

 **CERTIFIED SAFE**

# **COVID-19 SAFETY PLAN**

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# TABLE OF CONTENTS

|                                                                                 |    |
|---------------------------------------------------------------------------------|----|
| Overview .....                                                                  | 3  |
| Purpose .....                                                                   | 3  |
| Scope .....                                                                     | 4  |
| Provincial Workers Compensation Board Considerations .....                      | 4  |
| Right to Refuse Unsafe Work & Reporting.....                                    | 4  |
| Hierarchy of Controls for COVID-19 .....                                        | 5  |
| Hazard Analysis .....                                                           | 6  |
| Staying Informed .....                                                          | 7  |
| Wellness Self-Monitoring .....                                                  | 8  |
| Workplace Wellness & Sickness .....                                             | 8  |
| General Operating Guidelines.....                                               | 8  |
| Environmental Cleaning and Disinfection Procedure.....                          | 9  |
| Employee Expectations .....                                                     | 9  |
| Employee to Public Expectations .....                                           | 10 |
| Public to Employee Expectations.....                                            | 11 |
| Staff Personal Hygiene.....                                                     | 11 |
| Physical Distancing for Employees.....                                          | 11 |
| Worker to Worker Guidelines for Restrooms/Showers/Locker Rooms/Breakrooms ..... | 12 |
| Shared Workspaces, Vehicles & Employee Transportation.....                      | 12 |
| Personal Protective Equipment (PPE).....                                        | 12 |
| Employee & Manager/Supervisor Communications .....                              | 12 |

## OVERVIEW

As an organization, we have made a commitment to health and safety. We must focus on safety in all that we do and ensure our workplaces are as safe as they can be for all staff, customers and those granted access to our workplaces. When we care for staff, it is reflected in how they care for themselves, each other, others they encounter as part of their job, and services they provide. We have developed this COVID-19 Safety Plan to represent the minimum safe standards as outlined by and based upon the information from our Provincial Health Officer (PHO), the Ministry of Health, Health Canada and Certified SAFE. This Plan is a living document that will evolve based on our commitment to the psychological and physical health and safety of our employees and based on direction and advice from the PHO, the Provincial Government, Health Canada and Certified SAFE.

In development of this Plan, we have considered “Hierarchy of Controls for COVID-19” as recommended by the PHO. Additionally, this plan is informed by and will evolve as a result of operational site based hazard analysis and risk assessments. The Plan also addresses physical distancing followed by engineering controls, administrative controls and lastly, personal protective equipment (PPE) to reduce transmission. This Plan also addresses the infection prevention and control practice recommendations as outlined by Certified SAFE. The application of these control measures will assist in mitigating potential hazards to maintain a safe workplace.

## PURPOSE

The purpose of our COVID-19 Safety Plan is to:

- ensure universality in environmental cleaning and disinfections controls amongst all employees
- ensure operational planning for the safety, health and wellness of our employees
- outline our commitment to uphold the best practice infection prevention and control recommendations as outlined by Certified SAFE and the Yellow Cross.
- outline our guidance and strategic planning for operations and employees.

All staff and persons granted access to the following premises are required to know and adhere to this plan and any operationally specific addendum that may follow as recommendations change.

PREMISES: \_\_\_\_\_

## SCOPE

The COVID-19 Safety Plan outlined here applies to all employees, managers, supervisors, employers, contractors, volunteers and members of the public.

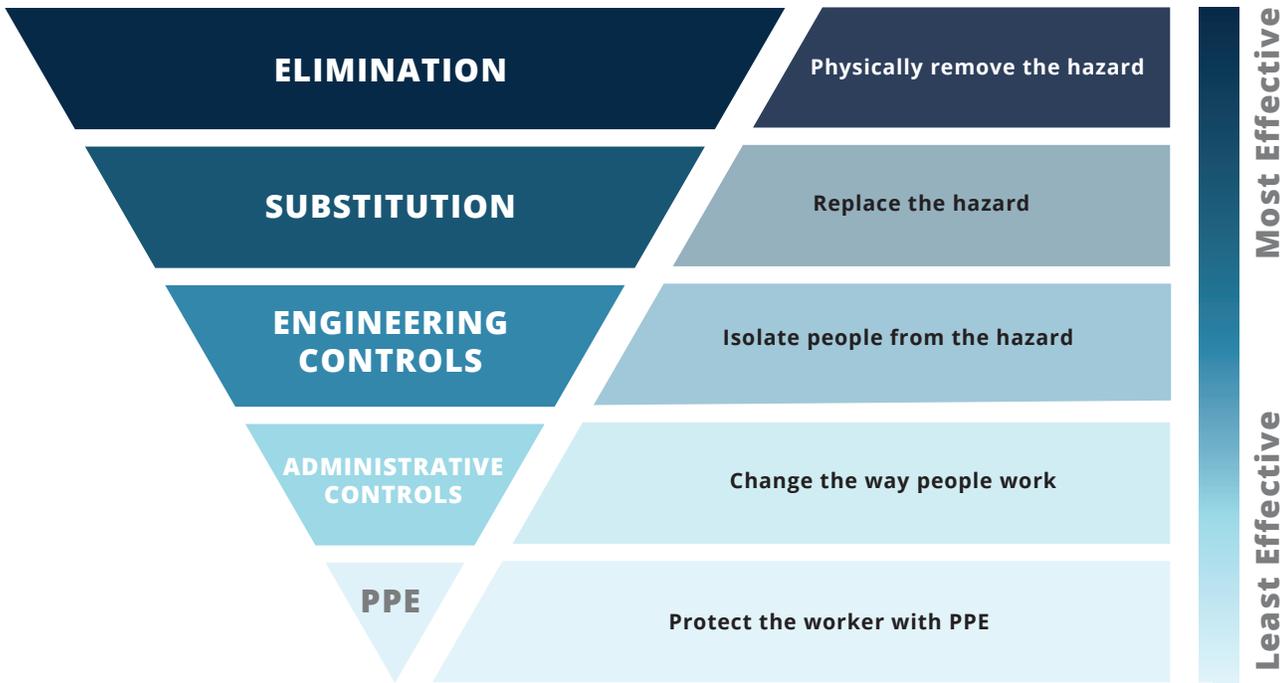
## PROVINCIAL WORKERS COMPENSATION BOARD CONSIDERATIONS

*Note: Each Provincial Workers Compensation Board has ever changing and individual requirements. It is recommended to include within this section any planning, guidance or resource*

## RIGHT TO REFUSE UNSAFE WORK AND REPORTING

- As outlined in the Canada Labour Code, our employees have the right to refuse work if they believe that it presents an undue hazard to themselves or their colleagues. An 'undue hazard' is defined as an "unwarranted, inappropriate, excessive or disproportionate risk", that is above and beyond the potential exposure that the working would face through the regular, day-to-day course of their normal work duties.
- It is expected and encouraged that the employee must report any undue hazard to their supervisor immediately upon refusal of work. Investigation of the report will be conducted and resolved under 30 days, with a verbal and written response to the staff member(s) in question. If the issue is not resolved between the worker, supervisor and employer, the employer must contact their provincial workers compensation representative and a prevention officer can then investigate the incident and take the necessary steps to find a workable solution for all involved.

# HIERARCHY OF CONTROLS FOR COVID-19



Considering the NIOSH Hierarchy of Controls will be implemented to ensure the controlling of exposures to the occupational hazards that COVID-19 presents in the workplace.

1. Physical distancing: we aim to ensure spaces that allow for work activities to be performed two meters apart. Opportunities for postponing work tasks will be provided that decrease the risk of close physical proximity.  
*Note: indicate your site specific plan and signage*
2. Engineering controls: enhanced cleaning and disinfection procedures are in place and staff will be trained.  
*Note: potentials for physical barriers need to be considered and implemented as required.*
3. Administrative controls: consideration of all work practices may be altered and considered to minimize risk of COVID-19 transmission. *Note: these methods for protecting workers have also proven to be less effective than other measures, requiring significant effort by the affected workers.*
4. Personal protective equipment (PPE): this is our last form of protection and may be implemented after careful consideration of previous control measures. The use of non-medical face masks may be considered as recommendations change and where none of the above controls are possible or effective. If gloves, masks and protective equipment are to be used, training and proper usage guidelines must be followed.

As an organization, we will put in place safety controls that will start at the top of the hierarchy shown and stated above to control the hazards. We endeavour to only choose a less effective safeguard when more effective solutions are impractical operationally.

# HAZARD ANALYSIS

*NOTE: it is encouraged to go through your site and list the hazards that are specific to your workplace. Use the graph below as a framework only. The safety of your staff is based upon the proper assessment of the hazards and risk of each hazard.*

To develop this Plan, a hazard analysis has been completed using the above stated Hierarchy of Controls for COVID-19, as recommended by the PHO, Health Canada and Certified SAFE.

| HAZARDS                                                                                            | CONTROL              | MITIGATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|----------------------------------------------------------------------------------------------------|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Physical: distancing measures in closed spaces<br><br>Biological: inadvertent exposure to COVID-19 | Elimination          | <ul style="list-style-type: none"> <li>-signage: present throughout workplace</li> <li>-common areas: breakroom, changeroom rules</li> <li>-start/finish times: varied</li> <li>-cleaning/disinfection procedures and schedules</li> </ul>                                                                                                                                                                                                                                      |
| Physical: distance can not be maintained.<br><br>Biological: inadvertent exposure to COVID-19      | Engineering controls | <ul style="list-style-type: none"> <li>-signage</li> <li>-plexiglass barrier/sneeze guard consideration.</li> <li>-shared workspaces may be rearranged</li> <li>-no cash, means of payment minimizing physical contact during payment</li> <li>-hand sanitizer stations at door entrance, checkout counters, pay stations, high touch surface/object locations</li> <li>-garbage cans with no-touch lids.</li> <li>-cleaning and disinfections procedures retraining</li> </ul> |

| HAZARDS                                                                                                                                                     | CONTROL                                    | MITIGATION                                                                                                                                                                                                                                                                                                                        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Physical: touching surfaces that are high touch, shared</p> <p>Biological: inadvertent exposure to COVID-19</p> <p>Chemical: exposure risk increased</p> | <p>Administrative</p>                      | <p>Ensure change in operational procedures to address:</p> <ul style="list-style-type: none"> <li>-self monitoring</li> <li>-guidance on cleaning and disinfection procedures and retraining</li> <li>-signage retraining with staff</li> <li>-site specific operational protocols</li> <li>-Proper hygiene retraining</li> </ul> |
| <p>Biological: inadvertent exposure to COVID-19</p> <p>Chemical: exposure risk increased</p>                                                                | <p>Personal Protective Equipment (PPE)</p> | <ul style="list-style-type: none"> <li>-procedural retraining of PPE use</li> <li>-retraining of Cleaning and Disinfection procedures</li> <li>-inclusion of Provincial Workers Compensation rep</li> <li>-risk assessments</li> <li>-operational considerations with health and safety</li> </ul>                                |

## STAYING INFORMED

Employees will be kept up to date with any changes that the employer becomes aware of that may affect procedural operation and the health and safety of the employee. Employees will be encouraged to stay up-to-date and informed on the pandemic by following PMO, Health Canada and Provincial CDC recommendations. Consideration must be acknowledged for the changing of information and recommendations as the pandemic progresses.

## WELLNESS SELF-MONITORING

An Enhanced Daily Staff Screening Questionnaire (*NOTE: PDF attached in module 4*) will be requested from all employees, pre-shift, to ensure the constant self-monitoring of employees' wellness and to pro-actively remove risks that can be easily avoided in the workplace. Employees answering yes to one or more of the questions on the daily staff screening questionnaire must inform their manager/supervisor immediately. As per current Health Canada recommendations, employees may return to work if:

- At least 10 days have passed since the symptoms began
- Fever has subsided and 5 days have passed since fever ended
- They have been symptom free for 3 days

## WORKPLACE WELLNESS/SICKNESS

Employees who fall ill must stay home to avoid the spreading of their illness in their workplace. Employees acknowledge their duty to maintaining the health and safety of their colleagues. Employees who have knowingly been in contact with someone known to be ill with COVID-19 must not enter their workplace and shall inform their supervisor of the reason for their time away from work.

## GENERAL OPERATING GUIDELINES

*NOTE: It is important to note any specific operational considerations within this section*

Single Site Template:

- Throughout or facility, we will ensure: access to hand sanitizer for customers, good ventilation and airflow, strict cleaning and disinfection protocols, personal and environmental hygiene, proper functioning of washrooms, clear signage for staff and customers, ongoing staff training and updates and customer awareness measures to ensure physical distancing and respiratory etiquette throughout our business.

Multiple Sites Template:

- Every workplace is unique, and practices may vary depending on the location and nature of the department/operation.
- We will ensure: access to hand sanitizer for customers, good ventilation and airflow, strict cleaning and disinfection protocols, personal and environmental hygiene, proper functioning of washrooms, clear signage for staff and customers, ongoing staff training and updates and customer awareness measures to ensure physical distancing and respiratory etiquette throughout our business.

# ENVIRONMENTAL CLEANING AND DISINFECTION PROCEDURE

*Note: Make reference to your Enhanced Cleaning and Disinfection Procedure, Daily Enhanced Cleaning and Disinfection Checklist and Checklist for Safe Storage of Environmental Cleaning Products and Checklist for Staff Training of Environmental Cleaning and Disinfection. You will learn this later on during Module 4.*

- We at (enter business name) have developed an Enhanced Cleaning and Disinfection Checklist and a Checklist for Daily Enhanced Cleaning and Disinfection that will be posted in all staff areas. Staff have received/will receive education, training and ongoing support in maintaining these infection prevention and control measures.
- Staff have received/will receive education, training and ongoing support regarding safe handling of cleaning products and proper PPE use with these supplies. Details are outlined in the Checklist for the Safe storage of Environmental Cleaning Products.

## EMPLOYEE EXPECTATIONS

*NOTE: it is important to include any site specific employee expectations within this section.*

Employees are expected to and must:

- Practice physical distancing by working at least two meters apart from coworkers whenever possible (where there is an approved exception refer to the appropriate developed safety procedure)
- Continue to follow all other safe work procedures. If it is unsafe to work, talk to a supervisor or the joint health and safety committee to address concerns.
- Stay home if they are sick or might be sick
- Avoid touching their face
- Wash their hands for a minimum of 20 seconds at the start of their shift, in the middle of their shift as needed, before eating or drinking, after touching shared items, after using the washroom, after using a tissue, after handling cash or credit/debit cards, after touching common items, after each delivery (if contact was made) and at the end of their shift. It is recommended to remove jewelry while washing.

## EMPLOYEE TO PUBLIC EXPECTATIONS

It is of primary importance that we ensure the safety of our staff and customers. To ensure for the safety of our employees and the public we serve, we will post the following messaging at entrance doorways with reminders throughout the facility:

- If you are sick, you must stay home. If you have underlying medical conditions, it is recommended that you not visit our facilities.
- Anyone displaying symptoms of COVID-19, which primarily displays as a persistent cough, will not be permitted on the premises.
- If you have traveled outside Canada, you are not permitted on our premises until you have self-isolated for a minimum of 14 days.
- Employees posted closest to the entrance of our facility will be reminding customers to use hand sanitizer upon entry.
- Any customers refusing to adhere to respiratory etiquette or hand sanitizer recommendations upon entry may be asked to leave the premises by staff members.
- If you are displaying symptoms of COVID-19 and/or you live in a household where someone is displaying symptoms of COVID-19, you must stay home.
- Physical distancing is required at all times (minimum of two meters) within our facilities. Failure to observe physical distancing risks the closure of the facility, and as such, staff may ask customers to leave the premises upon refusal to comply with Physical Distancing recommendations.
- Washrooms on the premises are disinfected frequently and cleaning schedules will be posted; hand sanitizers are located on-site (**NOTE: identify the location, recommend at a minimum, the entrance to the facility**).
- Acceptance of Cash: (**NOTE: outline your planning regarding cash acceptance for transactions**)
  - A) We will not be accepting cash and ask that any financial transactions be conducted electronically.
  - B) We will be accepting cash, and staff will be required to use hand sanitizer after each cash transaction

## PUBLIC TO EMPLOYEE EXPECTATIONS

Signage will be posted at our business entrances and the flow of customers throughout our facilities will be clearly marked with wall, floor and door signage.

Members of the public may be asked leave the premises if they;

- do not adhere to hand sanitizer recommended use upon entry
- do not adhere to respiratory etiquette
- do not adhere to physical distancing recommendations
- Are noticeably ill or unwell.

## STAFF PERSONAL HYGIENE

Employees have been educated and trained on practicing proper hand hygiene techniques, proper respiratory etiquette, avoidance of touching ones face, and maintenance.

## PHYSICAL DISTANCING FOR EMPLOYEES

Physical distancing greatly reduces the likelihood of COVID-19 being transmitted in the workplace. Physical distancing should be maintained, even in cases when people do not display symptoms of COVID-19. Access to our workplaces will be controlled and where appropriate alternative methods such as video or conference calls will be used for conducting business. Should a task require close personal contact, appropriate PPE and additional mitigation measures must be considered and discussed with your supervisor. Business travel is not allowed at this time. If there are cases where, in a shared workspace, physical distancing cannot be maintained, a more comprehensive risk assessment will be undertaken in collaboration with our Joint Health and Safety Committee (JHSC).

***NOTE: There are many ways that your business operations can be organized to ensure that physical distancing between employees and customers is maintained. The goal is to do everything possible to limit close, in-person interactions, while finding new and potentially more protective ways to operate within the physical infrastructure of your workplace.***

Some options may include:

- revising work schedules or implementing/maintaining work from-home policies for staff who are able, to limit the number of employees on site at a given time
- staggering shift start and end times

- designating doors for entry and exit to prevent employees and others from coming into close proximity with one another.
- establishing and posting occupancy limits on elevators, rooms and other small spaces, using the calculation shown previously
- identify the maximum number of people (including staff) and communicate and enforce this limit. \*Use the How To Determine Maximum Occupancy While Maintaining Physical Distancing document.
- reducing in-person meetings
- using tape to mark off areas where employees can and cannot walk, or to mark off areas where employees may walk only in one direction (such as down an aisle or narrow corridor)
- posting signage to remind employees and customers to maintain physical distance when interacting
- postponing, re-arranging, or planning work tasks in a manner that employees are not required to work in close proximity to one another
- using equipment to assist with job tasks usually requiring two employees, such as lifting or carrying heavy objects
- managing worker transportation so that two employees are not required to travel in a single vehicle
- restrict eating times and locations to a clearly identified and dedicated area with hand washing stations, cleaning and disinfecting supplies, and adequate space to maintain the physical distancing on breaks.
- designating additional rooms as break areas
- eliminating food and condiment sharing stations
- limiting the number of employees allowed in common areas at any one time.
- staggering break times and encourage employees to take breaks at their own desk or outside of the workplace.
- limit employees entering change areas or change rooms with assigned lockers.
- distancing the tables in lunchrooms, limiting the number of chairs, placing "x's" on tables where people should not sit, or installing barriers at the tables
- if breaching the physical distancing requirement is unavoidable, plan the work task, ensure for appropriate safety procedures and provide instructions to employees to ensure that time spent in close proximity is minimized.

## **WORKER TO WORKER GUIDELINES FOR RESTROOMS/SHOWERS/LOCKER ROOMS/BREAKROOMS**

Lunchrooms, break rooms, boardrooms, reception and common areas must be arranged to follow physical distancing practices. Even though these common areas are for employee use, it will be discouraged from using these areas if physical distancing can not be maintained. Each shared room will have a maximum capacity indication posted and employees are not to exceed the posted maximum during gatherings or room use. Employees should remain on their primary work floor and not visit other floors in the building unless absolutely necessary.

## **SHARED WORKSPACES, VEHICLES AND EMPLOYEE TRANSPORTATION**

Employees should travel alone in vehicles to ensure physical distancing. Care should be taken if public transit is required. In cases where physical distancing can not be maintained during public transit, employees will be encouraged to consider the use of a non-medical mask.

## **PERSONAL PROTECTIVE EQUIPMENT (PPE)**

*NOTE: If you can not ensure a physical distance between customers and staff members, individual consideration needs to be given to the area in question and the protective equipment that you choose to provide the employee (ex: sneeze guard, plexiglass, mask.)*

## **EMPLOYEE & MANAGER/SUPERVISOR COMMUNICATIONS**

Management and Supervisors will maintain constant communication with employees to ensure adherence to the Enhanced Cleaning and Disinfection Procedures, staggered breaks, physical distancing, respiratory etiquette, allow for frequent hand washing micro-breaks and to encourage the overall safety and security of every employee.

Management and Supervisors will also create an environment that encourages staff to openly communicate their safety concerns in the workplace.