



## Human Resources Policy: COVID-19 Health and Safety Procedures

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**Revision Date:**

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**Approved By:** Board of Directors

**Location:** All operational locations of Environment Network

## COVID 19 Health and Safety Procedures Supplement

### Section One: Introduction

This document is a supplement to the EN health and Safety Policy and procedures Manual. It is the responsibility of employees to ensure they are familiar with EN's health and safety program, including but not limited to, this supplement and the Policy and procedures Manual.

This document is intended to be consistent with the Occupational Health and safety Act of the Province of Ontario (R.S.O 1990 c.0.1), as well as directives coming from the Chief Medical Officer of Health. In all instances where incongruity may exist between EN's Health and Safety Policy or its Procedures and statutory requirements, the ESA as well as associated regulations and public health directive shall take precedence.

### Section Two: Guidelines and Responsibilities

#### Provincial Guidance:

The Province of Ontario maintains updated information on how workplaces and staff can protect themselves from COVID-19, available on [covid-19.ontario.ca](https://covid-19.ontario.ca)

These resources are available for different sectors, and as new sectors of the economy are reopening, additional COVID-19 workplace safety resources are being published. EN will reference these resources, as they relate to our diverse activities, to ensure our approach to safety and preventative action is evidence-informed and consistent with recommendations being made by government and public health officials.

#### Training and Communication:

Environment Networks COVID-19 Health and Safety Procedures Supplement, and related documents, will be reviewed with all employees. Training will be provided for new procedures. Employees will be notified of updates to these Procedures, and/or related government or public health directives, in a timely manner.

#### Risk Assessment & Procedure Identification

As COVID-19 restrictions are eased, Environment Network Executive Director will assess the level of risk for our activities, and will develop controls and procedures to ensure employee and public safety.

General Controls for all sites and activities have been identified in Section Three

Procedures for our core sites, as well as activities that present unique risks or are otherwise regulated, are been outlined in Section Four. For our activities or events, Managers need to assess

the risks and to identify processes, equipment, and supports needed to ensure that the General Controls are maintained. EN Executive Director may support this process, as required.

## **Addressing Concerns & Work Refusal**

If employees are unsure about a procedure, if they do not have the resources necessary to fully implement a procedure, or if they identify issues that are not addressed by these guideline's, they are encouraged to address concerns with the Executive Director. Ongoing employee engagement and input will help EN ensure we have taken all reasonable precautions to ensure the safety of our staff and the public.

Under Ontario law, employees also have a legal right to refuse unsafe work, as outlined in Section 3: *Work Refusal in EN's Health and Safety Procedures Manual*.

## **Duty to Report**

Employees who are displaying any symptoms should:

- Immediately Self-Isolate
- Inform the Executive Director
- Contact Telehealth, Simcoe Muskoka District Health Unit, or their primary care provider and follow advice.

## **Return to Work**

EN is committed to supporting a safe and timely return to work if an employee suffers an injury or illness, including COVID-19, as outlined in our *Return to Work Policy* and *Return to Work Procedures*.

## **Documentation**

EN's Health and Safety Forms should be used to document illness, incidents, concerns and work refusals. These Forms are to be fully completed in a timely manner, consistent with *EN Health and Safety Policy and Procedure Manual*.

## **Section Three: General Controls**

### **Daily Self-Screening**

Employees should be self-assessing daily for symptoms related to cold, flu, or COVID-19. Daily self-screening aims to prevent sick or symptomatic workers from leaving their homes and decrease the likelihood of spreading infection at work. Guidance on how to self-assess is published by the province of Ontario: <https://covid-19.ontario.ca/self-assessment/> Employees displaying any symptoms should follow the steps outlined above, in Duty to Report.

If an employee begins experiencing symptoms while working at a EN site or in the community, they should be sent home. The Employee Standards Act provides job-protected leave for employees affected by COVID-19.

*Reference Documents:*

- [How to Self-Monitor Factsheet, Public Health Ontario](#)
- [How to Self-Isolate Factsheet, Public Health Ontario](#)

## Physical Distancing

Employees should maintain physical distancing. Physical distancing generally means maintaining a distance of at least 2 meters (6 feet) or more between persons. By maintaining physical distance, you are less likely to be exposed to the respiratory virus or to expose others.

Where possible, and as recommended by public health, EN employees will work from home. Program-Specific Procedures have been outlined in Section Four for employees who are working at the CYC. Employees who are temporarily working at a site or off-site location (ex CYC), must ensure physical distancing can be maintained.

Reference Document: [Physical Distancing, Public health Ontario](#)

## Personal Hygiene

Employees should follow personal hygiene measures that reduce the spread of COVID-19. These include:

- Washing your hands often and thoroughly with soap and water or alcohol-based hand sanitizer (with greater than 70% alcohol, and [as approved by Health Canada](#))
- Sneeze and cough into your sleeve
- If you use a tissue, discard immediately and wash your hands afterward
- Avoid high-touch areas, where possible, or ensure you clean your hands after
- Where possible, wear gloves when interacting with high touch areas. Do not touch your face with gloved hands. Put on and remove gloves in a manner that avoids contamination of the hands. Ensure you wash your hands after removing gloves.
- Wash your clothes as soon as you get home.

Reference Document: [How to Wash Your Hands & Use Hand Sanitizer, Public Health Ontario](#)

## Cleaning & Disinfecting

Frequently touched surfaces should be cleaned and disinfected twice per day [using a product approved by Health Canada](#).

Employees working off-site location must ensure that the common surfaces they touch (doorknobs, light switches, handles, etc.) are cleaned after contact.

Reference Document: [Cleaning and Disinfecting for Public Settings, Public Health Ontario](#)

## Signage

EN will post occupational health posters, developing by the Province of Ontario, at all work sites. These will include: Stay Healthy Guidelines, Physical Distancing, and Regular Cleaning posters. Additional signage may be developed, as required, to communicate procedures and recommendations to employees and to the public.

Reference Documents:

- [How to Wash your Hands](#)
- [How to Sanitize your Hands](#)
- [Regular Cleaning Poster](#)
- [Physical Distancing Poster](#)

- [Stay Healthy Guidelines Poster](#)
- [Stop](#)

## Personal Protective Equipment

Wearing a mask is an additional measure identified by the Public Health Agency of Canada to help reduce the accidental spread of COVID-19 through respiratory droplets from asymptomatic persons. While wearing a non-medical mask or face covering does not provide protection to the person wearing it, this is an extra measure that employees can take to protect those around them, even if they have no symptoms.

When interacting with members of the public, employees may wear a non-medical mask in order to reduce the risk to others. Wearing a non-medical mask or face covering does not in any way diminish or replace the need to observe the other controls aimed to reduce exposure to the virus, and employees should ensure that they prioritize physical distancing and rigorous hand-washing.

Additional PPE requirements or recommendations are identified in Section Four for employees working in certain settings.

*Reference Documents:* [When and How to Wear a Non-Medical Mask, Public Health Ontario](#)

## Section Four: Program-Specific Procedures

At this time, Program-Specific Procedures have been established for:

1. Curbside Drop off or Pick Up Store Sales
2. Home Energy Auditing
3. Off-Site Outdoor Programs
4. Collingwood Youth Centre
5. Explorations Day Camp

### Curbside Drop off or Pick Up Store Sales

Employees must maintain the General Controls while being at the Store. Employees must wear a non-medical mask. In addition, the following procedures will ensure safety at the Store while conducting Curbside Pickup or Drop off Sales.

To Support Physical Distancing

- Only one staff should be in the store at a time
- Other staff who are temporarily visiting the office or store should only enter if no other customer is there, respecting a 6-foot distance and must be wearing a non-medical mask.
- Customers must order and pay online using Shopify sales system.
- Customers will call the EN to notify staff of their arrival; they must remain at least 2 meters from the door while staff place their purchase outside and return inside, securely closing the door.
- Store staff will not assist customers with vehicle loading.

To Support Personal hygiene at the store:

- Provide hand sanitizer (with greater than 70% alcohol, and [as approved by Health Canada](#)).

To Support Cleaning and disinfecting at the Store:

- Identify frequently touched surfaces (door handles, locks etc.) and develop a schedule to ensure they are cleaned and disinfected twice per day using a product [approved by Health Canada](#).

To support communication with customers, signage will be developed to:

- Direct customers to remain 2 meters from the door until directed to approach.

Reference Document: [Guidance on Curbside Pickup and Delivery Services](#)

## Home Energy Auditing

Contractors and Employees must maintain the General Controls while completing Home Energy Audits. In addition, the following procedures will ensure safety while conducting Audits.

In advance of the Audit, Energy Advisors (EAs) should call the homeowner to:

1. Conduct a safety screening, confirming and completing the audit only if the homeowner answers 'no' to the following questions:
  - a) Have you, or anyone in your household, had, or been in close contact with anyone who has a respiratory illness or a confirmed case of COVID-19?
  - b) Have you, or anyone in your household, travelled outside of Ontario in the past 14 days?
  - c) Have you, or anyone in your household, had any of the following symptoms: Fever, new or worse cough, shortness of breath, difficulty breathing, sore throat, headaches, diarrhea, chills, runny nose/nasal congestion without other known causes, nausea/vomiting, pink eye, difficulty swallowing, unexplained fatigue/muscle aches, abdominal pain, decreased or loss of sense of smell or taste?
  - d) Are you, or anyone in your household, over 70 years of age and experiencing delirium, unexplained or increased falls, acute functional decline, or worsening chronic conditions?
2. Identify a physical distancing strategy, which could include minimizing the number of people in the house during the audit, and requiring the homeowner to remain in a different room of the house when the EA is present.
3. Identify a strategy to reduce auditor contact with household surfaces, including clear access to windows, doors, attic hatches etc. without moving furniture.
4. Request that signed authorization forms and property tax invoices be e-mailed in advance. If this is not possible, a phone-based scanning program may be used during the audit.
5. Let the homeowner know that anyone in the house at the time of the audit must wear a non-medical face mask and must keep at least a 6 foot barrier between them and the auditor.

To support personal hygiene during an Audit:

- EAs will wear all Mandatory Equipment, as outlined in the EnerGuide Rating System Technical Procedures, including a disposable face mask (minimum N100 rating or HEPA Filter or an equivalent half-mask respirator) to be worn throughout.
- Provide hand sanitizer (with greater than 70% alcohol, and as [approved by Health Canada](#))
- EAs will wash their hands regularly throughout the audit, and to wash and/or sanitize their hands immediately after the audit and before entering their vehicle.
- EAs may choose to wear disposable gloves; if worn, they must be kept on throughout the audit; hands should be washed and or sanitized immediately after removing
- EAs will remove and wash their clothes as soon as they return home.

If, at any time during the audit, EAs do not feel safe, or do not feel able to maintain the General Controls, they should end the audit and leave the house.

Reference Documents:

- [Guidance for maintenance and Facilities Maintenance Employees](#)
- EnerGuide Rating System Technical Procedures Version 15.1

## Off-Site Outdoor Programs

Employees must maintain the General Controls while working off-site in the outdoors. Employees must wear a non-medical mask. In addition, the following procedures will ensure safety at any off-site locations for programming.

To Support Physical distancing

- Assign staff and or volunteers to work in different zones or areas
- Limit the number of staff entering confined spaces (sheds, storage, office space) at one time
- Limit casual interactions that may normally occur at work
- Stagger start times, breaks

To Support personal hygiene

- Wear work gloves, as appropriate; do not share gloves; wash hands after removing gloves
- Provide hand sanitizer (with greater than 70% alcohol, and as approved by Health Canada)
- Provide a handwashing station, either set up near an existing tap, or consistent with [recommended practices for temporary handwashing stations](#).

To support cleaning and disinfecting

- Identify frequently touched surfaces (door handles, locks etc) and develop a schedule to ensure they are cleaned and disinfected twice per day [using product approved by Health Canada](#).
- Avoid tool sharing by assigning tools to individual staff, where possible. Disinfect regularly if sharing cannot be avoided.

Reference Documentation: [Precautions When Working As a Parks & Recreation Worker](#)

## Collingwood Youth Centre

### Staff Safety

- All individuals, including youth, parents/guardians, Staff, and visitors must be screened upon arrival at the CYC prior to entry.
- Entry will be denied to any individual who has any of the symptoms outlined in the COVID-19 Reference Document for Symptoms from the Ministry of Health's COVID-19 website, or who has come in close contact with a person with symptoms of or confirmed COVID-19 in the past 14 days. Youth will be monitored for atypical symptoms and signs of COVID-19
- COVID-19 training will be provided to all staff on the following elements:
  - a) Terminology
  - b) Monitoring health symptoms and logging

- c) CDC recommendations for people that may be positive or negative
  - d) Physical Distancing
  - e) How to properly cough/sneeze
  - f) Handwashing best practices
  - g) Facemask recommendations and how to wear them properly
  - h) COVID-19 training for Staff will be tracked and employees will be required to sign a training record.
- All staff is required to wear a face mask at all times, that covers their nose, mouth and chin. Face shields will also be available to any staff that wish to wear these as well as a face mask. If a staff member cannot be 6 feet away from another person eye protection will also be an additional requirement.
  - Assessing the risk of CYC spaces and programming
  - Staff will be required to maintain physical distancing, with the exception of when required to assist with an injured youth or any other emergency situations. In which case the staff will be required to wear eye protection.
  - The CYC currently already requires and models proper hygiene. These measures include:
    - a) Sanitizing hands upon arrival
    - b) Washing hands with soap and water when hands are visibly soiled, each hour while at the CYC, before preparing food, or distributing materials for programming. The use of alcohol-based hand sanitizer (with greater than 70% alcohol content) if hand washing is not possible.
    - c) Sneeze and cough into your sleeve
    - d) If you use a tissue, discard immediately and wash your hands afterward.
    - e) Avoid touching your eyes, nose or mouth.
    - f) Immediately wash hands after touching high-touch areas
  - Staff should not report to work if they are exhibiting any of the symptoms or are under self-isolation or quarantine.

## **Participant Safety**

- All participants must wear a mask while in the CYC that covers their nose, mouth and chin.
- Parents/guardians are not permitted to enter the CYC under our existing Policies and Procedures unless it is to complete documents at the Front Desk. Our COVID-19 requirements will have them completing paperwork outside our front entrance.
- The Youth Centre will create social distancing zones
  - a) There will be 2 zones, one zone per room. Within these zones there will be programming that will occur. Once programming is over there will be some time given to the youth to use the centre as a drop-in centre.
  - b) In the tech room computers have been spread out so youth can use them while being 6 feet away from others using the other computers. This zone will be used for any tech programming.
  - c) In the large main room, all seating has been spread out to maintain a 6-foot distance from each other. This room will be used for any culinary programming or any other programs where the tech equipment is not needed.

- d) Youth will be required to maintain a 6-foot distance from others as they arrive for screening and entering the building.
  - e) Programming will reflect activities for individual or distanced engagement.
  - f) Walking routes and areas to site will be identified through floor markings.
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- There will be a designated staff to screen youth upon arrival
  - Signs will be posted outside the entrances restricting entry to anyone with symptoms of illness
  - Youth will be required to sanitize hands upon arrival.
  - The CYC currently monitors and records youth visits. The staff will expand on what is being recorded with COVID-19 questionnaire. All records will be kept current in case the need to facilitate contact tracing in the event of a confirmed COVID-19 case or outbreak.
  - Signage will be placed throughout the centre as well as on our social media: Links to this signage are at the bottom of the document.
    - a) Instructing youth to stay home if they have symptoms (fever, cough, difficulty breathing or are showing signs of a rash)

### **Cleaning Procedures**

- Cleaning and disinfecting, a minimum of twice daily, frequently touched surfaces. These surfaces are most likely to become contaminated, including doorknobs, light switches, toilet and faucet handles, electronic devices and tabletops.
- Alcohol-based hand sanitizer containing at least 70% alcohol content is placed at the entrance of the CYC as well in every room.
- Staff will be responsible for cleanup of Youth Centre daily including a deep cleaning prior to opening, as well as focusing on disinfecting equipment following each use during operating hours.
- Hand sanitizers are available at the entrance door as well in both of the large rooms and its use is supervised by Staff. If parents do not want their youth to use hand sanitizer their youth will not be permitted to attend the Youth Centre
- Multiple cleaning throughout the night will occur of restrooms, doorknobs/push bars, handles, rails, light switches, countertops, desks, chairs, tables and any other areas deemed necessary.

### **Kitchen and Food Safety Practices:**

- Youth will not be allowed in the kitchen area, to prepare, serve or share food. The CYC kitchen space is too small to accommodate the safe 6 feet distance between people.
- Youth Centre staff will modify meal practices to ensure that there is no self-serving or sharing of food.
- If at such time we are able to continue our Kids Feeding Kids Program there will be stations set up for youth to prepare any food while practicing a 6-foot distance from others. Once the food is prepared the chef will collect the food and cook and prepare the meal.
- Meals will be served in individual portions to youth and youth will eat in their assigned areas.



- The Chef or CYC staff will dole out the meals onto plates for the youth. This will ensure that serving utensils are not being touched by more than one person.
- Staff will not provide shared utensils or items to other participants. (e.g. serving spoons, condiments).
- Ensure proper hand hygiene is practiced when Staff are preparing food and for all individuals before and after eating.

### **Use of Equipment**

- Items that cannot be sanitized will not be used.
- Staff will sanitize all equipment after each use.
- Any CYC program planning will be adjusted to ensure maximum participant safety.

### **Activities**

- Locations within the CYC will be designated and assigned to youth to promote individual activities and avoid over-crowded conditions.
- We do not allow physical contact at the CYC and that will continue.
- The recording studio will be off limits as we cannot clean instruments properly.

### **Communications Plan**

- Staff will work with EN and ET to inform the public of closures/opening, restriction and other updates. Information will be disseminated through the following channels:
  - a) Facebook
  - b) Instagram
  - c) CYC website
  - d) EN and ET social media platforms

## Public Signage:

1. Stop you must wear a face covering at this location

[https://www.simcoemuskokahealth.org/docs/default-source/COVID-/covid-19-signage-for-business--masks-\(002\).pdf?sfvrsn=4](https://www.simcoemuskokahealth.org/docs/default-source/COVID-/covid-19-signage-for-business--masks-(002).pdf?sfvrsn=4)

2. Wash your hands

[https://www.simcoemuskokahealth.org/docs/default-source/COVID-/wash-your-hands\\_full-colour5cc3e75f97be6bc38c2dff0000a8dfd8.pdf?sfvrsn=4](https://www.simcoemuskokahealth.org/docs/default-source/COVID-/wash-your-hands_full-colour5cc3e75f97be6bc38c2dff0000a8dfd8.pdf?sfvrsn=4)

3. Proper Hand Sanitizing

[https://www.simcoemuskokahealth.org/docs/default-source/COVID-/covid-19---proper-hand-sanitizing\\_full-colour\\_web-aoda.pdf?sfvrsn=4](https://www.simcoemuskokahealth.org/docs/default-source/COVID-/covid-19---proper-hand-sanitizing_full-colour_web-aoda.pdf?sfvrsn=4)

4. Dos and Don'ts of wearing a face mask

[https://www.simcoemuskokahealth.org/docs/default-source/COVID-/covid-19-dos-and-don-ts-of-wearing-a-cloth-mask\\_colour-aoda-web.pdf?sfvrsn=2](https://www.simcoemuskokahealth.org/docs/default-source/COVID-/covid-19-dos-and-don-ts-of-wearing-a-cloth-mask_colour-aoda-web.pdf?sfvrsn=2)

5. Business Self Screen

<https://www.simcoemuskokahealth.org/docs/default-source/COVID-/covid-19-attention-customers-signage-for-business.pdf?sfvrsn=0>

6. Physical Distance

<https://www.simcoemuskokahealth.org/docs/default-source/COVID-/covid-19---physical-distancing-business-full-colour.pdf?sfvrsn=4>