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## Best Practices and Protocols for COVID-19 Safety in the Workplace – Office, Service & Retail



# **Best Practices and Protocols for COVID-19 Safety in the Workplace – Office, Service & Retail**

**Cliff Robinson- Environmental Health Officer**



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# Overview

- Covid-19 Infection, Prevention and Control measures in the Workplace
- Assessing the risk of transmission at work
- Safer and Healthier Workplace



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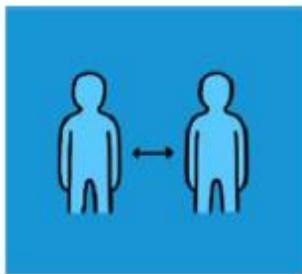
# Objectives

**By the end of this session, we should be able to understand:**

- actions, based on the hierarchy of control, that can be used to ensure workplaces are COVID-19 safe;
- the things to consider when assessing the risk of exposure in the workplace
- the considerations of a COVID-19 safe cleaning regime in the workplace;



## Do it all!



Practice physical distancing of at least 1 metre.



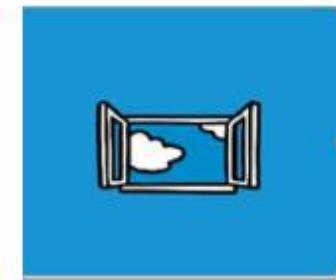
Clean your hands.



Practice respiratory hygiene.



Wear a mask.



Ensure adequate ventilation.

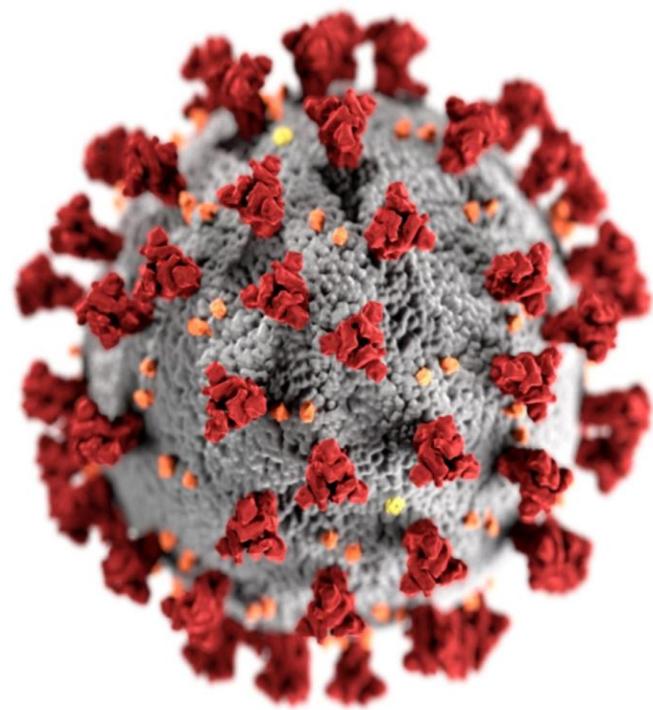


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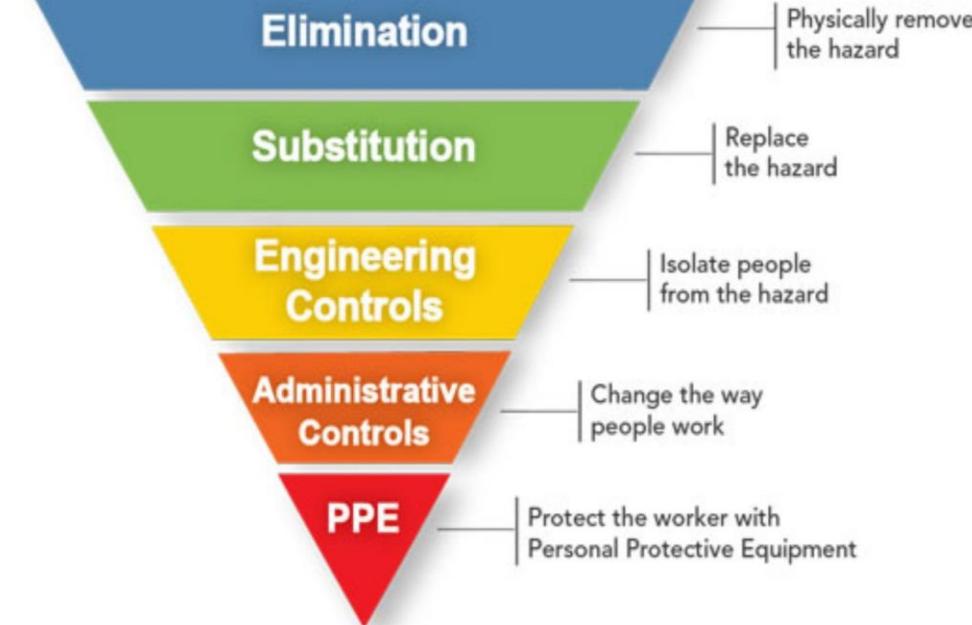


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# Covid-19 Infection Prevention and Control measures in the Workplace



## Hierarchy of Controls



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# Covid-19 Infection Prevention and Control measures in the Workplace

- Elimination of transmission at work can be best accomplished by encouraging work from home
- Substitution does not apply for Covid-19
- Ensure ventilation systems are functioning and well maintained. Open windows and doors to maximize ventilation when possible
- **Do not come to work** if showing symptoms
- Masks should be available at the workplace and policies in place to encourage mask wearing.



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# Engineering controls

## Ventilation control measures may involve:

1. Compartmentalizing open plan areas, including removing desks and chairs
2. Increasing space between desks and workstations
3. Implementing one-way systems or traffic-light systems in some circumstances
4. Maintaining at least 1 meter distance between people and refrain from physical contact with others
5. Adding physical barriers (plastic or glass) where appropriate



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# Administrative controls



Train staff so they understand expectations.



Ensure adequate signage and information.



Train managers to monitor effectively.

Train workers to have a challenge mindset.



Pictorial signage is beneficial for all.



Implementation

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# Administrative controls

## Develop policies and procedures to:

- Promote working remotely and having flexible work arrangements where possible
- Enable workers to report if they are unwell or become unwell while at work
- Encourage and support workers to stay home when unwell
- Develop or adapt training and communication on IPC measures for workers.

## **Do not come to work** if you have **any** of the following symptoms:

- Fever
- New, persistent cough
- Loss of taste or smell.



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# Personal protective equipment (PPE)

Face masks have been shown to decrease the spread of COVID-19.

They should be worn when working indoors in close proximity to coworkers and clients/customers.



Coordinate with staff to make sure they are trained on the company's PPE protocols and sufficient supplies have been ordered.

If you are working in an area where COVID-19 is spreading, WHO advises the use of masks:

- **in indoor areas:**

- when work tasks do not allow for maintaining safe physical distance from others (gyms, salon, restaurant and bars)

- in areas with poor ventilation

- **in outdoor areas:**

- that are crowded and distance from others cannot be maintained.



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# Combining controls: Working together



Pexels / M.Morse



Pexels / Tranmautritam



Office 365 stock



Office 365 stock

Limit elevator sharing.

Stop the use of shared equipment.

Stagger start times.

Reduce options for interaction.



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# Environmental cleaning and disinfection



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Ensure that staff required to clean and disinfect workspaces are provided with correct PPE and training on its use.

Make sure appropriate disinfectant is used, stored and applied correctly.



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# Environmental cleaning and disinfection



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- **Wipe with disinfectant frequently.** Frequency will be determined by assessment of usage. For example, if items are used by multiple workers, they should be disinfected at changeover points.
- Make sure appropriate disinfectant is used, stored and applied correctly. Make sure that stocks are maintained and be aware of potentially allergy causing products and the risk of dermatitis among users when improperly used without appropriate PPE.



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# Environmental cleaning and disinfection



## Transitory areas

This might include corridors, stairs, escalators, lifts and reception spaces.

Wipe handrails, door handles, door plates and any control panels with disinfectant.



## Communal areas

These might include rest rooms, conference rooms and prayer rooms.

Wipe surfaces such as tables, door handles, chair arms, vending machine control panels, trays and meeting equipment with disinfectant.

Also remember that with restaurant, canteens bars, food hygiene and handling rules continue to apply. This includes proper cleaning of utensils and food contact surfaces, etc. between use.



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# Clean hands frequently

Cleaning your hands is one of the most important steps you can take to prevent the spread of infections.

You can use alcohol-based hand rub or soap and water to clean your hands. Soap and water is advised if you have visibly dirty hands.

## It is important to clean your hands:

- before entering the workplace
- after operating on a client
- after collecting money
- after coughing or blowing your nose
- after handling used cutlery in a restaurant
- after touching common surfaces
- after contact with co-workers or customers
- after going to the bathroom.



# Summary



Revisit risk assessments for working spaces, using the Engineering, Administration and Personal Protective Equipment levels of the hierarchy of control.



Enforce a suitable cleaning regime in high contact areas.



Ensure that administrative support is in place to support the return to work.



Recognise that peoples' experiences will be different when workplaces re-open and take steps to support them.



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# COVID-19 protocols and procedures | FACT CHECK

**Unsure if you are COVID positive?**

- Do a self assessment
- Perform a lateral flow test



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# COVID-19 protocols and procedures | FACT CHECK

## If you're positive:

- Report a positive LFT on the [Government website](#)
- Quarantine (10 days vaccinated / 14 days unvaccinated)
- If there is one (or more) household member(s) testing negative, in a household where someone is testing positive, the negative members may perform daily lateral flow tests for 10/14 days, and is free to perform regular everyday duties. This includes going to work or school
- The COVID positive member will have to receive a negative PCR test result after 10/14 days, before they can exit quarantine. Once tested, individuals must return home and isolate until further instruction
- You will be contacted by Public Health about being released from quarantine, following a negative PCR result.



# COVID-19 protocols and procedures | FACT CHECK

## COVID-19 Test Results

You can access the [\*\*MyHSA Patient Portal\*\*](#) with any internet-enabled device (e.g. smartphone).

PCR test results are received by email - both positive and negative. Email serves as confirmation if required by employer.

Follow up calls are received the day before exit testing.

### Symptoms are categorised as:

- Common
- Less common
- Severe

### Reporting on severe symptoms



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# Helpful COVID-19 resources

## Online resources:

[Cayman Islands Government COVID-19 FAQ's: Testing & Treatment](#)

[Cayman Islands Government - COVID-19 Self Assessment](#)

## For further information, contact:

- Your GP
- Flu Hotline: 1-800-534-8600 or 947-3077
- Email [flu@hsa.ky](mailto:flu@hsa.ky)



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