OVERVIEW

During the COVID-19 (coronavirus) outbreak, we all need to do our part to keep workers, customers and the public safe and healthy so we can stop the spread and prepare to reopen the province, when we are ready.

Below is a set of resources, tips and best practices to help employers and employees prevent the spread of COVID-19 and work together to reopen the province.

Employers and workers in Ontario have certain duties and rights under the Occupational Health and Safety Act (OHSA) and its regulations. Employers should also review and follow any applicable directives and guidance coming from the Chief Medical Officer of Health and Ministry of Health.

Learn more about:

- workers’ rights
- employers’ responsibilities
- Duties of Employers and Other Persons

BEST PRACTICES

We know that every workplace is unique which makes it so important that every workplace assess functions carried out by their workforce to ensure they take action to protect against the hazards presented by exposure to COVID-19.

Practicing physical distancing (staying 2 metres away from others), minimizing contact with droplets of mucous or saliva, keeping hands, surfaces and objects clean, and preventing contact with potentially infected people – are all critically important measures. Other information on how you can protect yourself is available on ontario.ca/coronavirus.

We have provided some recommendations below for your consideration. Please keep in mind that introducing any new protective measures should be done as part of a full review of other workplace hazards – not just COVID-19. Employers should consult with Joint Health and Safety Committees/Health and Safety Representatives on measures to protect workers in the workplace.

Some workplaces may already have some existing controls in place that may help reduce the risk of exposure to workers, so regular ‘check-ins’ on the effectiveness of controls is highly recommended.

RECOGNIZE HAZARDS AND ASSESS RISK

For garden centre customer service representatives, shippers/receivers and delivery staff, we recognize that you will have contact with people, including suppliers, customers and co-workers, as well as contact with surfaces, such as tools, equipment, machinery and vehicles. You could potentially come in contact with droplets from these interactions. COVID-19 can travel in respiratory droplets that are released into the environment by laughing, coughing or sneezing.

Take a look at where you might minimize those risks within your workplace. Consult public health information to learn the symptoms of COVID-19 infection. Recognize and report these hazards and use appropriate controls. Ensure that you or your co-workers stay home if you or they have symptoms.

We understand – so it’s important to take a look at where you can possibly minimize those risks within your workplace. Take a look at the controls below to see how they may assist you.
Here are a number of options for protecting garden centre staff from exposure to COVID-19:

- Follow all public health warnings, directions and recommendations related to COVID-19.
- Screen workers regularly for health issues. If anyone develop symptoms of COVID-19, implement procedures for reporting the illness and keeping the worker away from others. For further guidance on screening procedures, consult the Ministry of Health.
- People who are sick or have signs of illness (e.g. fever, coughing, sneezing, runny nose, tiredness, shortness of breath) must self isolate, notify the workplace and call a doctor or healthcare provider*.
- Practice physical distancing (staying 2 metres away from others) during work activities.
- Train staff on possible COVID-19 transmission points in the workplace, what steps are being taken to protect them and how they can protect themselves, including frequent hand washing or sanitizing and not touching their face.
- Clean the workplace thoroughly and often, especially frequently touched surfaces and common areas such as door handles, counters, washrooms, tools, equipment and vehicles. Be sure to follow safe practices and use an appropriate cleaning agent. Public Health Ontario offers more information on cleaning and disinfection protocols.
- Limit the number of staff in one space so that they can distance themselves from each other by staggering shifts and break times and rotating work activities.
- Proper handwashing is key. Use good hand washing technique and avoid touching your face. Extra handwashing is a good idea for everyone – and when that’s not possible, a hand sanitizer with minimum alcohol content of 60% should be used frequently. Disinfect your hands after interacting with people or completing tasks.
- Provide online ordering and delivery or curbside pick up to reduce the need for customers to enter the workplace.
- For delivery to customers, have customers pre-pay and maintain physical distancing between staff (if two workers are required to complete a delivery and they cannot maintain physical distancing while travelling in the same vehicle, consider the use of a second vehicle).
- Control how many customers enter the garden centre at one time (monitoring entry/exit).
- Provide hand sanitizer for customers to use upon entry as well as sanitizing wipes to use on carts and hand baskets. Provide portable hand washing stations throughout the garden centre.
- Provide a safe place for customers to dispose of used sanitizing wipes and PPE.
- Assign staff to ensure customers are following physical distancing protocols, especially in areas likely to be congested.
- Manage traffic flow and physical distancing with barriers and floor markings.
- Minimize or eliminate handling of cash, have customers pre-pay or provide contactless payment options.
- Install barriers between cashiers and customers.
- Do not permit customers to use their own bags or containers.
- Reschedule unnecessary visits to the workplace by supply chain partners, vendors or others who do not need to be at the workplace now.
- Consider regular times to check in with public health updates and retrain/revise practices as needed.
- Ensure that measures you decide on are communicated to workers and enforced.
**OTHER CONTROL MEASURES**

- Implement all measures to ensure physical distance and separation between people.
- Where appropriate, safely work/meet in outdoor spaces.
- Where appropriate, safely ventilate spaces by opening doors, etc.

In addition to the above recommendations, your workplace should consider protective equipment as part of a complete hazard assessment. Equipment is only effective if people understand its limitations and wear it correctly. Workers need to be trained in the fit, use, storage, cleaning, maintenance and limitations of the protective equipment that they wear. Workers must use protective equipment as required by their employer.

If physical distance and separation cannot be maintained, workers should have protective equipment consisting of surgical/procedure mask and eye protection (goggles or face shield).

**EVALUATE**

COVID-19 has presented challenges workplaces have never encountered before. Keep in mind that any adjustments made today may need readjusting tomorrow. Look at preventative measures on an ongoing basis, and adjust them if they are not working well enough or causing other issues. For example, are people doing what they’ve been asked to do? If not, what is preventing them from doing so? Can you make adjustments and improve?

For anyone who thinks they may have been exposed to or are experiencing symptoms of COVID-19, please start by visiting the Ministry of Health and Long-Term Care website and taking a **self-assessment**. Please do not visit an assessment centre unless you have been referred by a health care professional. Do not call 911 unless it is an emergency.

For additional information, refer to [Health Canada’s website on COVID-19](https://www.canada.ca/en/health-canada/services/diseases-conditions/coronavirus-covid-19.html).

**RESOURCES**

Stay updated with daily government updates:
- Government of Ontario
- Government of Canada
- Public Health Ontario

Ontario government and agency-issued resources about COVID-19

- The **Ontario Ministry of Health** is providing consistent updates on the provincial government’s response to the outbreak, including:
  - status of cases in Ontario
  - current affected areas
  - symptoms and treatments
  - how to protect yourself and self-isolate
  - updated Ontario news on the virus

- **Public Health Ontario** is providing up-to-date resources on COVID-19, including:
  - links to evolving public health guidelines, position statements and situational updates
  - synopsis of key articles updating on the latest findings related to the virus
  - recommendations for use of personal protective equipment
  - information on infection prevention and control
  - testing information
  - other public resources
The Ontario government is supporting employers by setting up a portal to assist them in finding supplies and equipment through the Workplace PPE Supplier Directory.

**OTHER COVID-19 RESOURCES**

**Health Canada** outlines the actions being taken by the Government of Canada to limit spread of the virus, as well as what is happening in provinces and communities across the country. It also maintains a live update of the number of cases by province.

The **World Health Organization** is updating the latest guidance and information related to the global outbreak and spread beyond Canadian borders.

It also provides the most up-to-date information on:
- current research and development around the virus
- a COVID-19 situation “dashboard”
- emergency preparedness measures
- live media updates on the spread of the virus

This resource does not replace the *Occupational Health and Safety Act* (OHSA) and its regulations, and should not be used as or considered legal advice. Health and safety inspectors apply the law based on the facts in the workplace.

For more information visit [www.wsps.ca/COVID19](http://www.wsps.ca/COVID19)

NOTE: This document is intended for informational purposes only to provide an overview of the potential hazards posed in the workplace due to COVID-19. It is not intended as medical advice, to provide a comprehensive risk assessment for all workplaces, or to replace any legislated workplace safety obligations. Due to the ongoing evolution of the situation in Ontario and around the world, this document may be used as a guide for Employers in addition to guidance delivered by public health authorities such as the World Health Organization (WHO), Ontario Ministry of Health, Public Health Ontario and the Centers for Disease Control and Prevention (CDC). Any use which is made of this document by any Employer, or any reliance on or decisions to be made based on it, are the responsibility of the Employer. WSPS and its partners, officers, directors, employees, agents, representatives, suppliers and service providers accept no responsibility for any errors or omissions in content or for damages of any kind or nature suffered by any Employer or any third party as a result of use of or reliance on this communication.