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 Housekeeping and Laundry workers we recognize that you will have contact with customers and surfaces including linens, money, food, furniture and fixtures as you go about your work. You could also potentially come in contact with respiratory droplets from these interactions. COVID-19 can travel in respiratory droplets that are released into the environment by laughing, coughing or sneezing.

People who are sick or have signs of illness (e.g. fever, coughing, runny nose, tiredness, shortness of breath) should self-isolate. Consult public health information to learn more about 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.

Take a look at the controls below to see how they may assist you to minimize the risks within your workplace.

CONTROLS
To protect yourself from some of these hazards consider the following options:
- Use soap and water to wash hands thoroughly. Otherwise use alcohol based hand sanitizer to clean hands. Avoid touching eyes, nose and mouth. Clean your hands between cleaning rooms and dealing with customers.
• Be sure to use best hand washing techniques and avoid touching your face. Extra handwashing is a good idea for everyone – and when that’s not possible, a good hand sanitizer should be used frequently and especially after each room or each customer interaction.

• Implement all measures to ensure physical distance and separation between people. Physical distancing requires fewer persons within an enclosed space (2 meters apart). Consider floor markings to suggest flow of people and to show distance to be kept apart. Limit the number of people admitted to your workspace at one time if you can. Consider job rotation. It may help to avoid people doing tasks in the same place at the same time.

• Are there tasks you can minimize or eliminate? For example, vacuum instead of sweep, and wet wipe instead of dry dust.

• Use the correct concentration and type of cleaning agents when cleaning and disinfecting surfaces.

• Do not shake dirty laundry; this minimizes the possibility of dispersing droplets.

• If possible, launder items using the warmest appropriate water setting for the items and dry items completely.

• Clean and disinfect hampers or other carts for transporting laundry.

• Increase your cleaning frequency – on commonly touched surfaces like door knobs, counters, operating controls, carts handles, etc. Be sure to follow safe practices for cleaning times and use an appropriate cleaning agent.

• Include increased thorough cleaning of lunch rooms, change rooms and rest lounges for staff.

• Where appropriate, safely work/meet in outdoor spaces.

• Where appropriate, recommend ventilating spaces by opening doors.

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.

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.