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.

Below is a set of resources, tips and best practices to help prevent the spread of COVID-19.

Make sure to follow any requirements and public health orders. You should be aware of the most current:

- requirements of the local public health unit
- relevant bylaws in the municipality in which you do business
- requirements under the Reopening Ontario (A Flexible Response to COVID-19) Act that are applicable to your business
- directives issued by the Chief Medical Officer of Health that are applicable to your industry or business

Employers and workers in Ontario have certain duties and rights under the Occupational Health and Safety Act (OHSA) and its regulations.

To learn more about those rights, refer to the following links:

- Workers’ Rights
- Duties of Employers and Other Persons

Note: Employers should consult the COVID-19 response framework available at this link to determine additional workplace requirements for their region.

BEST PRACTICES

We know that every workplace is unique which makes it so important that every employer assess functions carried out by their workforce to ensure they take action to protect against the hazards presented by exposure to COVID-19. The Ontario government has developed a guide to help employers develop and maintain a COVID-19 workplace safety plan. The guide provides a framework for assessing risks of COVID-19 transmission and planning how to mitigate those risks. According to the Re-opening Ontario Act, all businesses, including all those operating during a lockdown or shutdown, must have a written safety plan by law... Visit the COVID-19 safety checklist, where employers can ensure their COVID-19 workplace safety plan contains all key elements to help protect workers, customers and the general public.

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, your workers and your clients 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 control measures in place that may help reduce the risk to workers. Regular ‘check-ins’ on the effectiveness of controls is highly recommended.

RECOGNIZE HAZARDS AND ASSESS RISK

For marina operators and your employees we recognize that you will have contact with people, including clients, suppliers and co-workers, as well as contact with surfaces. 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. These interactions, as well as the need to touch surfaces, could increase the likelihood that you or your clients could come in contact with the virus.
Take a look at where you might minimize those risks within your work environment. Consult public health information to learn more about the symptoms of COVID-19. Ensure that you stay home if you have symptoms.

Take a look at the controls below to see how they may assist you.

**CONTROLS**

Existing controls may help to reduce the risk of exposure for workers. Follow the requirements and guidance of your local public health unit.

To protect against exposure to COVID-19, consider the following options:

**Keep Informed and Communicate**

- Perform screening of workers or essential visitors in accordance with regulations. Refer to on-site health screening guidance for additional information. Screen individuals for COVID-19 symptoms and other risk factors (for example, close contact to known cases, recent international travel) before each in-person interaction. This may include reminders to buyers and sellers via email, text messages, telephone messages, etc. If anyone develops symptoms of COVID-19, implement procedures for keeping the individual away from others. For further guidance on screening procedures, consult the Ministry of Health. Ensure measures are in place to prevent anyone from missing the screening protocol.
- If you own a business, you must develop a COVID-19 safety plan to assist in putting the controls into place to make work activities safer for everyone. Talk to your workers and your JHSC members or health and safety representatives, if any, for their input on the plan. Share the plan with all workplace parties when it is done. This will help ensure your workers and others understand how you plan to manage the risks of COVID-19. Review, evaluate and update your plan regularly. For more information to help create your safety plan, refer to Ontario.ca and the WSPS Pandemic Playbook.
- Communicate that it is not permitted for anyone to enter the business if individuals have symptoms of COVID-19. For example, install clear signage throughout the workplace, including the points of entry.
- Ensure that illness reporting requirements are well communicated in the workplace through training and signage. People who are sick or have signs of illness (e.g. fever, coughing, tiredness, shortness of breath) must self-isolate, notify their employer and call a doctor or healthcare provider.
- Encourage workers to monitor their own symptoms at all times and ensure that they know where to find assessment tools. Ask workers to use the tool at home if they have any symptoms and to follow the instructions. Ensure workers know whose workplace contact is and how to get in touch with them in case the self-assessment, public health or their health care provider suggests they self-isolate, or if they start to experience symptoms at work.
- Ensure employees with symptoms self-isolate and check in regularly with these individuals throughout their isolation period.
- Update your business’s voicemail, email, social media, website and other external communications, and create a visible sign for your door to inform customers of changes to the business operations.
- Provide clear information and instruction to your workers. Make sure they know what they need to do to protect themselves and others. Ensure they know how to follow the work and hygiene practices in your plan, including all new safety measures. Employers need to train workers 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 especially before and after each client interaction, sanitizing items and surfaces more frequently, following tool disinfection procedures, and not touching their face.
- Follow all municipal and local public health warnings, directions and recommendations related to COVID-19. Consider regular times to check in with public health updates and retrain/revise practices as needed.
- Share information in all languages spoken by your workers, if possible. Provide information in ways that are easy to understand, like graphics and pictures, and use resources from the Ontario government. WSPS Sector Posters are also available.
- Remind workers about available social and mental health supports, and encourage them to use these resources.
- Share information to help your workers stay healthy while travelling between home and work.
- Ensure that measures you decide on are well communicated.
Eliminate or Minimize Exposure

Physical Distancing
- Install physical distancing markers throughout the reception area and other areas depending on the size of the facility, including the entrance area outside the premises if appropriate, to ensure customers maintain a physical distance of 2 meters.
- Limit the number of workers working in one space so that they can distance themselves from each other by:
  - Staggering shifts and break times and scheduling more time for cleaning in between customers.
  - Practicing physical distancing during breaks.
  - Where possible, have their workstations or chairs positioned to maintain the physical distance.
- Consider installing transparent barriers where physical distancing is not an option.
- Physical distancing (staying 2 metres away from others) requires fewer persons within an enclosed space or area or when providing customers directions, instructions, refueling or removing waste from head/holding tanks. Establish a clear visual layout to show where the designated launch dock area is located. Waiting customers should be prohibited from entering the designated launch dock area and they should be instructed to stay inside their vehicle.

Disinfection and Sanitizing
- Encourage workers to maintain clean work stations, debit machines, cash registers, counters, and equipment. Provide hand sanitizer and sanitizing wipes for customers to use upon entry. Consider having them available near the entryway, waiting areas, at reception and other high-traffic areas.
- Provide a safe place for individuals to dispose of used sanitizing wipes and disposable protective equipment. Empty and clean waste containers on a regular basis.
- Surfaces that come in contact with customers must be disinfected prior to and after each customer service performed.
- Pay particular attention to frequently touched surfaces and common areas, such as entrances, counters and washrooms.
- Provide sanitizing wipes to use on fuel equipment and other marina equipment. Only trained marina employees should handle and operate refueling equipment. Customers should not be allowed to handle fuel pump and sanitary nozzles. All equipment should be wiped down after each use.

Hand and Respiratory Hygiene
- Ensure all hand-washing facilities are available and in good working order.
- Proper handwashing is key. Workers should be trained in the proper hand washing technique and avoid touching their 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.
- Encourage workers and visitors to wash their hands before entering the workplace, after contact with others, or with surfaces others have touched. Be sure to include handwashing before breaks, at shift changes, after making or receiving deliveries etc. Be sure to keep an adequate supply of soap, paper towels, etc.
- Wash or sanitize hands after each transaction including refueling and paying launching fees.
- Encourage proper cough and sneeze etiquette through the use of posted reminders and other communications.
- Encourage the wearing of face coverings or masks when indoors, even if not required by local or provincial regulations.

Customer
- Establish a process that allows customers to submit online reservation bookings for launching boats and personal water craft. Allow adequate time between each launch. Tentative return arrival times can also be pre-booked.
- Determine the type of water craft vessel the marina is permitting to use the launching service. Restrict all others.
- Consider eliminating restrictions and penalties on cancellations to encourage customers to reschedule if they are feeling unwell. Consider minimizing or eliminating exposures by having customers pre-pay by electronic options, if this isn’t possible clean and disinfect payment devices between customers.
- Waiting areas inside your business should be closed and not available to the public. Consider signage at the door to inform the public, and inform your customers of this online/during booking.
• Discourage, restrict or prevent customers from entering marina store, office or attendant facilities. Post a phone number or other means of contact to allow for communication between the public and the facility.

• If allowing entry into marina buildings, control how many customers enter the workplace at one time. Metering entry/exit and managing physical distancing with such measures as floor markings and barriers.

• Remove chairs from the waiting area to make sure people do not sit close together or wait in groups.

• Any waiting area for your customers should have books, pens and other frequently touched items removed. Reception desks should also have unnecessary items removed as well as pens, paper, etc.

• Provide a supply of goods outside to be purchased and handled by the customer (bottled water, propane, motor oil).

• Where possible, assign workers to ensure staff and customers are utilizing sanitizing materials, following physical distancing protocols and screening for customers presenting COVID-19 related symptoms.

• Place corresponding marine maps and other boater communication outside to prevent access to employee facilities.

• If required, install portable outside washroom facilities and sanitize thoroughly and often, especially frequently touched surfaces such as door handles, entryways, toilet seats and taps.

**OTHER CONTROL MEASURES**

• Limit the number of people sharing equipment or tools. If this has not been done before, assign each worker a unique set of tools for their use only.

• Implement all measures to ensure physical distance and separation between people.

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

• Where appropriate, recommend ventilating spaces by opening doors and/or windows.

• Plan adequate time (i.e. two weeks’ notice) to have water craft ready for customer pickup to avoid congestion and crowding. Deliver sold boats in a touchless process. Service boats and provide home delivery or curbside touchless parts pickup.

• Loading of water craft vessels should only be performed by the crew of the watercraft and not with the assistance of marina employees. Signage should be posted indicating only individuals currently loading/unloading their vessel should be around the launch area. Consider having an employee present to monitor the area.

In addition to the above recommendations, employers should determine whether personal protective equipment (PPE)* needs to be part of their hazard control plan. The need for PPE should be based on a risk assessment that may take into consideration input from the local public health unit. Although proper use of PPE can help prevent some exposures, it should not take the place of other control measures.

*NOTE: Please be reminded that face coverings do not constitute PPE and are not an appropriate substitute for physical distancing in the workplace.

To learn more about PPE as well as face coverings, please refer to these sections in the Guide to Developing your Workplace COVID-19 Safety Plan at ontario.ca or see the WSPS Pandemic Playbook.

**POTENTIAL CASE OF, OR SUSPECTED EXPOSURE TO, COVID-19 AT YOUR WORKPLACE**

There are steps that you will need to take if one of your workers has symptoms which may be related to COVID-19, or is diagnosed with COVID-19. For information regarding what to do, please refer to the information available on ontario.ca or you may find additional information on workplace outbreak guidance here.

**EVALUATION**

COVID-19 has presented all of us with challenges we have never seen before. It’s important to consider that any of the adjustments we are making today, may need further adjustment tomorrow.

It is recommended that you take a look at your preventative measures on an ongoing basis, and adjust them if they are not working well enough or causing other issues with your work. For example, if you decided to use goggles, but they are impeding your vision, or are making other tasks unnecessarily difficult, you may want to try a face shield instead. Or, if you decided you
needed a certain kind of disinfectant that is no longer available, identifying alternative disinfecting products or solutions or switching to soap and water practices may be reasonable substitutes.

Bottom line? Plan to make regular check-ins and adjustments part of your COVID-19 infection prevention plans.

*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 website and taking a self-assessment.

RESOURCES

Stay updated with daily government updates:

- COVID-19 Ontario
- Government of Canada
- Public Health Ontario

Ontario government and agency-issued resources about COVID-19

The Ontario government is providing guidance and resources to help businesses and employers operate more safely and stop the spread. This includes a portal to assist them in finding supplies and equipment through the Workplace PPE Supplier Directory.

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

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

Occupational Health Clinics for Ontario Workers
This site provides information and tools to assist workers and workplaces in navigating the unique challenges that COVID-19 presents.

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
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 accurate to the best of our knowledge, as of the publication date, (Feb 2021). It is not intended as medical or scientific advice, to provide a comprehensive risk assessment for all workplaces, or to replace any legislated workplace safety obligations. WSPS has not endorsed and does not endorse any particular product or company as a solution to the risk presented by COVID-19. 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 U.S. Centers for Disease Control and Prevention (CDC). Any use which is made of this document by any employer or individual, or any reliance on or decisions to be made based on it, are the responsibility of the employer or individual. 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.