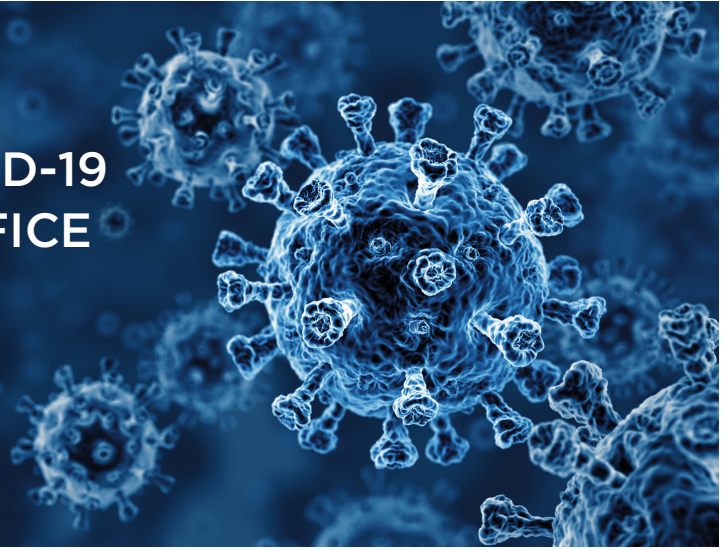




HEALTH AND SAFETY GUIDANCE DURING COVID-19 FOR EMPLOYERS OF OFFICE SETTINGS



OVERVIEW

During the COVID-19 (coronavirus) outbreak, we all need to do our part to keep workers, customers and the public safe and healthy so we can stop the spread and prepare to reopen the province, when we are ready.

Below is a set of resources, tips and best practices to help employers and employees prevent the spread of COVID-19 and work together to reopen the province.

Employers and workers in Ontario have certain duties and rights under the Occupational Health and Safety Act (OHSA) and its regulations. Employers should also review and follow any applicable directives and guidance coming from the Chief Medical Officer of Health and Ministry of Health.

You should also regularly check for requirements applicable to your region, such as:

- the provincial COVID-19 Response Framework
- municipal bylaws
- orders from your local public health unit

To help prevent outbreaks, you are encouraged to develop a COVID-19 workplace safety plan. All businesses operating in a region in lockdown are required to have one under provincial regulation.

LEARN MORE ABOUT:

- [workers' rights](#)
- [employers' responsibilities](#)



PROTECTING YOURSELF AND CO-WORKERS

Coronaviruses are spread primarily from person-to-person through close contact, including at work. Here are some [helpful tips](#) to help prevent the spread of germs:

- Wash your hands often with soap and water or alcohol-based hand sanitizer (with greater than 60-90% alcohol content).
- Sneeze and cough into your sleeve.
- If you use a tissue, discard immediately and wash your hands afterward.
- Avoid touching your eyes, nose or mouth.
- Avoid contact with people who are sick.
- Stay home if you are sick.
- Avoid high-touch areas, where possible, or ensure you clean your hands after.
- Wash your hands and clothes as soon as you get home.
- Self monitor for illness
- If you are ill notify your supervisor immediately, complete the [self-assessment](#) and follow the instructions you receive.

BEST PRACTICES TO STAY HEALTHY AND SAFE

The health and safety of workers is a top concern amid the global COVID-19 pandemic. During this time all stakeholders must place an increased focus on health and safety in order to keep Office services open and safe.

All measures taken to prevent the spread of COVID-19 should be done in compliance with requirements under the Occupational Health and Safety Act and associated Regulations and public health directives issued by the Chief Medical Officer of Health.

The first step to controlling risks in a workplace is to identify the risks. This applies to all workplace hazards, not just COVID-19. Identifying and controlling workplace hazards is required of all employers in Ontario under the Occupational Health and Safety Act and its regulations. The key risk factors for COVID-19 transmission include:

- prolonged exposure - spending more time with potentially infected people
- close proximity - working close to others
- crowded places - having more people in a space
- closed spaces - indoor spaces with less fresh air exchange (working indoors is riskier than working outdoors)
- forceful exhalation - activities that cause people to breath more deeply, such as exercise, speaking loudly and singing

It is possible for COVID-19 to be spread by people who do not have any symptoms. This makes effective control measures very important. We must act as if everyone is infected when setting up controls. The



risk of severe health outcomes is not the same for all workers. The risk increases with age and is higher for people with certain medical conditions.

In addition, below are a set of resources, tips and best practices to help employers prevent the spread of COVID-19 in workplaces.

PROTECTING YOURSELF AND CO-WORKERS

Coronaviruses are spread through close contact, including at work. Here are some [helpful tips](#) to prevent the spread of infection:

- Wash your hands often and thoroughly with soap and water or alcohol-based hand sanitizer.
- Sneeze and cough into your sleeve.
- If you use a tissue, discard immediately and wash your hands afterward.
- Avoid touching your face, eyes, nose or mouth.
- Avoid contact with people who are sick.
- Stay home if you are sick.
- Avoid high-touch areas, where possible, or ensure you clean your hands after.
- Wash your hands and clothes as soon as you get home.
- If you are ill: notify your supervisor immediately, complete the [self-assessment](#) and follow the instructions you get.
- Wear a mask or face covering when in an indoor public place.

REPORTING ILLNESS

The symptoms of COVID-19 can resemble a cold or a flu. At this time, it is recommended that any worker who is experiencing any symptoms related to cold, flu or COVID-19 should be sent home. The MLTSD is focused on providing enhanced protections for workers. Effective March 19, 2020, the Employment Standards Act, 2020, was amended to provide [job-protected leave](#) for employees affected by COVID-19.

According to Health Canada, symptoms can appear in as little as a few days, or as long as 14 days after being exposed to someone with the disease. COVID-19 can cause a range of symptoms including fever, cough, sore throat and shortness of breath.

For some people, the symptoms are like having a cold; for others they are quite severe or even life-threatening. It is important to check with your healthcare provider and follow instructions about staying home or away from public spaces to prevent the spread of the virus.

The virus typically spreads through coughing and sneezing, personal contact with an infected person, or touching an infected surface and then the mouth, nose, or eyes.

Close contact with a potentially infected person or touching potentially contaminated items (such as desks, keyboards, counters, door handles, hard surfaces, elevator buttons, etc.) are likely to pose the greatest exposure risks. Also, close contact with other people increases the risk of exposure to someone who may be infected.



In addition, employers should advise these workers to immediately [self-isolate](#) and complete the online self-assessment or call either:

- Telehealth: 1-866-797-0000
- their primary care provider (for example, family physician)

Asymptomatic workers who have travelled outside of Canada within the last 14 days and/or have had potential unprotected exposure to a person with COVID-19, and have been identified as [Critical to Continued Operations](#); need to self-isolate when they are not at work. This work isolation requirement also applies to staff who have tested positive but symptoms have resolved.

MINISTRY OF LABOUR, TRAINING AND SKILLS DEVELOPMENT, TRAINING AND SKILLS DEVELOPMENT AND WORKPLACE SAFETY & INSURANCE BOARD REPORTING REQUIREMENTS

The symptoms of COVID-19 are shared with many other illnesses including the cold and flu. At this time, it is recommended that any worker who is experiencing any symptoms should be sent home. If you have a worker who is experiencing symptoms:

- Advise the worker to complete the self-assessment on the Ontario COVID website. The worker will be told what to do next based on the self-assessment results
- The worker can also call Telehealth ([1-866-797-0000](tel:1-866-797-0000)), their local Public Health unit, or their family doctor
- The employer must report illnesses acquired at work, including COVID-19, to:
 - the [Ministry of Labour, Training and Skills Development](#) (in writing) within four (4) days
 - the joint health and safety representative
 - the trade union (if applicable)

For more information:

- [Occupational Illness: Requirements to Report to the Ministry of Labour](#)
- [Occupational Illness: Infectious Disease Reporting Form](#)

Workplaces that provide Office services, can refer to Section 5 (2) of the [Industrial Establishments Reg. 851](#) to understand what information should be included in the report. Employers must also report occupationally-acquired illnesses (e.g. COVID-19) to the [WSIB](#) within 72 hours of receiving notification of the illness.

ESTABLISH AN EFFECTIVE OCCUPATIONAL HEALTH AND SAFETY AND INFECTION PREVENTION AND CONTROL PLAN

All workplaces in Ontario should develop a safety plan that includes at a minimum how they will implement key health and safety measures such as screening, physical distancing, masks or face coverings, cleaning and disinfecting of surfaces and objects, and the wearing of personal protective equipment. Establish an infectious disease preparedness and response plan. The plan should follow



recommendations from the [Ministry of Health](http://www.health.gov.on.ca) and directives from [Public Health Ontario](http://www.health.gov.on.ca). The plan should consider and address levels of risk associated with the workplace and job tasks related to the Office environment. This includes how the organization will operate during a pandemic, including sanitization protocols, equipment and resources, how employees report illness, how to ensure physical distancing and how work will be scheduled.

To access all Ministry of Health guidance notes please visit the website below and scroll down to find sector specific information:

http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/2019_guidance.aspx

A list of activities and links to relevant resources:

- Workplaces shall implement this screening for any workers or essential visitors entering the work environment. Screening should occur before or when a worker enters the workplace at the beginning of their day or shift, or when an essential visitor arrives. At a minimum, the questions outlined by the Chief Medical Officer of Health should be used to screen individuals for COVID-19 before they are permitted entry into the workplace (business or organization). The tool may be adapted based on need and the specific setting.
- Maintain physical distancing. Physical distancing generally means maintaining a distance of at least 2 metres (6 feet) or more between persons. By maintaining physical distance you are less likely to be exposed to the respiratory virus. There should be a clear understanding of how the workplace productivity may be impacted.
 - Require all persons entering the workplace to wear a mask or face covering in a manner that covers their mouth, nose and chin during any period when they are in the indoor area(unless exempted).
- Establish a system for active screening to be conducted before appointments are scheduled. Have passive screening by positing signage at points of entry to inform people about specific protocols.
- Discourage sharing of telephones, keyboards, desks or workstations.
- Consider the total number of workers in the workplace and have staff work remotely as much as possible. Restrict access to building to only essential personnel.
- Implement administrative controls such as proper training for staff regarding screening clients and written infection prevention and control protocols, as well as changing work schedules and breaks.
- Development of systems to conduct work away from the office e.g. from their home; using email, telephone, video-conferencing etc.
- If direct client contact is essential and cannot be avoided or if physical distance and separation cannot be maintained, workers should have personal protective equipment (PPE) consisting of surgical/procedure mask and eye protection (goggles or face shield).
 - Workers must use personal protective equipment (PPE) as required by their employer. Workers should be trained/employers must train workers on the proper use, care and limitations of any required PPE.



- Conduct RACE (Recognize, Assess, Control and Evaluate) analysis to determine any additional controls that may be applicable. Here is a RACE tool: [Risk assessment and job hazard analysis](#)
- Implement sick leave policies and [coverage](#) for workers who may be self-isolating or are unwell by accessing extra staff or volunteers.

ENVIRONMENTAL CLEANING AND DISINFECTION

Keeping the workplace clean and sanitized is vital. It is critical to follow thorough and regular cleaning and disinfecting practices in all Office workplaces. These practices become particularly essential during a pandemic that involves an infectious agent.

All employers should increase the sanitization of the workplace. Areas of focus should include:

- Easy access to soap and water (or other ways to properly sanitize hands)
- Encouraging staff to frequently wash their hands with soap and water (for a minimum of 20 seconds) or alcohol-based (greater than 60-90% alcohol) hand sanitizer
- Increased cleaning and sanitization of commonly touched surfaces, areas or items (e.g. door handles, railings, tables, work surfaces, equipment e.g. computer keyboards and mice).
- Allow adequate contact time according to the manufacturers instruction.

Health Canada recommends the following basic hygiene practices:

- Wash hands frequently with soap and water for at least 20 seconds
- If using hand sanitizers, they must be alcohol based (with greater than 60-90% alcohol) to be effective
- Avoid touching your face
- Sneeze or cough into a tissue and discard it
- Use a clean tissue or your knuckle/elbow to touch light switches, doors, buttons, etc.

SHARE INFORMATION

It is important that all parties in a workplace understand their roles and responsibilities. Employers will need to ensure health and safety policies are updated and posted for all employees to have access to. Using industry resources, including this one and those produced by [Public Services Health and Safety Association](#) (PSHSA) will improve awareness in the workplace and provide guidance for employers.

POST YOUR POLICIES

All employers need to post and communicate COVID-19 policies to employees. These policies should cover how the organization will operate, including but not limited to:

- Sanitization of sites and equipment
- How employees report illnesses
- How work will be scheduled including screening, physical distancing, the use of masks and PPE



PHYSICAL DISTANCING

As advised by the Chief Medical Officer of Health, public health officials, and outlined throughout government communications; physical distancing is required to control the spread of COVID-19.

In order to ensure [physical distancing](#) in the workplace, employers should consider:

- Where staff are assigned to work to optimize physical distancing
- If direct client contact is essential and cannot be avoided, then instruct the client to maintain at least 2 metres (6 feet) distance from the staff member whenever possible
- Provide workers with appropriate personal protective equipment (PPE) that protects the eyes, nose and mouth (surgical/procedure mask and goggles or face shield) if:

they are required to come within 2 metres of another person and, if they not separated by plexiglass or some other impermeable barrier from a person.

- Consider implementing a system for virtual and/or telephone/video consultations when and where possible
- Postpone non-essential face-to-face appointments or convert to virtual/video appointments
- Having staff work from home whenever possible (i.e. administrative staff)
- Staggering start times, breaks and lunches
- Suspending all group activities and gatherings

EVALUATE

Ask and evaluate:

- Were the proper hygiene facilities (handwashing equipment) made available?
- Were physical distancing measures implemented?
- Was the personal protective equipment (PPE) required to protect staff while doing their job available?
- Was training on the proper use of PPE provided?
- Did staff know what to do if they had symptoms? Did they follow the recommended protocols?
- Are you aware of emergency risks in your region and how to prepare for different situations?

ADDITIONAL CONSIDERATIONS

Consider consulting with the joint health and safety committee (JHSC) or health and safety representative (HSR) on written measures and procedures and training and education for the health and safety of workers. Considerations needed to protect workers from the risk of COVID-19 are:

- Safe work practices
- Safe working conditions
- Proper hygiene practices and the use of hygiene facilities
- Control of infections
- Immunization against infectious diseases
- Use of appropriate antiseptics, disinfectants and decontaminants



- Use, wearing and care of personal protective equipment and its limitations (such as gloves, gowns, facial protection and respirators).

Office employers are encouraged to review the measures and procedures at least once a year or more frequently. Additional duties and obligations under OHSA Regulations are available at: [Industrial Establishments Reg. 851](#)

MINISTRY OF LABOUR TRAINING AND SKILLS DEVELOPMENT (MLTSD) REQUIREMENTS

The MLTSD is focused on providing enhanced protections for workers. Announced on March 16th, these protections include expanded protected leaves and improving access to Employment Insurance (EI) benefits. Click here for more information: [Job Protection COVID-19](#).

TRACK AND MONITOR YOUR WORKFORCE

Due to the latency period of COVID-19, it is important to track where employees have worked. If an employee tests positive for COVID-19, the local public health unit will ask employers to provide information on where the employee worked as well as the contact information of any other employee who may have been exposed. Employers will track information and Public Health Units will respond.

The more detailed your information is, the better Public Health can respond and help.

RESOURCES

Stay updated with daily government updates:

- [Government of Ontario](#)
- [Government of Canada](#)
- [Public Health Ontario](#)

ONTARIO GOVERNMENT AND AGENCY-ISSUED RESOURCES ABOUT COVID-19

The [Ontario Ministry of Health](#) is providing consistent updates on the provincial government's response to the outbreak, including:

- status of cases in Ontario
- current affected areas
- symptoms and treatments
- how to protect yourself and self-isolate
- updated Ontario news on the virus

[Public Health Ontario](#) is providing up-to-date resources on COVID-19, including:



- links to evolving public health guidelines, position statements and situational updates
- synopsis of key articles updating on the latest findings related to the virus
- recommendations for use of personal protective equipment
- information on infection prevention and control
- testing information
- other public resources

OTHER COVID-19 RESOURCES

[Health Canada](#) outlines the actions being taken by the Government of Canada to limit spread of the virus, as well as what is happening in provinces and communities across the country. It also maintains a live update of the number of cases by province.

The [World Health Organization](#) is updating the latest guidance and information related to the global outbreak and spread beyond Canadian borders.

It also provides the most up-to-date information on:

- current research and development around the virus
- a COVID-19 situation “dashboard”
- emergency preparedness measures
- live media updates on the spread of the virus

PUBLIC SERVICES HEALTH AND SAFETY ASSOCIATION

Access resources and information about COVID-19 at <https://www.pshsa.ca/covid-19>

This resource does not replace the *Occupational Health and Safety Act* (OHS) and its regulations, and should not be used as or considered legal advice. Health and safety inspectors apply the law based on the facts in the workplace.