Workplace Safety & Prevention Services Guidance on Health and Safety for Outdoor Recreation and Drive-in/Drive-Thru Entertainment Settings during COVID-19

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 assesses functions carried out by their workforce to ensure they take action to protect against the risks presented by exposure to COVID-19.

Practices like physical distancing (staying 2 metres away from others), proper hand hygiene, keeping 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 RISKS

COVID-19 is spread in respiratory droplets that are released into the environment by laughing, coughing or sneezing and may be deposited or transferred onto surfaces.

For Paintball, Mini Golf, Batting Cages, Arcades, Bowling Alleys, Drive in Theaters, and Drive thru general entertainment (i.e. Zoo) we recognize that the services you provide could require close contact with your visitors and customers (i.e. less than 2 metres). These interactions as well as the need to touch surfaces and equipment could increase the likelihood that you or your customers could come in contact with the virus.

It is important to identify where you can possibly minimize risks of exposure within your workplace. People who are sick or have signs of illness (e.g. fever, coughing, sneezing, 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 staff/volunteers stay home if you or they feel sick or have symptoms.

Take a look at the controls below to see how they may assist you.
CONTROLS
Here are several options to protect from exposure to COVID-19:

Keep Informed and Communicate

- Screen staff, volunteers and visitors for COVID-19 symptoms. This may include reminders on the entrance doors to the business, on its website, or through the distribution of emails advising them to use the self-assessment tool online. Communicate that it is not permitted for anyone to enter the premises if they are sick or have symptoms of COVID-19.
- If anyone develops symptoms of COVID-19, implement procedures for reporting the illness and keeping the individual away from others. For further guidance on screening procedures, consult the Ministry of Health.
- Ensure that illness reporting requirements are well communicated in the business through announcements and signage. People who are sick or have signs of illness (e.g. fever, coughing, runny nose, tiredness, shortness of breath) must notify their supervisor and remove themselves from the business and self-isolate.
- Follow all municipal and local public health warnings, directions and recommendations related to COVID-19.
- Regularly check in with public health updates and retrain/revise practices as needed.
- Update your business’ voicemail, email, social media, website and other external communications to inform customers of changes to the service offerings, including posting visible signs on entrance doors with the information.
- Management are to train staff and volunteers on possible COVID-19 transmission points in the business, what steps are being taken to protect them, and how they can protect themselves, including frequent hand washing especially before and after each service, sanitizing items and surfaces more frequently, and not touching their face.

Eliminate or Minimize Exposure

Physical Distancing

- Control and stagger entry into businesses to ensure physical distancing is maintained.
- Place physical distancing markers throughout the business, entrance way and the area outside of the facility to ensure customers maintain a physical distance of at least 2 meters.
- Arrange seating or install markings to ensure physical distancing.
- Whenever possible, create, monitor and enforce, a one-way system for movement so that people/vehicles do not cross paths.
- Physical distancing should be observed at all times, with a minimum of two metres between individuals when outside of vehicles.
- Practice physical distancing (staying at least 2 metres away from others) during job activities; encourage customers/players to practice physical distancing during play.
- Assign staff to ensure customers are following physical distancing protocols, especially in areas likely to be congested.
- Practice physical distancing in break areas. Use signs to mark 2 metres between seats.
- Control how many customers enter the site at one time (monitor entry/exit).
- Arrange gaming devices to ensure physical distancing.
- Assign lanes to bowlers in a manner to ensure balls are not shared and physical distance of 2 metres is maintained between individuals that are not from the same household.

Vehicles

- For Drive in/thru venues, do not leave your vehicle unless absolutely necessary (i.e. washroom).
- Vehicles must be separated by a minimum of two metres.
- Only individuals from the same household may occupy the same vehicle.
- Communicate to staff and customers to refrain from socializing or congregating outside of the facility when returning to their vehicles in order to adhere to physical distancing guidelines.
- Consider multiple trips when transporting workers or consider the use of a second vehicle.
- Consider installing barriers or partitions between yourself and other co-workers within vehicles (for example – gators and golf carts).
Washrooms

- Physical distancing of at least two metres should be maintained for those waiting for washroom facilities.
- Consider installing portable outside washroom facilities and sanitize thoroughly and often, especially frequently touched surfaces such as door handles, entryways, toilet seats and taps.

Hand Hygiene

- Ensure all hand-washing facilities are available and in good working order.
- Proper handwashing is key. Staff 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 a minimum alcohol content of 60% should be used frequently.
- Encourage staff and customers to wash their hands before entering the premises, after contact with others, or touching surfaces others have touched. Be sure to keep an adequate supply of soap, paper towels, etc.
- Make hand sanitizer containing at least 60% alcohol available at the facility entrance and exit and available throughout the facility.
- Provide staff with hand sanitizer for their use when receiving deliveries, interacting with the players, customers, visitors, etc.

Disinfection and Sanitizing

- Develop and implement procedures for staff to ensure the regular and frequent cleaning and disinfecting of high-touch/shared surfaces such as: doorknobs, seating areas, tables, light switches, railings, washrooms, etc.
- Provide hand sanitizer and/or sanitizing wipes for customers to use upon entry. Consider having them available near the entrance.
- Provide sanitizing wipes to use on equipment and only trained employees should handle and operate recharging equipment for paintball tanks and ball release. All equipment should be wiped down after each use.
- All gear should be thoroughly sanitized after each use with appropriate cleaner and disinfectants. That includes masks, tools and other shared or rental equipment. Consider having customers bring their own equipment if possible.
- Provide a safe place for individuals to dispose of used sanitizing wipes and personal protective equipment (PPE).
- Empty and clean waste containers on a regular basis.
- Surfaces that customers touch must be disinfected prior to and after each service/visit.
- Increase the cleaning frequency of your workspace – on everything from vehicle door handles to commonly touched surfaces like cell phones, keys, golf equipment, powered hand tools, steering wheels, and tanks. Be sure to follow safe practices regarding cleaning times and cleaning agent. Public Health Ontario offers more information on cleaning and disinfection protocols.
- Remove non-essential items (magazines, newspapers and knick-knacks) from common areas.

Equipment

- Disinfect all equipment, including bowling balls, shoes and other rental equipment before and after customer use.
- Ensure you have a procedure in place to thoroughly disinfect shared vehicles or equipment between each use.
- For enclosed vehicles, open windows to improve fresh air intake/air circulation.
- Try to limit the number of workers using equipment. If possible, assign each worker to their own piece of equipment, (e.g. helmets, bats, putters, etc.).
- It is recommended that all players bring their own equipment or purchase their own onsite to avoid sharing equipment (i.e. paintball masks, bats, putters, etc.)
OTHER CONTROL MEASURES

- Establish clear visuals to show where customers may park, pay, and proceed safely to facility (batting cage, first hole etc.) while maintaining physical distancing (at least 2 metres) between individuals at all times.
- Limit handling cash and have customers use debit, credit, tap. Consider having customers pre-pay online for services where possible, by debit, credit, or e-transfer.
- Mini golf centres should try to adopt the options implemented from some golf courses such as; raised cups, removing rakes, removing ball washers, removing water stations, eliminate pencils and scorecards, and blocking off benches. Refer to Golf Course Guidance for additional information.
- Restrict the use of free play playground equipment (e.g., swings, slides etc.).
- Maintain a single point of entry into the business and where possible a separate point of exit.
- All paper and other loose printed items should be removed from the facility.
- If necessary, provide a supply of goods outside to be purchased and handled by the customer (bottled water, rentals, snacks, etc.)
- Communicate to staff, and customers that use of shared water fountains should be discouraged and consider taking this equipment out of service. Encourage all parties to bring their own water bottles.
- Employees and customers should be given direction to refrain from touching any surfaces un-necessarily during visit.
- Consider allowing customers to register in advance for service.
- Where appropriate, safely work/meet in outdoor spaces
- Where appropriate, recommend ventilating spaces by opening doors.
- Implement all measures to ensure physical distance and separation between people.

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. 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

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.