

Hello:

The following information is what all Businesses need to have in place while operating, to ensure compliance with Reopening of Ontario Act (ROA).

All Businesses must actively screen their employees/independent contractors/renters; have a safety plan completed and posted; capacity signs posted (unless otherwise not required due to proof of vaccination); mask signs, and signs and symptoms posted for customers to see and screen themselves. The list, direct links and posters have been provided.

Download COVID-19 screenings:

<https://covid-19.ontario.ca/download-covid-19-screenings#2.-worker-and-employee-screening>

Guide to developing your COVID-19 workplace safety plan: ([must be completed and posted for employees and the public to see](#))

<https://www.ontario.ca/page/guide-developing-your-covid-19-workplace-safety-plan>

Signs and symptoms of COVID-19 – Attached

Huron Perth hand washing and distancing signage – poster attached

A plan to safely reopen Ontario and manage COVID-19 for the long-term:

<https://www.ontario.ca/page/reopening-ontario>

Proof of Vaccination Guidance under the Reopening Ontario Act, 2000:

[Proof of Vaccination Guidance under the Reopening Ontario Act](#)

General Information you need to know when providing services:

<https://www.ontario.ca/laws/regulation/200364>

### *Ontario Regulation 364/20.*

#### *General Compliance 2(7)*

A person shall wear appropriate personal protective equipment that provides protection of the person's eyes, nose and mouth if, **in the course of providing services, the person,**

- (a) is required to come within 2 metres of another person who is not wearing a mask or face covering in a manner that covers that person's mouth, nose and chin during any period when that person is in an indoor area

<https://covid-19.ontario.ca/public-health-measures>

#### *Personal protective equipment including eye protection*

Everyone must wear a mask or face covering that covers their mouth, nose and chin inside any business or place that is open (with some [exceptions](#)).

Workers must wear appropriate personal protective equipment (PPE) that protects their eyes, nose and mouth, if in the course of providing services they are:

- required to come within 2 metres of another person who is not wearing a mask or face covering when in an indoor area
- not separated by plexiglass or some other impermeable barrier

I have included additional guidance for employers, owners and operators of businesses and workplaces to assist with COVID-19 prevention in places of work:

[COVID-19 Information: Workplaces, Employers and Employees](#)

[COVID-19 in Huron and Perth](#)

[COVID-19 in Huron and Perth - Updated Instructions and Toolkit](#)

Additional resources that may be helpful to your business:

#### ADDITIONAL RESOURCES

- [Resources to prevent COVID-19 in the workplace](#)
- [Guidance for employers during breaks](#)
- [Break poster](#)
- [Lunch poster](#)
- [Keep it to yourself poster](#)
- [COVID-19 safety checklist for workplaces](#)
- [COVID-19 self-isolation and return to work](#)

You may also contact the Stop the spread Business Information Line at 1-888-444-3659. Help is available from Monday to Sunday, from 8:30a.m – 5:00p.m.

Contact Centre for H&S 1-877-202-0008

Contact Centre for Employment Standards Information Centre: 1-800-531-5551

Kind Regards,

**Ontario Regulation 364/20: Rules for Areas at Step 3 and at the Roadmap Exit Step:** [O. Reg. 364/20: RULES FOR AREAS AT STEP 3 AND AT THE ROADMAP EXIT STEP \(ontario.ca\)](https://www.ontario.ca/laws/reg/20/364.html)

## **Shopping and Retail**

### **Retailers**

**10.** (1) Businesses that engage in retail sales to the public may open if they comply with the following conditions:

1. The person responsible for the establishment must post a sign in a conspicuous location visible to the public that states the capacity limits under which the establishment is permitted to operate.
2. If the business permits members of the public to test drive any vehicles, boats or watercraft,
  - i. the members of the public must be actively screened in accordance with the advice, recommendations and instructions of the Office of the Chief Medical Officer of Health before they participate in the test drive, and
  - ii. all participants in the test drive must wear a mask or face covering in a manner that covers their mouth, nose and chin, unless they are entitled to any of the exceptions set out in subsection 2 (4) of Schedule 1.

(2) For greater certainty, the total number of patrons permitted indoors in the establishment must be limited to the number that can maintain a physical distance of at least two metres from every other person in the establishment.

(3) Despite subsection 32 (2) of Ontario Regulation 268/18 (General) made under the *Smoke-Free Ontario Act, 2017*, a person responsible for a specialty vape store as defined in that Regulation that is permitted to be open in accordance with the conditions described in subsection (1) shall not permit an electronic cigarette to be used for the purpose of sampling a vapour product in the specialty vape store.

(4) Cannabis retail stores operating under the authority of a retail store authorization issued under the *Cannabis Licence Act, 2018* may open if they comply with the

conditions set out in subsection (1) and provide products to patrons through in-person sales or through an alternative method of sale, such as curbside pick-up or delivery.

### **Shopping malls**

**11.** Shopping malls may open if the person responsible for the shopping mall ensures that the following conditions are complied with:

1. Members of the public who enter the shopping mall must not be permitted to loiter in any area of the shopping mall.
2. The number of members of the public in the shopping mall at any one time must not exceed the total capacity determined by taking the sum of the capacities of every business in the mall, as permitted under subsection 10 (2).

**Ontario Regulation 364/20: Rules for Areas at Step 3 and at the Roadmap Exit Step under Reopening Ontario Act**

**Personal care services**

**8.** (1) Personal care services relating to the hair or body, including hair salons and barbershops, manicure and pedicure salons, aesthetician services, piercing services, tanning salons, spas and tattoo studios, may open if they comply with the following conditions:

1. Persons who provide personal care services in the business must wear appropriate personal protective equipment.
2. For greater certainty, subsection 3 (1) of Schedule 1 must be complied with.
3. The person responsible for the establishment must post a sign in a conspicuous location visible to the public that states the capacity limits under which the establishment is permitted to operate.
4. Oxygen bars must be closed.
5. Individuals must be actively screened in accordance with the advice, recommendations and instructions of the Office of the Chief Medical Officer of Health before they enter the establishment.
6. No member of the public may be permitted to enter the premises except by appointment.

(1.1) Paragraph 3 of subsection (1) does not apply in a location in respect of which an election has been made under section 2.2 of Schedule 1 during the period when the election is in effect.

(2) Subsection (1) does not apply to hair and makeup services described in section 20.”

**Ontario Regulation 364/20: Rules for Areas at Step 3 and at the Roadmap Exit Step under Reopening Ontario Act**

**SCHEDULE 2  
SPECIFIC RULES AT STEP 3**

Food and drink

**RESTAURANTS**

1. (1) Restaurants, bars, food trucks, concession stands and other food or drink establishments may open if they comply with the following conditions:

1.-3. REVOKED: O. Reg. 727/21, s. 2 (1).

4. The person responsible for the establishment must actively screen any dine-in patrons in accordance with the advice, recommendations and instructions of the Office of the Chief Medical Officer of Health before they enter the establishment.

5. The person responsible for the establishment must,

- i. record the name and contact information of every patron that enters an area of the establishment, unless the patron temporarily enters the area to place, pick up or pay for a takeout order,
- ii. maintain the records for a period of at least one month, and
- iii. only disclose the records to a medical officer of health or an inspector under the *Health Protection and Promotion Act* on request for a purpose specified in section 2 of that Act or as otherwise required by law.

6. No patron shall dance at the establishment.

(2) For greater certainty, the person responsible for the establishment must prepare a safety plan in accordance with section 3.3 of Schedule 1.

(3) Paragraphs 4 and 5 of subsection (1) do not apply with respect to an establishment which requires all dine-in patrons to order or select their food or drink at a counter, food bar or cafeteria line and pay before receiving their order.

(4) Paragraph 4 of subsection (1) does not apply,

(a) with respect to establishments on hospital premises or in an airport; or

(b) with respect to an establishment located within a business or place if the only patrons permitted at the establishment are persons who perform work for the business or place in which the establishment is located.

(5) For greater certainty, any business, place, facility or establishment at which food or drink is sold or served, including those referred to in section 4 of Schedule 1 and in sections 4 and 5, paragraph 1 of section 18, and sections 22, 24, 25, 26, 27, 28, 31, 32 and 33 of this Schedule, is a food or drink establishment to which this section applies,

(a) at any time when food or drink is served or sold at the business, place, facility or establishment; and

(b) in any part of the business, place, facility or establishment where the food or drink is served or sold.

(5.1) REVOKED: O. Reg. 727/21, s. 2 (3).

(6) For greater certainty, a restaurant, bar, food truck, concession stand or other food or drink establishment that is in compliance with the conditions set out in subsection (1) may open in any business or place that is otherwise permitted to open under this Order.

(7) For greater certainty, this section does not apply to food or drink establishments where dance facilities are provided, during a time when patrons are permitted to make use of the dance facilities.

(8) REVOKED: O. Reg. 727/21, s. 2 (4).

### **Food or drink establishments with dance facilities**

**2.** (1) Food or drink establishments where dance facilities are provided, including nightclubs, restoclubs and other similar establishments, may open if they comply with



the following conditions during any time when patrons are permitted to make use of the dance facilities:

1. In the case of an indoor establishment, the total number of members of the public permitted to be in the establishment at any one time must be limited to the number that can maintain a physical distance of at least two metres from every other person in the establishment and in any event may not exceed 25 per cent capacity, as determined in accordance with subsection 3 (4) of Schedule 1, or 250 persons, whichever is less.
2. In the case of an outdoor establishment, the total number of members of the public permitted to be at the establishment at any one time may not exceed 75 per cent capacity, as determined in accordance with section 3.0.1 of Schedule 1, or 5,000 persons, whichever is less.
3. The establishment must be configured so that patrons seated at different tables are separated by,
  - i. a distance of at least two metres, or
  - ii. plexiglass or some other impermeable barrier.
4. Every patron in an outdoor establishment must wear a mask or face covering in a manner that covers their mouth, nose and chin, unless they are entitled to any of the exceptions set out in subsection 2 (4) of Schedule 1, or are seated with members of their own household only, and every member of the household is seated at least two metres from every person outside their household.
5. The person responsible for the establishment must post a sign in a conspicuous location visible to the public that states the capacity limits under which the establishment is permitted to operate.
6. The person responsible for the establishment must actively screen patrons in accordance with the advice, recommendations and instructions of the Office of the Chief Medical Officer of Health before they enter the premises of the establishment.
7. The person responsible for the establishment must,

- i. record the name and contact information of every patron that enters an area of the establishment,
- ii. maintain the records for a period of at least one month, and
- iii. only disclose the records to a medical officer of health or an inspector under the *Health Protection and Promotion Act* on request for a purpose specified in section 2 of that Act or as otherwise required by law.

(2) For the purposes of paragraph 4 of subsection (1), the references to “indoor area” in clauses 2 (4) (i) and (l) of Schedule 1 shall be read as “outdoor area”, and for greater certainty patrons are permitted to remove a mask or face covering temporarily to consume food or drink, or as may be necessary for the purposes of health and safety.

(3) For greater certainty, the person responsible for the establishment must prepare a safety plan in accordance with section 3.3 of Schedule 1.

(4) Subsection 3.1 (4) of Schedule 1 continues to apply to patrons of the dance facility, except when physical distancing cannot be maintained while participating in the activities for which patrons normally frequent such an establishment.

(5) The physical distancing described in subsections 3 (1) and 3.1 (4) of Schedule 1 is not required when patrons are seated together at a table in an establishment to which this section applies.

(6) For greater certainty, any business, place, facility or establishment at which food or drink is sold or served while dance facilities are provided, including any business, place, facility or establishment referred to in section 4 of Schedule 1 and in sections 24, 25, 27 and 28 of this Schedule, is a food or drink establishment to which this section applies,

- (a) at any time when food or drink is served or sold at the business, place, facility or establishment while dance facilities are provided; and
- (b) in any part of the business, place, facility or establishment where the food or drink is served or sold and dance facilities are provided.

(7) For greater certainty,

- (a) the indoor capacity limits set out in paragraph 1 of subsection (1) apply to each particular room in a business, place, facility or establishment referred to in subsection (6) where dance facilities are provided during the periods of time when dancing is permitted; and
- (b) the outdoor capacity limits set out in paragraph 2 of subsection (1) apply to each outdoor area at a business, place, facility or establishment referred to in subsection (6) where dance facilities are provided during the periods of time when dancing is permitted.

# COVID-19 safety plan

Use this template to document how your organization will keep workers and other people safe at your workplace during the COVID-19 pandemic. [How to develop your COVID-19 safety plan: A guide for Ontario workplaces](#) explains what you should think about and gives examples to help you come up with your plan.

## Company details

Business name:

Revision date:

Date completed:

Developed by:

Division/group:

Others consulted:

Date distributed:

Provide as much information in response to each question as possible. This will help your workers and other people to know exactly what to do and what to expect.

The final page will help you create a snapshot version of your plan to post in the workplace. This can act as a reference for workers and let others who come into your workplace know what you are doing to help keep everyone in your workplace safe.

The COVID-19 pandemic is an evolving situation – review your plan regularly and make changes as required. Refer to the Ontario government’s [COVID-19 website](#) for up-to-date information.

# 1. How will you ensure all workers know how and are able to keep themselves safe from exposure to COVID-19?

**Consider:** What guidance will you need to provide? How will you share information? Do you need new or more frequent types of communication? Where will you update yourself on new COVID-19 guidance?

**Example:** Ensure our procedures are up to date by a daily review of Ministry of Health guidance.

**Actions:**

- [List your actions here. Note who is responsible for each action.]

## 2. How will you screen for COVID-19?

**Consider:** How you will stay current about what symptoms to look for? Will you use a screening checklist? Who will do the screening? Who needs to be screened and how often?

**Example:** To find out if workers are well when they come to work, we will ask each worker basic questions about their physical health and symptoms using the provincial list of COVID-19 symptoms.

**Actions:**

- [List your actions here. Note who is responsible for each action.]

### 3. How will you control the risk of transmission in your workplace?

Include how you will maximize distance and separation, reduce transmission from surfaces and objects, and support good hand and respiratory hygiene.

**Consider:** What [engineering and administrative controls](#) will you use? What changes will you make? Who needs to be in the workplace? How will you gather worker ideas about different ways of working?

**Example:** We have a new policy that limits time in the kitchen to 10 minutes, we have created a new outdoor break area in our parking lot and have changed how we schedule shifts and breaks.

**Actions:**

- [List your actions here. Note who is responsible for each action.]

#### 4. What will you do if there is a potential case, or suspected exposure to, COVID-19 at your workplace?

**Consider:** What is the contact information for your local public health unit? What are your isolation procedures? How will you gather workplace contact information for public health contact tracing?

**Example:** We have designated a safe isolation area in the workplace and created a checklist with the procedures of what to do if some gets sick at work, including key contact numbers.

**Actions:**

- [List your actions here. Note who is responsible for each action.]



## 5. How will you manage any new risks caused by changes to the way you operate your business?

**Consider:** With workers, review existing critical risks and whether work practice changes will affect your current risk management strategy. Are any new risks introduced due to changes in worker numbers or work practices? What new risk controls are required?

**Example:** We will establish regular check-ins with workers about how they're coping with the change to shift work.

**Actions:**

- [List your actions here. Note who is responsible for each action.]

## 6. How will you make sure your plan is working?

**Consider:** How often will you schedule a review of your plan? How will you get input and ideas from workers and clients? Who is responsible for evaluating how things are working and for adapting the plan as you find better/easier ways to do things? How will you communicate changes?

**Example:** We will set up a weekly meeting between the CEO and the health and safety representative.

**Actions:**

- [List your actions here. Note who is responsible for each action.]

# COVID-19 safety plan – snapshot

This snapshot can be posted in a place where it can be seen easily so your workers, clients and other people entering the workplace will know what actions are being taken.

**Business name:**

**Division/group:**

**Date completed:**

**Revision date:**

## Measures we're taking

How we're ensuring workers know how to keep themselves safe from exposure to COVID-19

- [List your measures here.]

How we're screening for COVID-19

- [List your measures here.]

How we're controlling the risk of transmission in our workplace

### Physical distancing and separation

- [List your measures here.]

### Cleaning

- [List your measures here.]

### Other

- [List your measures here.]

What we will do if there is a potential case, or suspected exposure to, COVID-19 at our workplace

- [List your measures here.]

How we're managing any new risks caused by the changes made to the way we operate our business

- [List your measures here.]

## How we're making sure our plan is working

- [List your measures here.]

# Please wear a mask.



Stay at least 6 feet apart  
from others.



[cdc.gov/coronavirus](https://cdc.gov/coronavirus)

# Attention Visitors



If you have any of the following symptoms of **COVID-19**:

- fever
- new onset of cough
- chills
- unexplained fatigue
- headache
- sore throat
- runny nose
- stuffy or congested nose
- lost sense of taste or smell
- difficulty breathing
- difficulty swallowing
- pink eye
- digestive issues (nausea/vomiting, diarrhea, stomach pain), or
- for young children and infants: sluggishness or lack of appetite

**OR** you have been exposed to someone with COVID-19 or someone who has developed new respiratory symptoms, **please delay your visit AND contact either your health care provider, Telehealth Ontario (1-866-797-0000), or visit an Assessment Centre for testing.**

Ontario



# Instructions for Face Coverings:

## Discussion Guide for Operators

### Purpose

This guide will help you communicate the Instructions and policy required by Huron Perth Public Health regarding face coverings.

### Above all

Please encourage kindness at all times. Please continue to demonstrate respect and patience.

### Advising employees to wear a face covering

What to know:

- You must ensure, to the fullest extent possible, that all individuals wear a mask (for example, a homemade cloth mask or face covering) where a physical distance of 2 metres cannot be maintained (or when employees work in the public space of the business without a suitable barrier), unless the nature of the work requires the use of a medical mask.
- An employee may have a reason to be exempted from wearing a mask (see list of exemptions in Instructions). We do not recommend sending an employee home because they cannot wear a mask.

### Asking customers to wear a face covering

What to know:

- You are not required to turn a customer away
- Do not ask for people to provide proof of medical exemption or any other exemption
- Posters saying masks are required are available from HPPH for your windows/walls.
- Non-medical masks are available at a variety of price points. United Way Perth-Huron has compiled a list of [where to find masks](#) in Perth and Huron Counties and encourages those who have difficulty with the cost to apply to their [urgent needs fund](#). Individuals can also call 2-1-1 or visit 211ontario.ca to access this information.

What you might say:

- We are now following the direction of the Medical Officer of Health and requiring everyone to wear a face covering if you can.
- If you are able, please bring your own mask next time.

- *If applicable:* We also have these other options (for example, we provide free masks for customers, we have masks available to purchase, we can provide information on where to get masks).

## Talking to customers who are angry about Instructions

### What to know:

- These Instructions have been issued by the Medical Officer of Health for businesses and organizations which are allowed to be open.
- Why now? Dr. Klassen explains the decision: “Stage 3 means increased openings and larger groups allowed, so there will be more interactions between more people. This means the risk of virus spread is increased. Normalizing the use of masks helps reduce this risk and helps keep businesses and services up and running. We ask everyone to be kind and understanding when others can’t wear masks, and to physically distance from them.”
- Should a customer become intimidating or verbally abusive to other staff or customers, abide by your store or organization’s policies regarding refusal of service.

### What you may hear:

- Why are you making me wear a mask? [Customer disputing the science, violation of rights]
- You can’t make me wear a mask. [Violation of rights, the Instructions say I don’t HAVE to wear a mask]

### What you might say:

- No, we can’t make you wear a mask, but we strongly encourage you to consider wearing one both for your protection and for mine if you are able. My mask protects you and your mask protects me.
- We are following the Instructions issued by the Medical Officer of Health to help reduce the spread of COVID-19.
- Physically distancing also protects people so we would ask that you maintain 2 m between you and other customers and staff.

## Talking to customers who are angry about others not wearing masks

### What to know:

- Under these Instructions, you are not required to turn a customer away or ask a customer to leave.
- Not everybody can wear masks and are exempt under these Instructions. For instance, children under the age of two, individuals with a medical condition, including mental health or sensory disorder, that make it difficult to wear a mask, people who are hearing impaired, or individuals unable to put on or remove a mask without assistance. As well, employees in



businesses that are not open to the public, and employees who do not come into public spaces within a business or are behind a physical barrier are also exempt.

- People without face coverings are NOT required to provide proof of medical exemption or any other exemption and should NOT be asked to.
- Dr. Klassen explains the decision: “Stage 3 means increased openings and larger groups allowed, so there will be more interactions between more people. This means the risk of virus spread is increased. Normalizing the use of masks helps reduce this risk and helps keep businesses and services up and running. We ask everyone to be kind and understanding when others can’t wear masks, and to physically distance from them.”

**What you may hear:**

- What are you going to do about that customer, they’re not wearing a mask?
- I THOUGHT that we were all supposed to wear masks now. Clearly your store isn’t following the Instructions.

**What you might say:**

- Our store/business has a policy in place to require people to wear face coverings. Some people cannot wear masks and are exempt. We do not ask people for proof of exemption.
- Our store/business policy requires employees wear a mask when working in the public areas of our business, unless they are within or behind a physical barrier or in an area of the premises that is not designated for public access.
- Physical distancing and regular cleaning also help protect you. We are cleaning regularly and you can keep your distance from other customers and staff who are not wearing masks to keep yourself safe.

## Questions about enforcement

**What to know:**

- Operators of establishments are expected to use their “best efforts” to implement their face covering policies. This means that signs and verbal reminders are used but there is not a requirement that a business turn away the customer.
- These Instructions are to be enacted and enforced in good faith and should be primarily used as a means to educate people on the importance of face covering use in enclosed spaces.
- Although fines are possible under the Emergency Management and Civil Protection Act for serious non-compliance, it would not be feasible to enforce this policy strictly and that is not the intent. The goal is to increase mask use among those of us who are able.

- Calling in complaints is not necessary. We've provided information to owners and operators regarding this policy, including exemptions. We ask everyone to be kind and understanding when others can't wear masks, and to physically distance from them. Please note the Instructions are not a Section 22 making it mandatory, they are a good faith requirement.
- The use of masks or face coverings in establishments is an additional public health measure (along with physical distancing, hand and cough hygiene, and staying home when sick) which will help prevent the spread of COVID-19 within the community.

#### **What you may hear:**
















- I'd like to register a complaint that you have customers and employees not wearing masks.
- I'm going to complain to the Health Unit that you are not following Instructions because I saw someone in the other aisle not wearing a mask.





#### **What you might say:**

- Some people are exempt from wearing masks. Our policy is that everyone who can wear a mask should be, but some people can't, for a number of reasons.
- In accordance with public health instructions, we are required to have a policy for our business and post signs at all entrances reminding everyone to wear a mask. We have informed our staff of this new policy and trained them on who is exempt. All staff, customers or visitors must wear a mask indoors, with some exceptions (e.g. children under the age of two and people with certain health conditions, and employees in designated areas or protected by a physical barrier). Proof is not required if someone is exempt.
- Our staff let all customers entering our premises without a mask know that they should be wearing a mask if they can. We recognize that some individuals, due to circumstances, are exempt from wearing masks. We believe in enforcing our face coverings policy in "good faith" and hope that all of our customers who are able will wear masks in public spaces.
- If you have concerns about this policy, you can refer to the Huron Perth Public Health website where these Instructions are outlined and then call the Health Unit.
- Thank you for bringing it to my attention but I am not required to refuse anyone service. Please ensure you practice physical distancing when you are around them or avoid them all together.
- We ask everyone to wear a mask and trust that those who can, are wearing a mask. We do not ask for proof of exemption.
- My employees are required to physical distance while they are working and the space is allowing this effectively.
- I feel confident that I am doing as much as I can as directed by the HPPH Medical Officer of Health.


# What to do if you **FAIL** the COVID-19 screening

**Fully vaccinated:** it has been 14 days or longer since your second dose of COVID-19 vaccine.

Scenario 1	Action
<p>You or a family member has any one of these symptoms:</p> <div>  fever 37.8 °C or 100 °F or higher            cough            hard to breathe         </div> <div>  sore throat            decrease/loss taste or smell            stuffy/runny nose         </div> <div>  nausea vomiting diarrhea            headache            muscle aches            very tired         </div>	<div>  <ul style="list-style-type: none"> <li>Person with symptoms must stay home and get tested, even if they've received the COVID-19 vaccine.</li> <li>All household members must stay home, unless they are fully vaccinated.</li> </ul> </div> <p><b>BOOK a COVID-19 TEST at a Testing Centre</b></p> <p>Visit <a href="http://www.hp-ph.ca/COVID19Test">www.hp-ph.ca/COVID19Test</a> for COVID testing information.</p>
<p><b>If COVID-19 test is POSITIVE</b></p> 	<div>  <ul style="list-style-type: none"> <li>Public health will contact you and let you know what to do.</li> </ul> </div>
<p><b>If COVID-19 test is NEGATIVE.</b></p> 	<ul style="list-style-type: none"> <li>Symptomatic person can go back to school/work once they have been feeling better for 24 hours.</li> <li>Any household contacts who have been isolating can go back to work or school as long as they have no symptoms.</li> </ul>
<p><b>If symptomatic person was not tested.</b></p> 	<ul style="list-style-type: none"> <li>Symptomatic person <b>MUST</b> stay home and isolate.</li> <li>Symptomatic person <b>MUST</b> self-isolate away from others in the home.</li> <li>Symptomatic person can return to work/school after 10 days, if they are fever-free (without medicine), and their symptom(s) has been resolved or improving for 24 hours.</li> </ul> <p><b>Note:</b> Vaccine status of the symptomatic person does not change what they do in this scenario.</p> <p><b>Household members:</b></p> <ul style="list-style-type: none"> <li>Household members must stay home and self-isolate for 10 days, unless they are fully vaccinated.</li> <li>If a household member develops symptoms they need to isolate and get tested.</li> </ul>

Scenario 2	Action
<p><b>You have received a COVID-19 vaccination in the last 48 hours and have any of these symptoms:</b></p> <ul style="list-style-type: none"> <li>• mild headache</li> <li>• fatigue</li> <li>• muscle ache</li> </ul>	<ul style="list-style-type: none"> <li>• If headache, fatigue, or muscle aches began within the 48 hours from the time you received your immunization, and you do not have any other symptoms, and the symptoms are mild, you can attend work/school/ permitted activities.</li> <li>• Workplace policies may go above and beyond this guidance; check with your workplace.</li> <li>• If the symptoms worsen, continue past 48 hours, or if you develop other symptoms, you should self-isolate and seek COVID-19 testing.</li> </ul>
Scenario 3	Action
<p><b>You or someone in your household is a close contact of a COVID-19 case (confirmed by public health)</b></p> 	<div data-bbox="581 632 672 720"></div> <p>If you are <b>NOT</b> fully vaccinated:</p> <ul style="list-style-type: none"> <li>• You <b>MUST</b> self-isolate. Any household members who are not fully vaccinated must also self-isolate.</li> <li>• Public health will follow up about self isolation, testing, and when you can return to work and other activities.</li> <li>• Household members who are fully vaccinated and have no symptoms do not have to self-isolate.</li> </ul> <p>If you <b>ARE</b> fully vaccinated:</p> <ul style="list-style-type: none"> <li>• You do <b>not</b> have to self-isolate or stay home as long as you don't have symptoms of COVID-19.</li> <li>• Public health will follow up about isolation and testing.</li> <li>• Your household members do not have to isolate, unless directed by public health.</li> <li>• Monitor for symptoms.</li> <li>• You must report your exposure to your workplace. Note that some workplace policies may go above and beyond this guidance.</li> </ul>
Scenario 4	Action
<p><b>Anyone in the household has travelled outside of Canada</b></p> 	<div data-bbox="574 1344 665 1432"></div> <p>There are some exemptions to quarantine and testing requirements for those who are fully vaccinated. Please see Canada's guidance for travelers: <a href="http://www.travel.gc.ca/travel-covid">www.travel.gc.ca/travel-covid</a></p>

# Step-by-Step COVID-19 Prevention: Business and Organization Tool Kit



Includes information, fact sheets, checklists and poster samples to aid in the implementation of COVID-19 public health requirements.

# Step-by-Step COVID-19 Prevention: Business and Organization Tool Kit

## How to Use this Tool Kit

Cases of COVID-19 have been identified and/or linked to local businesses in Huron and Perth counties. It's important to protect your business and/or organization, employees and customers from exposure to COVID-19. Huron Perth Public Health (HPPH) recognizes the challenges businesses and organizations are experiencing at this time and we are here to help.

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

- Screening
- Physical Distancing
- Cleaning and Disinfection
- Personal Hygiene
- Masks
- Education and Support
- Vaccination Policies

By completing the series of checklists and using the resources included in this tool kit, you will be well-prepared to meet requirements for COVID-19 prevention. As a business or organization you are required to follow applicable health and safety legislation (i.e. Occupational Health and Safety Act), the *Reopening Ontario (A Flexible Response to COVID-19) Act, 2020, S.O. 2020, c. 17* and associated legislation, such as Ontario Regulation 364/20 Rules for Areas in Stage 3 and at the Roadmap Exit Step. HPPH developed this tool kit in consideration of the information available to prevent COVID-19 in the workplace on the Ontario Ministry of Labour, Training and Skills Development website: <https://www.ontario.ca/page/resources-prevent-covid-19-workplace>

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

If you have any questions please contact Huron Perth Public Health by email at [ehresponse@hpph.ca](mailto:ehresponse@hpph.ca). Due to the high volume of calls email is the best method. However if you are unable to email you can contact us at 1-888-221-2133 press 1, and then leave a voicemail at ext 2670 or 3670.

## Checklist

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

## Screening

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

**Passive screening** means a sign asks people to go home if they have any symptoms

**Active screening** means a person or a form directly asks people if they have symptoms. If they do, they must be instructed to go home (or not come to work).

You must always perform **active screening** for your staff. For customers, or others entering your business or organization, **active screening** is highly recommended. In green and yellow zones **passive screening** is acceptable for customers. In Orange, red and grey zones, **active screening** of customers is required for many sectors..

Know the symptoms to look for and plan for how you will screen workers, customers and others who enter your business or organization.

### Checklist:

- ☐ Complete the attached blank policy or develop a similar one.
- ☐ Put up the STOP: COVID-19 poster at or near each entrance.
- ☐ Actively screen each staff member or volunteer before they start a shift. Use the attached screening tool that includes checking for COVID-19 symptoms, travel, contact with a COVID-19 case or someone being tested. You may also develop your own.
  - Screening must be completed prior to staff or volunteers commencing their shift.
  - Active screening records be maintained for a minimum of 15 days. This will support contact tracing in the event a staff member or volunteer becomes ill.
  - If employee(s) or volunteer(s) fail screening then they must be sent home and advised to seek medical direction and/or assessment (which may include COVID-19 testing).
  - Employees who have travelled out of the country or have been in contact with a known case of COVID-19 must stay home and follow public health direction.
- ☐ Train all staff members and volunteers on your establishment's expectations and requirements.
  - ▶ Ensure staff are trained to comply with the Occupational Health and Safety Act and applicable Regulations made under the Act.
- ☐ Upon request, be able to provide a copy of your policies and procedures for inspection by any person authorized to enforce the *Reopening Ontario (A flexible Response to COVID-19) Act, 2020, S.O. 2020, c. 17 associated Regulation, or otherwise.*

## Screening policy sample

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

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

**Poster:** STOP: COVID-19 (*see page 4*)





# COVID-19

October 28, 2021

## 1. Do you currently have one or more of the COVID-19 symptoms below that are new or worsening symptoms?



Fever/chills



Cough or barking cough (croup)



Shortness or breath



Decrease or loss of taste or smell



Fatigue and/or muscle aches/or joint pain (adults)



Nausea/vomiting, and/or diarrhea (<18 years of age)



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

This can be because of an outbreak or contact tracing.



## 3. Do you live with someone who has been told by a doctor, healthcare provider, or public health unit that they should currently be isolating?

If you are fully immunized\* or have tested positive for COVID-19 in the last 90 days and since been cleared, select "No".

**If the individual experiencing symptoms received a COVID-19 vaccination in the last 48 hours and is experiencing mild fatigue, muscle aches and/or joint pain that only began after vaccination, select "no".**

If you answer YES to any one of the questions above, PLEASE DO NOT enter this location AND contact your health care provider to get advice or an assessment, including if you need a COVID-19 test.

**For more information, including exceptions to above questions, please see the screening tool.**

\*A person is fully vaccinated against COVID-19 if, (a) they have received,

(a) they have received,

(i) the full series of a COVID-19 vaccine authorized by Health Canada, or any combination of such vaccines,

(ii) one or two doses of a COVID-19 vaccine not authorized by Health Canada, followed by one dose of a COVID-19 mRNA vaccine authorized by Health Canada, or

(iii) three doses of a COVID-19 vaccine not authorized by Health Canada; and

(b) they received their final dose of the COVID-19 vaccine at least 14 days before seeking access to the premises

## Physical Distancing

Physical distancing involves taking steps to limit the number of people you and your employees/volunteers come into close contact with during the day, such as customers or visitors.

Ways to enable workers and/or volunteers to maintain a physical distance of at least 2 metres/6 feet from other people in the business or organization include:

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

### For staff you can consider encouraging:

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

### For customers or visitors:

- ▶ Provide visible signage throughout your business/organization on how to maintain 2 meters/6 feet (e.g. floor markings, signs)
- ▶ Limit number of customers/visitors inside your business or organization
- ▶ Implement unidirectional (one-way) flow throughout publically accessible areas

Ensure that staff and customers/visitors are aware of the need to physically distance in spaces such as hallways or small spaces such as washrooms or storage rooms.

## Checklist

- ☐ Calculate the maximum number of attendees permitted according to current provincial regulations or physical distancing requirements, whichever is less. Limit the number of attendees accordingly. The maximum number of patrons that should be permitted at any one time based on physical distancing requirements can be calculated as one person per four square metres or 43 square feet of publicly accessible floor space. Also consider a booking system or issuing tickets, even for free events.
- ☐ Which methods are you using to limit and reduce the number of persons in your workplace? (Check all that apply)
  - ☐ Signage
  - ☐ Schedule fewer appointments
  - ☐ Using available outdoor space for curbside pick-ups
  - ☐ Other (please list)

---

---

☐ Determine where you will need unidirectional flow of customers/visitors due to lack of space.

☐ In aisles

☐ At entrance ways

☐ Which methods are you using to create unidirectional flow? (Check all that apply)

☐ Floor markings

☐ Signs

☐ Designated entrances for entry and exit

☐ Other (please list)

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☐ Which methods are you using to ensure additional physical distancing? (Check all that apply)

☐ Floor markings at cash registers or other areas where customers line up.

☐ Plexiglass barriers

☐ Other (please list)

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☐ Train all staff members and volunteers on your establishment's expectations and requirements.

▶ Ensure staff are trained to comply with the Occupational Health and Safety Act and applicable Regulations made under the Act.

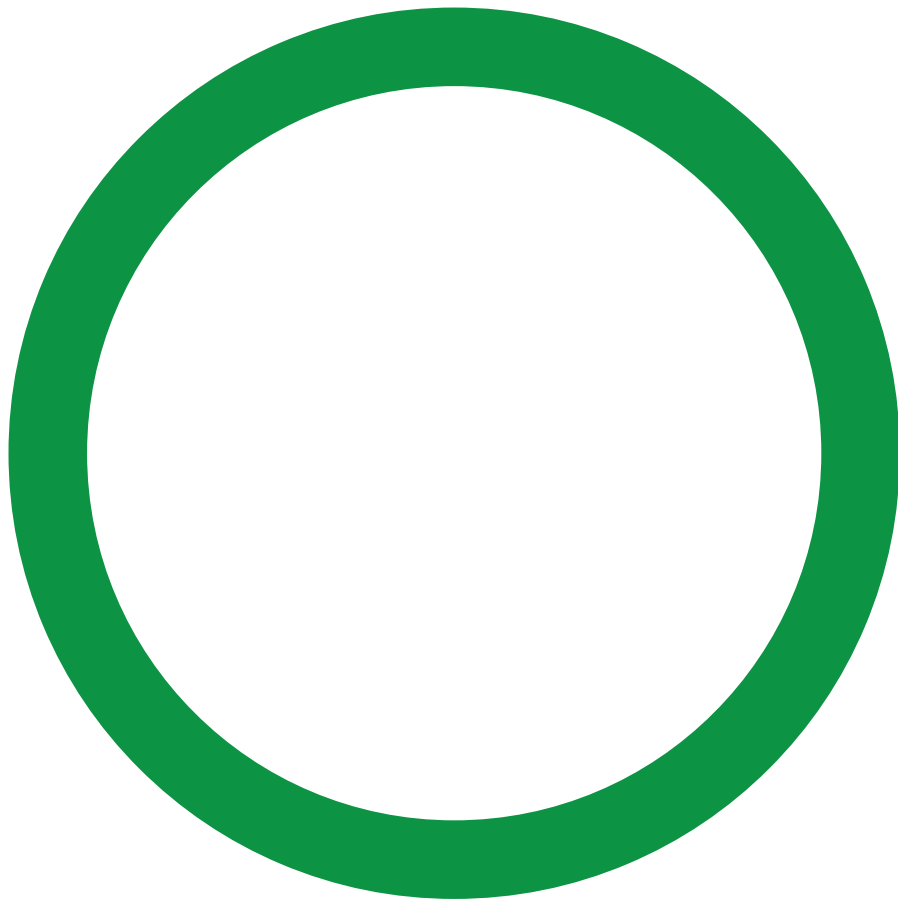
☐ Upon request, be able to provide a copy of your policies and procedures for inspection by any person authorized to enforce the *Reopening Ontario (A flexible Response to COVID-19) Act, 2020, S.O. 2020, c. 17 associated Regulation, or otherwise.*

## Physical distancing policy sample

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

**Posters:** (Entrance/Exit/Maximum Occupancy and Physical Distancing) *(see pages 8, 9, 10 and 11)*

# Premises Occupancy



**PEOPLE  
MAXIMUM**

**ONE WAY**



**ENTER  
HERE**

**ONE WAY**

**ONE WAY**



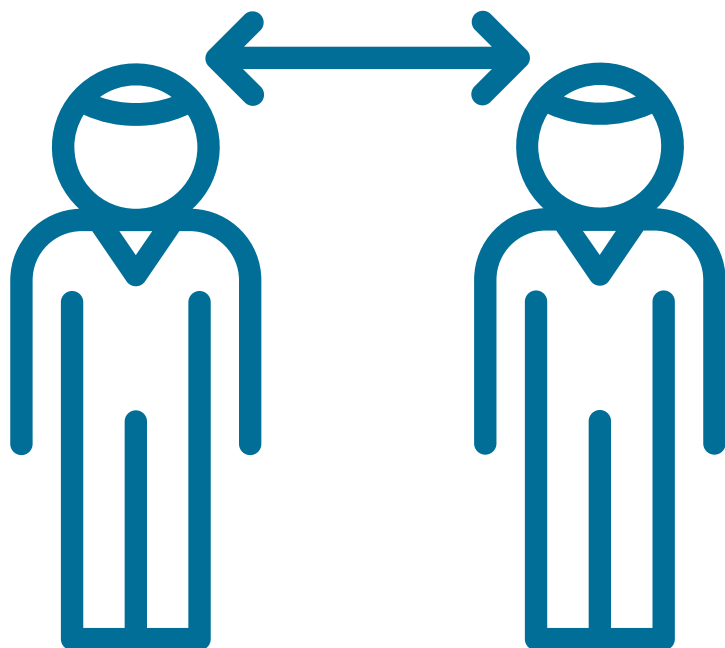
**ONE WAY**

# COVID-19

Novel Coronavirus

# Help stop the spread!

## Please keep your physical distance



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

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



## Cleaning and Disinfection

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

It is critical that you have policies and procedures in place to ensure cleaning and disinfecting your workplace occurs regularly to keep it as free as possible from the COVID-19 virus.

### Checklist

- ☐ Develop a policy and procedure
- ☐ Create a cleaning and disinfection schedule:
  - what needs to be cleaned and disinfected
  - what tools are needed to complete cleaning and disinfection
  - frequency (at least twice a day, more if visibly dirty)
  - staff sign off with date and time
- ☐ Assign tools, equipment and workstations to a single user if possible, or limit the number of users
- ☐ Train all staff members and volunteers on your establishment's expectations and requirements for cleaning and disinfection in the workplace
  - ▶ Ensure staff are trained to comply with the Occupational Health and Safety Act and applicable Regulations made under the Act.
- ☐ Clean high-touch surfaces at least twice a day and more when visibly dirty
- ☐ Upon request, be able to provide a copy of your policies and procedures for inspection by any person authorized to enforce the *Reopening Ontario (A flexible Response to COVID-19) Act, 2020, S.O. 2020, c. 17 associated Regulation, or otherwise.*

### Cleaning and disinfection policy sample

Who is responsible for updating and maintaining this policy:
Explain how you are enhancing cleaning and disinfecting at your business/organization (e.g. chemicals used for cleaning)? Ensure information about contact times, required PPE and any other instructions are also available. See PHO Cleaning and Disinfection for Public Settings poster for more information ( <i>page 27 and 28</i> ):
Training and Education Plan (e.g. how are staff/volunteers trained and educated): <ul style="list-style-type: none"><li>• weekly/monthly staff members</li><li>• sign-off process</li></ul>
Date policy approved/reviewed:

## Coronavirus Disease 2019 (COVID-19)

# Cleaning and Disinfection for Public Settings

**This document provides guidance on cleaning and disinfection of public settings, including schools, transit, colleges/universities 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:
  - o properly prepare solution
  - o allow adequate contact time for disinfectant to kill germs (see product label)
  - o wear gloves when handling cleaning products including wipes
  - o 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](https://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>

## Important

- Train staff on how to use cleaning chemicals and disinfectants. Which includes following manufacturers' recommendations on the label at all times.
- Ensure that all bottles are labelled appropriately (e.g. following WHMIS)
- Regularly review the policy, especially the checklist of high-touch surfaces.
- Explain how you are enhancing cleaning and disinfection at your business/organization: for example: Chemicals used for cleaning. Ensure information about contact times, required PPE and any other instructions are also available. (Refer to Cleaning and Disinfection for Public Settings poster for more information)

## Personal Hygiene

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

Your policies and procedures must be communicated to your staff and/or volunteers through training sessions. This will ensure they know their responsibilities and importance of good hygiene during the COVID-19 pandemic and always.

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

## Checklist

- ☐ Put up **Cover Your Cough** poster
- ☐ Put up **Staying Healthy at Work** poster
- ☐ Put up **Wash Your Hands** poster by all sinks and/or alcohol-based hand rub stations
- ☐ Provide alcohol-based hand rub at all entrances and exits for the use of all persons entering or exiting the premises if hand washing facilities (i.e. sink) are not available.
- ☐ Train all staff members on the requirements and procedures for hygiene practices in your business/organization. Helpful resources include: "How to" [Hand Hygiene](#) video series from Public Health Ontario.
  - ▶ Ensure staff are trained to comply with the Occupational Health and Safety Act and applicable Regulations made under the Act.
- ☐ Upon request, be able to provide a copy of your policies and procedures for inspection by any person authorized to enforce the *Reopening Ontario (A flexible Response to COVID-19) Act, 2020, S.O. 2020, c. 17 associated Regulation, or otherwise.*

## Personal hygiene policy sample

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

**Poster:** Cover your Cough *(see page 17)*

**Poster:** Staying Healthy at Work *(see page 18)*

**Poster:** How to Wash Hands *(see page 19)*

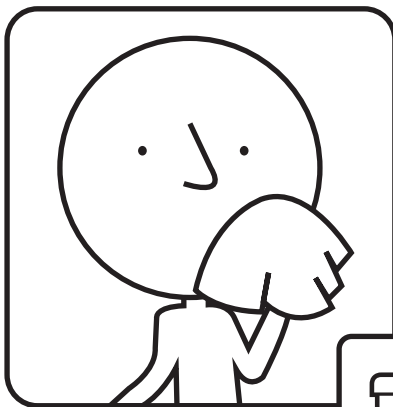
**Poster:** How to Use Hand Sanitizer *(see page 20)*

**Video:** <https://youtu.be/o9hjmges72I> - How to Hand Wash | Public Health Ontario

**Video:** <https://youtu.be/sDUJ4CAYhpA> - How to Hand Rub | Public Health Ontario

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

# Cover your Cough



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

or

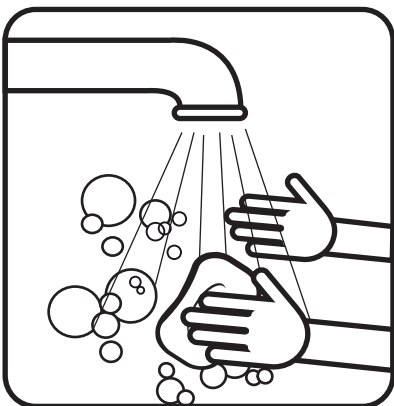
cough or sneeze into your upper sleeve, not your hands.



Put your used tissue in the waste basket



# Clean your Hands after coughing or sneezing.



Clean hands with soap and warm water

or

clean with alcohol-based hand rub



# Staying Healthy at Work

## If you are sick

- Do not enter the building
- Stay at home

## Reporting to work

- Complete a Self-Assessment Screening

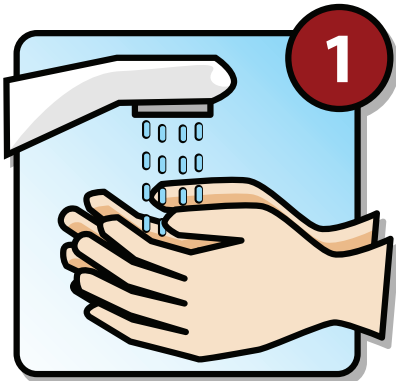
## Prevention

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

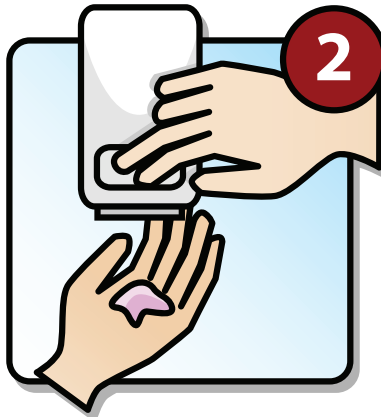
## While at work

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

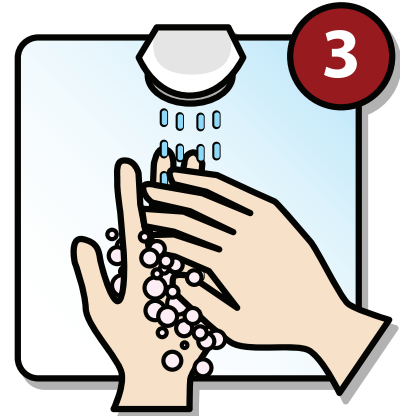
# Wash Your Hands



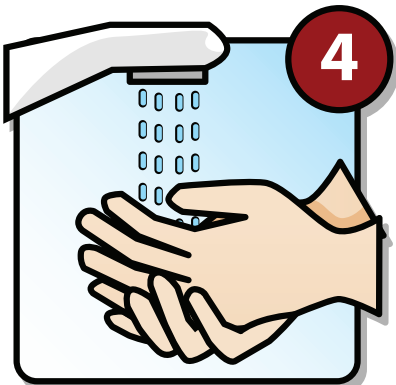
Wet your hands



Use soap



Lather and scrub  
for at least 15  
seconds



Rinse



Dry your hands



Turn off taps  
with towel

## Always wash

After you:

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

Before and after you:

- Touch food



# How to use hand sanitizer



Rub hands for  
at least 15 seconds

1



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

2



Rub hands together,  
palm to palm.

3



Rub in between and  
around fingers.

4



Rub back of each hand  
with palm of other  
hand.

5



Rub fingertips of each  
hand in opposite palm.

6



Rub each thumb  
clasped in opposite  
hand.

7



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

8



Once dry, your hands  
are clean.

## Sources:

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

The information in this document is current as of March 16, 2020.

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Ontario 

COVID-19: How to use hand sanitizer

## Masks

A mask or face covering protects other people from your germs, like COVID-19. It is an extra layer of protection in addition to the fundamental public health measures of:

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

Under **Ontario Regulation 364/20**, you are required to ensure that all individuals wear a mask (e.g., a homemade cloth mask or face covering) where a physical distance of 2 metres/6 feet cannot be maintained throughout all areas of the business and when employees work in public spaces of the business where suitable barriers are not present. Where possible, medical masks are recommended for workplaces, and the nature of some work requires the use of a medical mask.

HPPH strongly recommends that ALL workplaces ensure employees wear eye protection (i.e. face shield, goggles or safety glasses in addition to wearing masks when physical distancing (6 ft/ 2m) cannot be maintained. When employees do not wear eye protection, and a case of COVID-19 is identified in the workplace, significant impacts to your workforce can occur (i.e. large cohorts of workers being dismissed as high-risk contacts). Please refer to the COVID-19 Contact Tracing document on page 26 for more information about how eye protection impacts COVID-19 contact tracing.

## Checklist

- ☐ Have a policy in place to request all persons (including staff/volunteers) entering or remaining in the premises to wear a face covering.
  - ▶ **Note:** in non-public areas of your business or organization, your staff/volunteers are required to wear a face covering where 2 metres/6 feet cannot be maintained.
- ☐ Upon request, be able to provide a copy of the mask policy for inspection by any person authorized to enforce the *Reopening Ontario (A flexible Response to COVID-19) Act, 2020, S.O. 2020, c. 17 associated Regulation, or otherwise.*
- ☐ Post appropriate visible signage indicating that face coverings are required inside the premises. (*see poster on page 24*)
- ☐ Ensure that all employees are aware of the policy, including who is exempt, and are trained on your establishment's expectations.
  - Ensure staff are trained to comply with the Occupational Health and Safety Act and applicable Regulations made under the Act.
  - Ensure that where applicable, staff are trained on how to properly don and doff masks and other personal protective equipment.
- ☐ Ensure that employees also wear masks if their job requires them to enter the public space of the business unless protected by plexiglass or other barrier. Barriers should be an impermeable material. If you are indoors, and you can remain behind a barrier except for your hands below face level in order to exchange goods, then a mask is recommended, but not required.
- ☐ When needed, provide a verbal reminder to employees, visitors and customers to wear a mask or face covering while inside the premises.

(continued)

- ☐ People who are unable to wear a mask or face covering should never be asked for proof of exemption by an owner/operator or other visitor.
- ☐ Consider offering alternative services to customers who are unable to wear a mask for services that require longer interactions or close contact. For example, provide online, telephone, curbside pickup or off-peak hour services.

## More Information

### Summary of requirements regarding masks/face coverings

As an OWNER/OPERATOR of an establishment: Owners and operators of establishments, as well as public transit, must have policies in place that require people visiting their business to wear a face covering.

As a VISITOR to an establishment: You are expected to wear a face covering when you are inside an establishment or on public transit. The face covering must cover your nose, mouth and chin, without gaping.

Some people cannot wear a mask for various reasons and are exempt from wearing a face covering. Proof of exemption is not required and should never be asked for by an owner/ operator or other visitor.

**OWNER/OPERATORS and VISITORS:** Please demonstrate and encourage kindness at all times and continue to be respectful and patient.

If you have questions about the requirements for masks to be worn in your business/organization, please call Huron Perth Public Health at 1-888-221-2133. Information can be found on our website [www.hp-ph.ca/masks](http://www.hp-ph.ca/masks). It will be updated as need. Please check back regularly.

**Poster:** Wear a mask (*see page 24*)

# COVID-19 Mask Use for Establishments

## Mandatory Use of Non-medical Mask or Face Covering within

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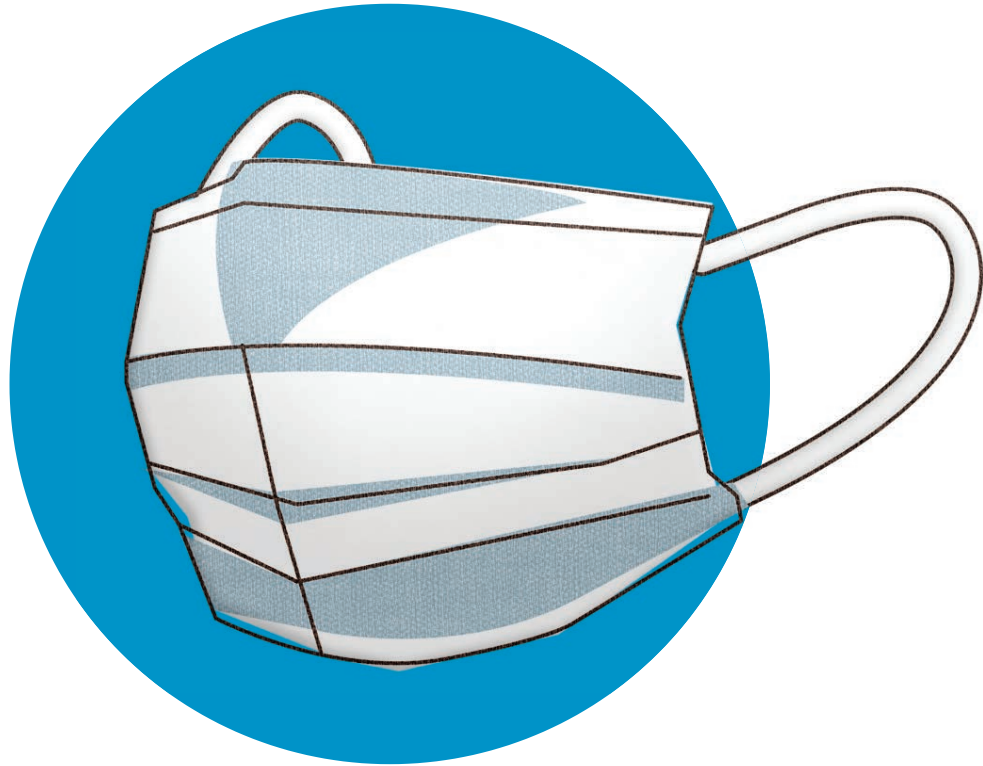
*name of establishment*

To further reduce the risk of spreading COVID-19 in our Establishment and within the broader community, beginning July 17, 2020, all staff, visitors and customers are required to wear a mask or face covering upon entering and remaining within \_\_\_\_\_

*name of establishment*

1. A sign on the new mask policy will be posted and visible at all entrances.
2. The mask or face covering must cover the nose, mouth and chin.
3. Temporary removal of the mask is permitted where necessary for the purposes of receiving services, or while actively engaging in an athletic or fitness activity.
4. The following persons are exempted from requiring a mask or face covering and will not be required to provide proof of such exemption:
  - Children under the age of two years
  - Children who cannot understand the need for a mask, refuse to wear a face covering and cannot be persuaded to do so by their caregiver
  - A person who is unable to put on or remove their face covering without assistance
  - A person whose breathing would be inhibited in any way by wearing a face covering
  - A person who, for any other physical or mental health medical reason, cannot safely wear a face covering. This includes, but is not limited to people with respiratory disease, cognitive difficulties, difficulties in hearing or sensory processing disorders, anxiety.
  - A person for whom a religious reason prevents them from wearing a face covering that is compliant with the definition of face covering in the Medical Officer of Health Huron Perth Instructions.
5. Enforcement measures include focusing on education, however, pursuant to the Reopening Ontario (A Flexible Response to COVID-19) Act, 2020 (ROA), people and businesses who do not comply with the above-noted requirements may be fined where significant non-compliance concerns are identified.
6. Staff will be trained on the policy, including how to respond if various circumstances arise (as per the HPPH Discussion Guide for Owners and Operators).

*This sample policy has been created in response to the requirements under the Reopening Ontario (A flexible Response to COVID-19) Act, 2020, S.O. 2020, c. 17 associated Regulation, or otherwise.*



# **Wear a mask.**

This is our policy as required by provincial legislation.

Not everyone can wear a mask.  
You do not need proof of exemption.

**Let's be kind to each other.**

## Education and Support

Huron Perth Public Health recognizes the challenges our local businesses and organizations are experiencing at this time. With information constantly changing it can make it difficult to understand what is required. We encourage businesses and organizations to use this tool kit to navigate the challenges posed by the COVID-19 pandemic. We know that practices such as screening, mask wearing, limited customers/visitors at local businesses and organizations, ensuring uni-directional flow of customers with aids such as floor markings, cleaning and disinfection of high touch surfaces, physical distancing and personal hygiene will help reduce the risk of COVID-19 transmission in your business and organization.

*Please note that COVID-19 prevention includes the topics covered within this tool kit, but is not limited to them.*

For more information about HPPH's revised instructions:

**Visit:** [www.hp-ph.ca/workplace](http://www.hp-ph.ca/workplace)

**Call:** 1-888-221-2133

**Note:** If you are experiencing challenges developing your workplace policies related to COVID-19, contact Workplace Safety & Prevention Services at 1-877-494-9777 (Monday – Friday, 8:30 am – 4:30 pm) or <https://covid19.wsps.ca/>

Information and legislation affecting business' and COVID-19 are constantly changing. Stay up to date by visiting [www.hp-ph.ca](http://www.hp-ph.ca) and [www.ontario.ca](http://www.ontario.ca) on a regular basis.

### Quick links:

Ontario COVID-19 response framework: [www.ontario.ca/page/covid-19-response-framework-keeping-ontario-safe-and-open](http://www.ontario.ca/page/covid-19-response-framework-keeping-ontario-safe-and-open)

O. Reg. 82/20, Rules for areas in stage 1 (lockdown): [www.ontario.ca/laws/regulation/200082](http://www.ontario.ca/laws/regulation/200082)

O. Reg. 263/20, Rules for areas in stage 2 (Red zone): [www.ontario.ca/laws/regulation/200263](http://www.ontario.ca/laws/regulation/200263)

O. Reg. 364/20, Rules for areas in stage 3 (Green, yellow, orange zones): [www.ontario.ca/laws/regulation/200364](http://www.ontario.ca/laws/regulation/200364)

Lockdown framework: <https://files.ontario.ca/moh-enhanced-provincewide-shutdown-en-2021-01-12-v3.pdf>

COVID-19 and workplace health and safety: Sector Specific Guidance: [www.ontario.ca/page/covid-19-workplace-health-safety](http://www.ontario.ca/page/covid-19-workplace-health-safety)

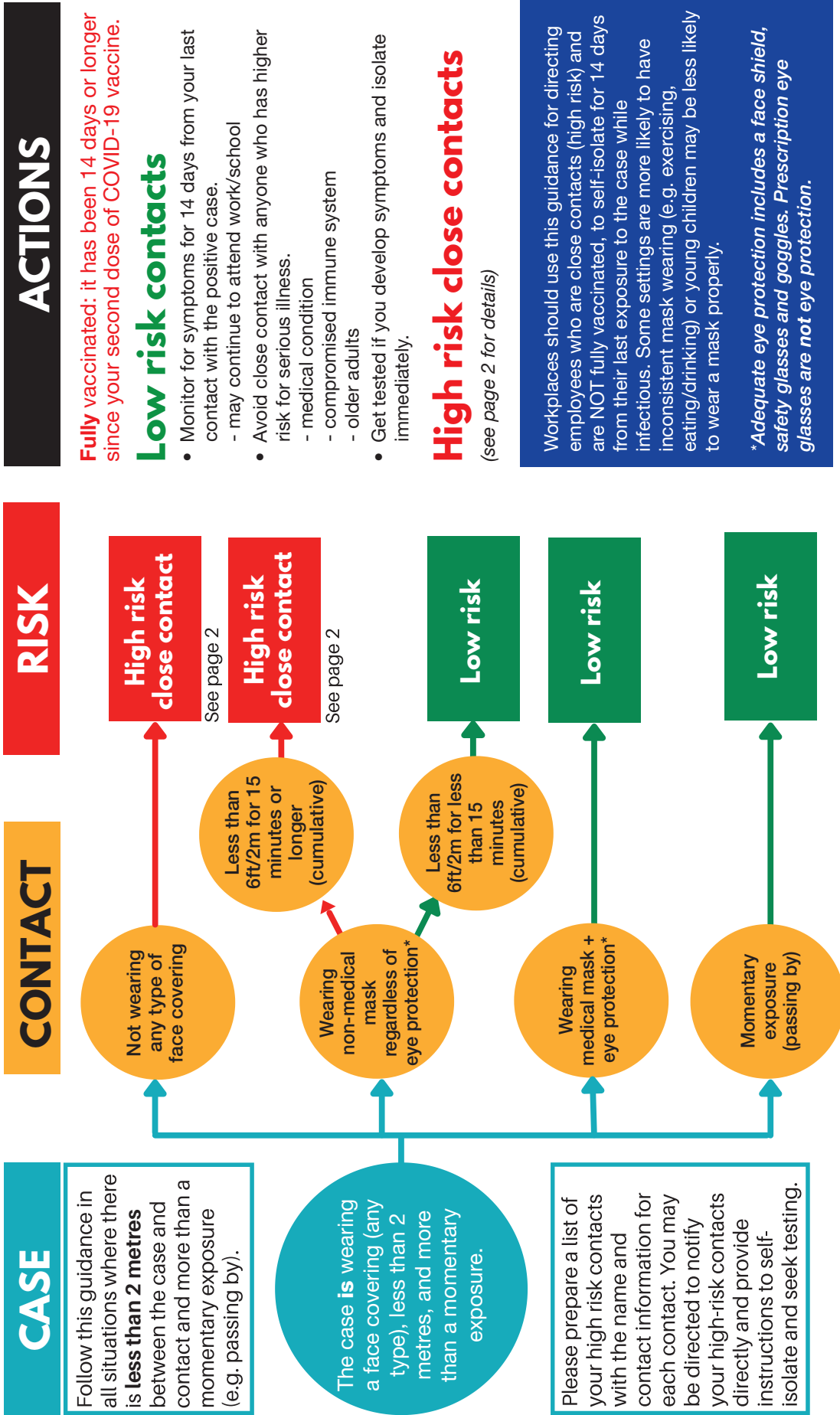
Workplace Safety Plan Builder: [www.workplacesafetyplanbuilder.labour.gov.on.ca](http://www.workplacesafetyplanbuilder.labour.gov.on.ca)



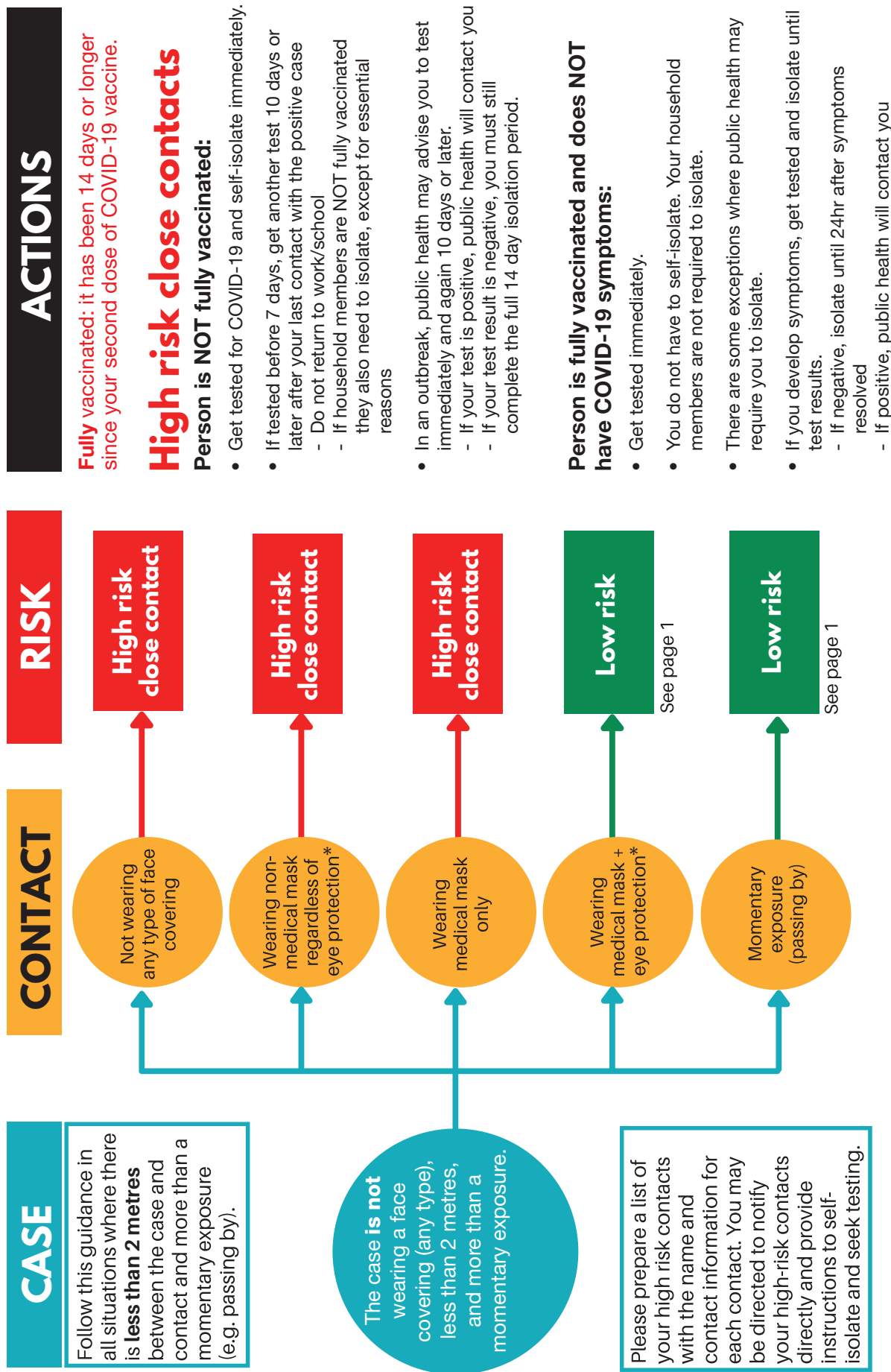
# COVID-19 Contact Tracing

**\*This chart applies to individuals who are NOT fully vaccinated\***

Contact tracing identifies anyone who you had high risk contact with beginning 48 hours before your symptoms started (or 48 hours before you were tested if you had no symptoms), up until you started self-isolating. Applies to non-healthcare community and workplace settings only. Public Health will contact all positive cases. These are general guidelines and actual Public Health direction may vary in specific situations. For more information, visit: [www.hpph.ca/coronavirus](http://www.hpph.ca/coronavirus)



# COVID-19 Contact Tracing





## Vaccination Policies

On September 22, new Proof of Vaccination Policy requirements came into effect in Ontario. Businesses who are required to verify proof of identification and vaccination status of patrons entering their business are outlined in [Ontario Regulation 364/20 s2.1](#). Please refer to the documents listed below for more information about provincial proof of vaccination requirements:

- [Proof of Vaccination](#) Guidance for Businesses and Organizations under the Reopening Ontario Act [pdf]
- Ministry of Health; [Questions and Answers](#) [pdf]

- ▶ Within the above Q&A document, HPPH would like to bring your attention to one question specifically with respect to retaining vaccination records:

**Are businesses and organizations able to keep or retain any information related to proof of vaccination?**

As per O. Reg. 364/20, a business or an organization **shall not retain** any information provided by a patron as it relates to proof of vaccination.

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



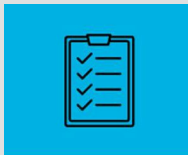
# COVID-19 Workplace Resources

## General Rules to Reopening and operating safely:

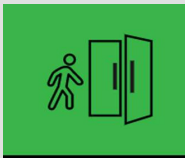
Vaccine Certificates



Safety Plan



Screening



Physical Distancing



Cleaning & Disinfecting



Face Coverings



## Questions?

Call: Stop the Spread Information Line  
1-888-444-3659

## COVID-19 Vaccines for Ontario:

For information regarding vaccine rollout in Ontario, where you can book an appointment, and how, please see the resources below:

[Ontario's Vaccination Plan](#)  
[Vaccine Safety](#)  
[Get your vaccine receipt](#)

## Information on Vaccine Certificates:

Ontario to require proof of vaccination in select settings.

[Learn about Vaccine Certificates](#)  
[Proof of Vaccination Guidance for Businesses](#)  
[Vaccination Q & A's for Businesses](#)  
[Proof of Vaccination Poster](#)

## Workplace Resources:

Know your responsibilities as an employer. Access sector-specific guidance, find PPE and sanitization suppliers, access posters in multiple languages and use the new safety plan builder.

[Resources to prevent COVID-19 in the workplace](#)  
[Safety Plan Builder](#)  
[Workplace PPE supplier directory](#)

For additional guidance documents and videos specific to your sector contact your local Health and Safety Association:

- [Infrastructure Health and Safety Association;](#)
- [Public Service Health and Safety Association;](#)
- [Workplace Safety North;](#)
- [Workplace Safety and Prevention Services;](#)

## Mandatory Screening:

Post signs at all entrances to the premises of the business or organization, in a conspicuous location visible to the public, that inform individuals on how to screen themselves for COVID-19 prior to entering the premises;

[Covid-19 - Signage Questions for Patrons to Self-Screen prior to Entry](#)  
[Covid-19 - Active Screening Questions for Patrons \(where applicable\)](#)

Actively screen every person who works at the business or organization before they enter the premises of the business or organization.

[Covid-19 - Required screening questions for Workers](#)  
[Worker and Employee Online Active Screening Tool](#)

## General Rules to Reopening and operating safely:

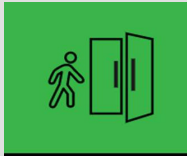
Vaccine Certificates



Safety Plan



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Face Coverings



## Questions?

Call: Stop the Spread Information Line  
1-888-444-3659

## Additional Supports:

Businesses may also find resources that offer mental health support, digital and e-commerce tools, financial planning, personalized advice through the Small Business COVID-19 Recovery Network, and information on other programs available provincially and nationally.

[Get Local COVID-19 Recovery Support](#)

## Protocols for workers testing positive for COVID-19:

If an employer is advised that a worker has tested positive for COVID-19 due to exposure at the workplace, or that a claim has been filed with the Workplace Safety and Insurance Board (WSIB), the employer is required to notify:

- The Ministry of Labour, Training and Skills Development in writing within four days. Call the ministry's **Health and Safety Contact Centre 1-877-202-0008**.
- The workplace joint health and safety committee or a health and safety representative
  - A trade union (if applicable)

## Questions:

If you have any additional questions relating to Occupational Health and Safety in the workplace, please contact the Occupational Health and Safety contact centre 1-877-202-0008.

You may also contact the **Stop the spread Business Information Line** at 1-888-444-3659. Help is available from Monday to Sunday, from 8:30 a.m. – 5:00 p.m.

***We want to hear from you. Please tell us about the quality of your interaction with our staff. You can provide feedback at***  
**1-888-745-8888 or [ontario.ca/inspectionfeedback](https://ontario.ca/inspectionfeedback)**

***Votre opinion nous importe. Dites-nous ce que vous pensez de la qualité de vos interactions avec notre personnel. Transmettez-nous vos commentaires au***  
**1-888-745-8888 ou [ontario.ca/retroactioninspection](https://ontario.ca/retroactioninspection)**