



Operating a business during the COVID-19 pandemic:

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 operate during the COVID-19 pandemic. It is intended to support the [public health measures](#) outlined in [Ontario's COVID-19 Response Framework](#), which should also be reviewed. Special rules are described in the Framework for restaurants, bars, [sports and recreation facilities](#), [meeting spaces](#), retail, personal care settings, casinos and bingos, [cinemas](#), and performing arts venues.

This toolkit includes a checklist to help non-health care workplaces and businesses operate 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 mandatory; however, workplaces and businesses are strongly encouraged to consider the information provided as they modify their operations to stay open throughout the pandemic.

It should also be noted that the new COVID-19 Response Framework and O. Reg. 82/20 requires a Safety Plan for all businesses permitted to be open during the shutdown.

This toolkit is based on the [Ontario COVID-19 Workplace Safety Plan](#). 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](#).

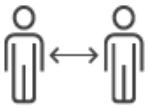
Peterborough Public Health has also developed a separate [Checklist](#) to help you prepare this Safety Plan.

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 face covering.

Any person in an indoor setting must wear a face covering as per [Ontario Regulation 364/20](#), subject to exemptions.

[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 a minimum of 60% alcohol and 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 & avoid touching your eyes, nose, or mouth.

Provide tissues and lined garbage bins for their disposal.

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



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.

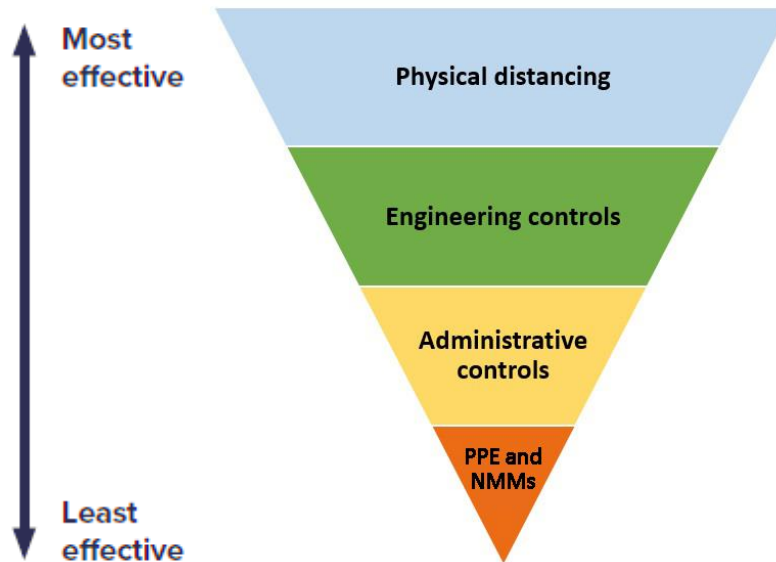
Anyone with COVID-19 symptoms should complete the **COVID-19 Self-Assessment Tool** and contact [PRHC's Assessment Centre](#) at 705 -876 -5086

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 person in an indoor setting must wear a face covering as per [Ontario Regulation 364/20](#), subject to exemptions.

Businesses and workplaces COVID-19 prevention checklist

This checklist can be used to help non-health care businesses operate in a way that reduces the risk of transmission of COVID-19. This toolkit is based on the [Ontario COVID-19 Workplace Safety Plan](#) and It may be used by businesses and workplaces in many sectors, such as agriculture, construction, finance, food processing, hospitality, manufacturing, retail, and transportation. Peterborough Public Health has also developed a separate [checklist](#) to assist you. Businesses and workplaces should also follow the Ontario Government’s

[Resources to Prevent COVID-19 in the Workplace.](#)

Screening

Checklist	Yes	No	Not Applicable	Resources and Notes
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.				<p>This is a requirement under Ontario Law (O. Reg 82/20 – Shutdown, and O. Reg. 364/20 – Rules for Stage 3)</p> <p>Peterborough Public Health: Workplace screening information for Owners/Operators/Employers</p>
Signs are posted at entrances instructing workers and customers not to enter if they have COVID-19 symptoms or risk factors.				<p>Peterborough Public Health: STOP – COVID-19 (Poster low literacy) STOP – Do you have (Poster with written instructions)</p>
Consideration is given to screening customers for COVID-19 symptoms and risk factors pre-appointment or on arrival. Contact information of clients is also required in some sectors at specific levels. Refer to the public health measures outlined in Ontario’s COVID-19 Response Framework ,				<p>Currently, customer screening is not mandatory for commercial businesses.</p> <p>Health Canada: Risk Mitigation Tool for Workplaces and Businesses</p>
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.				<p>Peterborough Regional Health Centre: COVID-19 Assessment Centres</p> <p>Ontario Government: Telehealth Ontario at 1-866-797-0000</p>

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).				
For businesses that are allowed to be open, new occupancy limits are created and enforced based on Ministry of Health Requirements				Retail Council of Canada: Physical Distancing Requirements
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

Facial Coverings and Personal Protective Equipment

Checklist	Yes	No	Not Applicable	Resources and Notes
<p>Any person entering an indoor space wears a face covering, including any workplace, business, transit vehicle, or commercial vehicle, with limited exemptions. In some situations this applies to people lining up outside an establishment as well.</p>				<p>This is a requirement as per O. Reg. 364/20 and O. Reg. 82/20 Peterborough Public Health: Face covering FAQ for Employers</p>
<p>Alcohol-based hand rub with a minimum 60% alcohol is located in a visible location with adequate signage immediately upon entry, and immediately prior to exit, to enable safe use of face coverings. Ideally, hands free or foot-operated dispensers are used.</p>				<p>Peterborough Public Health: Hand Sanitizing poster</p>
<p>Workers can demonstrate how to use facial coverings correctly:</p> <ul style="list-style-type: none"> • Make sure it fits snugly. • Avoid touching the front of the facial covering; if you do, clean your hands immediately. • Remove it when it becomes soiled, damp, or damaged. • Remove the facial covering by the straps, then clean your hands. • Do not share facial coverings 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 facial covering 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 Dont's</p> <p>Peterborough Public Health: How to Safely Wear a Mask</p>
<p>If a worker is required to come within 2 metres of someone who is not wearing a face mask or face covering, then they are required to wear PPE, including a medical-grade mask and eye protection (safety glasses, goggles, face shield, etc.) Gloves and other personal protective equipment are also required in some other circumstances, such as when there is a risk of contact with droplets, body fluids, or contaminated surfaces.</p>				<p>This is a requirement as per O. Reg. 364/20 , Schedule 1, Section 7</p> <p>Ontario Government: Find PPE Suppliers</p>

Workers who use gloves, gowns, facial coverings, 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 facial coverings available for employees and patrons who may require one.				Government of Ontario: Workplace PPE Supplier Directory Peterborough Chamber of Commerce: Peterborough PPE Retail Hub

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.				Peterborough Public Health: Hand Sanitizing poster
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