



Safely Reopening in Peterborough City & County

Toolkit for Establishments and Businesses

This toolkit was created to provide public health guidance around COVID-19 for businesses and workplaces in Peterborough City, County, Hiawatha and Curve Lake First Nations as they re-open their doors to employees, clients, and customers. This toolkit includes a checklist to help non-health care workplaces and businesses re-establish operations in a way that reduces the risk of transmission of COVID-19. Links to online resources are also provided.

Completion of this checklist is not mandated; however, workplaces and businesses are strongly encouraged to consider the information provided as they re-open their doors.

This toolkit is based on the Ontario Ministry of Health's [Guidance for Essential Workplaces](#). It may be used by businesses and workplaces in many sectors, such as agriculture, construction, finance, food processing, hospitality, manufacturing, retail, and transportation. Businesses and workplaces should also follow the Ontario Government's [Resources to Prevent COVID-19 in the Workplace](#).

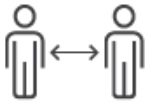
General infection prevention and control

COVID-19 is a disease caused by the coronavirus known as SARS-CoV-2. COVID-19 is commonly spread from an infected person through:

- Close, prolonged contact with an infected person (e.g., in a household, workplace, or health care setting).
- Respiratory droplets present in the air from coughing or sneezing.
- Respiratory secretions (e.g., a runny nose or saliva).
- Touching surfaces contaminated with the virus, then touching your mouth, nose, or eyes before washing your hands.

Those who are infected with COVID-19 may have mild to no symptoms, and symptoms vary from person to person. Common symptoms include fever, cough, and shortness of breath.

To prevent the spread of COVID-19, the following infection prevention and control measures are recommended:



Practice physical distancing.

Keep employees, clients, and customers 2 metres (6 feet) apart.

[Physical Distancing](#) - Public Health Ontario



Wear a mask when physical distancing is difficult.

Any customer, patron, employee, or visitor who enters a commercial establishment in the Peterborough region is advised to wear a face covering while inside the establishment, since physical distancing can be a challenge.

[Non-medical Masks and Face Coverings](#) - Public Health Ontario



Wash your hands often.

Make soap and water and/or alcohol-based hand rub (ABHR) available for all employees, clients, and customers. At a minimum, ABHR must be provided at the entrance and exit of the establishment.

[How to Wash Your Hands](#) - Public Health Ontario



Cough or sneeze into the bend of your arm or cover your nose and mouth with a tissue.

Provide tissues and lined garbage bins for their disposal.

[Stop the Spread of Germs](#) poster – Peterborough Public Health



Avoid touching your eyes, nose, or mouth.

Frequently clean and sanitize high-touch surfaces

(e.g., desks, phones, door handles, railings, elevator buttons, toilets, light switches, counter tops, and payment terminals).



[Cleaning and Disinfection for Public Settings](#) - Public Health Ontario



Encourage employees to work from home,

if possible.

[What You Need to Know to Help your Family Stay Healthy](#) - Government of Ontario



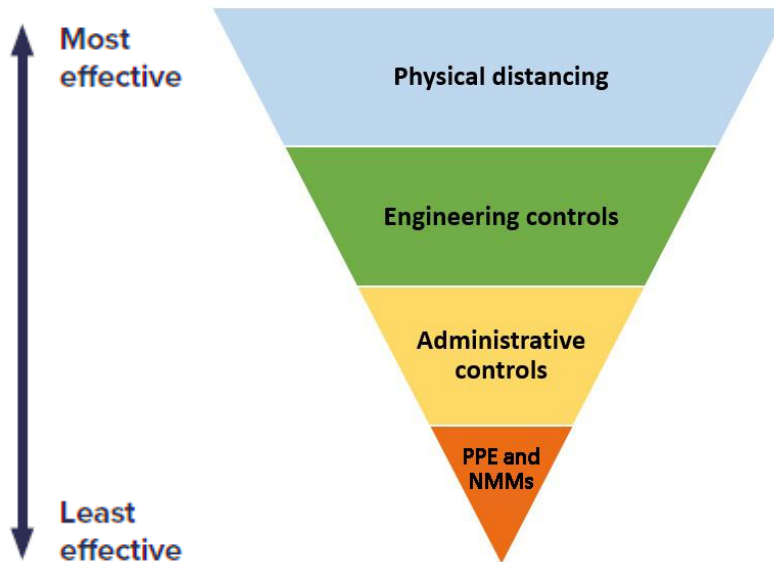
Stay home if you are sick.

Anyone with COVID-19 symptoms should complete the [COVID-19 Self-Assessment Tool](#) and contact [PRHC's Assessment Centre](#) at 705 -876 -5086

More information on COVID-19 is available on [Peterborough Public Health's](#) website at www.peterboroughpublichealth.ca. This page is regularly updated with information to support businesses, workplaces, and the public to protect themselves and each other from COVID-19. For more information, email covid19@peterboroughpublichealth.ca or call 705-743-1000.

Hierarchy of infection control

The hierarchy of infection control pyramid can be used to determine effective strategies to reduce the risk of COVID-19 in the workplace. The top tiers are generally considered more effective at minimizing risk or exposure to COVID-19 than the lower tiers. Often, a combination of strategies is needed to effectively reduce risk.



Modified Hierarchy of Controls. Retrieved from: Government of Canada. (2020, May 30). Community-based measures to mitigate the spread of coronavirus disease (COVID-19) in Canada. Retrieved from: www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/health-professionals/public-health-measures-mitigate-covid-19.html, pg.7.

Elimination

Remove or prevent entry of COVID-19 into the workplace or business (e.g., offer delivery or curbside pick-up; screen all employees, customers, and clients for COVID-19 before permitting them into the workplace).

Engineering controls

Design or modify the workplace facility and processes to reduce the source of exposure to COVID-19 (e.g., physical distancing; install plexiglass barriers between employees and customers; improve ventilation; install hand washing stations).

Administrative controls

Alter the way the work is done through policies and work practices such as standards and operating procedures (e.g., employee training; permit working from home and flexible work hours; personal hygiene and environmental cleaning practices).

Personal protective equipment (PPE)

Require employees, clients, and customers to wear equipment that reduces their exposure to COVID-19. Any customer, patron, employee, or visitor who enters a commercial establishment in the Peterborough region is required to wear a face covering while inside the establishment.

Businesses and workplaces COVID-19 prevention checklist

This checklist can be used to help non-health care businesses re-establish operations in a way that reduces the risk of transmission of COVID-19. The checklist is based on the Ontario Ministry of Health [Guidance for Essential Workplaces](#). It may be used by businesses in many sectors, such as agriculture, construction, finance, food processing, hospitality, manufacturing, retail, and transportation. Businesses should also follow the Ontario Government's [Resources to Prevent COVID-19 in the Workplace](#).

Screening

| Checklist | Yes | No | Not Applicable | Resources and Notes |
|--|-----|----|----------------|---|
| Signs are posted at entrances instructing workers and customers not to enter if they have COVID-19 symptoms or risk factors. | | | | Peterborough Public Health: Stop -front door |
| Workers are actively screened for COVID-19 symptoms and risk factors at the beginning of each work day. Screening is done verbally or using a written form that is reviewed by a screener, or by electronic attestation. Questions include the following: <ul style="list-style-type: none"> • Have you had close contact with someone with a confirmed case of COVID-19, or anyone with acute respiratory illness in the past 14 days? • Have you travelled outside of Canada in the past 14 days? • Do you have any symptoms of COVID-19? A list of symptoms is in the Patient Screening Guidance Document. | | | | Ontario Ministry of Health: Patient Screening Guidance Document OR Ontario Ministry of Health: Self-Assessment Tool OR Ottawa Public Health: Health Screening Questionnaire |
| Consideration is given to screening customers for COVID-19 symptoms and risk factors pre-appointment or on arrival. | | | | Currently, customer screening is not mandatory for businesses. Health Canada: Risk Mitigation Tool for Workplaces and Businesses |
| If a worker or customer answers yes to any of the screening questions, they are asked not to enter, and are advised to contact their primary care provider or a COVID-19 Assessment Centre or Telehealth Ontario. | | | | Peterborough Regional Health Centre: COVID-19 Assessment Centres Ontario Government: Telehealth Ontario at 1-866-797-0000 |

Physical Distancing

| Checklist | Yes | No | Not Applicable | Resources and Notes |
|---|-----|----|----------------|--|
| Wherever possible, workers are encouraged to work from home and are equipped with the means to do so. | | | | Public Health Ontario: Physical Distancing |
| Flexible hours or staggered start times and break times are permitted. | | | | |
| Wherever possible, workers are divided into teams that do not interact in person. | | | | Ontario Government: Stay 2 metres apart while working If one team becomes unwell or requires self-isolation, operations can continue with the other team. |
| Where possible, in-person meetings are replaced with teleconferences or video conferences. | | | | |
| Signs are posted reminding workers and customers to maintain a physical distance of at least 2 metres (6 feet) from one another. | | | | Peterborough Public Health: Physical Distancing |
| Seating is separated by at least 2 metres (6 feet) in waiting areas and break rooms. Desks are separated by at least 2 metres (6 feet). | | | | |
| Occupancy limits are enforced, based on either 4 to 5 square metres per person or about 25% of fire code occupancy. | | | | Retail Council of Canada: Physical Distancing Requirements Ontario Government: Detailed List of Stage 1 Openings |
| Where customers are required to line up, there are 2 metre (6 feet) markings on the floors or walls. | | | | |
| Specific hours are dedicated to high-risk populations (e.g., elders). | | | | |
| Contactless methods of payment are encouraged. | | | | |
| Vehicle passengers stay 2 metres (6 feet) from the driver. | | | | Maintain space between crew members during transport |
| Where physical distancing between customers and workers is not possible, barriers are erected (e.g., clear acrylic or polycarbonate). | | | | National Collaborating Centre for Environmental Health: Physical Barriers for COVID-19 Infection Prevention and Control in Commercial Settings |

Masks and Personal Protective Equipment

| Checklist | Yes | No | Not Applicable | Resources and Notes |
|--|-----|----|----------------|---|
| <p>Develop a workplace masking policy for employees, patrons, visitors and customers who enter the establishment. Provide training to staff on the policy</p> | | | | <p>Peterborough Public Health: Sample Workplace Masking Policy (See Appendix A)</p> <p>Peterborough Public Health: FAQ for Establishments Implementing Mandatory Non-Medical Masking Policies</p> |
| <p>Any customer, patron, employee, or visitor who enters a commercial establishment in the Peterborough region is advised to wear a face covering while inside the establishment. In other settings, cloth masks are considered when physical distancing of 2 metres (6 feet) is not possible.</p> | | | | <p>Public Health Ontario: Masking for Source Control of COVID-19</p> <p>Public Health Ontario: Mask Use for Non-Healthcare Workers</p> <p>Peterborough Public Health: When to wear a mask poster</p> |
| <p>Workers can demonstrate how to use cloth masks correctly:</p> <ul style="list-style-type: none"> • Make sure it fits snugly. • Avoid touching the front of the mask; if you do, clean your hands immediately. • Remove it when it becomes soiled, damp, or damaged. • Remove the mask by the straps, then clean your hands. • Do not share the mask with others. • Between uses, machine wash with hot water and regular detergent. • If you must use it again before washing, fold the front of the mask in on itself and store in a paper bag. | | | | <p>Public Health Ontario: Non-medical Masks and Face Coverings</p> <p>Peterborough Public Health: How to Safely Wear a Mask - Do's and Don't's</p> <p>Peterborough Public Health: How to Safely Wear a Mask</p> |
| <p>Gloves and other personal protective equipment are only required in appropriate circumstances, such as when there is a risk of contact with droplets, body fluids, or contaminated surfaces.</p> | | | | <p>Ontario Government: Find PPE Suppliers</p> |

| | | | | |
|---|--|--|--|--|
| Workers who use gloves, gowns, masks, and eye protection can demonstrate how to don (put on) and doff (take off) correctly. | | | | Public Health Ontario: Taking Off Full PPE video Public Health Ontario: Putting On Full PPE video |
| Have a quantity of masks available for employees and patrons who may require one. | | | | Government of Ontario: Workplace PPE Supplier Directory |

Hand Hygiene

| Checklist | Yes | No | Not Applicable | Resources and Notes |
|--|-----|----|----------------|---|
| Alcohol-based hand rub (ABHR) is available in public areas, elevators, workstations, and for use in vehicles or off-site work. | | | | |
| ABHR is located in a visible location with adequate signage immediately upon entry, and immediately prior to exit. Ideally, hands free or foot-operated dispensers are used. | | | | |
| ABHR is 60 to 90% alcohol and is not expired. | | | | |
| Pictorial signs of how to use ABHR are posted. | | | | Peterborough Public Health: Hand Sanitizer poster |
| In restrooms, soap and paper towels are available near the sink. | | | | Public Health Ontario: How to Wash Your Hands |
| Hand washing signs are posted in restrooms. | | | | Peterborough Public Health: Correct Hand Washing Procedures |
| Workers clean their hands every time gloves are removed. | | | | |
| Workers clean their hands every time after handling cash. | | | | |

Respiratory Etiquette

| Checklist | Yes | No | Not Applicable | Resources and Notes |
|---|-----|----|----------------|--|
| Signs are posted reminding workers and customers to cough or sneeze into their elbow, not their hand; or to cover their mouth and nose with a tissue and clean their hands. | | | | Peterborough Public Health: Stop the Spread of Germs Peterborough Public Health: Cough and Sneeze |
| Workers are reminded not to touch their eyes, nose, or mouth. | | | | |

Cleaning and Disinfection

| Checklist | Yes | No | Not Applicable | Resources and Notes |
|---|-----|----|----------------|---|
| There is a schedule for routine cleaning of environmental surfaces. | | | | |
| All high-touch surfaces are cleaned and disinfected twice per day, including door knobs, elevator buttons, light switches, toilet handles, faucet handles, counters, hand rails, touch screen surfaces, keypads, credit and debit machines, vehicle controls. | | | | Public Health Ontario: Cleaning and Disinfection for Public Settings Ontario Government: Clean regularly touched items |
| The disinfectant in use has a Drug Identification Number (DIN). | | | | Health Canada: What is a DIN? |
| The disinfectant is mixed and applied according to the label instructions, including contact time. | | | | Public Health Agency of Canada: List of Disinfectants with Evidence for Use against COVID-19 |
| The disinfectant is not expired. | | | | |
| Workspaces are adequately ventilated. | | | | Ontario Government: Open doors and windows to let in more fresh air Ontario Government: Get fresh air by going outside during breaks |

Entering Homes and Other Workplaces

| Checklist | Yes | No | Not Applicable | Resources and Notes |
|--|-----|----|----------------|---------------------|
| Whenever possible, workers are assigned to only one workplace. | | | | |
| Work in private homes or other workplaces is delayed if possible. | | | | |
| Customers are screened prior to the worker's arrival. If anyone in the home or workplace is unwell, they self-isolate while the worker is present. | | | | |
| A daily log is kept of all homes and workplaces visited. | | | | |
| Physical distancing is maintained during visits. | | | | |
| Workers perform hand hygiene immediately after finishing work. | | | | |
| Workers clean and disinfect all items and tools used in the home or workplace. | | | | |
| Delivery personnel are equipped with ABHR and disinfectant wipes and are instructed in how to use them appropriately. | | | | |
| Deliveries are contactless and signatures are not required. | | | | |

Occupational Health Services

| Checklist | Yes | No | Not Applicable | Resources and Notes |
|---|-----|----|----------------|--|
| Workers have received basic training in infection prevention and control. | | | | Ontario Ministry of Labour, Training and Skills Development: Infection Prevention and Control Workplace Safety and Prevention Services: JHSC Certification |
| A policy is in place that encourages all ill workers to stay home and does not penalize them financially for missing work. | | | | |
| Signs are posted at worker entrances and in the staff break room reminding workers to monitor themselves for illness and to stay home when they are sick. | | | | |
| A plan is in place to manage a worker who becomes ill at work. | | | | |
| Workers can state what to do if they develop COVID-19 symptoms. How to contact their occupational health service. How to contact a COVID-19 Assessment Centre or Telehealth Ontario. Remain off work until they have been assessed and receive further instructions. | | | | Peterborough Regional Health Centre: COVID-19 Assessment Centres Ontario Government: Telehealth Ontario Public Health Ontario: How to Self-Isolate |
| Workers can state what to do if they return from travel or have been exposed to someone who is suspected or confirmed to have COVID-19. How to contact their occupational health service. Remain off work until they have been assessed and receive further instructions. | | | | Public Health Ontario: How to Self-Monitor |
| Influenza vaccination is offered annually on site. | | | | |
| Employees are encouraged to keep immunizations up to date. | | | | |
| For any worker with probable or confirmed COVID-19, return to work is determined by the business' Occupational Health Service in consultation with their health care provider. | | | | Ministry of Health: COVID-19 Quick Reference Public Health Guidance on Testing and Clearance |

| Checklist | Yes | No | Not Applicable | Resources and Notes |
|--|-----|----|----------------|---|
| The local public health unit is consulted if necessary. | | | | |
| A list of workers' names, dates of birth, phone numbers, and a log of shifts worked is available for contact tracing purposes. | | | | |
| Workers can list at least two credible sources for information about COVID-19. | | | | Peterborough Public Health: COVID-19 Public Health Ontario: COVID-19 Government of Canada: COVID-19 |
| Workers can list at least one credible source for sector-specific information about COVID-19. | | | | Resources to prevent COVID-19 in the workplace (Workplace Safety and Prevention Services): Agriculture and Lawn Care Construction Food processing and Food Premises Hospitality Mining Public Services Retail and Curbside Pickup Temporary Foreign Workers Transportation Others |

Appendix A: SAMPLE POLICY

Mandatory Use of Non-Medical Mask or Face Covering for COVID-19 Prevention within *[Name of Establishment]*

Preamble:ⁱ

Respiratory infections may spread from respiratory droplets from infected individuals through coughing, sneezing, and speaking. COVID-19 transmission can occur even when someone is not showing symptoms. As businesses and services reopen during the COVID-19 pandemic, it is important to implement policies and safety measures to prevent the spread of the virus and to protect the health and wellbeing of employees, patrons, and local residents. Using a non-medical mask or face covering is a method of source control, but to reduce the risk of transmission, it must be accompanied with other measures including, physical distancing, respiratory etiquette and good hand hygiene. Wearing a non-medical mask or face covering has not been proven to protect the person wearing it, but instead can protect others. As such, requiring the use of a non-medical masks or face covering in any indoor non-health care public setting where physical distancing is not constantly maintained is an important strategy to control COVID-19 transmission. Examples of indoor non-health care public settings include, grocery or retail stores, public transit, and food establishments.

Scope:

[Name of Establishment] has chosen to implement a policy on mandatory masking within our establishment. It is the duty of all owners, operators, and employees to ensure this policy is implemented and adhered to. *[Name of Establishment]* will:

1. Develop a policy to ensure members of the public wear a non-medical mask or face covering upon entry, and while remaining within all enclosed spaces of their establishment;
2. Upon request, provide a copy of said *policy* for any person who objects to follow the policy;
3. Post *signage*, visible at all entrances of the establishment, reminding people to wear a mask or face covering;
4. Provide hand sanitizer (at least 60% alcohol concentration) at the entrance and exit of the establishment;
5. Provide face coverings or non-medial masks to employees and members of the public (if applicable); and
6. Train all persons working at the establishment on the requirements of the policy.

Exemptions to the Policy:

The following persons are exempted from requiring a non-medical mask or face covering and will not be required to provide proof of such exemption:

- Children under two years of age, or children under the age of five years either chronologically or developmentally who refuse to wear a mask and cannot be persuaded to do so by their caregiver;^{ii,iii}
- Persons with an underlying medical condition which inhibits their ability to wear a mask or face covering, including breathing difficulties or cognitive difficulties;^{iv}
- Persons who are unable to place, remove, or use a mask or face covering without assistance, including those who are accommodated under the *Accessibility for Ontarians with Disabilities Act (AODA)* or who have protections under the *Ontario Human Rights Code*, R.S.O. 1990, c.H.19, as amended;
- A person who is employee of the business and:
 - is in an area of the premises that is not designated for public access, or
 - is within or behind a physical barrier (e.g., Plexiglass).

Training requirements:

- Train staff on [how to safely wear a mask](#).
 - Before putting on your mask, wash your hands with soap and water for at least 20 seconds or use alcohol-based hand sanitizer.
 - Secure the elastic loops of the mask around your ears. If your mask has strings, tie them securely behind your head.

- Cover your mouth and nose with the mask and make sure there are no gaps between your face and the mask.
 - Do not touch the front of the mask while you wear it. Wash your hands with soap and water for at least 20 seconds or use alcohol-based hand sanitizer if you accidentally touch your mask.
 - Conduct hand washing and/or sanitizing prior to removing the mask, and again once the mask is removed.
- Train staff on the policy including how to respond to the various circumstances:
 - customer arrived without a mask because they forgot or don't have one
 - customer who is exempt from wearing a mask
 - customer wanting more information about the policy
 - customer who becomes aggressive about the new requirement
 - customer wanting information about the importance of wearing a mask or the science on the use of masks
 - customer asking about the availability of alcohol-based hand sanitizer (at least 60% alcohol concentration)
- Clearly outline areas within the establishment that employees should wear masks and where they can be safely removed.
 - Identify where free masks will be stored that will be given to anyone who arrives without one.
 - Identify the receptacles for safe mask disposal.

Implementation:

The policy should be enacted and enforced in 'good faith' and should be primarily used as a means to educate people on non-medical mask use in public spaces.

Resources

- [How to safely wear/clean a cloth mask or face covering](#)
- Video: [COVID-19: How to wear a non-medical mask or face covering properly](#)
- Video: [How to make your own face covering](#)
- Poster: [Wear a Face Covering](#) (Ministry of Health)
- Poster: [Stop Before Entering Poster](#)
- Poster: [6-steps for handwashing](#)
- Poster: [Hand sanitizing](#)

ⁱ Public Health Agency of Canada. (2020). Council of the Chief Medical Officers of Health Communication: Use of Non-Medical Masks (or Face Coverings) in Public. Retrieved from: <https://www.canada.ca/en/public-health/news/2020/04/ccmoh-communication-use-of-non-medical-masks-or-facial-coverings-by-the-public.html> [accessed: July 6, 2020]

ⁱⁱ American Academy of Pediatrics. (2020). Cloth Coverings for Children During COVID-19. Retrieved from: <https://www.healthychildren.org/English/health-issues/conditions/COVID-19/Pages/Cloth-Face-Coverings-for-Children-During-COVID-19.aspx> [accessed: July 7, 2020]

ⁱⁱⁱ Public Health Agency of Canada. (2020). Council of the Chief Medical Officers of Health Communication: Use of Non-Medical Masks (or Face Coverings) in Public. Retrieved from: <https://www.canada.ca/en/public-health/news/2020/04/ccmoh-communication-use-of-non-medical-masks-or-facial-coverings-by-the-public.html> [accessed: July 6, 2020]

^{iv} American Academy of Pediatrics. (2020). Cloth Coverings for Children During COVID-19. Retrieved from: <https://www.healthychildren.org/English/health-issues/conditions/COVID-19/Pages/Cloth-Face-Coverings-for-Children-During-COVID-19.aspx> [accessed: July 7, 2020]