



# DECONFINEMENT PLANNING, SUBJECT TO CHANGES IN THE PANDEMIC

PRIVATE AND PUBLIC SECTORS

MAY 25, 2020

# Deconfinement planning, subject to changes in the pandemic

## Private and public sectors

- Open sectors
- Sectors announced
- Pending sectors

### Preliminary phase

■ Garages	April 15
■ Mining sector	April 15
■ Landscaping	April 15
■ Housing construction	April 20

### Phase 1

■ Retail trade – stores with direct outside access	May 4 outside the CMM
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### Phase 2

■ Civil engineering, infrastructure and commercial construction work	May 11
■ Manufacturing - 50 employees + 50% of surplus employees per shift	May 11

### Phase 3

■ Individual outdoor sports and leisure activities	May 20
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### Phase 4

■ Retail trade – stores with direct outside access	May 25 CMM
■ Manufacturing – 100% of employees	May 25
■ Museums and libraries (circulation desks)	May 29

### Phase 5

■ Professional and therapeutic health care	June 1
■ Personal and beauty care services	June 1 outside the CMM to be determined CMM
■ Shopping centres, Phase 1	June 1 outside the CMM
□ Accommodation, camping establishments and targeted tourist activities, Phase 1	

### Phase 6

■ Days camps	□ Audiovisual and postproduction services
□ Outdoor swimming pools	□ Outdoor team sports
□ Restaurants, Phase 1	□ Elite training centres
□ Shopping centres, Phase 2	

### Subsequent phases

□ Places of worship	□ Bars
□ Large gatherings	□ Gyms
□ Arts and cultural venues	□ Training activities and courses
□ Restaurants, Phase 2	□ Professional sports
□ Accommodation and targeted tourist activities, Phase 2	□ Cruises

\* Other sectors will be added soon.

**Teleworking must be emphasized for all sectors and job types where remote working is possible.**

## List of guides available

- Workplace Sanitary Standards Guide
- Workplace Sanitary Standards Guide for manufacturing businesses
- Workplace Sanitary Standards Guide for Retail Businesses
- Workplace Sanitary Standards Guide for the Construction Sector (available soon)
- Workplace Sanitary Standards Guide for the mining industry
- Workplace Sanitary Standards Guide for Childcare Services
- Workplace Sanitary Standards Guide for Home Childcare
- Workplace Sanitary Standards Guide for the School Environment
- Workplace Sanitary Standards Guide for the Days camps Sector (available soon)
- Workplace Sanitary Standards Guide for the Public Transportation Sector
- Occupational health and safety standards guide for the leisure, sports and outdoor recreation sector
- Workplace Sanitary Standards Guide for the Agricultural Work Environment
- Workplace Sanitary Standards Guide for the Personal Care and Esthetic Services Sector
- Workplace Sanitary Standards Guide for the Therapeutic Care Sector
- Workplace Sanitary Standards Guide for the Dental Sector
- Workplace Sanitary Standards Guide for the Museums et librairies Sector (available soon)

# Workplace Sanitary Standards Guide – COVID-19

## OHS is everyone's business!



The purpose of this guide is to support the workplaces for management of OHS in their work environment. The proposed measures must be adapted by the different sectors to their specific conditions to guarantee that operations can resume or continue under the safest and healthiest possible conditions in the context of COVID-19.

In a crisis period, it is important that workers, employers and other players in the workplace collaborate to have healthy and safe work environments for all! Dialogue and cooperation are essential to achieve this.




### Management of occupational health and safety

Management means implementing the necessary measures to honour the employer's legal obligations, namely identify, correct and control the risks and encourage the workers' participation in this preventive approach.

Good cooperation between the employer and the personnel, including the members of the health and safety committee, as applicable, is crucial to promoting management of OHS. The workers' representatives, particularly the members of the health and safety committee, as well as the prevention representatives, as applicable, can help identify everyday risky situations, evaluate the real feasibility of the actions envisioned, encourage their implementation and anticipate practical questions. They can also participate in dissemination of the information to their co-workers. When a health and safety committee is present, it would be expedient to analyzing the possibility of adjusting the frequency of the meetings to the context of the work environment.

It is also important to inform **the suppliers, subcontractors, partners and customers** of the measures implemented in relation to COVID-19 and the importance of compliance with these measures, and to solicit their cooperation.



The result of the preventive approach allows proactive intervention so as to plan a safe resumption of operations while honouring the legal obligations. This also allows updating of the prevention program, as needed.

After identifying the risks related to contamination in the context of COVID-19 in your work environment, it is important to **implement the preventive measures recommended by the public health authorities and the occupational health and safety experts.**

When the preventive measures are chosen and implemented, it must be ensured that they remain in place and effective. This is called “permanency of corrective action”. In addition to applying the preventive measures specific to COVID-19, the employer must also consider the other risks related to his usual operations, new operations and ad hoc operations (e.g. work reorganization, restoration of machines to operation, maintenance, verifications).

To propose specific tools to identify the risks and the preventive and control measures in the context of COVID-19, the CNESST has provided quick references to support the work environments in the management of occupational health and safety.

## Biological risk: COVID-19



### Transmission mode

Coronaviruses usually infect the nose, throat and lungs. They are spread most often by droplets from an infected person, whether symptomatic or not, when this person coughs or sneezes, for example. They can also be spread by infected hands. Thus, touching your mouth, nose or eyes after having been in contact with an infected person or a contaminated surface is a way of developing COVID-19.

In general, coronaviruses do not survive long on objects. They will last a few hours on inert objects with dry surfaces and a few days on inert objects with moist surfaces.



### Preventive measures

The employer must **proceed with identification of the risks of transmission of COVID-19 in the work environment.** If the risks of contamination cannot be eliminated, the employer must seek to reduce and control them. The employer must identify the tasks during which workers may be exposed to the virus.

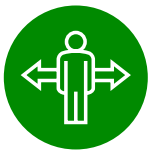
Preventive measures may be applied to reduce the risks of transmission of COVID-19. They are based on the principles of exclusion of symptomatic persons from the workplace, physical distancing, hand washing, respiratory etiquette and maintenance of hygiene measures for the tools, equipment and frequently touched surfaces.



### **Exclusion of symptomatic workers from the workplace**

Persons exhibiting symptoms are part of the COVID-19 transmission chain in the workplace. Procedures accounting for the following factors can avoid transmission of the disease:

- Identification of workers with COVID-19 symptoms before they enter the workplace.  
For example:
  - a questionnaire,
  - a self-evaluation by the workers;
- Isolation in a room of a worker who starts feeling symptoms in the workplace, wearing a procedure mask and reporting to 1-877-644-4545.



### **Physical distancing**

- Whenever possible, a minimum of 2 metres of distancing between people must be maintained at work, from arrival to departure;
- This distance must also be maintained during breaks and lunch hour;
- Handshakes and hugs must be avoided.

**Adjustments that must be made to limit the risk of transmission** when the principles of physical distancing cannot be respected:

- Use of technological means (telework);
- Installation of physical barriers (transparent full partitions) between different workstations when they are too close or cannot be spaced;
- Organization of work methods. For example:
  - prefer teams that are as small and stable as possible,
  - reduce the number of workers and job rotation,
  - if applicable, do not hold meetings that require a physical gathering,
  - avoid sharing objects,
  - limits outings and trips to those strictly necessary;
- Personal protective equipment adapted to the risk is supplied:
  - respiratory protection,
  - protective glasses,
  - visor,
  - gloves.



### **Hand washing**

Frequent hand washing with lukewarm water and soap or with a 60% hydroalcoholic solution for at least 20 seconds limits the risks of transmission in the work environment, especially:

- before touching the face (eyes, nose, mouth);
- after coughing, sneezing or wiping the nose;
- before and after eating;
- after handling something that is frequently touched.



### **Respiratory etiquette**

Respecting respiratory etiquette consists of:

- covering your mouth and nose when you cough or sneeze, and using tissues or the crook of your elbow;
- using single-use tissues;
- immediately discarding used tissues in the trash can;
- frequent hand washing;
- not touching your mouth or eyes with your gloved or bare hands.



### **Maintenance of hygiene measures for tools, equipment and frequently touched surfaces**

Given that the virus responsible for COVID-19 can survive on surfaces, application of hygiene measures is essential.

- Ensure efficient operation and maintenance of the ventilation systems, according to the regulatory requirements for the type of facility and the tasks performed;
- Clean the sanitary facilities at least every shift and disinfect them daily;
- Clean the meal areas before each meal and disinfect them daily. For example:
  - the refrigerator door handle,
  - chair backs,
  - microwaves;
- Clean the frequently touched surfaces at least every shift and when they are visibly soiled. For example:
  - tables,
  - counters,
  - doorknobs,
  - faucets,
  - toilets,
  - telephones,
  - computer accessories;



- Clean the tools and equipment used after every shift or when they must be shared;
- Use the appropriate cleaning products or disinfectants (see the manufacturer's recommendations and do not mix cleansers);
- Remove non-essential objects (magazines, newspapers and knickknacks) from the common areas.

Resources are available online for more information concerning [cleaning of surfaces](#) or the [recommended disinfectants](#).



## Work-Related Psychosocial Risks

The COVID-19 context can be a major stress factor, whether for the employer or for the workers, suppliers, subcontractors, partners and customers, due to the upheaval it causes in the different spheres of society. Special attention must therefore be paid to the psychosocial health of personnel.

In the current context, the employer must pay special attention to [cyberharassment](#), especially if part of the team is engaged in telework. It is also important to define the expected behaviours and the behaviours that are deemed inappropriate, such as incivility, including digital incivility and in the work environment, on the part of everyone found there.

Furthermore, any form of violence between individuals (co-workers, hierarchical superiors, subordinates) must not be tolerated, even if it comes from outside the organization (customers, users, suppliers, subcontractors). The employer is invited to post this information and inform the personnel.

The work climate is crucial and, in the specific context of the pandemic, special attention must be paid to keeping it healthy. Harmonious relations among the employer, the workers and the customers are very important. For example, the employer could **create means of discussion to promote social support**, especially if the tasks are performed by telework. Furthermore, the employer is invited to welcome the concerns of the members of its personnel respectfully. The employers should encourage the workers to present them with the problems they may encounter so that they implement family-work reconciliation measures, if possible.

It is important to be able to rapidly detect people who will be more specifically affected by the psychosocial risks of the pandemic. There are four categories of signs and symptoms of psychological distress: physical, cognitive, emotional and behavioural. To be significant, these symptoms must be accompanied by a change of habits and behaviours. New hires, reassignment of workers, stress and fatigue caused by this unusual situation may necessitate special measures. In case of psychological distress, it is important to direct these persons to the employee assistance program (EAP) or other supporting resources.

The implementation of various preventive measures in the work environment and good communication of information will allow the employer to respond to the concerns of each individual and thus reassure the workers and reduce their anxiety.





## Legal obligations

The legal obligations in occupational health and safety, both for the employer and the workers, must be applied in the context of COVID-19. Here is a summary.

### Employer

Every employer has the obligation to protect the health and ensure the safety and physical well-being of their workers. The [\*Act respecting occupational health and safety\*](#) (AOHS) requires every employer to take the necessary measures to achieve this ([section 51](#)). To do this, the employer, in particular, must implement methods for the identification, correction and control of risks.

In the context of COVID-19, the employer must ensure that the preventive measures usually implemented are always adapted. Otherwise, he must modify them to protect the workers against the risks of contamination.

The employer must also inform the workers about the risks related to their work, including those related to COVID-19. The employer must also assure the workers of the appropriate training, supervision and coaching so that everyone has the skills and knowledge required to perform the work assigned to them safely.

### Worker

Every worker has the obligation to protect their health, safety or physical well-being, and to ensure that they do not endanger the health, safety or physical well-being of other persons found in the workplace ([section 49](#) of the AOHS). To do this, they must comply with the rules and measures implemented in the context of COVID-19 on the same basis as the other rules applied in the work environment. The workers must also participate in the identification and elimination of risks. If they see risks or have suggestions in this regard, they must inform the health and safety committee (if there is one), their superior or a representative of the employer.

The guide and the kit result from a reflective process intended to support the work environments in management of occupational health and safety in the context of COVID-19. The project is scalable and will harmonize with the preventive measures order by the public health authorities.

## Acknowledgments

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- Mr. Kaven Bissonnette, Vice-President, Centrale des syndicats démocratiques
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- Mr. Yves-Thomas Dorval, CEO, Conseil du patronat du Québec
- Ms. France Dupéré, employer representative
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- Ms. Caroline Senneville, Vice-President, Confédération des syndicats nationaux
- Mr. François Vincent, Vice-President, Canadian Federation of Independent Business

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Workplace Sanitary Standards Guide for  
manufacturing businesses – COVID-19

## OHS is everyone's business!



The purpose of this guide is to support manufacturing businesses in managing occupational health and safety (OHS) in their work environment. It seeks to guarantee that operations can resume or continue under the safest and healthiest possible conditions in the context of COVID-19.

In a crisis period, it is important that workers, employers and other workers, employers and other stakeholders all work together to have healthy and safe work environments for all! Dialogue and cooperation are essential to achieve this.



### Management of occupational health and safety

Management means implementing the necessary measures to honour the employer's legal obligations, namely identify, correct and control the risks and encourage the workers' participation in this preventive approach.

Good cooperation between the employer and the personnel is crucial to promoting management of OHS.



The employer must **proceed with identification of the risks of transmission of COVID-19 in the work environment**. If the risks of contamination cannot be eliminated, the employer must seek to reduce and control them. The employer must identify the tasks during which workers may be exposed to the virus.

Preventive measures may be applied to reduce the risks of transmission of COVID-19. They are based on the principles of exclusion of symptomatic persons from the workplace, physical distancing, hand washing, respiratory etiquette and maintenance of hygiene measures for the tools, equipment and frequently touched surfaces.

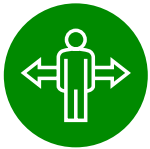
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### **Exclusion of symptomatic workers from the workplace**

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- Identification of workers with COVID-19 symptoms before they enter the workplace.  
For example:
  - a questionnaire,
  - a self-evaluation by the workers;
- isolation in a room of a worker who starts feeling symptoms in the workplace, wearing a procedure mask and reporting to 1-877-644-4545;
- The suppliers, subcontractors, partners and delivery persons have been informed of the measures implemented in the company to control the risks associated with COVID-19 and made aware of the importance of complying with these measures;
- Stability of teams in contact with personnel coming from outside the company (e.g. delivery persons, truckers) is preferred.



### **Physical distancing**

- Whenever possible, a minimum of 2 metres of distancing between people must be maintained at work, from arrival to departure;
- This distance must also be maintained during breaks and lunch hour;
- Handshakes and hugs must be avoided;
- Arrangements have been made to respect 2-metre distancing between workers, by rearranging the physical layout or changing work methods;
- Traffic and interactions between workers are limited.

**Adjustments that must be made to limit the risk of transmission** when the principles of physical distancing cannot be respected:

- Use of technological means (telework);
- Installation of physical barriers (transparent full partitions) between different workstations when they are too close or cannot be spaced;

- Organization of work methods. For example:
  - prefer teams that are as small and stable as possible,
  - reduce the number of workers and job rotation,
  - If applicable, do not hold meetings that require a physical gathering,
  - avoid sharing objects,
  - limits outings and trips to those strictly necessary;
- Personal protective equipment adapted to the risk is supplied:
  - respiratory protection,
  - protective glasses,
  - visor,
  - gloves;
- The tasks are organized so that delivery persons and suppliers can deposit merchandise at the company entrance to prevent comings and goings of workers from other companies on the building's premises;
- Trucks are loaded and unloaded while limiting the number of handlers and ensuring the availability of mechanical aids;
- The merchandise received is deposited on a clean surface, respecting 2-metre distancing between individuals whenever possible;
- Handling operations are conducted away from other areas of the company's operations, whenever possible.

#### Specific Measures for Production Lines:

- The smallest and most stable possible teams are preferred on the same production line by reducing the number of workers and job rotations to avoid multiplication of interactions;
- The same position is maintained on the production line for the entire shift, unless there are risky physical, chemical or ergonomic constraints.

#### Before leaving the protected area:

- Gloves, protective glasses (protective eyewear) and respirator are removed safely;
- Single-use personal protective equipment is placed in a trash can or in reclosable containers or bags reserved for this purpose, and then discarded;
- Reusable personal protective equipment (e.g. protective eyewear or visor) is disinfected with a product adapted to the equipment.



### **Hand washing**

Frequent hand washing with lukewarm water and soap or with a 60% hydroalcoholic solution for at least 20 seconds limits the risks of transmission in the work environment, especially:

- before touching the face (eyes, nose, mouth);
- after coughing, sneezing or wiping the nose;
- before and after eating;
- after handling something that is frequently touched.



### **Respiratory etiquette**

Respecting respiratory etiquette consists of:

- covering your mouth and nose when you cough or sneeze, and using tissues or the crook of your elbow;
- using single-use tissues;
- immediately discarding used tissues in the trash can;
- frequent hand washing;
- not touching your mouth or eyes with your gloved or bare hands.



### **Maintenance of hygiene measures for tools, equipment and frequently touched surfaces**

Given that the virus responsible for COVID-19 can survive on surfaces, application of hygiene measures is essential.

- Sharing of work accessories and equipment (e.g. pens, telephone, tablets, computer mouse) is limited;
- Collective equipment (e.g. telephone, computer, mouse, photocopier, printer) is cleaned and disinfected regularly or as soon as more than one person uses it;
- Ensure efficient operation and maintenance of the ventilation systems, according to the regulatory requirements for the type of facility and the tasks performed;
- Clean the sanitary facilities at least every shift and disinfect them daily;
- Clean the meal areas before each meal and disinfect them daily. For example:
  - the refrigerator door handle,
  - chair backs,
  - microwaves;

- Clean the frequently touched surfaces at least every shift and when they are visibly soiled. For example:
  - tables,
  - counters,
  - doorknobs,
  - faucets,
  - toilets,
  - telephones,
  - computer accessories;
- Clean the tools and equipment used after every shift or when they must be shared;
- Use the appropriate cleaning products or disinfectants (see the manufacturer's recommendations and do not mix cleansers);
- Remove non-essential objects (magazines, newspapers and knickknacks) from the common areas.

Resources are available online for more information concerning [cleaning of surfaces](#) or [recommended disinfectants](#).



## Legal obligations

The legal obligations in occupational health and safety, both for the employer and the workers, must be applied in the context of COVID-19. Here is a summary.

### Employer

Every employer has the obligation to protect the health and ensure the safety and physical well-being of their workers. The [Act respecting occupational health and safety](#) (AOHS) requires every employer to take the necessary measures to achieve this ([section 51](#)). To do this, the employer, in particular, must implement methods for the identification, correction and control of risks.

In the context of COVID-19, the employer must ensure that the preventive measures usually implemented are always adapted. Otherwise, he must modify them to protect the workers against the risks of contamination.

The employer must also inform the workers about the risks related to their work, including those related to COVID-19. The employer must also assure the workers of the appropriate training, supervision and coaching so that everyone has the skills and knowledge required to perform the work assigned to them safely.



## Worker

Every worker has the obligation to protect their health, safety or physical well-being, and to ensure that they do not endanger the health, safety or physical well-being of other persons found in the workplace ([section 49](#) of the AOHS). To do this, they must comply with the rules and measures implemented in the context of COVID-19 on the same basis as the other rules applied in the work environment. The workers must also participate in the identification and elimination of risks. If they see risks or have suggestions in this regard, they must inform the health and safety committee (if there is one), their superior or a representative of the employer.

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## Workplace Sanitary Standards Guide for Retail Businesses – COVID-19

# OHS is everyone's business!



The purpose of this guide is to support retail businesses in managing occupational health and safety (OHS) in their work environment. It seeks to guarantee that operations can resume or continue under the safest and healthiest possible conditions in the context of COVID-19.

In a crisis period, it is important that workers, employers and other workers, employers and other stakeholders all work together to have healthy and safe work environments for all! Dialogue and cooperation are essential to achieve this.



### Management of occupational health and safety

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Good cooperation between the employer and the personnel is crucial to promoting management of OHS.



The employer must **proceed with identification of the risks of transmission of COVID-19 in the work environment**. If the risks of contamination cannot be eliminated, the employer must seek to reduce and control them. The employer must identify the tasks during which workers may be exposed to the virus.

Preventive measures may be applied to reduce the risks of transmission of COVID-19. They are based on the principles of exclusion of symptomatic persons from the workplace, physical distancing, hand washing, respiratory etiquette and maintenance of hygiene measures for the tools, equipment and frequently touched surfaces.

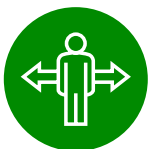
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### **Exclusion of symptomatic workers from the workplace**

Persons exhibiting symptoms are part of the COVID-19 transmission chain in the workplace. Procedures accounting for the following factors can avoid transmission of the disease:

- Identification of workers with COVID-19 symptoms before they enter the workplace.  
For example:
  - a questionnaire,
  - a self-evaluation by the workers;
- Isolation in a room of a worker who starts feeling symptoms in the workplace, wearing a procedure mask and reporting to 1-877-644-4545;
- A sign has been installed at the store entrance with all the useful information for customers (reminder of instructions, organization of service, organization of queues, terms of payment, removal of merchandise, possibility of preordering by phone or online);
- The suppliers, subcontractors, partners and customers have been informed of the measures implemented in the company to control the risks associated with COVID-19 and made aware of the importance of complying with these measures;
- The customers who exhibit symptoms are informed of their obligation to postpone their purchases, make them online or send someone in their circle to shop on their behalf.



### **Physical distancing**

- Whenever possible, a minimum of 2 metres of distancing between people must be maintained at work, from arrival to departure;
- This distance must also be maintained during breaks and lunch hour;
- Handshakes and hugs must be avoided.

**Adjustments that must be made to limit the risk of transmission** when the principles of physical distancing cannot be respected:

- Use of technological means (telework);
- Installation of physical barriers (transparent full partitions) between different workstations when they are too close or cannot be spaced;
- Physical barriers (transparent full partitions) have been installed at the checkouts.

- Organization of work methods. For example:
  - prefer teams that are as small and stable as possible,
  - reduce the number of workers and job rotation,
  - If applicable, do not hold meetings that require a physical gathering,
  - avoid sharing objects,
  - limits outings and trips to those strictly necessary;
- Personal protective equipment adapted to the risk is supplied:
  - respiratory protection,
  - protective glasses,
  - visor,
  - gloves;
- The number of customers in the store is limited. As needed, a person outside the store is responsible for managing the queue;
- The delivery persons are informed they must deposit the packages on the floor in the customer's presence, without handing them over and respecting 2 metres of physical distancing whenever possible;
- Whenever possible, one-way traffic has been established to prevent people from encountering each other;
- Signage (e.g. floor marking) has been deployed to establish 2 metres of physical distancing near the checkouts, at the store entrance and at the fitting rooms, if applicable.



## Hand washing

Frequent hand washing with lukewarm water and soap or with a 60% hydroalcoholic solution for at least 20 seconds limits the risks of transmission in the work environment, especially:

- before touching the face (eyes, nose, mouth);
- after coughing, sneezing or wiping the nose;
- before and after eating;
- after handling something that is frequently touched.

Contactless payment (e.g. bank card or contactless terminals) is preferred to prevent customers from touching the terminals. If customers pay with cash, the cashiers disinfect their hands immediately afterwards with a no-rinse cleanser (60% hydroalcoholic solution);

The customers bag their own purchases;

The delivery persons receive no-rinse cleanser (60% hydroalcoholic solution) to clean their hands between deliveries.



## **Respiratory etiquette**

Respecting respiratory etiquette consists of:

- covering your mouth and nose when you cough or sneeze, and using tissues or the crook of your elbow;
- using single-use tissues;
- immediately discarding used tissues in the trash can;
- frequent hand washing;
- not touching your mouth or eyes with your gloved or bare hands.



## **Maintenance of hygiene measures for tools, equipment and frequently touched surfaces**

Given that the virus responsible for COVID-19 can survive on surfaces, application of hygiene measures is essential.

- Ensure efficient operation and maintenance of the ventilation systems, according to the regulatory requirements for the type of facility and the tasks performed;
- Clean the sanitary facilities at least every shift and disinfect them daily;
- Clean the meal areas before each meal and disinfect them daily. For example:
  - the refrigerator door handle,
  - chair backs,
  - microwaves;
- Clean the frequently touched surfaces at least every shift and when they are visibly soiled. For example:
  - tables,
  - counters,
  - doorknobs,
  - faucets,
  - toilets,
  - telephones,
  - computer accessories;
- Clean the tools and equipment used after every shift or when they must be shared;
- Use the appropriate cleaning products or disinfectants (see the manufacturer's recommendations and do not mix cleansers);

- Remove non-essential objects (magazines, newspapers and knickknacks) from the common areas;
- The customers' point of contact with the shopping cart is disinfected after each use.

Resources are available online for more information concerning [cleaning of surfaces](#) or [recommended disinfectants](#).



## Legal obligations

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In the context of COVID-19, the employer must ensure that the preventive measures usually implemented are always adapted. Otherwise, he must modify them to protect the workers against the risks of contamination.

The employer must also inform the workers about the risks related to their work, including those related to COVID-19. The employer must also assure the workers of the appropriate training, supervision and coaching so that everyone has the skills and knowledge required to perform the work assigned to them safely.

### Worker

Every worker has the obligation to protect their health, safety or physical well-being, and to ensure that they do not endanger the health, safety or physical well-being of other persons found in the workplace ([section 49](#) of the AOHS). To do this, they must comply with the rules and measures implemented in the context of COVID-19 on the same basis as the other rules applied in the work environment. The workers must also participate in the identification and elimination of risks. If they see risks or have suggestions in this regard, they must inform the health and safety committee (if there is one), their superior or a representative of the employer.



The guide and the kit result from a reflective process intended to support the work environments in management of occupational health and safety in the context of COVID-19. The project is scalable and will harmonize with the preventive measures order by the public health authorities.

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**COVID-19 Hotline: 1-877-644-4545**

**To contact a CNESST inspector: 1-844-838-0808**



## Workplace Sanitary Standards Guide for the mining industry – COVID-19

# OHS is everyone's business!



The purpose of this guide is to support mining companies in managing occupational health and safety (OHS) in their work environment. It seeks to guarantee that operations can resume or continue under the safest and healthiest possible conditions in the context of COVID-19.

In a crisis period, it is important that workers, employers and other workers, employers and other stakeholders all work together to have healthy and safe work environments for all! Dialogue and cooperation are essential to achieve this.



### Management of occupational health and safety

Management means implementing the necessary measures to honour the employer's legal obligations, namely identify, correct and control the risks and encourage the workers' participation in this preventive approach.

Good cooperation between the employer and the personnel is crucial to promoting management of OHS.



The employer must **proceed with identification of the risks of transmission of COVID-19 in the work environment**. If the risks of contamination cannot be eliminated, the employer must seek to reduce and control them. The employer must identify the tasks during which workers may be exposed to the virus.

Preventive measures may be applied to reduce the risks of transmission of COVID-19. They are based on the principles of exclusion of symptomatic persons from the workplace, physical distancing, hand washing, respiratory etiquette and maintenance of hygiene measures for the tools, equipment and frequently touched surfaces.

The COVID-19 context can be a major stress factor, whether for the employer or for the workers, suppliers, subcontractors, and partners, due to the upheaval it causes in the different spheres of society. Special attention must therefore be paid to the psychosocial health of personnel.



### **Exclusion of symptomatic workers from the workplace**

Persons exhibiting symptoms are part of the COVID-19 transmission chain in the workplace. Procedures accounting for the following factors can avoid transmission of the disease:

- Identification of workers with COVID-19 symptoms before they enter the workplace.  
For example:
  - a questionnaire,
  - a self-evaluation by the workers;
- Isolation in a room of a worker who starts feeling symptoms in the workplace, wearing a procedure mask and reporting to 1-877-644-4545;
- The suppliers, subcontractors, and partners have been informed of the measures implemented in the company to control the risks associated with COVID-19 and made aware of the importance of complying with these measures.



### **Physical distancing**

- Whenever possible, a minimum of 2 metres of distancing between people must be maintained at work, from arrival to departure;
- This distance must also be maintained during breaks and lunch hour;
- Handshakes and hugs must be avoided;
- Arrangements have been made to respect 2-metre distancing between workers, by rearranging the physical layout or changing work methods;
- Traffic and interactions between workers are limited.

**Adjustments that must be made to limit the risk of transmission** when the principles of physical distancing cannot be respected:

- Use of technological means (telework);
- Installation of physical barriers (transparent full partitions) between different workstations when they are too close or cannot be spaced or in the transportation vehicles whenever possible;
- Organization of work methods. For example:
  - prefer teams that are as small and stable as possible,
  - reduce the number of workers and job rotation,
  - If applicable, do not hold meetings that require a physical gathering,
  - avoid sharing objects,
  - limits outings and trips to those strictly necessary;

- Personal protective equipment adapted to the risk is supplied:
  - respiratory protection,
  - protective glasses,
  - visor,
  - gloves;
- Gloves, protective glasses (protective eyewear) and respirator are removed safely;
- Single-use personal protective equipment is placed in a trash can or in reclosable containers or bags reserved for this purpose, and then discarded;
- Reusable personal protective equipment (e.g. protective eyewear or visor) is disinfected with a product adapted to the equipment.



### **Hand washing**

Frequent hand washing with lukewarm water and soap or with a 60% hydroalcoholic solution for at least 20 seconds limits the risks of transmission in the work environment, especially:

- before touching the face (eyes, nose, mouth);
- after coughing, sneezing or wiping the nose;
- before and after eating;
- after handling something that is frequently touched.



### **Respiratory etiquette**

Respecting respiratory etiquette consists of:

- covering your mouth and nose when you cough or sneeze, and using tissues or the crook of your elbow;
- using single-use tissues;
- immediately discarding used tissues in the trash can;
- frequent hand washing;
- not touching your mouth or eyes with your gloved or bare hands.



### **Maintenance of hygiene measures for tools, equipment and frequently touched surfaces**

Given that the virus responsible for COVID-19 can survive on surfaces, application of hygiene measures is essential.

- Sharing of work accessories and equipment (e.g. pens, telephone, tablets, computer mouse) is limited;
- Collective equipment (e.g. telephone, computer, mouse, photocopier, printer) is cleaned and disinfected regularly or as soon as more than one person uses it;

- Ensure efficient operation and maintenance of the ventilation systems, according to the regulatory requirements for the type of facility and the tasks performed;
- Clean the sanitary facilities at least every shift and disinfect them daily;
- Clean the meal areas before each meal and disinfect them daily. For example:
  - the refrigerator door handle,
  - chair backs,
  - microwaves;
- Clean the frequently touched surfaces at least every shift and when they are visibly soiled. For example:
  - tables,
  - counters,
  - doorknobs,
  - faucets,
  - toilets,
  - telephones,
  - computer accessories;
- Clean and disinfect the driver and passenger workstations and the heavy machinery operator's cab, at least every shift. Pay special attention to surfaces frequently touched during driving, such as:
  - the steering wheel,
  - the interior and exterior door handles,
  - the interior rear-view mirror,
  - the seat belts,
  - the gearshift,
  - the joysticks,
  - the doors,
  - the seats;
- Clean the tools and equipment used after every shift or when they must be shared;
- Use the appropriate cleaning products or disinfectants (see the manufacturer's recommendations and do not mix cleansers);
- Remove non-essential objects (magazines, newspapers and knickknacks) from the common areas.

Resources are available online for more information concerning [cleaning of surfaces](#) or [recommended disinfectants](#).



## Legal obligations

The legal obligations in occupational health and safety, both for the employer and the workers, must be applied in the context of COVID-19. Here is a summary.

### Employer


Every employer has the obligation to protect the health and ensure the safety and physical well-being of their workers. The [\*Act respecting occupational health and safety\*](#) (AOHS) requires every employer to take the necessary measures to achieve this ([section 51](#)). To do this, the employer, in particular, must implement methods for the identification, correction and control of risks.

In the context of COVID-19, the employer must ensure that the preventive measures usually implemented are always adapted. Otherwise, he must modify them to protect the workers against the risks of contamination.

The employer must also inform the workers about the risks related to their work, including those related to COVID-19. The employer must also assure the workers of the appropriate training, supervision and coaching so that everyone has the skills and knowledge required to perform the work assigned to them safely.

### Worker

Every worker has the obligation to protect their health, safety or physical well-being, and to ensure that they do not endanger the health, safety or physical well-being of other persons found in the workplace ([section 49](#) of the AOHS). To do this, they must comply with the rules and measures implemented in the context of COVID-19 on the same basis as the other rules applied in the work environment. The workers must also participate in the identification and elimination of risks. If they see risks or have suggestions in this regard, they must inform the health and safety committee (if there is one), their superior or a representative of the employer.



The guide and the kit result from a reflective process intended to support the work environments in management of occupational health and safety in the context of COVID-19. The project is scalable and will harmonize with the preventive measures order by the public health authorities.

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**COVID-19 Hotline: 1-877-644-4545**

**To contact a CNESST inspector: 1-844-838-0808**

## Workplace Sanitary Standards Guide for Childcare Services – COVID-19

# OHS is everyone's business!



The purpose of this guide is to support businesses in the childcare sector for management of OHS in their work environment. It seeks to guarantee that operations can resume or continue under the safest and healthiest possible conditions in the context of COVID-19.

In a crisis period, it is important that workers, employers and other players in the workplace collaborate to have healthy and safe work environments for all! Dialogue and cooperation are essential to achieve this.



### Management of occupational health and safety

Management means implementing the necessary measures to honour the employer's legal obligations, namely identify, correct and control the risks and encourage the workers' participation in this preventive approach.

Good cooperation between the employer and the staff is essential to encourage management of OHS.



The employer must **proceed with identification of the risks of transmission of COVID-19 in the work environment**. If the risks of contamination cannot be eliminated, the employer must seek to reduce and control them. The employer must identify the tasks during which workers may be exposed to the virus. The suppliers, subcontractors, partners and customers have been informed of the measures implemented in the company to control the risks associated with COVID-19 and made aware of the importance of complying with these measures.

The preventive measures that may be applied are based on the principles of exclusion of symptomatic persons from the childcare facility, physical distancing, hand washing, respiratory etiquette and maintenance of hygiene measures for the tools, equipment and frequently touched surfaces.



The COVID-19 context can be a major stress factor, whether for the employer or for the workers, suppliers, subcontractors, partners and parents, due to the upheaval it causes in the different spheres of society. Special attention must therefore be paid to the psychosocial health of the staff.



### **Exclusion of symptomatic workers from the workplace**

Persons exhibiting symptoms are part of the COVID-19 transmission chain in the workplace. Procedures accounting for the following factors can avoid transmission of the disease:

- Identification of workers with COVID-19 symptoms before they enter the workplace, by means such as:
  - a questionnaire,
  - self-evaluation by the workers;
- Posters are installed as reminders of the importance of hand hygiene, respiratory etiquette and physical distancing at key locations (entrance, rooms, washrooms, exterior doors, etc.);
- The parents, subcontractors and partners have been informed of the measures implemented in childcare facilities to control the risks associated with COVID-19 and make them aware of the importance of respecting these measures and limiting their movements within the childcare facility as much as possible;
- Strict triage is instituted on the porch or in the vestibule of the childcare facility for the parent and child;
- Access must be refused to any child who exhibits symptoms associated with COVID-19 (fever or cough or difficulty breathing, other symptoms according to the [government website](#));
- Access must also be refused to any child whose parents or another person in the same residence exhibit these symptoms or have already been placed in isolation due to COVID-19 (case or contact).

When symptoms associated with COVID-19 (fever or cough or difficulty breathing or other symptoms according to the [government website](#)) appear in the childcare facility:

- A COVID-19 emergency kit prepared in advance must be used and contain at least gloves, procedure masks, protective eyewear, a reclosable bag, an overgarment (smock), and an hydroalcoholic solution;
- A child exhibiting symptoms must be isolated in a room provided for this purpose. A staff member exhibiting symptoms must leave the workplace;
- Only one staff member looks after a child exhibiting symptoms for the time until the parent comes to get the child;

- A staff member must wear gloves and an overgarment (smock), as well as a procedure mask and protective eyewear;
- Once a child or a staff member exhibiting symptoms has left, disinfect the room, the surfaces and the objects touched by the child or the staff member;
- The staff member must remove the gloves, protective eyewear, procedure mask and smock safely in the room and dispose of them on site (if a trash can without contact with the hands is available) or in reclosable containers or bags reserved for this purpose, and then dispose of the single-use equipment; They must wash their hands immediately after this;
- The reusable equipment must be disinfected (e.g. protective eyewear, if reusable);
- After disinfection of the isolation room, wash hands and put on gloves again to disinfect the child's personal area (where the child takes a nap or his/her storage area) and place the child's personal objects (sheet, towel, pillow, comforter, stuffed toy, clothing worn, etc.) in a fabric or plastic bag to wash them and return them to the parents.
- The parents of the children in the affected person's group and the staff in contact with the symptomatic child must call 1-877-644-4545 to obtain instructions.



### **Physical distancing**

- Whenever possible, a minimum of 2 metres of distancing between people must be maintained at work, from arrival to departure;
- This distance must also be maintained during breaks and lunch hour;
- Handshakes and hugs must be avoided;
- The workstations and work methods have been reviewed to comply with 2 metres of physical distancing whenever possible;
- Traffic and interactions between workers are limited.

**Adjustments that must be made to limit the risk of transmission** when the principles of physical distancing cannot be respected:

In offices, these adjustments are:

- Use of technological means (telework);
- Installation of physical barriers (transparent full partitions) between different workstations when they are too close or cannot be spaced;

In childcare services, these adjustments are as follows:

- measures must be taken to encourage physical distancing between persons and limit the duration of close contact between children;
- groups of children and work teams are organized to limit exchanges and contacts as much as possible;

- the educator-child ratios prescribed in the context of COVID-19 by the Ministère de la Famille must be respected;
- If possible, always keep the same children in the same educator-child tandem, and an educator should always have the same group of children;
- If possible, the educators should always work in the same facility. Stability of the staff in contact with the children is preferred;
- All staff members in direct contact with children, whose tasks absolutely necessitate being less than 2 metres from another person for a period longer than 15 minutes without a physical barrier, only once a day, must wear respiratory protection and protective eyewear;
- The necessary personal protective equipment (procedure mask, protective eyewear and gloves) must be provided and made available to the personnel in sufficient number;
- When a staff member must wash, feed, rock or hold very young children in their arms, they must:
  - keep long hair tied,
  - wash their hands, neck and any place touched by the child's secretions,
  - if there are secretions on the child's clothing, change the clothing,
  - deposit the contaminated clothes in bags and close the bags,
  - have several changes of clothing within reach in the childcare facility;
- Before leaving the childcare facility, the staff member in contact with the children must:
  - remove the protective eyewear and the procedure mask safely and dispose of the non-reusable equipment in the trash can or in reclosable containers or bags reserved for this purpose, then discard them and disinfect the reusable equipment (protective eyewear, if reusable) with a product adapted to the equipment,
  - whenever possible, remove their protective clothing and dispose of it in a plastic or fabric bag. Wash their clothing worn at work with the usual laundry detergent.



## Hand washing

Frequent hand washing with lukewarm water and soap or with a 60% hydroalcoholic solution for at least 20 seconds limits the risks of transmission in the work environment, especially:

- before touching the face (eyes, nose, mouth);
- after coughing, sneezing or wiping the nose;
- before and after eating;
- after handling something that is frequently touched;
- when entering and exiting the premises and after each use of collective equipment;
- when entering and leaving the childcare facility.

For staff personnel in contact with food, frequent hand washing and compliance with good hygiene and food safety practices are mandatory.

Note: The staff members must also wash their hands after each of these actions with a child (e.g. after wiping themselves with a tissue).



### **Respiratory etiquette**

Respecting respiratory etiquette consists of:

- covering your mouth and nose when you cough or sneeze, and using tissues or the crook of your elbow;
- using single-use tissues;
- immediately discarding used tissues in the trash can;
- frequent hand washing;
- not touching your mouth or eyes with your gloved or bare hands.



### **Maintenance of hygiene measures for material, equipment and frequently touched surfaces**

Given that the virus responsible for COVID-19 can live on surfaces, application of hygiene measures is essential:

- Limit sharing of work accessories and equipment (e.g. pens, telephone, tablets, computer mouse);
- Clean and disinfect collective equipment (e.g. telephone, computer, mouse, photocopier, printer) regularly or as soon as more than one person uses it;
- Ensure efficient operation and maintenance of the ventilation systems, according to the regulatory requirements for the type of facility and the tasks performed;
- Clean the sanitary facilities that are used only by the staff members and disinfect them daily;
- After each meal, clean the meal areas that are used only by the staff members and disinfect them daily; For example:
  - the refrigerator door handle,
  - chair backs,
  - microwaves;
- Wash the dishes and utensils used by the children and the childcare staff with water and the usual dish soap or dishwasher detergent;
- Immediately clean and disinfect visible dirt (e.g. urine, saliva) and soiled surfaces or objects;

- Increase the frequency of daily cleaning and disinfection of the areas used by the children with a disinfection product usual used, depending on the use of the premises and when they are visibly soiled and the surfaces are frequently touched. For example:
  - tables,
  - counters,
  - highchairs,
  - small benches,
  - toys,
  - play areas,
  - sanitary facilities,
  - any other relevant location or material;

Resources are available online for more information concerning [cleaning of surfaces](#) or the [recommended disinfectants](#).



## Legal obligations

The legal obligations in occupational health and safety, both for the employer and the workers, must be applied in the context of COVID-19. Here is a summary.

### Employer


Every employer has the obligation to protect the health and ensure the safety and physical well-being of their workers. The [Act respecting occupational health and safety](#) (AOHS) requires every employer to take the necessary measures to achieve this ([section 51](#)). To do this, the employer, in particular, must implement methods for the identification, correction and control of risks.

In the context of COVID-19, the employer must ensure that the preventive measures usually implemented are always adapted. Otherwise, he must modify them to protect the workers against the risks of contamination.

The employer must also inform the workers about the risks related to their work, including those related to COVID-19. The employer must also assure the workers of the appropriate training, supervision and coaching so that everyone has the skills and knowledge required to perform the work assigned to them safely.

### Worker

Every worker has the obligation to protect their health, safety or physical well-being, and to ensure that they do not endanger the health, safety or physical well-being of other persons found in the workplace ([section 49](#) of the AOHS). To do this, they must comply with the rules and measures implemented in the context of COVID-19 on the same basis as the other rules applied in the work environment. The workers must also participate in the identification and elimination of risks. If they see risks or have suggestions in this regard, they must inform the health and safety committee (if there is one), their superior or a representative of the employer.



The guide and the kit result from a reflective process intended to support the work environments in management of occupational health and safety in the context of COVID-19. The project is scalable and will harmonize with the preventive measures order by the Direction de la santé publique (public health authorities).

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## Workplace Sanitary Standards Guide for Home Childcare – COVID-19

# OHS is everyone's business!



The purpose of this guide is to support home childcare providers (HCP) for management of OHS in their work environment. It seeks to guarantee that operations can resume or continue under the safest and healthiest possible conditions in the context of COVID-19.

In a crisis period, it is important that workers, employers and other players in the workplace collaborate to have healthy and safe work environments for all! Dialogue and cooperation are essential to achieve this.



### Management of occupational health and safety

Management means implementing the necessary measures to honour the employer's legal obligations, namely identify, correct and control the risks and encourage the workers' participation in this preventive approach.

Good cooperation between the employer and the staff is essential to encourage management of OHS.



The HCP must **proceed with identification of the risks of transmission of COVID-19 in the work environment**. If the risks of contamination cannot be eliminated, the HCP must seek to reduce and control them. The HCP must determine the tasks during which the staff he/she employs may be exposed to the virus. The suppliers, subcontractors, partners and customers have been informed of the measures implemented in the home childcare facility to control the risks associated with COVID-19 and made aware of the importance of complying with these measures.

The preventive measures that may be applied are based on the principles of exclusion of symptomatic persons from the home childcare facility, physical distancing, hand washing, respiratory etiquette and maintenance of hygiene measures for the material, equipment and frequently touched surfaces.



The COVID-19 context can be a major stress factor, whether for the HCP, the staff the HCP employs, suppliers, subcontractors, partners or parents, due to the upheaval it causes in the different spheres of society. Special attention must therefore be paid to the psychosocial health of personnel.



### **Exclusion of symptomatic workers from the workplace**

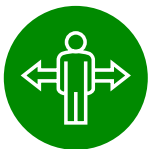
Persons exhibiting symptoms are part of the COVID-19 transmission chain in the workplace. Procedures accounting for the following factors can avoid transmission of the disease:

- The HCP has validated personally and for other persons living in the same residence and the staff to identify COVID-19 symptoms before entering the workplace, by means such as:
  - a questionnaire,
  - self-assessment by the HCP and the staff;
- Posters are installed as reminders of the importance of hand hygiene, respiratory etiquette and physical distancing at key locations (entrance, washrooms, exterior doors, etc.);
- The parents, subcontractors and partners have been informed of the measures implemented in home childcare to control the risks associated with COVID-19 and make them aware of the importance of respecting these measures and limiting their movements within the childcare facility as much as possible;
- Strict triage is implemented in the morning when the child and the parent arrive before the child circulates in the childcare facility;
- Access must be refused to any child who exhibits symptoms associated with COVID-19 (fever or cough or difficulty breathing, other symptoms according to the [government website](#));
- Access must also be refused to any child whose parents or another person in the same residence exhibit these symptoms or have already been placed in isolation due to COVID-19 (case or contact).

When symptoms associated with COVID-19 (fever or cough or difficulty breathing or other symptoms according to the [government website](#)) appear in the childcare facility:

- a COVID-19 emergency kit prepared in advance must be used and contain at least gloves, procedure masks, protective eyewear, a reclosable bag, an overgarment (smock), and an hydroalcoholic solution;
- a child exhibiting symptoms must be isolated from the rest of the group, but under observation by the HCP or a staff member for the time until the parent comes to get the child. A staff member exhibiting symptoms must leave the workplace. An HCP exhibiting symptoms must close the childcare facility and notify the parents to come get their child quickly;

- an HCP or a staff member must wear gloves and an overgarment (smock), as well as a mask and protective eyewear;
- once a child, an HCP or a staff member exhibiting symptoms has left, the HCP or a staff member disinfects the room, the surfaces and the objects touched by the child, the HCP or the staff member;
- the HCP or the staff member must remove the gloves, protective eyewear, procedure mask and smock safely in the room and dispose of them on site (if a trash can without contact with the hands is available) or in reclosable containers or bags reserved for this purpose, and then dispose of the single-use equipment. They must wash their hands immediately after this;
- the reusable equipment must be disinfected (e.g. protective eyewear, if reusable);
- after disinfection of the isolation area of the child exhibiting symptoms, they must wash their hands and put on gloves again to disinfect the child's personal area (where the child takes a nap or his/her storage area) and place the child's personal objects (sheet, towel, pillow, comforter, stuffed toy, clothing worn, etc.) in a fabric or plastic bag to wash them and return them to the parents;
- the parents of the children in home childcare and the HCP or the home childcare staff must call 1-877-644-4545 to obtain instructions.



### **Physical distancing**

- Whenever possible, a minimum of 2 metres of distancing between people must be maintained at the childcare facility, from arrival to departure;
- Handshakes and hugs must be avoided.

Adjustments that must be made to limit the risk of transmission when the principles of physical distancing cannot be respected:

- Measures must be taken to encourage physical distancing and limit the duration of close contact between children;
- The home childcare facility is organized, to the extent possible to limit exchanges and contacts;
- The HCP-child ratios prescribed in the context of COVID-19 by the Ministère de la Famille must be respected;
- The HCP or a staff member in direct contact with children, if the tasks absolutely necessitate being less than 2 metres from another person for a period longer than 15 minutes without a physical barrier, only once a day, must wear respiratory protection and protective eyewear;
- The necessary personal protective equipment (procedure mask, protective eyewear and gloves) must be provided and made available to the personnel in sufficient number;

- When an HCP or a staff member must wash, feed, rock or hold very young children in their arms, they must:
  - keep long hair tied,
  - wash their hands, neck and any place touched by the child's secretions,
  - if there are secretions on the child's clothing, change the clothing,
  - deposit the contaminated clothes in bags and close the bags,
  - have several changes of clothing within reach in the childcare facility;
- Before leaving the location of the residence reserved for home childcare, the HCP and the staff must:
  - remove the protective eyewear and the procedure mask safely and dispose of the non-reusable equipment in the trash can or in reclosable containers or bags reserved for this purpose, then discard them and disinfect the reusable equipment (protective eyewear, if reusable) with a product adapted to the equipment,
  - whenever possible, remove their protective clothing and dispose of it in a plastic or fabric bag. Wash their clothing worn at work with the usual laundry detergent.



### **Hand washing**

Frequent hand washing with lukewarm water and soap or with a 60% hydroalcoholic solution for at least 20 seconds limits the risks of transmission in the work environment, especially:

- before touching the face (eyes, nose, mouth);
- after coughing, sneezing or wiping the nose;
- before and after eating;
- after handling something that is frequently touched;
- upon arrival at childcare and upon departure.

For the HCP or staff in contact with food, frequent hand washing and compliance with good hygiene and food safety practices are mandatory.

Note: The HCP or the staff must also wash their hands after each of these actions with a child (e.g. after wiping themselves with a tissue).



### **Respiratory etiquette**

Respecting respiratory etiquette consists of:

- covering your mouth and nose when you cough or sneeze, and using tissues or the crook of your elbow;
- using single-use tissues;
- immediately discarding used issues in the trash can;

- frequent hand washing;
- not touching your mouth or eyes with your gloved or bare hands.



### **Maintenance of hygiene measures for material, equipment and frequently touched surfaces**

Given that the virus responsible for COVID-19 can survive on surfaces, application of hygiene measures is essential:

- Limit sharing of work accessories and equipment (e.g. pens, telephone, tablets, computer mouse);
- Clean and disinfect collective equipment (e.g. telephone, computer, mouse, photocopier, printer) regularly or as soon as more than one person uses it;
- Clean the meal areas before each meal and disinfect them daily. For example:
  - the refrigerator door handle,
  - chair backs,
  - the microwave;
- Wash the dishes and utensils used by the children, the HCP and the childcare staff with water and the usual dish soap or dishwasher detergent;
- Immediately clean and disinfect visible dirt (e.g. urine, saliva) and soiled surfaces or objects;
- Increase the frequency of daily cleaning and disinfection of the areas used by the children with a disinfection product usual used, depending on the use of the premises and when they are visibly soiled and the surfaces are frequently touched. For example:
  - tables,
  - counters,
  - highchairs,
  - small benches,
  - toys,
  - play areas,
  - sanitary facilities,
  - any other relevant location or material;

Resources are available online for more information concerning [cleaning of surfaces](#) or the [recommended disinfectants](#).



## Legal obligations

The legal obligations in occupational health and safety, both for the employer and the workers, must be applied in the context of COVID-19. Here is a summary.

### Employer


Every employer has the obligation to protect the health and ensure the safety and physical well-being of their workers. The [\*Act respecting occupational health and safety\*](#) (AOHS) requires every employer to take the necessary measures to achieve this ([section 51](#)). To do this, the employer, in particular, must implement methods for the identification, correction and control of risks.

In the context of COVID-19, the employer must ensure that the preventive measures usually implemented are always adapted. Otherwise, he must modify them to protect the workers against the risks of contamination.

The employer must also inform the workers about the risks related to their work, including those related to COVID-19. The employer must also assure the workers of the appropriate training, supervision and coaching so that everyone has the skills and knowledge required to perform the work assigned to them safely.

### Worker

Every worker has the obligation to protect their health, safety or physical well-being, and to ensure that they do not endanger the health, safety or physical well-being of other persons found in the workplace ([section 49](#) of the AOHS). To do this, they must comply with the rules and measures implemented in the context of COVID-19 on the same basis as the other rules applied in the work environment. The workers must also participate in the identification and elimination of risks. If they see risks or have suggestions in this regard, they must inform the health and safety committee (if there is one), their superior or a representative of the employer.



The guide and the kit result from a reflective process intended to support the work environments in management of occupational health and safety in the context of COVID-19. The project is scalable and will harmonize with the preventive measures order by the Direction de la santé publique (public health authorities).

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**COVID-19 Hotline: 1-877-644-4545**

**To contact a CNESST inspector: 1-844-838-0808**

## Workplace Sanitary Standards Guide for the School Environment – COVID-19

# OHS is everyone's business!



The purpose of this guide is to support the schools for management of OHS in their work environment. It seeks to guarantee that operations can resume or continue under the safest and healthiest possible conditions in the context of COVID-19.

In a crisis period, it is important that workers, employers and other players in the workplace collaborate to have healthy and safe work environments for all! Dialogue and cooperation are essential to achieve this.



### Management of occupational health and safety

Management means implementing the necessary measures to honour the employer's legal obligations, namely identify, correct and control the risks and encourage the workers' participation in this preventive approach.

Good cooperation between the employer and the staff is essential to encourage management of OHS.



The employer must **proceed with identification of the risks of transmission of COVID-19 in the work environment**. If the risks of contamination cannot be eliminated, the employer must seek to reduce and control them. The employer must identify the tasks during which workers may be exposed to the virus. The suppliers, subcontractors, partners and customers have been informed of the measures implemented in the company to control the risks associated with COVID-19 and made aware of the importance of complying with these measures.

The preventive measures that may be applied are based on the principles of exclusion of symptomatic persons from the home childcare facility, physical distancing, hand washing, respiratory etiquette and maintenance of hygiene measures for the material, equipment and frequently touched surfaces.

The COVID-19 context can be a major stress factor, whether for the employer or for the workers, suppliers, subcontractors, partners, parents and pupils, due to the upheaval it causes in the different spheres of society. Special attention must therefore be paid to the psychosocial health of the staff.



### **Exclusion of symptomatic workers from the workplace**

Persons exhibiting symptoms are part of the COVID-19 transmission chain in the workplace. Procedures accounting for the following factors can avoid transmission of the disease:

- Identification of workers with COVID-19 symptoms before they enter the workplace, by means such as:
  - a questionnaire,
  - self-evaluation by the workers;
- Posters are installed as reminders of the importance of hand hygiene, respiratory etiquette and physical distancing at key locations (entrance, rooms, washrooms, exterior doors, etc.);
- The suppliers, subcontractors, partners and parents have been informed of the measures implemented in the school to control the risks associated with COVID-19 and make them aware of the importance of respecting these measures and limiting their movements within the school facility as much as possible;
- Any person (preschool or elementary school pupil or school staff) exhibiting symptoms associated with COVID-19 (fever or cough or difficulty breathing or sudden loss of smell or taste, other symptoms according to the [government website](#)), up to 24 to 48 hours after the symptoms end is prohibited from entering the school environment;
- Access must also be refused to any preschool or elementary school pupil whose parents or another person in the same residence exhibit these symptoms or have already been placed in isolation due to COVID-19 (case or contact).

When symptoms associated with COVID-19 (fever or cough or difficulty breathing or other symptoms according to the [government website](#)) appear in the school environment:

- A COVID-19 emergency kit prepared in advance must be used and contain at least gloves, procedure masks, protective eyewear, a reclosable bag, an overgarment (smock), and an hydroalcoholic solution;
- A preschool or elementary school child exhibiting symptoms shall be isolated in a room provided for this purpose and wear a procedure mask. A staff member exhibiting symptoms must leave the workplace;
- Only one staff member looks after a preschool or elementary school pupil exhibiting symptoms for the time until the parent comes to get the child;
- A staff member must wear gloves and an overgarment (smock), as well as a procedure mask and protective eyewear;



- The personal objects of a preschool or elementary school pupil who has symptoms should be handed over to the parents in a fabric or plastic bag;
- Once a preschool or elementary school pupil or a staff member exhibiting symptoms has left, disinfect the room and the objects and surfaces touched by the child or the staff member;
- The staff member must remove the gloves, protective eyewear, procedure mask and smock safely in the room and dispose of them on site (if a trash can without contact with the hands is available) or in reclosable containers or bags reserved for this purpose, and then dispose of the single-use equipment. They must wash their hands immediately after this;
- Reusable personal protective equipment (e.g. protective eyewear) is disinfected with a product adapted to the equipment;
- The parents of the preschool or elementary school pupils of the affected child's group, the staff member responsible for isolation and this group's educator or teacher must call 1-877-644-4545 to obtain instructions from the Direction de la santé publique (public health authorities).



### **Physical distancing**

- Whenever possible, a minimum of 2 metres of distancing between people must be maintained at work, from arrival to departure;
- This distance must also be maintained during breaks and lunch hour;
- Handshakes and hugs must be avoided;
- The workstations and work methods have been reviewed to comply with 2 metres of physical distancing whenever possible;
- Traffic and interactions between workers are limited.

**Adjustments that must be made to limit the risk of transmission** when the principles of physical distancing cannot be respected:

In offices, these adjustments are:

- use of technological means (telework);
- installation of physical barriers (transparent full partitions) between different workstations when they are too close or cannot be spaced.

On preschool and elementary school premises:

- measures must be taken to encourage physical distancing and limit the duration of close contact between preschool or elementary school pupils;
- the maximum ratio of preschool or elementary school pupils per room for the school facilities prescribed by the Ministère de l'Éducation et de l'Enseignement supérieur (MEES) must be respected;

- the maximum ratio of vocational and general adult education students in the classroom simultaneously to perform their practical training activities must be respected as prescribed by the MEES;
- the non-essential common areas must be closed and access to the school facilities must be reserved for staff and preschool or elementary school pupils only;
- the schedules must be adjusted to minimize movements and gatherings at the same time. Access to the recreation yard will be limited to small groups in a controlled manner, and the cafeterias will be closed;
- the preschool and elementary school pupils take their meals on the premises or in the classrooms or outdoors, to avoid movements within the school facility;
- If possible, the same preschool or elementary school pupils must always be kept in the same group, in the same rooms, at the same desk, and the staff should always have the same group of pupils;
- It is not recommended for teachers to wear personal protective equipment (PPE) to protect themselves against COVID-19. Two metres of physical distancing must be respected whenever possible. However, for teachers who would be more comfortable wearing a face covering, we invite them to consult [Wearing a face covering in public settings](#) to learn how to make a face covering and use it appropriately;
- the staff in contact mainly with preschool pupils, handicapped pupils or students or vocational education for practical activities, if the tasks absolutely necessitate being less than 2 metres from another person for a period longer than 15 minutes without a physical barrier, only once a day, must wear respiratory protection and protective eyewear at all times;
- the necessary personal protective equipment, including the procedure mask, protective eyewear and gloves, must be provided and made available to the driver in sufficient quantity.

In the schoolyard:

- play areas may be reserved specifically for different groups, in order to prevent contact between the pupils of these groups;
- changes to the recreation schedules and timed intervals between periods making it possible to minimize necessary contacts between pupils must be provided for;
- special attention must be paid to areas acting as bottlenecks (e.g. locker room entrance, exit to the schoolyard, stairways, etc.) to avoid creation of lineups with persons close to each other.

In school transportation:

- the pupils' parents are informed that if their children exhibit symptoms, they must keep them at home and refrain from having them take school transportation;
- physical barriers (transparent full partitions) have been installed between the driver and the pupils. For more information, consult [Société de l'assurance automobile du Québec](#);
- in the absence of physical barriers (transparent full partitions) on the school bus, access to the first benches is prohibited to respect the 2-metre distance from the driver;
- the driver, in the absence of physical barriers and if the tasks absolutely must be less than 2 metres from one or more pupils for a period longer than 15 minutes, must wear a procedure mask and protective eyewear at all times;
- the necessary personal protective equipment, including the procedure mask, protective eyewear and gloves, must be provided and made available to the driver in sufficient quantity;
- suitable ventilation in the vehicle is ensured by avoiding air recirculation and encouraging opening of windows whenever possible, for example;
- the driver's station is cleaned and disinfected every shift or during a change of driver (e.g. steering wheel, interior and exterior door handles, interior mirror, seat belts, doors, seat);
- the frequently touched surfaces in the vehicles are cleaned and disinfected every day (e.g. seat belts, straps, handrails, buzzers, doors, seats).



### Hand washing

Frequent hand washing with lukewarm water and soap or with a 60% hydroalcoholic solution for at least 20 seconds limits the risks of transmission in the work environment, especially:

- before touching the face (eyes, nose, mouth);
- after coughing, sneezing or wiping the nose;
- upon arrival in the morning and before departure each day;
- before and after eating;
- after handling something that is frequently touched;
- when entering and exiting the premises and after each use of collective equipment.

All staff members and preschool or elementary school pupils must have been made aware of hand hygiene.



## Respiratory etiquette

Respecting respiratory etiquette consists of:

- covering your mouth and nose when you cough or sneeze, and using tissues or the crook of your elbow;
- using single-use tissues;
- immediately discarding used tissues in the trash can;
- frequent hand washing;
- not touching your mouth or eyes with your gloved or bare hands.

All staff members and preschool or elementary school pupils must have been made aware of respiratory etiquette.



## Maintenance of hygiene measures for material, tools, equipment and frequently touched surfaces

Given that the virus responsible for COVID-19 can survive on surfaces, application of hygiene measures is essential.

- Limit sharing of work accessories and equipment (e.g. pens, telephone, tablets, computer mouse);
- Clean and disinfect collective equipment (e.g. telephone, computer, mouse, photocopier, printer) regularly or as soon as more than one person uses it;
- Ensure efficient operation and maintenance of the ventilation systems, according to the regulatory requirements for the type of facility and the tasks performed;
- Clean and disinfect the sanitary facilities daily;
- Clean the meal areas before each meal and disinfect them daily. For example:
  - the refrigerator door handle,
  - chair backs,
  - microwaves;
- Clean and disinfect with a disinfection product usually used, every day or more often, depending on the use of the premises and, when they are visibly soiled, the frequently touched surfaces. For example:
  - tables,
  - chairs,
  - rooms,
  - sanitary facilities,
  - tout autre endroit ou matériel pertinent.

Resources are available online for more information concerning [cleaning of surfaces](#) or [recommended disinfectants](#).



## Legal obligations

The legal obligations in occupational health and safety, both for the employer and the workers, must be applied in the context of COVID-19. Here is a summary.

### Employer


Every employer has the obligation to protect the health and ensure the safety and physical well-being of their workers. The [\*Act respecting occupational health and safety\*](#) (AOHS) requires every employer to take the necessary measures to achieve this ([section 51](#)). To do this, the employer, in particular, must implement methods for the identification, correction and control of risks.

In the context of COVID-19, the employer must ensure that the preventive measures usually implemented are always adapted. Otherwise, he must modify them to protect the workers against the risks of contamination.

The employer must also inform the workers about the risks related to their work, including those related to COVID-19. The employer must also assure the workers of the appropriate training, supervision and coaching so that everyone has the skills and knowledge required to perform the work assigned to them safely.

### Worker

Every worker has the obligation to protect their health, safety or physical well-being, and to ensure that they do not endanger the health, safety or physical well-being of other persons found in the workplace ([section 49](#) of the AOHS). To do this, they must comply with the rules and measures implemented in the context of COVID-19 on the same basis as the other rules applied in the work environment. The workers must also participate in the identification and elimination of risks. If they see risks or have suggestions in this regard, they must inform the health and safety committee (if there is one), their superior or a representative of the employer.



The guide and the kit result from a reflective process intended to support the work environments in management of occupational health and safety in the context of COVID-19. The project is scalable and will harmonize with the preventive measures order by the Direction de la santé publique (public health authorities).

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## Workplace Sanitary Standards Guide for the Public Transportation Sector – COVID-19

# OHS is everyone's business!



The purpose of this guide is to support public transportation sector companies for management of occupational health and safety (OHS) in their work environment. It seeks to guarantee that operations can resume or continue under the safest and healthiest possible conditions in the context of COVID-19. The information presented in this guide is valid until the public health authorities declare the end of the health crisis.

In a crisis period, it is important that workers, union associations, employers and other players in the workplace collaborate to have healthy and safe work environments for all! Dialogue and cooperation are essential to achieve this.



### Management of occupational health and safety

Management means implementing the necessary measures to honour the employer's legal obligations, namely identify, correct and control the risks and encourage the workers' participation in this preventive approach.

Good cooperation between the employer, the union and the personnel is essential to encourage management of OHS.



The employer must **proceed with identification of the risks of transmission of COVID-19 in the work environment**. If the risks of contamination cannot be eliminated, the employer must seek to reduce and control them. The employer must identify the tasks during which workers may be exposed to the virus. The suppliers, subcontractors, partners and customers have been informed of the measures implemented in the company to control the risks associated with COVID-19 and made aware of the importance of complying with these measures.

The preventive measures that may be applied are based on the principles of exclusion of symptomatic persons from the workplace, physical distancing, hand washing, respiratory etiquette and maintenance of hygiene measures for the tools, equipment and frequently touched surfaces. The employer must make personal protective equipment and hydroalcoholic solution available to the workers when the situation requires it.

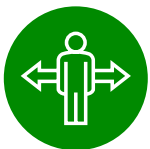
The COVID-19 context can be a major stress factor, whether for the employer or for the workers, suppliers, subcontractors, partners and customers, due to the upheaval it causes in the different spheres of society. Special attention must therefore be paid to the psychosocial health of personnel.



### **Exclusion of symptomatic workers from the workplace**

Persons exhibiting symptoms are part of the COVID-19 transmission chain in the workplace. Procedures accounting for the following factors can avoid transmission of the disease:

- The workers are informed that in case of symptoms of cough or fever, difficulty breathing, sudden loss of smell or taste without nasal congestion with or without loss of taste, or any other symptom associated with COVID-19, they must not report to work;
- The employer ensures that the workers who have COVID-19 symptoms do not report to work;
- A worker who starts feeling symptoms in the workplace is isolated in a room, when necessary, wearing a procedure mask and reporting to 1-877-644-4545;
- Posters have been installed in the vehicles and at the appropriate access points for public transit with all the information useful to the passengers;
- Passengers who exhibit symptoms are informed of their obligation to refrain from taking public transit, postpone their purchases of passes, make them online or send someone in their circle to purchase them on their behalf;
- The suppliers, subcontractors, partners and customers have been informed of the measures implemented to control the risks associated with COVID-19 and made aware of the importance of complying with these measures.



### **Physical distancing**

- Whenever possible, a minimum of 2 metres of distancing between people must be maintained at work, from arrival to departure;
- This distance must also be maintained during breaks and lunch hour;
- Handshakes and hugs are prohibited.





**Adjustments that must be made to limit the risk of transmission** when the principles of physical distancing cannot be respected:

- Install placards or posters recommending that passengers wear face coverings, and reminding them of the hand hygiene and respiratory etiquette rules;
- Make the passengers aware of the need to discard their used tissues in a trash container at the vehicle entrance;
- Use work method and time arrangement measures to encourage compliance with the instructions given to the employees who are in mandatory isolation (telework) and those who have other types of constraints (flexible schedules, telework);
- If applicable, do not hold meetings that require a physical gathering;
- Avoid air recirculation and encourage opening of windows in the workplaces or vehicles, whenever possible, for example;
- Physical barriers (transparent full partitions) are installed between the different workstations that are too close to each other or that cannot be spaced;
- Physical barriers (transparent full partitions in compliance with the standards in force) are installed between the driver and the passengers, except in buses used for adapted transit/paratransit;
- Give priority to installation of physical barriers in the bus at one door;
- Maintain 2-metre distancing between the passengers and the driver's cab after installation of the physical barrier;
- Have the passengers board the bus by the front door and exit by the back door, whenever possible;
- On the buses, except for the buses used for adapted transit/paratransit, when the physical barrier is not installed at the driver's station, consider:
  - prohibiting access to the first benches to respect 2 metres of distancing from the driver,
  - indicating the separation line between the passengers and the driver with a line on the floor 2 metres from the driver's station,
  - having the passengers enter by the back door, whenever possible;
- If the tasks absolutely must be less than 2 metres from another person for a period longer than 15 minutes without a physical barrier, only once a day, wearing respiratory protection and protective eyewear is compulsory;
- The organization of work methods is reviewed. For example, limit the number of drivers in the cab to only one, if possible. Otherwise, prefer teams that are as small and stable as possible, maintain the same position, driver or copilot, for the entire shift, whenever possible, and avoid sharing objects;
- Complete the tracking tools to ensure traceability, when needed;

- Whenever possible, avoid exchanging papers (cash for fare collection, purchase orders, receipts, correspondence). Collection must not expose the bus driver to the risks related to COVID-19;
- Favour visual or contactless payment and validation of the transit pass. In case it is impossible to avoid exchanging papers, provide for a procedure to govern their handling;
- Personal protective equipment (respiratory protection, protective eyewear and skin protection [if necessary]) is supplied for drivers assigned to adapted transit/paratransit or for a task requiring them to be less than 2 metres from another person, without a physical barrier.



### **Hand washing**

Frequent hand washing with lukewarm water and soap or with a 60% hydroalcoholic solution for at least 20 seconds limits the risks of transmission in the work environment, especially:

- before touching the face (eyes, nose, mouth);
- after coughing, sneezing or wiping the nose;
- before and after eating;
- after handling something that is frequently touched.

Encourage transactions at the terminals, particularly charging transit passes.

Contactless payment (e.g. bank card or contactless terminals) is preferred to prevent customers from touching the terminals.

If passengers pay with cash, the ticket sellers and drivers must disinfect their hands before touching their face or other surfaces, using a no-rinse cleanser (60% hydroalcoholic solution).



### **Respiratory etiquette**

Respecting respiratory etiquette consists of:

- covering your mouth and nose when you cough or sneeze, and using tissues or the crook of your elbow;
- using single-use tissues;
- immediately discarding used tissues in the trash can;
- frequent hand washing;
- not touching your mouth or eyes with your gloved or bare hands.



## **Maintenance of hygiene measures for tools, equipment and frequently touched surfaces**

Given that the virus responsible for COVID-19 can live on surfaces, application of hygiene measures is essential:

- Ensure efficient operation and maintenance of the ventilation systems, according to the regulatory requirements for the type of facility and the tasks performed;
- Develop a COVID-19 hygiene and disinfection protocol, particularly including:
  - the cleaning and disinfection procedure,
  - the product storage and contaminated waste management procedure (newspapers, cleaning cloths),
  - employee training and information;
- Clean the sanitary facilities at least every shift and disinfect them daily;
- Clean the meal areas before each meal and disinfect them daily. For example:
  - the refrigerator door handle,
  - chair backs,
  - microwaves;
  - tables,
  - counters,
  - faucets;
- Clean the frequently touched surfaces when they are visibly soiled and disinfect them, at least every shift. For example:
  - bus-metro card recharging terminals,
  - workstations,
  - doorknobs,
  - toilets,
  - telephones,
  - computer accessories,
  - pencils;
- Clean and disinfect the driver's station every shift or during a change of driver. Pay special attention to surfaces frequently touched during driving, such as:
  - the steering wheel,
  - the interior and exterior door handles,
  - the interior rear-view mirror,
  - the seat belt,
  - the seat,
  - both sides of the physical barrier;

- Clean and disinfect the frequently touched surfaces in the vehicles every day (e.g. seat belts, straps, handrails, buzzers, doors, seats, sanitary facilities);
- Clean and disinfect the protective eyewear used (protective glasses or visor);
- Avoid sharing material or equipment (e.g. work tools, tablets, pencils, communications devices, etc.). When it is impossible to avoid sharing, the shared workstations and tools must be disinfected before their use by the person who takes possession;
- Use the appropriate cleaning products or disinfectants (see the manufacturer's recommendations and do not mix cleansers);
- During cleaning and disinfection, wear leakproof gloves to protect the hands when the cleaning product specifications recommend it;
- Remove non-essential objects (magazines, newspapers and knickknacks) from the common areas.

Resources are available online for more information concerning [cleaning of surfaces](#) or the [recommended disinfectants](#).



## Legal obligations

The legal obligations in occupational health and safety, both for the employer and the workers, must be applied in the context of COVID-19. Here is a summary.

### Employer

Every employer has the obligation to protect the health and ensure the safety and physical well-being of their workers. The [Act respecting occupational health and safety](#) (AOHS) requires every employer to take the necessary measures to achieve this ([section 51](#)). To do this, the employer, in particular, must implement methods for the identification, correction and control of risks.

In the context of COVID-19, the employer must ensure that the preventive measures usually implemented are always adapted. Otherwise, he must modify them to protect the workers against the risks of contamination.

The employer must also inform the workers about the risks related to their work, including those related to COVID-19. The employer must also assure the workers of the appropriate training, supervision and coaching so that everyone has the skills and knowledge required to perform the work assigned to them safely.

## Worker

Every worker has the obligation to protect their health, safety or physical well-being, and to ensure that they do not endanger the health, safety or physical well-being of other persons found in the workplace ([section 49](#) of the AOHS). To do this, they must comply with the rules and measures implemented in the context of COVID-19 on the same basis as the other rules applied in the work environment. The workers must also participate in the identification and elimination of risks. If they see risks or have suggestions in this regard, they must inform the health and safety committee (if there is one), their superior or a representative of the employer.

The guide and the kit result from a reflective process intended to support the work environments in management of occupational health and safety in the context of COVID-19. The project is scalable and will harmonize with the preventive measures order by the Direction de la santé publique (public health authorities).

Other documents can support decision-making in occupational health and safety in the context of the resumption of operations, particularly [Aide à la planification de la reprise des activités dans les PME québécoises](#) (Assistance to planning of the resumption of operations in Québec SMEs).

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## Occupational health and safety standards guide for the leisure, sports and outdoor recreation sector – COVID-19

# OHS: it's everyone's business!



The purpose of this guide is to support companies or organizations in the leisure, sports and outdoor recreation sector in managing occupational health and safety (OHS) in their workplace. The aim is to ensure that activities can be resumed or continue in the safest and healthiest conditions possible in the context of COVID-19.\*

During a crisis, it is important that workers, employers and other stakeholders from the sector work together to ensure a safe and healthy workplace for everyone! Dialogue and cooperation are essential to achieve this.

\* Note that associations or federations in the leisure and sports sector have published [safe and responsible practice standards that can be applied in the context of COVID-19 that you](#) may consult. A list of leisure and sports activities that have been authorized to reopen by the Government of Quebec is also provided.



### Managing occupational health and safety

Managing occupational health and safety means putting in place the measures needed to comply with one's legal obligations, that is, identify, correct and control risks and encourage workers to participate in this preventive approach.

Good cooperation between employer and staff is crucial to promoting OHS management.



The employer must **identify the risk of transmission of COVID-19 in their workplace**. If the risk of contamination cannot be eliminated, they must try to reduce and control it. They must identify tasks where workers may be exposed to the virus. Suppliers, subcontractors, partners and participants must be informed of the measures taken in the company to reduce and control the risks associated with COVID-19 and must be made aware of the importance of following them.

The preventive measures that may be taken are based on the principles of excluding people who have symptoms from the workplace, physical distancing, handwashing, cough and sneeze etiquette and the maintenance of hygiene measures with tools, equipment and high-touch surfaces.

The COVID-19 situation can be a major stress factor for the employer as well as for workers, suppliers, subcontractors, partners and participants due to the upheaval it causes in various spheres of society. This means that special attention must be paid to the psychosocial health of staff.



### **Exclusion of people who have symptoms from the workplace**

People who have symptoms are part of the chain of transmission of COVID-19 in the workplace. Protocols that include the following measures can prevent the disease from spreading

- Identifying workers who have symptoms of COVID-19 before they enter the workplace, for example by:
  - a questionnaire,
  - a self-assessment by workers;
- Isolating a worker or participant who starts to develop symptoms at the workplace in a room or another place away from other people, having them wear a procedure mask and reporting the case by calling 1 877 644-4545;
- Displaying posters to remind people of the importance of hand hygiene, cough and sneeze etiquette and physical distancing in key locations where contamination is more likely to occur (e.g., entrance, rooms, washrooms, changing rooms, showers, exterior doors);
- Informing suppliers, subcontractors, partners and participants about the preventive measures taken in the company to reduce and control the risks associated with COVID-19 and making them aware of the importance of following them;
- Telling participants who have symptoms that they must postpone their leisure, sports and outdoor recreation activities;
- Ensuring that participants or staff members who receive a positive COVID-19 test result shortly after going to a leisure, sports or outdoor recreation facility inform the people in charge;
- Once the participant or staff member who has symptoms has left, restricting access until the room and any surfaces and items they touched have been disinfected.



### **Physical distancing**

- Whenever possible, people must maintain a distance of at least 2 metres from others at work, from start to finish;
- This distance must also be maintained during breaks and at lunchtime;

- The organization of work and the various activities must be revised to maintain a physical distance of 2 metres between workers and participants whenever possible, especially in various closed, confined areas where several people may be gathered;
- Movement and interaction between workers and participants must be limited;
- Handshakes, hugs and any other physical contact must be avoided.

**Adjustments must be made to limit the risk of transmission** when physical distancing principles cannot be followed:

- Use technology (e.g., telework for administrative tasks, meetings or virtual activities);
- Install physical barriers (solid clear partition) between work stations when they are too close or cannot be spaced apart (e.g., participant reception, offices);
- Organize work methods and supervision. For example:
  - keep teams as small and as stable as possible,
  - reduce the number of participants supervised by staff and task rotation (e.g., limit the number of participants in the area where the activity is held),
  - do not share items. If this is not possible, put strict hygiene measures in place,
  - limit site changes and movement around the same site to what is strictly necessary;
  - activity areas can be specifically reserved for different groups in order to prevent contact between participants in these groups,
  - change activity schedules and intervals between activities to minimize contact between participants,
  - pay particular attention to areas that might become pinch points (e.g, entrance to changing rooms, washroom, exit to fields, trails, stairs, bicycle rack) to prevent lines of people standing close to one another.
- Whenever possible, create a one-way circulation system so that people do not cross paths;
- Use signage (e.g., markers on the floor) to ensure physical distancing of 2 metres in meeting points or confined areas (e.g., reception, washroom and the entrance to changing rooms), where applicable;
- Provide personal protective equipment that is appropriate for the level of risk (procedure mask and eye protection, such as safety goggles or a visor that covers the face down to the chin) to staff who must perform a task within 2 metres of another person and there are no physical barriers.



## Handwashing

Frequent hand washing with soap and warm water or with an alcohol-based hand rub that contains at least 60% alcohol for at least 20 seconds limits the risk of transmission in the workplace, especially:

- when renting or loaning out leisure, sports or outdoor recreation items and equipment (e.g., kayak, paddleboard, golf club, fishing rod, games);



- before touching your face (eyes, nose, mouth);
- after coughing, sneezing or blowing your nose;
- before and after eating;
- when entering or leaving rooms and, whenever possible, after using shared equipment;
- when entering or leaving the work site;
- after handling something that is touched frequently or after receiving a package.

If handwashing facilities are not available nearby, provide alcohol-based hand rub for staff.

Use contactless payment (e.g., bank card at contactless terminals) so that clients do not have to touch terminals. If clients pay cash, cashiers must disinfect their hands immediately afterwards with an alcohol-based hand rub that contains at least 60% alcohol.

Staff members must also wash their hands after physical contact with a participant (e.g., to help them blow their nose, eat).



### **Cough and sneeze etiquette**

Cough and sneeze etiquette means that you must:

- cover your mouth and nose when you cough or sneeze and use tissues or your bent elbow;
- use disposable tissues;
- throw used tissues in the trash container immediately;
- wash your hands frequently;
- avoid touching your mouth or eyes with your hands, whether or not you are wearing gloves.



### **Maintenance of hygiene measures with tools, equipment and high-touch surfaces**

Since the virus that causes COVID-19 can survive on surfaces, hygiene measures must be applied.

- Make sure ventilation systems are operating and maintained properly in accordance with the regulatory requirements for the type of establishment and the tasks performed;
- Limit sharing of accessories, leisure and sports equipment (e.g., tennis racket, golf club, ball, bicycle, helmet) and office equipment (e.g., pens, telephone, tablets, computer mouse);
- Clean sanitary facilities (washrooms, changing rooms and showers) every shift or more frequently and disinfect them daily;
- Clean meal areas before each meal and disinfect them daily.

- For example:
  - the refrigerator door handle,
  - chair backs,
  - microwave oven;
- Clean and disinfect visibly dirty surfaces or items immediately;
- Increase the frequency of daily cleaning and disinfection of high-touch surfaces in areas used by participants with a disinfectant that is usually used based on how often the area is used and when surfaces are visibly dirty. For example:
  - tables,
  - counters,
  - chairs,
  - benches,
  - bleachers,
  - rails,
  - playgrounds,
  - games,
  - life jackets,
  - faucets,
  - toilets,
  - telephones,
  - computer accessories,
  - door handles,
  - any other relevant equipment or place.
- Clean tools and equipment that have been used after every shift or when they must be shared;
- Clean and disinfect any parts of training equipment that were touched and all other leisure, sports or outdoor recreation equipment before and after use or rental (e.g., kayak, canoe, pedal boat, fishing rod, helmet, games);
- Make disinfectant products readily available in all areas where activities are held whenever possible;
- Remove non-essential items (magazines, newspapers and knick-knacks) from common areas;

Ensure facilities are properly maintained (surfaces are cleaned and disinfected regularly, appropriate concentrations of disinfectant are used in pools, as prescribed in the [Regulation respecting water quality in swimming pools and other artificial pools](#);

- Wash towels, where applicable, with regular laundry detergent;
- At the end of the shift or the activity, take off work clothes, vests, etc., put them in a bag and wash them with regular laundry detergent;

- Use appropriate cleaning or disinfectant products (read the manufacturer's recommendations and do not mix cleaning products).

Resources are available online for more information about [cleaning surfaces](#) or [recommended disinfectants](#).



## Legal obligations

Legal obligations with respect to occupational health and safety, for both the employer and for workers, must be applied in the context of COVID-19. They are summarized below.

### Employer

The employer has an obligation to protect the health, safety and physical well-being of their workers. *The Act respecting occupational health and safety* (AOHS) stipulates that the employer must take all the necessary measures to do so ([section 51](#)). This includes using methods to identify, correct and control risks.

In the context of COVID-19, the employer must ensure that the usual preventive measures are still appropriate. If not, they must modify them to protect workers against the risk of contamination.

The employer must also inform them about the risks associated with their work, including those associated with COVID-19. They must also provide workers with appropriate training, assistance and supervision so that everyone has the skill and knowledge required to safely perform the work assigned to them.

### Worker

Every worker has an obligation to take the necessary measures to protect their health, safety or physical well-being and to ensure that they do not endanger the health, safety or physical well-being of other people in the workplace ([section 49](#) of the AOHS). To do this, they must follow the rules and measures put in place in the context of COVID-19, just as they follow the other rules applied in the workplace. Workers must also participate in identifying and eliminating risks. If they see risks or have suggestions in this regard, they must inform the health and safety committee (if there is one), their superior or a representative of the employer.

### **Acknowledgements:**

- Ministère de l'Éducation et de l'Enseignement supérieur
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- Institut national de santé publique du Québec

The guide and the kit are the result of a reflective process intended to support workplaces in managing occupational health and safety in the context of COVID-19. It is a dynamic project and will align with the preventive measures ordered by the public health authorities.

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**COVID-19 information line: 1 877 644-4545**

**To contact a CNESST inspector: 1 844 838-0808**

## Workplace Sanitary Standards Guide for the Agricultural Work Environment – COVID-19

# OHS is everyone's business!



The purpose of this guide is to support agricultural sector businesses for management of occupational health and safety (OHS) in their work environment. It seeks to guarantee that operations can resume or continue under the safest and healthiest possible conditions in the context of COVID-19.

In a crisis period, it is important that workers, employers and other players in the workplace collaborate to have healthy and safe work environments for all! Dialogue and cooperation are essential to achieve this



### Management of occupational health and safety

Management means implementing the necessary measures to honour the employer's legal obligations, namely identify, correct and control the risks and encourage the workers' participation in this preventive approach.

Good cooperation between the employer and the staff is essential to encourage management of OHS.



### Psychological health

The COVID-19 context is a major stress factor that adds to the other risks already present in the agricultural sector. This additional stress causes concern for the owners and their families, the workers, the suppliers, the subcontractors, the partners, and the customers. COVID-19 is causing an unprecedented upheaval in the different spheres of society, including the entire agri-food sector. It profoundly affects the Québec agricultural sector. Special attention must therefore be paid to the psychosocial health of the people working in the business.



The employer must **proceed with identification of the risks of transmission of COVID-19 in the work environment**. If the risks of contamination cannot be eliminated, the employer must seek to reduce and control them. The employer must identify the tasks during which workers may be exposed to the virus. The suppliers, subcontractors, partners and customers have been informed of the measures implemented in the business to control the risks associated with COVID-19 and made aware of the importance of complying with these measures.

The preventive measures that may be applied are based on the principles of exclusion of symptomatic persons from the workplace, physical distancing, hand washing, respiratory etiquette and maintenance of hygiene measures for the tools, equipment and frequently touched surfaces.

Beware of fatigue caused by long working hours, because it contributes to increasing the accident risks. Respect a work schedule compliant with the labour standards and allowing workers to sleep full nights. Moreover, in the case of accommodated workers, the work schedule must provide them with enough time to comply with the sanitary and distancing instructions, particularly during meal preparation, and to maintain the dwelling as recommended for the prevention of COVID-19, unless another person is responsible for this



### **Exclusion of symptomatic workers from the workplace**

Persons exhibiting symptoms are part of the COVID-19 transmission chain in the workplace. Procedures accounting for the following factors can avoid transmission of the disease:

- A worker who returns to work after the isolation period must have had no symptoms for at least 24 h and no fever for at least 48 h;
- Identification of workers with COVID-19 symptoms before they enter the workplace, by means such as:
  - a questionnaire,
  - self-evaluation by the workers;
- isolation in a room of a worker who starts feeling symptoms in the workplace, wearing a procedure mask, reporting to 1-877-644-4545, and application of the established response plan;
- Information and raising awareness for workers, personnel placement or recruitment agencies, suppliers, subcontractors, partners and customers concerning the measures implemented in the business to control the risks associated with COVID-19 and the importance of compliance with them;
- Formation of stable teams to be in contact with the personnel coming from outside the business (e.g. daily arrivals of workers on the farm, delivery persons, truckers);
- Reception of the workers is organized to limit the interactions between groups of different origins (e.g. subcontractors, placement agencies, local workers).



## Physical distancing

- Whenever possible, a minimum of 2 metres of distancing between people must be maintained at work, from arrival to departure;
- This distance must also be maintained during breaks and lunch hour;
- Handshakes and hugs must be avoided;
- Traffic and interactions between workers is limited;
- Whenever possible, the workstations and work methods are revised to respect 2 metres of physical distancing;

**Adjustments that must be made to limit the risk of transmission** when the principles of physical distancing cannot be respected:

- Use of technological means (e.g. smartphone apps, telework for administrative tasks);
- Reorganization of work methods to limit the number of interactions between different persons. For example:
  - the smallest and most stable teams possible,
  - reduction of job rotation: The same position is retained for the entire shift, except in the case of risky physical, chemical or ergonomic constraints,
  - avoidance of meetings that require a physical gathering,
  - sharing of objects limited by assigning tools to the same people as much as possible,
  - outings and trips limited to what is strictly necessary;
- the merchandise receiving and shipping activities are reviewed to avoid comings and goings of workers from other businesses on the premises as much as possible;
- the tasks are organized so that delivery persons and suppliers can deposit merchandise at the entrance to the business;
- trucks are loaded and unloaded while limiting the number of handlers and ensuring the availability of mechanical aids;
- the merchandise received is deposited on a clean surface, while respecting 2 metres of distancing between individuals,
- the handling operations are conducted away from the enterprise's other areas of activity;
- Installation of physical barriers (transparent full partitions) between different workstations that are too close to each other or that cannot be spaced.

If physical barriers cannot be installed and if it is impossible to maintain 2-metre distancing and the tasks do not already require the use of self-contained breathing apparatus (SCBA) for protection against aerosols or dust, personal protective equipment adapted to the risk is supplied [procedure mask and protective eyewear (protective glasses or visor covering the face down to the chin)].

- These accessories must be removed safely before leaving the production area;
  - single-use personal protective equipment is placed in a trash can or in reclosable containers or bags reserved for this purpose, and then discarded.
  - reusable personal protective equipment (e.g. protective glasses, visor) is disinfected with a product adapted to the equipment;

The following recommendations concern hand washing, respiratory etiquette and the hygiene measures for maintenance of the premises and equipment help protect the workers' health, particularly against COVID-19. But they are also part of the good practices concerning biosecurity in agriculture, both in plant production and in livestock production.



### **Hand washing**

Frequent hand washing with lukewarm water and soap or with a 60% hydroalcoholic solution for at least 20 seconds limits the risks of transmission in the work environment. Hand washing is necessary:

- before touching the face (eyes, nose, mouth);
- after coughing, sneezing or wiping the nose;
- before and after eating;
- after handling something that is frequently touched;
- when entering and exiting the premises and after each use of collective equipment.

If running water is unavailable for hand washing, use disinfectant wipes first to remove the visible dirt, and then a disinfectant gel (hydroalcoholic solution of at least 60%) on hands that are not visibly soiled. Wash hands in soap and water as soon as they are accessible.

- For tasks requiring handling of hand tools, such as a shovel, a spade or a hoe, or in similar situations in which the hands are heavily used, avoid wearing disposable gloves made of latex, nitrile or another material that doesn't breathe. The excessive moisture created by these gloves and the friction against the tool handle quickly cause blisters and hand injuries. Instead opt for work gloves;
- Work gloves must be identified in each worker's name and must not be shared;
- In the presence of unscarred hand wounds, apply occlusive dressings and wear gloves.



### **Respiratory etiquette**

Respecting respiratory etiquette consists of:

- covering your mouth and nose when you cough or sneeze, and using tissues or the crook of your elbow;
- using single-use tissues;
- immediately discarding used tissues in the trash can;
- frequent hand washing;
- not touching your mouth or eyes with your gloved or bare hands.





## **Maintenance of hygiene measures for tools, equipment and frequently touched surfaces**

Given that the virus responsible for COVID-19 can survive on surfaces, application of hygiene measures is essential, both at work and in the workers' accommodation areas.

- Limit sharing of work accessories and equipment (e.g. pens, telephone, tablets, computer mouse);
- Clean and disinfect collective equipment (e.g. telephone, computer, mouse, photocopier, printer) regularly or as soon as more than one person uses it;
- Ensure efficient operation and maintenance of the ventilation systems, according to the regulatory requirements for the type of facility and the tasks performed;
- Clean the sanitary facilities at least every shift and disinfect them daily;
- Clean the meal areas before each meal and disinfect them daily. For example:
  - tables,
  - the refrigerator door handle,
  - chair backs,
  - microwaves;
- Clean the frequently touched surfaces at least every shift and when they are visibly soiled. For example:
  - tables,
  - work counters,
  - doorknobs,
  - faucets,
  - toilets,
  - telephones,
  - computer accessories;
- Remove the earth and debris and clean the tools and equipment used after every shift or when they must be shared (e.g. Handle, knob, controls);
- Clean and disinfect the driver stations of the vehicles (e.g. tractors, forklifts, trucks) and the operation stations (e.g. planters, harvesters) on each shift. For example:
  - door handles,
  - handrails,
  - the steering wheel,
  - the controls and any other surface regularly touched by the operator;
- Use the appropriate cleaning products or disinfectants (see the manufacturer's recommendations and do not mix cleansers);

- Remove non-essential objects (magazines, newspapers and knickknacks) from the common areas.

Resources are available online for more information concerning [cleaning of surfaces](#) or the [recommended disinfectants](#).



## Temporary foreign workers: work and accommodation

Most temporary foreign workers do not speak French. The posters and instructions must also be offered in their mother tongue.

The employers of these workers and those who have the same legal obligations in matters of occupational health and safety.

### Accommodations

In the case of accommodations, the persons, employers or other organizations who have taken charge of these workers are responsible for ensuring that the rules established by the federal and provincial public health authorities can be respected at all times. These rules apply to all accommodations, whether or not located at an agricultural business. In particular, they concern

- the **14-day mandatory isolation period** for workers arriving from outside Canada, among others:
  - safety of the dwelling and fire prevention (e.g. functional smoke detector and extinguishers),
  - layout of the common areas (e.g. bathrooms, kitchen, dining room) and the rooms, so that the workers can respect a minimum distance of 2 metres between them at all times,
  - posting of the main sanitary instructions and the information and instructions to be transmitted to the workers in isolation,
  - cleaning and disinfection of the critical elements according to the recommended daily frequency and keeping of a maintenance register,
  - a notice to the regional public health authorities of the arrival of workers from outside of Canada and preparation of a written response plan in case of suspected or reported COVID-19, for isolation and management of the workers exhibiting COVID-19 symptoms;
- Newcomers to Canada may not reside with other persons who are already in isolation:
  - if this occurs, the counter must be reset from the date of arrival of the last worker for all occupants;
- Accommodation **after the isolation period** of 14 days, in particular:
  - compliance with the physical distancing measures and other health measures in force in Québec,
  - daily verification of symptoms,

- maintenance of housekeeping of the accommodations and cleaning and disinfection instructions for the critical elements,
- application of the response plan established in the event of subsequent contamination by COVID-19 or an outbreak.

According to the recommendations of the public health authorities, the employer ideally should offer housing conditions that respect the recommended minimum distancing and favour housing of a minimal number of workers per room.

After the isolation period, at work or away from work, the temporary foreign workers must comply with the same rules as those that apply to the other agricultural workers and the Québec population. The employer must ensure that the workers are informed daily of the situation and the sanitary measures that must be applied at work and outside the workplace (e.g. transportation, religious and social events, if permitted).

As in the case of housing, the employer should also organize the work and other activities, if applicable, so that each group of workers is stable and includes the smallest possible number of people.

Indeed, whether during accommodation or work, the employer and the workers must be aware that if one of the workers develops COVID-19 symptoms, many of the occupants of a dwelling or the members of a work group might have to be placed in isolation. The employer should make sure to inform the workers of this contingency.

## **Notices**

The orders of the federal or provincial health authorities and the most restrictive recommendations that would be formulated directly to the temporary foreign workers concerned and their employer take precedence over this guide.

## **Protocols and recommendations regarding temporary foreign workers and agricultural work**

*Canada (criteria for employers, including housing)*

[Guidance for employers of temporary foreign workers regarding COVID-19](#)

*Québec (arrival, reception and accommodation of temporary foreign workers)*

[COVID-19: Public Health Recommendations That Must Be Applied to the Reception of Temporary Foreign Workers \(TFWs\) to Support Agri-Food Activities in Québec in the Context of the COVID-19 Pandemic](#)

[Protocole pour l'arrivée au Québec de travailleurs étrangers temporaires du secteur bioalimentaire dans le contexte de la pandémie de COVID-19](#)

*Québec (general measures for workplaces after the isolation period)*

[COVID-19: Interim Recommendations for Agricultural Workers in Crop and Livestock Production](#)



## Legal obligations

Legal obligations with respect to occupational health and safety, for both the employer and for workers, must be applied in the context of COVID-19. They are summarized below.

### Employer

The employer has an obligation to protect the health, safety and physical well-being of their workers. *The Act respecting occupational health and safety* (AOHS) stipulates that the employer must take all the necessary measures to do so ([section 51](#)). This includes using methods to identify, correct and control risks.

In the context of COVID-19, the employer must ensure that the usual preventive measures are still appropriate. If not, they must modify them to protect workers against the risk of contamination.

The employer must also inform them about the risks associated with their work, including those associated with COVID-19. They must also provide workers with appropriate training, assistance and supervision so that everyone has the skill and knowledge required to safely perform the work assigned to them.

### Worker

Every worker has an obligation to take the necessary measures to protect their health, safety or physical well-being and to ensure that they do not endanger the health, safety or physical well-being of other people in the workplace ([section 49](#) of the AOHS). To do this, they must follow the rules and measures put in place in the context of COVID-19, just as they follow the other rules applied in the workplace. Workers must also participate in identifying and eliminating risks. If they see risks or have suggestions in this regard, they must inform the health and safety committee (if there is one), their superior or a representative of the employer.

## **Acknowledgements:**

- Direction générale de la santé publique
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- Ministère de l'Agriculture, des Pêcheries et de l'Alimentation du Québec
- Union des producteurs agricoles
- Comité sectoriel de main-d'œuvre de la production agricole
- l'Institut de Recherche Robert-Sauvé en santé et sécurité du travail
- Réseau de santé publique en santé au travail
- Sollio Groupe Coopératif

The guide and the kit result from a reflective process intended to support the work environments in management of occupational health and safety in the context of COVID-19. The project is scalable and will harmonize with the preventive measures order by the Direction de la santé publique (public health authorities).

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Workplace Sanitary Standards Guide for  
the Personal Care and Esthetic Services  
Sector – COVID-19

## OHS is everyone's business!



The purpose of this guide is to support businesses in the personal care and esthetic services sector (hairdressing salons, barber shops, beauty centres, manicure and pedicure spaces...) for management of OHS in their work environment. It seeks to guarantee that operations can resume or continue under the safest and healthiest possible conditions in the context of COVID-19.

In a crisis period, it is important that workers, employers and other players in the workplace collaborate to have healthy and safe work environments for all! Dialogue and cooperation are essential to achieve this.



### Management of occupational health and safety

Management means implementing the necessary measures to honour the employer's legal obligations, namely identify, correct and control the risks and encourage the workers' participation in this preventive approach.

Good cooperation between the employer and the staff is essential to encourage management of OHS.

The employer must **proceed with identification of the risks of transmission of COVID-19 in the work environment**. If the risks of contamination cannot be eliminated, the employer must seek to reduce and control them. The employer must identify the tasks during which workers may be exposed to the virus. The suppliers, subcontractors, partners and customers have been informed of the measures implemented in the business in compliance with the guidelines issued by Santé publique (the public health authorities) and made aware of the importance of complying with these measures.

The preventive measures that may be applied are based on the principles of exclusion of symptomatic persons from the workplace, physical distancing, hand washing, respiratory etiquette and maintenance of hygiene measures for the tools, equipment and frequently touched surfaces.

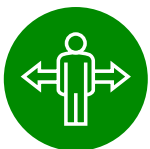
The COVID-19 context can be a major stress factor, whether for the employer or for the workers, suppliers, subcontractors, partners and customers, due to the upheaval it causes in the different spheres of society. Special attention must therefore be paid to the psychosocial health of personnel.



### **Exclusion of symptomatic workers from the workplace**

Persons exhibiting symptoms are part of the COVID-19 transmission chain in the workplace. Procedures accounting for the following factors can avoid transmission of the disease:

- The workers are informed that in case of symptoms of cough or fever, difficulty breathing, sudden loss of smell or taste without nasal congestion or any other symptom associated with COVID-19, they must not report to work;
- Identification of workers with COVID-19 symptoms before they enter the workplace, by means such as:
  - a questionnaire,
  - self-evaluation by the workers;
- Isolation in a room of a worker who starts feeling symptoms in the workplace, wearing a procedure mask and reporting to 1-877-644-4545;
- When making an appointment, if applicable, the customer is told not to show up if he/she exhibits symptoms and validation is done with the customer upon arrival;
- The suppliers, subcontractors, partners and customers have been informed of the preventive measures implemented in the business to reduce and control the risks associated with COVID-19 and make them aware of the importance of complying with these measures.



### **Physical distancing**

- Whenever possible, a minimum of 2 metres of distancing between people must be maintained at work, from arrival to departure;
- This distance must also be maintained during breaks and lunch hour;
- Handshakes and hugs must be avoided;
- When there are several workstations in the same area, increasing the space between workstations (e.g. hairdressing chairs, sinks, reception) or elimination of one out of two workstations could allow this distance to be maintained;



**Adjustments that must be made to limit the risk of transmission** when the principles of physical distancing cannot be respected:

- Use of technological means (for example, consider telework for administrative tasks);
- Installation of physical barriers (full partitions) between different workstations that are too close to each other or that cannot be spaced;
- Installation of physical barriers (transparent full partitions) between the personnel and the customers at the workstation and at reception, if applicable;
- Organization of work methods. For example:
  - prefer teams that are as small and stable as possible, particularly for the customer who will occupy the chair, the table or the booth,
  - reduce the number of workers and job rotations,
  - If applicable, do not hold meetings that require a physical gathering,
  - avoid sharing objects (e.g. pencils, documents, computer workstations),
  - limit the number of customers in the establishment, and especially in the waiting room, by encouraging appointments, waiting in vehicles or waiting outdoors if space allows and asking the customer to come alone, if possible,
  - isolate the material resale area to avoid contact between customers and products,
  - limit the quantity of units of each product on the shelves,
  - install a poster at the business entrance with all the useful information for the customer (instructions, hand hygiene and respiratory etiquette rules),
  - ask the customers to deposit their coats in the locker room themselves,
  - make a sink available to the customers to wash their hands upon arrival, if possible, or bottles of hydroalcoholic solution of at least 60%,
  - deploy signage (e.g. floor marking) to establish 2 metres of physical distancing at reception, if applicable,
  - prefer contactless payment (e.g. bank card or contactless terminals) to prevent customers from touching the terminals;
- Because of the services provided in proximity to people:
  - Personal protective equipment adapted to the risk is supplied [procedure mask and protective eyewear (protective glasses or visor covering the face down to the chin)] for personnel who perform a task requiring them to be within 2 metres of another person and in the absence of physical barriers; an overgarment (smock or gown) is supplied when the tasks require physical contact and proximity to the customer. This overgarment is changed, safely, between each patient.





## Hand washing

Washing hands frequently with lukewarm water and soap or with a 60% hydroalcoholic solution for at least 20 seconds limits the risks of transmission in the work environment, in particular:

- before touching the face (eyes, nose, mouth);
- after coughing, sneezing or wiping the nose;
- before and after eating;
- after handling something that is frequently touched (e.g. cash, material and equipment) or a package received;
- before and after each customer;
- after physical contact with a customer;
- avant le port d'un équipement de protection individuelle et lors du retrait.



## Respiratory etiquette

Respecting respiratory etiquette consists of:

- covering your mouth and nose when you cough or sneeze, and using tissues or the crook of your elbow;
- using single-use tissues;
- immediately discarding used tissues in the trash can;
- frequent hand washing;
- not touching your mouth or eyes with your gloved or bare hands.



## Maintenance of hygiene measures for tools, equipment and frequently touched surfaces

Given that the virus responsible for COVID-19 can live on surfaces, application of hygiene measures is essential.

- Ensure efficient operation and maintenance of the ventilation systems, according to the regulatory requirements for the type of facility and the tasks performed;
- Remove non-essential objects (magazines, newspapers and knickknacks) from the common areas;
- Do not offer the customers coffee and refreshments;
- Clean the sanitary facilities at least every shift and disinfect them daily;

- Clean the meal areas before each meal and disinfect them daily. For example:
  - table,
  - chairs,
  - refrigerator door handle,
  - microwaves;
- Clean and disinfect the frequently touched surfaces in the common areas at least every shift and when they are visibly soiled. For example:
  - locker rooms,
  - employee lounge,
  - tables,
  - counters,
  - doorknobs,
  - telephones;
- At the workstations and in the waiting room, disinfect the surfaces, equipment and material that have been in contact with the customers, between customers or when they must be shared (chairs, tables, sinks, razors, scissors, brushes, lamp, magnifying glass, care devices, apron, cape, articles for sale...);
- If applicable, remove personal protective equipment safely and discard non-reusable PPE in the trash can or in reclosable bags reserved for this purpose;
- Clean and disinfect reusable equipment (e.g. protective eyewear) with a product adapted to the equipment;
- Use the appropriate cleaning products or disinfectants (see the manufacturer's recommendations and do not mix cleansers);
- During cleaning and disinfection, wear leakproof gloves to protect the hands when the cleaning product specifications recommend it;
- Wash washable material (e.g. towels, sheets, coverings, bathrobes) after each use with the usual laundry soap;
- Wash reusable overgarments (smocks, gowns), if applicable, with the usual laundry soap;
- At the end of the shift, remove the work clothes and place them in a bag to wash them with the usual laundry soap.

Resources are available online for more information concerning [cleaning of surfaces](#) or the [recommended disinfectants](#).



## Legal obligations

Legal obligations with respect to occupational health and safety, for both the employer and for workers, must be applied in the context of COVID-19. They are summarized below.

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The employer must also inform them about the risks associated with their work, including those associated with COVID-19. They must also provide workers with appropriate training, assistance and supervision so that everyone has the skill and knowledge required to safely perform the work assigned to them.

### Worker

Every worker has an obligation to take the necessary measures to protect their health, safety or physical well-being and to ensure that they do not endanger the health, safety or physical well-being of other people in the workplace ([section 49](#) of the AOHS). To do this, they must follow the rules and measures put in place in the context of COVID-19, just as they follow the other rules applied in the workplace. Workers must also participate in identifying and eliminating risks. If they see risks or have suggestions in this regard, they must inform the health and safety committee (if there is one), their superior or a representative of the employer.

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- ABA Canada
- [Association Coiffure Québec](#)
- [Association professionnelle des employeurs de la coiffure du Québec](#)
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- Association des professionnels en électrolyse et soins esthétiques du Québec
- Réseau Médicart

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## Workplace Sanitary Standards Guide for the Therapeutic Care Sector – COVID-19

# OHS is everyone's business!



The purpose of this guide is to support businesses in the therapeutic care sector (medical, physiotherapy, osteopathy, occupational therapy, chiropractic, massage therapy, psychology, optometry clinics....) for management of OHS in their work environment. It seeks to guarantee that operations can resume or continue under the safest and healthiest possible conditions in the context of COVID-19.\*

In a crisis period, it is important that workers, employers and other players in the workplace collaborate to have healthy and safe work environments for all! Dialogue and cooperation are essential to achieve this.

\* Note that professional orders in the therapeutic care sector may have provided you with good practices regarding prevention of COVID-19 in your work environments. It would also be important to apply them.



### Management of occupational health and safety

Management means implementing the necessary measures to honour the employer's legal obligations, namely identify, correct and control the risks and encourage the workers' participation in this preventive approach.

Good cooperation between the employer and the staff is essential to encourage management of OHS.



The employer must **proceed with identification of the risks of transmission of COVID-19 in the work environment**. If the risks of contamination cannot be eliminated, the employer must seek to reduce and control them. The employer must identify the tasks during which workers may be exposed to the virus. The suppliers, subcontractors, partners and clients have been informed of the preventive measures implemented in the clinic to reduce and control the risks associated with COVID-19 and made aware of the importance of complying with these measures.

The preventive measures that may be applied are based on the principles of exclusion of symptomatic persons from the workplace, physical distancing, hand washing, respiratory etiquette and maintenance of hygiene measures for the tools, equipment and frequently touched surfaces.

The COVID-19 context can be a major stress factor, whether for the employer or for the workers, suppliers, subcontractors, partners and clients, due to the upheaval it causes in the different spheres of society. Special attention must therefore be paid to the psychosocial health of personnel.



### **Exclusion of symptomatic workers from the workplace**

Persons exhibiting symptoms are part of the COVID-19 transmission chain in the workplace. Procedures accounting for the following factors can avoid transmission of the disease:

- The workers are informed that in case of symptoms of cough or fever, difficulty breathing, sudden loss of smell or taste without nasal congestion or any other symptom associated with COVID-19, they must not report to work;
- Identification of workers with COVID-19 symptoms before they enter the workplace, by means such as:
  - a questionnaire,
  - self-evaluation by the workers;
- Isolation in a room of a worker who starts feeling symptoms in the workplace, wearing a procedure mask and reporting to 1-877-644-4545.
- When making an appointment, if applicable, the client is told not to show up if he/she has symptoms and validation is done with the client upon arrival;
- The suppliers, subcontractors, partners and clients have been informed of the preventive measures implemented in the business to reduce and control the risks associated with COVID-19 and make them aware of the importance of complying with these measures.



### **Physical distancing**

- Whenever possible, a minimum of 2 metres of distancing between people must be maintained at work, from arrival to departure;
- This distance must also be maintained during breaks and lunch hour;
- Handshakes and hugs must be avoided;
- When there are several workstations in the same area, increasing the space between workstations (e.g. treatment spaces, reception) or elimination of one out of two workstations could allow this distance to be maintained.



**Adjustments that must be made to limit the risk of transmission** when the principles of physical distancing cannot be respected:

- Use of technological means (for example, consider telework for administrative tasks);
- Installation of physical barriers (full partitions) between different workstations that are too close to each other (e.g. treatment spaces) or that cannot be spaced;
- Installation of physical barriers (transparent full partitions) between the personnel and the clients at reception, for example;
- Organization of work methods. For example:
  - prefer teams that are as small and stable as possible,
  - reduce the number of workers by dividing the teams and the shifts, and reduce job rotation,
  - if applicable, do not hold meetings that require a physical gathering,
  - avoid sharing objects (e.g. pencils, documents, computer workstations),
  - limit the number of clients in the clinic, and especially in the waiting room, by encouraging appointments, waiting in vehicles or waiting outdoors if space allows and asking the client to come alone, if possible,
  - install a poster at the business entrance with all the useful information for the client (instructions, hand hygiene and respiratory etiquette rules),
  - ask the clients to deposit their coats in the coatroom themselves,
  - make a sink available to the clients to wash their hands upon arrival, if possible, or bottles of hydroalcoholic solution of at least 60%,
  - deploy signage (e.g. floor marking) to establish 2 metres of physical distancing at reception, if applicable,
  - prefer contactless payment (e.g. bank card or contactless terminals) to prevent clients from touching the terminals;
- Because of the services provided in proximity to people:
  - Personal protective equipment adapted to the risk is supplied [procedure mask and protective eyewear (protective glasses or visor covering the face down to the chin)] for personnel who perform a task requiring them to be within 2 metres of another person and in the absence of physical barriers; an overgarment (smock or gown) is supplied when the tasks require physical contact and proximity to the client. This overgarment is changed, safely, between each patient.



## Hand washing

Frequent hand washing with lukewarm water and soap or with a 60% hydroalcoholic solution for at least 20 seconds limits the risks of transmission in the work environment, particularly:

- before touching the face (eyes, nose, mouth);
- after coughing, sneezing or wiping the nose;
- before and after eating;
- after handling something that is frequently touched (e.g. cash, material and equipment) or a package received;
- before and after each client;
- after physical contact with a client;
- before wearing personal protective equipment and after its removal.



## Respiratory etiquette

Respecting respiratory etiquette consists of:

- covering your mouth and nose when you cough or sneeze, and using tissues or the crook of your elbow;
- using single-use tissues;
- immediately discarding used tissues in the trash can;
- not touching your mouth or eyes with your gloved or bare hands.




## Maintenance of hygiene measures for tools, equipment and frequently touched surfaces

Given that the virus responsible for COVID-19 can live on surfaces, application of hygiene measures is essential.

- Ensure efficient operation and maintenance of the ventilation systems, according to the regulatory requirements for the type of facility and the tasks performed;
- Remove non-essential objects (magazines, newspapers and knickknacks) from the common areas;
- Clean the sanitary facilities at least every shift and disinfect them daily;
- Clean the meal areas before each meal and disinfect them daily. For example:
  - table,
  - chairs,
  - refrigerator door handle,
  - microwaves;



- 
- Clean and disinfect the frequently touched surfaces at least every shift and when they are visibly soiled. For example:
    - locker rooms,
    - employee lounge,
    - tables,
    - counters,
    - doorknobs,
    - telephones;
  - At the workstation and in the waiting room, disinfect the surfaces, equipment and material that have been in contact with the clients, between clients or when they must be shared (e.g. payment terminals, chairs, tables, clinical material and equipment);
  - If applicable, remove personal protective equipment safely and discard non-reusable PPE in the trash can or in reclosable bags reserved for this purpose;
  - Clean and disinfect reusable equipment (e.g. protective eyewear) with a product adapted to the equipment;
  - Use the appropriate cleaning products or disinfectants (see the manufacturer's recommendations and do not mix cleansers);
  - During cleaning and disinfection, wear leakproof gloves to protect the hands when the cleaning product specifications recommend it;
  - Wash washable material (e.g. towels, sheets, coverings, bathrobes) after each use with the usual laundry soap;
  - Wash reusable overgarments (smocks, gowns), if applicable, with the usual laundry soap;
  - At the end of the shift, remove the work clothes and place them in a bag to wash them with the usual laundry soap.

Resources are available online for more information concerning [cleaning of surfaces](#) or the [recommended disinfectants](#).



## Legal obligations

Legal obligations with respect to occupational health and safety, for both the employer and for workers, must be applied in the context of COVID-19. They are summarized below.

### Employer

The employer has an obligation to protect the health, safety and physical well-being of their workers. [\*The Act respecting occupational health and safety\*](#) (AOHS) stipulates that the employer must take all the necessary measures to do so ([section 51](#)). This includes using methods to identify, correct and control risks.

In the context of COVID-19, the employer must ensure that the usual preventive measures are still appropriate. If not, they must modify them to protect workers against the risk of contamination.

The employer must also inform them about the risks associated with their work, including those associated with COVID-19. They must also provide workers with appropriate training, assistance and supervision so that everyone has the skill and knowledge required to safely perform the work assigned to them.

### Worker

Every worker has an obligation to take the necessary measures to protect their health, safety or physical well-being and to ensure that they do not endanger the health, safety or physical well-being of other people in the workplace ([section 49](#) of the AOHS). To do this, they must follow the rules and measures put in place in the context of COVID-19, just as they follow the other rules applied in the workplace. Workers must also participate in identifying and eliminating risks. If they see risks or have suggestions in this regard, they must inform the health and safety committee (if there is one), their superior or a representative of the employer.

### **Acknowledgments:**

- Institut national de santé publique du Québec
- Association paritaire pour la santé et la sécurité du travail du secteur affaires sociales
- Office des professions du Québec
- Association québécoise des ergothérapeutes en pratique privée
- Ordre des ergothérapeutes du Québec
- Ordre des physiothérapeutes du Québec
- Association québécoise de la physiothérapie
- Ordre des chiropraticiens du Québec
- Association des chiropraticiens du Québec
- Ordre des acupuncteurs du Québec
- Soins personnels Québec
- Association des massothérapeutes du Québec (AMQ®)
- Réseau des massothérapeutes professionnels du Québec
- Fédération québécoise des massothérapeutes
- Regroupement des intervenants et thérapeutes en médecine alternative (R.I.T.M.A. inc.)

The guide and the kit result from a reflective process intended to support the work environments in management of occupational health and safety in the context of COVID-19. The project is scalable and will harmonize with the preventive measures order by the Direction de la santé publique (public health authorities).

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## Workplace Sanitary Standards Guide for the Dental Sector – COVID-19

# OHS is everyone's business!



The purpose of this guide is to support dental clinics for management of OHS in their work environment. It seeks to guarantee that operations can resume or continue under the safest and healthiest possible conditions in the context of COVID-19.\*

In a crisis period, it is important that workers, employers and other players in the workplace collaborate to have healthy and safe work environments for all! Dialogue and cooperation are essential to achieve this.

\* Note that professional orders in the dental sector may have provided you with good practices regarding prevention of COVID-19 in your work environments. It would also be important to apply them.



### Management of occupational health and safety

Management means implementing the necessary measures to honour the employer's legal obligations, namely identify, correct and control the risks and encourage the workers' participation in this preventive approach.

Good cooperation between the employer and the staff is essential to encourage management of OHS.



The employer must **proceed with identification of the risks of transmission of COVID-19 in the work environment**. If the risks of contamination cannot be eliminated, the employer must seek to reduce and control them. The employer must identify the tasks during which workers may be exposed to the virus. The suppliers, subcontractors, partners and patients have been informed of the measures implemented in the clinic in compliance with the guidelines issued by Santé publique (the public health authorities) and made aware of the importance of complying with these measures.

The preventive measures that may be applied are based on the principles of exclusion of symptomatic persons from the workplace, physical distancing, hand washing, respiratory etiquette and maintenance of hygiene measures for the tools, equipment and frequently touched surfaces.

The COVID-19 context can be a major stress factor, whether for the employer or for the workers, suppliers, subcontractors, partners and patients, due to the upheaval it causes in the different spheres of society. Special attention must therefore be paid to the psychosocial health of personnel.



### **Exclusion of symptomatic workers from the workplace**

Persons exhibiting symptoms are part of the COVID-19 transmission chain in the workplace. Procedures accounting for the following factors can avoid transmission of the disease:

- The workers are informed that in case of symptoms of cough or fever, difficulty breathing, sudden loss of smell or taste without nasal congestion or any other symptom associated with COVID-19, they must not report to work;
- Identification of workers with COVID-19 symptoms before they enter the workplace, by means such as:
  - a questionnaire,
  - self-evaluation by the workers;
- Isolation in a room of a worker who starts feeling symptoms in the workplace, wearing a procedure mask and reporting to 1-877-644-4545;
- When making an appointment, the patient is told not to show up if he/she exhibits symptoms of COVID-19;
- Verification for the presence of symptoms is done with the patient upon arrival;
- For patients who are suspected of having COVID-19 or who have it, it is recommended that the dentist evaluate if the clinical situation corresponds to an emergency;
- The suppliers, subcontractors, partners and patients have been informed of the preventive measures implemented in the clinic to reduce and control the risks associated with COVID-19 and made aware of the importance of complying with these measures.



### **Physical distancing**

- Whenever possible, a minimum of 2 metres of distancing between people must be maintained at work, from arrival to departure;
- This distance must also be maintained during breaks and lunch hour;
- Handshakes and hugs must be avoided;

- When there are several workstations in the same area, increasing the space between workstations or elimination of one out of two workstations could allow this distance to be maintained.

**Adjustments that must be made to limit the risk of transmission** when the principles of physical distancing cannot be respected:

- Use of technological means (e.g. telework for administrative tasks, teledentistry);
- Installation of physical barriers (full partitions) between different workstations that are too close to each other or that cannot be spaced;
- Installation of physical barriers (transparent full partitions) between the personnel and the patient at reception, for example;
- Organization of work methods. For example:
  - prefer teams that are as small and stable as possible for the patients,
  - reduce the number of workers by dividing the teams and the shifts, and reduce job rotation,
  - if applicable, do not hold meetings that require a physical gathering,
  - avoid sharing objects (e.g. pencils, documents, computer workstations),
  - limit the number of patients in the clinic, and especially in the waiting room, by encouraging appointments, waiting in vehicles or waiting outdoors if space allows and asking the patient to come alone, if possible,
  - install a poster at the business entrance with all the useful information for the patient (instructions, hand hygiene and respiratory etiquette rules),
  - ask the patients to deposit their coats in the coatroom themselves,
  - make a sink available to the patients to wash their hands upon arrival, if possible, or bottles of hydroalcoholic solution of at least 60%,
  - deploy signage (e.g. floor marking) to establish 2 metres of physical distancing at reception, if applicable,
  - prefer contactless payment (e.g. bank card or contactless terminals) to prevent patients from touching the terminals,
  - have the merchandise received deposited on a clean surface, respecting 2-metre distancing between individuals whenever possible;
- Because of the services provided in proximity to people:
  - Personal protective equipment adapted to the risk is supplied [procedure mask and protective eyewear (protective glasses or visor covering the face down to the chin)] for personnel who perform a task requiring them to be within 2 metres of another person and in the absence of physical barriers; an overgarment (smock or gown) is supplied when the tasks require physical contact and proximity to the patient. This overgarment is changed, safely, between each patient.

During a procedure at risk of producing aerosols from biological fluids specified by the [Ministère de la Santé et des Services sociaux](#):

- reduce production aerosols by limiting the use of devices that generate them (e.g. motorized devices);
- use an antiseptic mouthwash for any treatment, ideally for 1 minute;
- use a dental dam in all possible clinical situations;
- use rapid suction in all possible clinical situations;
- perform dental procedures in a closed room with the door closed;
- open a window in the treatment rooms, if possible;
- wear the appropriate personal protective equipment, depending on the nature of the procedure (low risk or risk of producing aerosols) and the condition of the patient (asymptomatic or suspected-confirmed).

After the procedure, comply with the wait time required, depending on the room's ventilation features.



### **Hand washing**

Washing hands frequently with lukewarm water and soap or with a 60% hydroalcoholic solution for at least 20 seconds limits the risks of transmission in the work environment, in particular:

- before touching the face (eyes, nose, mouth);
- after coughing, sneezing or wiping the nose;
- before and after eating;
- after handling any frequently touched object (e.g. cash, material and equipment), collective equipment (e.g. a radiology device) or a package received;
- when entering and leaving the treatment rooms;
- before wearing personal protective equipment and after its removal.



### **Respiratory etiquette**

Respecting respiratory etiquette consists of:

- covering your mouth and nose when you cough or sneeze, and using tissues or the crook of your elbow;
- using single-use tissues;
- immediately discarding used tissues in the trash can;
- not touching your mouth or eyes with your gloved or bare hands.



## **Maintenance of hygiene measures for tools, equipment and frequently touched surfaces**

Given that the virus responsible for COVID-19 can live on surfaces, application of hygiene measures is essential.

- Ensure efficient operation and maintenance of the ventilation systems, according to the regulatory requirements for the type of facility and the tasks performed;
- Remove non-essential objects (magazines, newspapers and knickknacks) from the common areas;
- Clean the sanitary facilities at least every shift and disinfect them daily;
- Clean the meal areas before each meal and disinfect them daily. For example:
  - table,
  - chairs,
  - refrigerator door handle,
  - microwaves;
- Clean and disinfect the frequently touched surfaces in the common areas at least every shift and when they are visibly soiled. For example:
  - locker rooms,
  - employee lounge,
  - tables,
  - counters,
  - doorknobs,
  - telephones;
- At the workstations and in the waiting room, disinfect the surfaces, equipment and material that have been in contact with the patients, between patients or when they must be shared (chairs, tables, sinks, tools, apron, cape...);
- Clean, disinfect and sterilize the instruments according to the procedures already established in normal times;
- Remove personal protective equipment safely and discard non-reusable PPE in the trash can or in containers or reclosable bags reserved for this purpose;
- Clean and disinfect reusable equipment (e.g. protective eyewear) with a product adapted to the equipment;
- Use the appropriate cleaning products or disinfectants (see the manufacturer's recommendations and do not mix cleansers);
- During cleaning and disinfection, wear leakproof gloves to protect the hands when the cleaning product specifications recommend it;



- Wash reusable overgarments (smocks, gowns), if applicable, with the usual laundry soap;
- At the end of the shift, remove the work clothes and place them in a bag to wash them with the usual laundry soap.

Resources are available online for more information concerning [cleaning of surfaces](#) or the [recommended disinfectants](#).



## Legal obligations

Legal obligations with respect to occupational health and safety, for both the employer and for workers, must be applied in the context of COVID-19. They are summarized below.

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In the context of COVID-19, the employer must ensure that the usual preventive measures are still appropriate. If not, they must modify them to protect workers against the risk of contamination.

The employer must also inform them about the risks associated with their work, including those associated with COVID-19. They must also provide workers with appropriate training, assistance and supervision so that everyone has the skill and knowledge required to safely perform the work assigned to them.

### Worker

Every worker has an obligation to take the necessary measures to protect their health, safety or physical well-being and to ensure that they do not endanger the health, safety or physical well-being of other people in the workplace ([section 49](#) of the AOHS). To do this, they must follow the rules and measures put in place in the context of COVID-19, just as they follow the other rules applied in the workplace. Workers must also participate in identifying and eliminating risks. If they see risks or have suggestions in this regard, they must inform the health and safety committee (if there is one), their superior or a representative of the employer.

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- Office des professions du Québec
- Ordre des dentistes du Québec

The guide and the kit result from a reflective process intended to support the work environments in management of occupational health and safety in the context of COVID-19. The project is scalable and will harmonize with the preventive measures order by the Direction de la santé publique (public health authorities).

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