arrive. Employees will provide the ill individual with a disposable surgical mask to wear.
3. Notify the manager and contact staff trained in first aid or 911 if required.
 - If the visitor is very ill, call 911 and let the operator know that the person may have COVID-19.
 - Surfaces that were touched by the ill visitor should be disinfected as soon as possible in accordance with enhanced environmental cleaning procedures and protocols (see Appendix F).
4. The employee interacting with the ill individual will immediately don appropriate personal protective equipment including a surgical-style mask. Staff should attempt to maintain appropriate physical distance at all times if the ill individual is exhibiting symptoms of COVID-19.
5. Employees who have come into contact with a symptomatic individual shall seek advice from the local public health unit and notify their manager of the encounter immediately.

Corporate signage will be used to remind visitors to practice physical distancing, hand hygiene and coughing/sneezing etiquette.

6 FIRST AID AND CPR

Employees are often called upon to provide first aid in cases where visitors are ill or injured. During the COVID-19 pandemic, concerns may arise about personal safety and transmission of the virus when providing first aid. It is important for all employees to follow the instruction provided in their first aid training and related COVID-19 training.

6.1 CPR

According to the Public Health Agency of Canada, the COVID-19 situation is rapidly evolving, and an individual's risk is variable depending on location. If someone's heart stops, and the First Aider is concerned they may have had respiratory symptoms, it is at the individual's discretion to perform or not perform mouth-to-mouth breaths based on personal preference. It's still important to call emergency medical services and find an AED. If the individual chooses to perform breaths, they can also use a barrier device, such as a pocket mask, to help protect themselves.

CPR with breaths is recommended for people who have been trained in CPR, but as an alternative, hands-only CPR can be performed until help arrives if the First Aider is unsure about putting their mouth on a stranger's mouth or has concerns the person may have COVID-19. If the individual chooses to perform hands-only CPR, they should first call 911, lay a cloth, a towel or clothing over the person's mouth and nose to prevent any potential spread of the virus through contaminated air or saliva, and then push hard and fast in the centre of the person's chest until advanced help arrives. If the First Aider believes the person may have COVID-19, they should state their concerns to the emergency response telecommunicator so everyone who responds can be

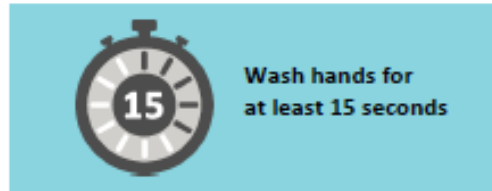
aware of the potential for COVID-19 transmission. Additional non-medical disposable masks will be included in first aid kits.


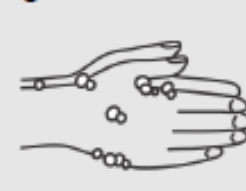






6.2 POST-FIRST AID PROCEDURES

Upon completion of the administration of first aid, employees will remove PPE in the manner prescribed in appendix E and immediately wash hands with warm soapy water or apply an alcohol-based hand sanitizer. Employees will then complete necessary reporting and notification requirements and disinfect any equipment or tools that may have been used (vehicles, phones, etc.).

Coronavirus Disease 2019 (COVID-19)

How to wash your hands



<p>1</p>  <p>Wet hands with warm water.</p>	<p>2</p>  <p>Apply soap.</p>	<p>3</p>  <p>Lather soap and rub hands palm to palm.</p>	<p>4</p>  <p>Rub in between and around fingers.</p>
<p>5</p>  <p>Rub back of each hand with palm of other hand.</p>	<p>6</p>  <p>Rub fingertips of each hand in opposite palm.</p>	<p>7</p>  <p>Rub each thumb clasped in opposite hand.</p>	<p>8</p>  <p>Rinse thoroughly under running water.</p>
<p>9</p>  <p>Pat hands dry with paper towel.</p>	<p>10</p>  <p>Turn off water using paper towel.</p>	<p>11</p>  <p>Your hands are now clean.</p>	

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/bp-hand-hygiene.pdf?la=en>

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Ministry of Government and Consumer Services
Centre for Employee Health, Safety and Wellness

Tip Sheet

Hand Hygiene and Protective Gloves

Hand hygiene is the single most effective way to prevent the spread of communicable diseases and infections. Gloves are not a substitute for proper hand hygiene. Intact skin provides an effective barrier against infections (including viruses such as COVID-19).

In most non-health care settings in the OPS, the recommended means for reducing exposure to potentially infectious agents include:

1. Washing your hands often with soap and water or using an alcohol-based hand sanitizer.
2. Avoid touching your eyes, nose and mouth – this will help to prevent the virus from entering your body through mucous membranes.
3. Cover your mouth and nose with a tissue when you cough or sneeze. Put your used tissue in a waste basket. If you don't have a tissue, cough or sneeze into your upper sleeve, not your hands. After you use the tissue, perform hand hygiene.
4. Maintain a physical distance of at least 2 arms lengths (approximately 2 metres) from others, as much as possible.

Limitations of Gloves

- Gloves are meant for single use (e.g., for infection prevention and control in a healthcare setting/patient care), not prolonged daily use.
- Infectious agents will stick to the gloves just as well as they will stick to your skin, resulting in potential transfer of germs to other surfaces.
- Gloves may give a false sense of security, resulting in you touching surfaces and/or your face more often.

If disposable gloves are worn for infection prevention and control in a non-health care setting, ensure you follow the proper procedures for putting on and taking off gloves:

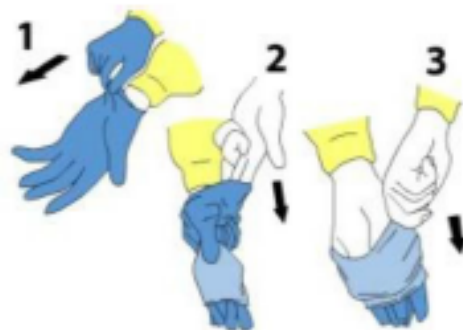
Steps to Put on Gloves

1. Perform hand hygiene by washing hands with soap and water or using hand sanitizer.
2. Touch only a restricted surface of the glove (at the top edge of the cuff).
3. Put on gloves taking care not to tear or puncture.



How to Remove Gloves

1. Grasp outside edge near the wrist and peel away, rolling the glove inside-out.
2. Reach under the second glove and peel away.
3. Discard gloves immediately into waste.
4. Perform hand hygiene by washing hands with soap and water or using hand sanitizer.



Where multiple PPE is being worn, gloves are put on last and removed first.

April 2020

Coronavirus Disease 2019 (COVID-19) Physical Distancing

What is physical distancing?

- Physical distancing means keeping our distance from one another and limiting activities outside the home.
- When outside your home, it means staying at least 2 metres (or 6 feet) away from other people whenever possible.



Staying connected from home

- Work from home, if possible.
- Stay in touch with friends and family through phone, instant messaging or video chat.
- Host virtual playdates or take your children on a virtual museum tour.
- Spend time reading, playing board games and watching movies.
- Support neighbours who may feel anxious or isolated at this time by connecting virtually or at a distance.



If you must leave your home

- Travel to the grocery store, pharmacy and bank only when essential and limit the frequency.
- Use delivery services where possible. When picking up food or a prescription, call ahead so it is ready when you arrive. Use tap to pay, if possible.
- Greet neighbours and friends with a smile, wave, bow or nod.
- If you are working, discuss any concerns about physical distancing with your employer or supervisor.
- Travel by car, bike or walk, where possible. If you need to take public transit, try to travel during non-peak hours and take shorter trips.
- Limit the number of people on an elevator.
- Exercise at home or outdoors, but not with a group.
- Go for an on-leash walk with your pet or take your child for a neighbourhood walk, while maintaining distance from other people.
- Always clean hands with alcohol-based hand sanitizer, or soap and water when you return home.

Things to avoid



Non-essential trips outside your home



Hugging or shaking hands



Crowds or gatherings



Visiting friends



Sharing food or utensils



Engaging in group activities or sports



Visiting popular destinations



Play dates, parties or sleepovers

Physical distancing and your mental health

Physical distancing disrupts our normal social routines. During times of uncertainty and change, it is normal for people to worry. If you begin to notice signs of depression or hopelessness in yourself or a loved one, please seek help. Get support if you need to talk. For more information see:

- [Take Care of Yourself and Each Other](#)
- [Resources for Ontarians Experiencing Mental Health and Addictions Issues during the Pandemic](#)

Physical distancing, when combined with proper hand hygiene and cough etiquette, has been shown to limit the spread of COVID-19. If you are self-isolating because you have symptoms of COVID-19 or you may have been exposed to COVID-19, see [How to Self-Isolate](#).

Learn about the virus

COVID-19 is a new virus. It spreads by respiratory droplets of an infected person to others with whom they have close contact such as people who live in the same household or provide care. You can also access up to date information on COVID-19 on the Ontario Ministry of Health's website: ontario.ca/coronavirus.

The information in this document is current as of April 2, 2020

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Coronavirus Disease 2019 (COVID-19)

When and How to Wear a Mask

Recommendations for the General Public

Wearing a mask can help to prevent the spread of some respiratory illnesses, but it can also become a source of infection if not worn or discarded properly. If you need to wear a mask, you should also be sure to clean your hands frequently with soap and water or alcohol-based hand sanitizer.

Wear a mask if:

- You have symptoms of COVID-19 (i.e., fever, cough, difficulty breathing, sore throat, runny nose or sneezing) and are around other people.
- You are caring for someone who has COVID-19.
- Unless you have symptoms of COVID-19, there is no clear evidence that wearing a mask will protect you from the virus, however wearing a mask may help protect others around you if you are sick.



How to wear a mask:

- Before putting on your mask, wash your hands with soap and water for at least 15 seconds or use alcohol-based hand sanitizer.
- Secure the elastic loops of the mask around your ears. If your mask has strings, tie them securely behind your head.
- Cover your mouth and nose with the mask and make sure there are no gaps between your face and the mask.
- Do not touch the front of the mask while you wear it. Wash your hands with soap and water for at least 15 seconds or use alcohol-based hand sanitizer if you accidentally touch your mask.

How to throw away your mask:

- Do not touch the front of your mask to remove it.
- Remove the elastic loops of the mask from around your ears or untie the strings from behind your head.
- Hold only the loops or strings and place the mask in a garbage bin with a lid.
- Wash your hands with soap and water for at least 15 seconds or use alcohol-based hand sanitizer after you have discarded your mask.

More information about masks:

- When a mask becomes damp or humid, replace it with a new mask.
- Do not reuse a single-use mask. Discard your mask when you have finished using it.

The information in this document is current as of April 10, 2020.

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Coronavirus Disease 2019 (COVID-19) Non-medical Masks and Face Coverings

Wearing non-medical masks or face coverings may be an added way to protect others around you, particularly where physical distancing may be challenging (e.g., on public transit, while shopping). Here are some tips on what masks and face coverings do, when you could consider using one, and how to wear it safely.

If you or a household member has symptoms of, or is suspected to have COVID-19, follow the [guidance for self-isolation](#).

Why use a non-medical mask or face covering

- COVID-19 can be spread from infected individuals who have a few or no symptoms and are unaware that they may be infected.
- A non-medical mask or face covering is intended to protect others from your infectious droplets.
- It may also prevent other people’s droplets from landing in your mouth or nose.
- Consider wearing one in areas where community transmission of COVID-19 is occurring and where [physical distancing](#) may not be possible, e.g., public transit, smaller grocery stores or pharmacies.



What kind of non-medical mask or face covering should I use

- No specific design or material is known to be better than others.
- The [Public Health Agency of Canada](#) provides guidance on how to make cloth masks.
- Make sure each cloth mask is made of at least two layers and can be laundered multiple times without losing shape or deteriorating.
- Don’t offer to children under the age of two, or individuals who are unable to wear it e.g., medical condition, or unable to wear/remove properly.



How to wear a non-medical mask or face covering

- Clean your hands with [soap and water or alcohol-based hand sanitizer](#) for at least 15 seconds.
- Make sure it fits snugly (no gaps between mask and face) to cover the nose and mouth, i.e., from below the eyes to around the chin.
- Secure it with ties or ear loops so that it is comfortable, and doesn't hinder breathing and vision.
- Avoid touching the front of the mask or face covering while wearing it – if you do, clean your hands immediately.
- Wear it as long as it is comfortable, and remove when it becomes soiled, damp, damaged or difficult to breathe through.
- Do not share your mask with others.



How to remove and care for non-medical masks or face coverings that can be cleaned

- Remove carefully by grasping the straps only and place directly in the laundry.
- If you have to use it again before washing, ensure that the front of the mask folds in on itself to avoid touching the front. Store it in its own bag, e.g., paper bag.
- Immediately clean your hands with soap and water or alcohol-based hand sanitizer for at least 15 seconds.
- Machine wash with hot water and with regular detergent, which should kill any viruses.
- The [Ministry of Health](#) has more information on the use and care of non-medical masks and face coverings.

Note

- Non-medical masks and face coverings may not provide complete protection against viral particles, especially if they fit loosely.
- As they are not tested to recognized standards, their effectiveness will vary.

The information in this document is current as of May 21, 2020

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Ontario 

Tip Sheet

Masks

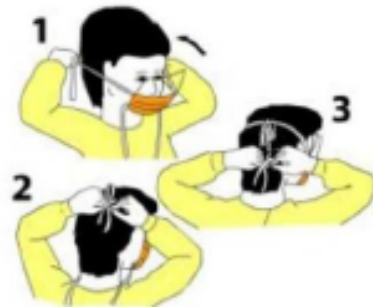
A risk assessment for non-health care setting in the OPS should be performed to determine when the use of masks is recommended to protect against respiratory pathogens (including viruses such as COVID-19). Masks may be appropriate when other control measures such as barriers or physical distancing (keeping a distance of at least 2 arms lengths or approximately 2 metres from others) are unavailable. There are different types of masks available and one should be selected that is appropriate for the activity being undertaken. In most cases, a surgical/procedure mask provides adequate protection in non-health care settings if required.

Wearing a mask can help to prevent the spread of some respiratory illnesses, but it can also become a source of infection if not worn or discarded properly.

The mask must be put on immediately before the task.

How to wear a mask:

- Wash hands with soap and water for at least 15 seconds or use an alcohol-based hand sanitizer before touching the mask.
- Secure elastic loops around ears or tie strings behind head for a snug fit.
- Cover mouth and nose with the mask. Make sure there are no gaps between your face and the mask.
- Avoid touching the front of the mask while you wear it, as it may be contaminated. Wash hands



- Do not fold mask or store in a pocket.
- Do not touch mask while wearing it.
- Do not hang or dangle mask around the neck.
- Do not re-use disposable masks.

or use an alcohol-based hand sanitizer if you accidentally touch your mask.

- Replace mask if it becomes damp or humid.

How to throw away your mask:

- Remove mask immediately after completion of task.
- Do not touch the front of your mask to remove it.
- Ties/ear loops/straps are considered 'clean' and may be touched with hands.
- Remove the elastic loops of the mask from around your ears or untie strings from behind your head.
- Hold only the loops or strings and discard immediately into waste container.
- Wash hands or use an alcohol-based hand sanitizer immediately after removing and disposing mask.



Where multiple PPE is being worn, gloves are put on last and removed first.

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SEQUENCE FOR PUTTING ON PPE

HAND HYGIENE

- Perform hand hygiene



GOWN

- Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back
- Fasten at the back of neck and waist



MASK or RESPIRATOR

- Secure ties or elastic bands at middle of head and neck



PROTECTIVE EYEWEAR OR FACE SHIELD

- Place over face and eyes and adjust to fit



GLOVES

- Extend to cover wrist of isolation gown



Note that for surgical procedures and dentistry, the sequence for putting on PPE differs. In these situations, masks and protective eyewear are applied first prior to hand preparation. Gown and gloves are then put on.

SEQUENCE FOR REMOVING PPE


GLOVES

- **Outside of glove is contaminated!**
- Grasp outside of glove with opposite gloved hand; peel off
- Hold removed glove in gloved hand
- Slide fingers of ungloved hand under remaining glove at wrist
- Peel glove off over first glove
- Discard gloves in waste container
- Perform hand hygiene



PROTECTIVE EYEWEAR OR FACE SHIELD

- **Outside of eye protection or face shield is contaminated!**
- To remove, handle by head band or ear pieces
- Place in designated receptacle for reprocessing or in waste container



GOWN

- **Gown front and sleeves are contaminated!**
- Unfasten ties
- Pull away from neck and shoulders, touching inside of gown only
- Turn gown inside out
- Fold or roll into a bundle and discard



MASK or RESPIRATOR

- **Front of mask is contaminated - DO NOT TOUCH!**
- Grasp bottom, then top ties or elastics and remove
- Discard in waste container
- Perform hand hygiene



Perform hand hygiene immediately after removing all PPE

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 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.
- Frequently touched surfaces are most likely to be contaminated.
- Use only 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.
- Check the expiry date of products you use and always follow manufacturer's instructions.

Clean frequently touched surfaces twice per day

- In addition to routine cleaning, surfaces that have frequent contact with hands should be cleaned and disinfected twice per day 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 with your organization for any specific protocols for cleaning for COVID-19.



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).

Disinfectant Wipes

- 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 pre-mixed solution.
- Read and follow manufacturer's instructions to:
 - properly prepare solution
 - allow adequate contact time 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

Learn about the virus

COVID-19 is a new virus. It spreads by respiratory droplets of an infected person to others with whom they have close contact such as people who live in the same household or provide care. It can survive on different surfaces but can be killed by most cleaners and disinfectants.

You can also access up to date information on COVID-19 on the Ontario Ministry of Health's website: ontario.ca/coronavirus.

Sources:

Ontario Agency for Health Protection and Promotion (Public Health Ontario), Provincial Infectious Diseases Advisory Committee. Best practices for environmental cleaning for prevention and control of infections in all health care settings [Internet]. 3rd ed. Toronto, ON: Queen's Printer for Ontario; 2018. Available from: <https://www.publichealthontario.ca/-/media/documents/bp-environmental-cleaning.pdf>

The Regional Municipality of York, Community and Health Services. Proper cleaning and disinfection practices [Internet]. Newmarket, ON: The Regional Municipality of York; 2019. Available from: <https://www.york.ca/wps/wcm/connect/yorkpublic/928899a2-d56b-47af-a9a0-b6e62d8e0bb7/Proper+Cleaning+and+Disinfection+Practices.pdf?MOD=AJPERES&CVID=mVMtoGe>

The information in this document is current as of March 11, 2020

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APPENDIX G: WASHROOM CLEANING

Washrooms should be cleaned at a minimum twice per day or when visibly soiled or as operationally required.

Procedure:

- Put on your PPE (mask, visor and gloves).
- Gather the cleaning supplies you require from the cleaning supplies storage area, e.g., janitor's closet.
- Place "Closed for Cleaning" sign on door.
- Pick up any garbage off the floor.
- Empty sani sac bin.
- Spray with "Miracle" all high touch contact points:
 - Taps
 - Sinks
 - Soap dispensers
 - Counters
 - Hand dryers
 - Doorknobs
 - Washroom cubical doors inside and out
 - Toilets, toilet seats (top and bottom), urinals, flushing mechanisms/handles
 - Sani sac bins
 - Toilet paper dispensers
 - Waste receptacles
 - Let sit for 10 minutes or as per manufacturer's recommendation (see supplier label)
- While waiting for disinfectant contact time to expire, conduct the following:
 - Clean mirrors with window cleaner
 - Wipe down cobwebs
 - Check and replenish toilet paper
 - Check and replenish soap dispenser
- Once the Miracle contact time has expired, use paper towel to wipe down all surfaces.
- Discard any used paper towel in the waste receptacle, remove garbage slowly so as not to distribute virus droplets into the air.
- Replace new garbage back in waste receptacle.
- Prepare mop bucket with Javex solution and mop floor.
- Wipe down cobwebs outside of washroom building.
- Sweep walkway.
- Pick up any litter in the general area.
- Thursdays and Mondays a thorough disinfecting/cleaning will consist of:
 - Cleaning windows (ladder training is required)
 - Spraying and wiping down all walls and partitions
- Return all supplies back to the cleaning supplies storage area, e.g., janitor's closet.
 - Clean and disinfect all touch points:
 - Mop handles
 - Broom handles

- Jugs
- Toilet bowl plunger (if used)
- Light switch(es)
- Doorknob
- Any other items you touched
- Discard your gloves in the waste receptacle

2019 Novel Coronavirus (COVID-19)

What you need to know to help you and your family stay healthy



Wash your hands with soap
and water thoroughly and often.

Cough and sneeze into your
sleeve or a tissue. Dispose of tissue
immediately and wash your hands.




Keep surfaces clean and disinfected.

Stay home when you are sick.



If you have symptoms, call Telehealth Ontario at:
1-866-797-0000
TTY: 1-866-797-0007
Or contact your public health unit.

For more information,
visit [Ontario.ca/coronavirus](https://www.ontario.ca/coronavirus)

Ontario 

APPENDIX I: ADDITIONAL RESOURCES AND CONTACT NUMBERS

Online Resources:

<https://covid-19.ontario.ca/self-assessment> (COVID-19 Self-Assessment Tool)

<https://covid-19.ontario.ca> (Government of Ontario)

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html> (Government of Canada)

<https://www.publichealthontario.ca/en/diseases-and-conditions/infectious-diseases/respiratory-diseases/novel-coronavirus> (Public Health Ontario)

<https://eohu.ca/en/covid/covid-19-status-update-for-eohu-region> (Eastern Ontario Health Unit)

Telephone Numbers:

Telehealth Ontario, 1-866-797-0000

Eastern Ontario Health Unit (EOHU), 1-800-267-7120 or 613-933-1375

Kingston, Frontenac, Lennox & Addington (KFL&A) Public Health, 1-800-267-7875

Employee and Family Assistance Program, 1-844-880-9142

COVID-19 SELF-SCREENING ASSESSMENT TOOL

Employee Name: _____ Date: _____

Time: _____

**Are you currently experiencing any one of the symptoms below that are new or worsening?
Symptoms should not be chronic or related to other known causes or conditions.**

For individuals who are 18 years of age and older:

Do you have any one of the following symptoms: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Fever and/or chills	Temperature of 37.8 degrees Celsius/100 degrees Fahrenheit or higher
Cough or barking cough (croup)	Continuous, more than usual, making a whistling noise when breathing (not related to asthma, post-infectious reactive airways, COPD, or other known causes or conditions you already have)
Shortness of breath	Out of breath, unable to breath deeply (not related to asthma or other known causes or conditions you already have)
Sore throat	Not related to seasonal allergies, acid reflux, or other known causes or conditions you already have
Difficulty swallowing	Painful swallowing not related to other known causes or conditions you already have
Decrease or loss of smell or taste	Not related to seasonal allergies, neurological disorders, or other known causes or conditions you already have
Pink eye	Conjunctivitis not related to reoccurring styes or other known causes or conditions you already have
Runny or stuffy/congested nose	Not related to seasonal allergies, being outside in cold weather, or other known causes or conditions you already have

Headache	Unusual, long-lasting (not related to getting a COVID-19 vaccine in the last 48 hours, tension-type headaches, chronic migraines, or other known causes or conditions you already have)
Digestive issues like nausea/vomiting, diarrhea, stomach pain	Not related to irritable bowel syndrome, menstrual cramps, or other known causes or conditions you already have
Muscle aches	Unusual, long-lasting (not related to getting a COVID-19 vaccine in the last 48 hours, of a sudden injury, fibromyalgia, or other known causes or conditions you already have)
Extreme tiredness	Unusual, fatigue, lack of energy (not related to getting a COVID-19 vaccine in the last 48 hours, depression, insomnia, thyroid dysfunction, or other known causes or conditions you already have)
Falling down often	For older people

For individuals who are under 18 years of age:

Do you have any one of the following symptoms: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Fever and/or chills	Temperature of 37.8 degrees Celsius/100 degrees Fahrenheit or higher
Cough or barking cough (croup)	Continuous, more than usual, making a whistling noise when breathing (not related to asthma, post-infectious reactive airways, or other known causes or conditions you already have)
Shortness of breath	Out of breath, unable to breathe deeply (not related to asthma or other known causes or conditions you already have)
Decrease or loss of smell or taste	Not related to seasonal allergies, neurological disorders, or other known causes or conditions you already have

Sore throat or difficulty swallowing	Painful swallowing (not related to seasonal allergies, acid reflux, or other known causes or conditions you already have)
Runny or stuffy/congested nose	Not related to seasonal allergies, being outside in cold weather, or other known causes or conditions you already have
Headache	Unusual, long-lasting (not related to getting a COVID-19 vaccine in the last 48 hours, tension-type headaches, chronic migraines, or other known causes or conditions you already have)
Digestive issues like nausea/vomiting, diarrhea, stomach pain	Not related to irritable bowel syndrome, anxiety, menstrual cramps, or other known causes or conditions you already have
Extreme tiredness or muscle aches	Unusual, fatigue, lack of energy (not related to getting a COVID-19 vaccine in the last 48 hours, depression, insomnia, thyroid dysfunction, sudden injury, or other known causes or conditions you already have)

2. Has a doctor, health care provider, or public health unit told you that you should currently be isolating (staying at home)?

- Yes No

3. Is anyone you live with currently experiencing any new COVID-19 symptoms and/or waiting for test results after experiencing symptoms?

If you are fully vaccinated (it has been 14 or more days since your final dose of either dose of either a two-dose or a one-dose vaccine series), select "No"

If the person got a COVID-19 vaccine in the last 48 hours and is experiencing a mild headache, fatigue, muscle aches, and/or joint pain that only began after vaccination, select "No"

- Yes No

4. In the last 14 days, have you been identified as a "close contact" of someone who currently has COVID-19?

- Yes No

5. In the last 14 days, have you received a COVID Alert exposure notification on your cell phone?

If you already went for a test and got a negative result, select "No."

- Yes No

6. In the last 14 days, have you travelled outside of Canada and been told to quarantine, as per federal quarantine requirements? If you are exempted from federal quarantine as per [Group Exemptions, Quarantine Requirements](#) under the *Quarantine Act*, select “No”.

Yes

No

7. In the last 10 days, have you tested positive on a rapid antigen test or home-based self-testing kit?

Yes

No

If you answered yes to any of the above symptoms or have experienced additional exposure risks (travel or contact), please complete Ontario’s COVID-19 self-assessment, <https://covid-19.ontario.ca/self-assessment>, or contact Telehealth (1-866-797-0000) for further guidance. Contact your supervisor with the results.

By starting your shift, you are affirming that you are not experiencing any of the above symptoms and have not experienced any of the exposure risks.

If you got a COVID-19 vaccine in the last 48 hours you must wear a properly fitted medical mask for the entire time at work if you are experiencing a mild headache, fatigue, muscle aches, and/or joint pain that only began after vaccination.

You may take your mask off to eat or drink. You must stay at least (2) two metres away from others while it is off.

If your symptoms worsen, continue past 48 hours, or if you develop other symptoms: you should leave immediately to self-isolate and get a COVID-19 test.

If at any time during your shift you begin to experience any of the above-noted symptoms, please distance yourself from others and follow the protocol established in section 5.1 “Staff Illness or Close Contact with Person Exhibiting COVID-19 Symptoms” of the *Working During COVID-19, What you Need to Know* manual.