



# POST-PANDEMIC BUSINESS PLAYBOOK

An guide for COVID-19 Pandemic  
Preparedness and Response

In order to enable Ontario businesses to get back to work safely, Lear developed a “playbook” that lays out processes to raise awareness of new health and well-being protocols. This has greatly expedited our ability to produce and provide this free resource to the public. We are thankful we have great partners who are willing to share their resources for the greater community.

Thank you Lear!



## **WORKPLACE SAFETY & PREVENTION SERVICES**

**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.

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## DEAR USER:

We are focused on keeping our employees, customers and partners safe during these uncertain times. As we continue to navigate this new normal, we have partnered with Lear to develop a “*playbook*” that lays out processes to raise awareness of new health and well-being protocols. While it is not a one-size-fits-all approach, the Post-Pandemic Business Playbook includes practical guidelines from the Ministry of Labour, Training and Skills Development (MLTSD), Health Canada and Public Health Ontario, that could be tailored by businesses to address various scenarios when returning to work.

This resource has been developed to support businesses in adapting to new operating protocols and ways of working in unprecedented times. Should you need more assistance, WSPS continues to work remotely during the pandemic please contact your designated Account Manager or our Customer Care team for more information and support.

## HEALTH & SAFETY CONSULTANT

Monday to Friday: 7am – 7pm EST

1-877-494-WSPS (9777) | [dutyconsultant@wsps.ca](mailto:dutyconsultant@wsps.ca)

**Customer Care** 1-877-494-WSPS | [customercare@wsps.ca](mailto:customercare@wsps.ca)

**WSPS.CA**



## INTRODUCTION/LIMITATION

This Pandemic Playbook provides general guidance for use in all workplaces. Due to unique circumstances, each workplace must adapt the suggestions of this document to address specific requirements based on the level of risk in their workplace. Additionally, workplaces must comply with all applicable laws and reference local, provincial and federal health agencies for the most up-to-date guidance and rules pertaining to public health. Workplaces are encouraged to establish a process to monitor alerts from credible organizations such as the Public Health Agency of Canada, Ontario Ministry of Health and local public health units.

WSPS has attempted to adapt this document to be flexible and useful for a wide variety of workplaces across many sectors. The information and tools provided herein, although a great starting point and guidance document in the time of the pandemic, do not provide an all-encompassing safety program to control all workplace hazards. Where available, workplaces are encouraged to review the supporting documentation and seek further guidance from their local public health units. A detailed review of site-specific risk factors and implementations of control will further ensure a safe workplace.

Finally, workplaces are encouraged to engage the internal responsibility system. Consult with workplace parties including, but not limited to, the Joint Health and Safety Committee, senior leadership, union leaders, human resources department and health and safety professions (both internal and external) when preparing for business operations during and following the pandemic. It is important that all workers are provided with the training needed to succeed in contributing and ensuring a safe and healthy work environment for themselves, visitors and contractors. We are all responsible for health and wellness in our workplace, where a collective commitment from all workplace parties is conducive to a safer workplace for all.

**For additional pandemic resources, such as job aids and business resources, please visit [WSPS.CA](https://www.wsp.ca).**



## 1.0 EMPLOYER RESPONSIBILITIES

For the purpose of creating and implementing measures and procedures to ensure the safety of their workers throughout and following the pandemic. The employer is responsible for guiding the workplace through expectations and processes throughout phases of the organizations pandemic response.

The employer may wish to engage a team of workers across various functions or business units to assist with maintaining a healthy and safe work environment. These areas of focus could include:

- 1 Development and implementation of a response plan**
- 2 Worker wellness and returning to workplace**
- 3 Health checks and screenings**
- 4 Isolation coordination**
- 5 Communication and training**
- 6 Personal protective equipment (PPE) and materials**



## 2.0 HIERARCHY OF CONTROLS

Based on the risk levels identified for the workplace, consider a control program to protect the general workforce from COVID-19. Additional resources to determine if controls may be warranted for a specific workplace can be found in the [Resources](#) section of this document. When introducing controls into the workplace, ensure there are no additional hazards being created (e.g. blind spots from barriers, entanglement hazards from PPE, etc.) and that controls related to other occupational hazards remain effective.

The controls listed herein are specific for working to eliminate the spread of COVID-19 in the workplace. Consider controls based on the hierarchy of controls including, but not limited to, the following suggestions:

### Elimination

- Eliminating the need for face-to-face contact (e.g. meetings, allowing workers to continue to work from home)

### Engineering

- Using physical barriers when face-to-face contact cannot be avoided
- Redesigning workspaces to allow for appropriate distancing

### Administrative

- **PERSONAL HYGIENE**

Consider the quantity of personal hygiene products made available in the workplace, such as soap, paper towels, tissues and alcohol based hand sanitizers, and waste bins and refuse bags for disposal of materials. Portable disinfectant stations are recommended throughout high traffic and/or populated work areas

- **PHYSICAL DISTANCING**

- **HEALTH SCREENING**

- **SURFACE DECONTAMINATION**

Consider maintaining an adequate stock of decontamination supplies at the workplace

- **SIGNAGE ON PREVENTATIVE ACTIONS**

This could include physical distancing and workplace sanitation

- **WORKPLACE TRAINING** on changes to workplace protocols (See Training section)

The employer may assign a designated individual or team to ensure an inventory of supplies is maintained and order time is adequate to restock supplies identified for personal hygiene and decontamination.

When elimination, engineering and administrative controls are not adequate in reducing the risk to an acceptable level, PPE can be considered. The employer is responsible for ensuring adequate supplies of PPE are available at the workplace, as required by the company's hazards risk assessment.



## Personal Protective Equipment (PPE)

For any worker assigned to use PPE, adequate training on the selection, safe use, proper donning, doffing and cleaning/disposal procedures, and limitations of the PPE must be provided. Manufacturer guidelines must be followed and storage locations should be provided for reusable PPE. In addition, ensure that PPE does not interfere with controls already implemented.

Consider the quantity of PPE made available in the workplace, such as gloves, masks and face shields and refuse bags for disposal of materials.



### MASKS AND RESPIRATORS

- Face coverings (i.e. non-medical masks such as a cloth mask) may be used to reduce the risk of transmission of COVID-19 when physical distancing may be challenging or not possible. This would include those with broad exposure to other workers and/or the public (such as front desk administration and security guards). This should be evaluated on the risk posed in the workplace and public health guidance is recommended.
- A medical-grade mask may be appropriate for emergency response, first aid, and health screening and isolation team members. Medical-grade masks, including medical procedure face masks, and respirators (e.g. N95 respirator), must be kept for health care workers and others providing direct care to COVID-19 patients.<sup>1</sup>
- If an N95 respirator is selected as a control in the workplace, or another respirator is assigned, the worker must first be fit tested and trained in the safe use, inspection and maintenance, limitations and cleaning/disinfecting when applicable. Refer to Ontario Regulation 833 and CSA Standard Z94.4 for additional guidance.



### FACE SHIELDS

Face shields could also be worn as a precautionary measure when physical distancing may be challenging or not possible and physical barriers are not feasible. In addition, face shields may be appropriate for the isolation coordinator and other on-site first responders. (See [Isolation Protocol](#)). Should there be a need to share face shields amongst workers in the workplace, Regulation 851 prescribes that protective clothing or other safety devices shall be cleaned and disinfected prior to being worn by another worker.



### GLOVES

Gloves should be worn when appropriate for chemical exposure and are not a primary control to prevent exposure to COVID-19. In fact, gloves for chemical and biological may put workers at a higher risk when not taken off properly and may provide a false sense of security. When wearing gloves, people may be less inclined to wash their hands. This is counterproductive and puts others at a higher risk. Touching your face with contaminated hands, whether gloved or not, poses a significant risk of infection.

Proper use of gloves and their limitations requires training, including reinforcement, that handwashing is still required even when wearing gloves. Gloves may also pose other health risks, such as dermatitis and an entanglement hazard with certain equipment. If gloves are being worn in the workplace, ensure a risk assessment is completed to implement the right gloves for the task (e.g. cleaning with disinfectants). Safety data sheets can be used to further evaluate the appropriate control in this instance. All gloves must be disposed of in garbage bags/bins.

<sup>1</sup><https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks.html?topic=tilelink#wm>



## Managing of Inbound Materials

According to the World Health Organization (WHO), it is safe to receive packages from areas where COVID-19 has been reported, stating that,

“The likelihood of an infected person contaminating commercial goods is low, and the risk of catching the virus that causes COVID-19 from a package that has been moved, travelled and exposed to different conditions and temperature is also low.”

The virus does not survive on surfaces for long, and the length of shipment time and other environmental factors should inactivate the virus.

If you receive an expedited package from an area where COVID-19 is present and are concerned about possible surface contamination consider these steps:

- Wash your hands frequently with soap and water after handling materials
- Use alcohol-based hand rub, with at least 60% alcohol, when soap and water are not available
- Avoid touching your face, eyes, nose or mouth



## 3.0 HEALTH SCREENING

Temperature and health screenings protocols may be implemented to help prevent the spread of COVID-19 and reduce the potential risk of exposure to workers and visitors. The screening is not intended to provide medical advice. If individuals have medical questions, have them consult a health practitioner or the local public health unit. This procedure should be updated based on current recommendations from the provincial and/or local public health unit. Additional guidance can be found in the references section of this report.

A screening team, that may include internal or external personnel, should carry out the daily screening protocol for all incoming workers, contractors, suppliers, visitors, etc.

### Details:

- **ENCOURAGE** workers to perform daily self-screening at home prior to coming to work
- **PERFORM** on-site health screening at site entry (e.g. gates, staff entrances, reception door, etc.)
- **ENSURE** barriers are in place to prevent anyone from missing the screening protocol
- **ENSURE** screening is carried out by a designated team who is trained on the process, equipment to be used (i.e. screening forms and thermometers) and PPE to be worn

The screening may not need to be completed throughout the workday. Should an individual develop symptoms while at the workplace, the supervisor or host (in the case of visitors/contractors) should follow the steps outlined in the [Isolation Protocol](#) section.

When implementing a screening protocol, consult legal advice to determine what to do if a worker does not accept the screening protocols.

### Self-Screening Protocol

- The Daily Self-Screening Protocol aims to prevent sick or symptomatic workers from leaving their homes and decrease the likelihood of spreading infection at work. Workers can review the Self-Screening Checklist (See [Appendices](#)) prior to each shift/workday to determine their actions.
- Even if self-screening is performed at home, the On-Site Health Screening could still be performed prior to entering the workplace.
- Any person exhibiting symptoms identified on the screening checklist, even if only mild symptoms are felt, should stay home, contact human resources to notify them of the situation and call the public health unit to determine that the person should do.

### On-Site Health Screening Protocol

- If the measured temperature is 37.8° Celsius/100° Fahrenheit or higher, or the individual reports symptoms of illness consistent with COVID-19 on the screening form, the individual should be asked to return home, self-isolate and contact the local public health unit for next steps.
- If this is a worker, the supervisor or human resources must be notified and internal sick time policy consulted.



## Visitors and Contractors

- As a way to further protect both workers and visitors, employers may no longer allow normal in-person visits
- When possible, meetings may take place virtually
- When business-critical, if in-person visits must occur, such as to allow equipment or facilities to remain operational, they should be in accordance with the protocols developed by the employer
- In addition to current visitor policies that may be in place, ensure the visitor or contractor host is aware of their responsibilities (see below)

## Host Directions

- Visitation or contractor work should not occur if there has been any “yes” response to the Self-Screening Checklist. If “yes” is checked for any response, the host should advise the visitor to leave the premises and notify the employer and human resources of the incident
- Once approved to be on-site, ensure visitors/contractors:
  - Take a direct route to meeting or work areas and do not unnecessarily interact with workers
  - Wear appropriate personal protective equipment (PPE)
  - Practice physical distancing at all times and instruct visitors of workplace expectations (e.g. no handshakes or embraces, keeping 2 metres (6 feet) distance when interacting, etc.)
  - Practice expected hygiene regarding washing hands, covering coughs/sneezes and referencing the company guidance on this topic
  - Use dedicated meeting rooms with good airflow where possible with common surfaces which are disinfected between meetings



## 4.0 ISOLATION PROTOCOL

The intent of this protocol is to provide guidance for when a worker becomes sick at the workplace. It includes identifying the individuals who could participate in the process, response procedures and considerations for an Isolation Room/Area and PPE.

### Isolation Coordinator

An important part of the isolation protocol is to consider having a point of contact or contacts, Isolation Coordinator(s), who can help move through the response procedure and other important parts of the isolation protocol.

Isolation coordinator(s) are selected by the employer, based on the worker's knowledge, training and experience. An isolation coordinator could be a registered nurse, first aid trained worker, health and safety professional, human resources professional or supervisor.

### Isolation Protocol for persons who become ill at work

If a person feels ill or if someone observes that another person is exhibiting symptoms of COVID-19 at work, contact the isolation coordinator by telephone. The isolation coordinator would be responsible to direct any suspected infected person to a designated Isolation Room immediately by the most direct route in order to prevent further exposure in the workplace.

**Communications at a distance or through telephone are preferable to minimize the risk of exposure to other workers, including the isolation coordinator.**

### Response Procedure

- 1 Leave a set of face coverings (or a medical-grade mask, if available) inside for the suspected infected person in the Isolation Room.
- 2 Once the suspected infected person arrives in the Isolation Room, immediately instruct the person to put on a face covering (or a medical-grade mask, if available.)
- 3 The isolation coordinator can complete Ontario's COVID19 self-assessment tool <https://covid-19.ontario.ca/self-assessment/> with the suspected infected person at a distance (i.e., 2 metres apart), or via telephone. Local public health unit should be contacted regarding next steps.
- 4 Where communication at a distance is not possible, the isolation coordinator and any others attending to the suspected infected person should don a face mask and face shield.



- 5 The isolation coordinator, in coordination with the employer, should:
  - a. Contact the local public health authority and follow their advice.
    - i. Identify persons who may have been in close contact with the suspected infected person. Unless required by the local public health unit, the name of the infected worker should not be provided.
    - ii. If warranted under the local public health authority's advice, advise workers that may have been in close contact with the suspected infected person to stay home and self-monitor for 14 days. Those who exhibit symptoms should immediately self-isolate (quarantine) and contact the local health authorities, healthcare provider, and the employer. Refer to [Self-Isolation and Returning to the Workplace](#) Section for more information.
  - b. Instruct the supervisor to cordon off areas where the suspected infected person has come into contact.
- 6 Initiate the Deep-cleaning Decontamination Protocol in areas where the suspected infected person have come in contact in the workplace (i.e., the Isolation Room, workstation, common areas/surfaces.)

### Isolation Room

Where possible, the Isolation Room should be an exterior room (building or tent structure), or a negative pressure room. If unavailable, an enclosed area with good airflow, and away from the general population can be used. If weather permits, consider isolating the person outside. The room may be equipped with a foot-activated close-lid garbage bin that is lined with plastic garbage bags. The garbage bin should also be labelled with appropriate warning signs. The room should also be equipped with education posters on personal hygiene (i.e. hand washing, donning and doffing face masks), and handwashing amenities (or hand sanitizers).

### PPE

Those workers who **must** attend and work in close contact (i.e. within 1 metre for more than 15 minutes) with the suspected infected person can use PPE (e.g. a face mask, face shield, and gloves). It is critical to avoid touching the face and to wash hands or use alcohol-based hand rub before donning PPE and doffing PPE. For any worker instructed to use PPE, adequate training must be provided. Refer to [PPE section](#) for more information.



## 5.0 SELF-ISOLATION AND RETURNING TO WORKPLACE PROTOCOL

The intent of the protocol is to provide guidance on self-isolation and self-monitoring requirements related to the *Quarantine Act* and Public Health Agency of Canada (PHAC) directives related to COVID-19.

### Guidance for Self-Isolation and Self-Monitoring

The Quarantine Act requires workers to self-isolate at home and remain off company property for 14 days if they have:

- Returned from travel outside of Canada (mandatory quarantine)
- Had close contact with someone who has or is suspected to have COVID-19
- Been told by local public health authority that they may have been exposed and need to self-isolate

When workers exhibit symptoms, even if they are mild, they are to stay home and self-monitor. Follow local public health authority guidelines and resources on COVID-19, self-isolation, and self-monitoring.

If a worker contracts COVID-19 outside of the workplace or is directed by the local public health authority to self-isolate, the worker should inform their employer as soon as possible.

The employer or designate should contact the local public health authority for direction. Worker personal data and confidentiality must be protected, unless disclosure is required by law. Self-isolation requests of any healthy worker, who have come in contact with the infected worker at the workplace, will be determined by the local public health authority.

### Returning to Work After Self-Isolation

The employer or designate will maintain regular communication with workers under self-isolation. Affected workers, when medically cleared by local public health units, will contact the employer prior to returning to work.

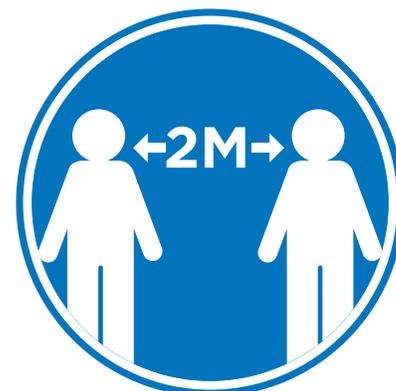


## 6.0 PHYSICAL DISTANCING PROTOCOL

Physical distancing is a simple yet effective mechanism to prevent potential infection which relies on distance to avoid person to person infection.

In practice, this means:

- Keeping a 2 metre (6 feet) distance between workers and between workers and the public
- Eliminating contact with others, such as handshakes or embracing coworkers, visitors or friends
- Avoiding hand contact with surfaces touched by others as much as reasonably possible



Follow provincial directives on gatherings of people for meetings and ensure that physical distancing is maintained. The practice of physical distancing should be maintained in all areas such as production lines, break and/or lunch rooms/areas, common areas, entrance and exit areas, offices, etc.

Consider the following general measures to help maintain physical distancing:

- Set up work areas/workstations that keeps a 2 metre distance between workers
- Consider floor markings to show distance to be kept apart, flow of people, or limiting numbers of people admitted in a workspace
- Consider where start-up meetings will take place, if needed, and how physical distancing will be maintained (i.e. specific area in the workplace, limit the number of workers at each meeting, floor markings for meetings, etc.)
- Avoid non-essential gatherings and meetings
- Consider having office workers continue to work from home or limit the amount of office workers within a facility and encourage teleconferencing for meetings
- Ensure that measures are communicated to workers and enforced
- Consider signage showing the desired position of the workers at workstations/work areas
- Consider job rotation
- Consider having fewer workers doing the same task in the same space
- Consider regular times to check in with public health updates and retrain/revise practices as needed



Where a minimum distance cannot be maintained, due to workplace design, use the Hierarchy of Controls (i.e. engineering controls, administrative controls, etc.) to mitigate exposure. This can include, but is not limited to:

- Installing physical barriers between workers such as a “plexi-glass panel”. If needed, a “window” that opens and closes can be installed to allow for specific interactions (e.g. screening area, passing product/paperwork through window, etc.)
- Improving circulation/ fresh air intake as appropriate or possible (i.e replace filters, open doors etc.)
- Redesigning workspaces to allow for appropriate distancing
- If the above recommendations are still not enough for your workplace, consider PPE. PPE is only effective if people wear it correctly. Workers need PPE training that includes the donning, doffing, fit, use, care, maintenance, cleaning and limitations of the PPE

### **Physical Distancing During Shift Changes**

- Shift changes should be managed thoughtfully to reduce infection risk and leverage the opportunity to ensure optimal disinfection of the workplace. Start times should be staggered with enough time to allow workers to come and go with minimum interaction between shifts.

Consider the following for maintaining physical distancing during shift changes:

- Designate specific entrances and exits for workers to use. Identify these locations using signage and communicate designated entrances and exits to all workers, visitors and contractors
- Implement a staggered start time for each shift and enforce physical distancing while workers go through the screening process. Each workplace is different so the amount of staggered start times needed and locations of entrances and exits will need to be assessed and set by the employer
- Place a permanent mark on the floor to show proper distancing wherever there may be a line
- Ensure workers are aware of the screening process as well as designated arrival times and locations
- End of shift times should respect the same principles as the start of shift times

### **Helpful Tips to Communicate to Workers**

- Avoid gathering when entering and exiting the facility.
- Remain in your car until your scheduled start time.
- Ensure physical distancing at all times while at work, waiting in line, or entering the site.
- When you talk to someone in line, make sure you do not point your head directly at them.
- Do not touch your face before you have had a chance to wash your hands.



## Site-Specific Items to Consider

- Does security need to be stationed near entry doors at start and stop times?
- How can lines be accommodated during inclement weather?
- Can you implement contactless time clocks?
- Where appropriate, prop doors, stall toe kicks or automatic door opening devices to support non-contact entry where possible.
- Are workers trained to lead with their elbows when moving through turn-styles?
- Are time clocks disinfected each time it is touched by a worker? For example: station a worker to observe the time clock at a safe 2 metre distance to disinfect the clock if it is inadvertently touched to avoid holding up the line.

### Physical Distancing During Breaks

Management of worker breaks to provide physical spacing and proper hygiene is necessary. All break start and end times should be staggered and the areas for breaks should allow for physical distancing (i.e. minimize the number of workers in a lunch area).

Consider the following for maintaining physical distancing during breaks:

- Count the optimal number of allowable seats in the break room and limit and/or space chairs appropriately to allow for physical distancing.
- Place markings on tables and/or chairs to ensure proper physical distancing in each seat.
- Post the maximum amount of workers allowed in the break room for breaks.
- Consider allowing workers to sit only on one side of a table.
- Remind workers not to arrive to breaks early.
- Stagger break times with 10 minutes between each staggered break to have enough time to decontaminate surfaces (i.e. tables, seats, refrigerator, vending machines, etc.)
- Where appropriate, limit or discontinue the use of refrigerators and microwaves. Where necessary or required, discontinue use to prevent cross-contamination.
- Determine if break room monitors and disinfection workers are warranted to enforce physical distancing and cleaning protocols.
- Provide adequate supplies for workers to self-clean (i.e. wiping down tables, chairs, vending machines etc. before and after touching.)
- For sites with full-service cafeterias, do not allow self-service.
- Place a permanent mark on the floors/concrete to ensure proper distance wherever there may be a line.



### **Physical Distancing for Washroom Breaks**

Increase cleaning intervals to ensure a clean environment at all times and make sure physical distancing is maintained.

Consider the following for maintaining physical distancing:

- Establish maximum capacity for the washrooms that allows for physical distancing and post the maximum capacity.
- If the washrooms have more than one entrance and exit, consider denoting a “one-way” flow through the washroom.
- Consider installing contactless fixtures on sinks and toilets to minimize touching surfaces.
- Consider propping open washroom doors, if possible, or installing automatic doors or building privacy walls and removing doors to limit touching of door handles.
- Post signs showing how to properly wash hands with soap and water for a minimum of 20 seconds and to wash hands before leaving the washroom.
- Provide enough supplies in every washroom and consider instituting a schedule for checking on supplies (i.e. check soap dispensers, paper towel levels, etc.)

### **Physical Distancing for Locker Rooms**

For workplaces that have locker rooms, consider the following to maintain physical distancing:

- Consider access to locker rooms that follow the staggered shift start and end times.
- Consider installing shelving for lunch bags/other personal hygiene items near the break room/ area to limit the need to access lockers during break times.
- Establish maximum capacity for the locker rooms that allow for physical distancing and post the maximum capacity signage.
- Determine if locker room monitors and disinfection workers are warranted to enforce physical distancing and cleaning protocols.
- If the locker room has more than one entrance and exit, consider denoting a “one-way” flow through the room.
- Consider re-assigning lockers to ensure physical distancing.
- Provide supplies for workers to self-clean (i.e. wiping down outside and inside of lockers before and after use.)



## 7.0 PATHOGEN DECONTAMINATION MEASURES

It is important to understand that each workplace is unique and therefore site-specific circumstances must be taken into consideration when implementing decontamination (cleaning) measures. This includes working with and utilizing health and safety professionals, human resource professionals, managers, owners, supervisors, etc. A general checklist <https://www.wspcs.ca/WSPS/media/Site/Resources/Downloads/pathogen-decontamination-checklist.pdf?ext=.pdf> has been prepared which can also be used to guide through this section.

### General Guidelines

Prior to cleaning activities, ensure that the screening protocols have been followed for all cleaning personnel. Refer to [Self and On-site Screening Protocols](#).

Ensure to choose a Health Canada Drug Identification Number (DIN) approved disinfectant. It is important that the safety precautions and potential hazards for the disinfectant have been reviewed and shared with the workers.

Workers should be trained on the use and application of disinfectant products, hazards and precautions, use of any required PPE, personal hygiene techniques and personal decontamination/disinfection procedures. Refer to the PPE section for more details.

In addition, prior to using the disinfectant the following should be understood: the correct dilution rates, if applicable, as per manufacturers' instructions; the correct concentration needed to ensure the solution is effective (i.e. not too weak or too strong); and, the specific chemical ingredients and refraining from mixing chemicals as it may be dangerous if they interact (i.e. release vapours or heat.)

While workers are cleaning it is important that workers are maintaining the appropriate physical distancing see [Physical Distancing Protocol](#).

Cleaning of all areas in the workplace should occur with special attention to high-touch surfaces. Examples can include:

- Tools
- Workstations and equipment
- Barriers
- Restrooms
- Lunch room/Lunch area
- Lockers
- Common high-touch surfaces such as tables, doorknobs, light switches, countertops, handles, desks, touchscreens, equipment, etc.
- Computer screens and keyboards

An example [Sample Shift Specific Decontamination Checklist](#) can be found in the Appendices

Strict controls should be in place during the times the workplace is closed for cleaning. This may include defining who can enter and exit the building, such as sanitization vendors, security, etc.



## Preventative Decontamination Measures

This section provides general information for performing cleaning at workplaces that are preventative (i.e. no suspected or confirmed cases of a pathogen). The following should be taken into account during planning stages:

- Cleaning personnel are using appropriate PPE (i.e. appropriate disposable gloves, eye protection, etc.) for the chosen disinfectant solution and work activities.
- Cleaning personnel are washing their hands with soap and water for a minimum of 20 seconds before and after cleaning or using an appropriate hand sanitizer. This would include washing their hands before donning gloves and after doffing gloves.
- Implement a decontamination schedule at the workplace and communicate the schedule with cleaning personnel. Frequency of cleaning can depend upon occupant usage patterns, population of the facility, and surfaces that are frequently touched by multiple people. An example the decontamination schedule is attached in the [Appendices](#) to help reduce the risk of spreading infection.
- Consider sharing the decontamination schedule with the workers at the workplace.
- Leave the disinfectant on surfaces for the appropriate length of time, as indicated by the DIN-approved product instructions.
- For sensitive equipment (e.g. tablets, touch screens, etc.), apply the disinfectant to cleaning cloths rather than direct application of disinfectant on equipment for cleaning.
- Clean by wiping in a uniform application to ensure full coverage on surfaces (i.e. wipe horizontal and then vertical.)
- Use vacuums equipped with High-Efficiency Particulate Air (HEPA) filters (verified via aerosol challenge test) wherever possible.
- Eliminate dry sweeping/mopping/wiping methods that may release particles into the air.
- Apply an appropriate disinfectant on soft surfaces (e.g. carpets, fabrics, etc.) and leave to dry before using (e.g. chairs.)
- Place all waste materials associated with decontamination in sealed bags and wipe the outside of the sealed bags with disinfectant.
- Eliminate the practice of compacting waste materials associated with decontamination.
- When possible, store decontamination waste bags outside of the building and place them directly into the waste bin.

## Deep-Cleaning Decontamination Protocol

- The Preventative Decontamination Measures may be followed regularly whereas the Deep-Cleaning Decontamination Protocol is triggered when a worker is suspected or infected with a pathogen (e.g. COVID-19) who occupied an area in a facility.
- It is important to note that if the area has been closed for more than seven days since the person who is sick visited or used the facility, the deep-cleaning decontamination protocol is not necessary. Continue with preventative cleaning and disinfection.<sup>2</sup>

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<sup>2</sup> CDC Reference Cleaning and Disinfecting Your Facility Everyday Steps, Steps When Someone is Sick, and Considerations for Employers, CDC, 2020



### **Considerations for Deep-Cleaning:**

- Isolate the contaminated areas from the rest of the building and other workers.
- As appropriate and where possible, open outside doors and windows to increase air circulation in the contaminated area.
- Consider waiting 24 hours before decontamination or as long as feasibly possible, as well as industry specific guidelines where applicable.
- Complete a risk assessment prior to disinfection (i.e. determine the pathogen of concern, number of confirmed or suspected cases, length of time area has been unoccupied, size of area, types of surfaces that may need disinfecting, etc.)
- Confirm the PPE required by disinfection workers (i.e. disposable virus-impervious full-body coveralls with hood and shoe covers, protective gloves appropriate to the cleaning products used, respirators equipped with P100 filters and, if needed, combination cartridge for the cleaning solution, eye protection, etc.)
- Retain the services of an approved deep-cleaning (e.g. abatement) contractor or train cleaning personnel on appropriate decontamination procedures.
- Retain the services of a knowledgeable consultant who can oversee the deep-cleaning activities.

When retaining the services of a contractor and/or consultant, at a minimum the contractor should have:

- Trained personnel to clean, disinfect and dispose of contaminated materials
- Proper equipment and PPE to perform the task
- Use of an DIN-approved disinfectant
- Proper disposal methods for all disposable PPE and contaminated materials.

The development of a deep-cleaning strategy should begin with the completion of a risk assessment to determine a specific plan and strategy to clean the contaminated areas, including any machinery/equipment, common areas, offices and any typical areas where the worker would have made contact. The employer should ensure that during the deep-cleaning process only authorized people can access the areas during the cleaning operation. At the conclusion of the abatement, it should be communicated to all workers that the work areas have been decontaminated.



## 8.0 TRAINING AND COMMUNICATION

In light of all the changes in workplaces as a result of the pandemic it is important to prepare the workforce through training and communication. The training should be conducted before workers return to the workplace and the information provided reinforced through signage and informational posters. The following sections provide general information on the types of training to consider prior to reopening.

### Pre-Return to Business Training

The table below highlights some of the sample trainings to consider prior to workplace reopening. It is important that worker training and confirmation of understandings are properly tracked and recorded.

TOPIC	AUDIENCE	CONTENT INCLUDED
<b>Overview of the employer's pandemic protocols and resources</b>	All Workers	<b>High level Overview of:</b> <ul style="list-style-type: none"><li>▪ Company's COVID-19 Response</li><li>▪ Health Screening; including signs and symptoms of COVID-19</li><li>▪ Physical Distancing</li><li>▪ Isolation Protocol</li><li>▪ Self-Isolation &amp; Returning to the Workplace</li><li>▪ Personal Hygiene</li><li>▪ Disinfection Measures</li><li>▪ Training and Communications</li><li>▪ Protocols may be communicated through virtual training (1 week prior), Training Management Systems or any other remote means. Employers may use <i>Appendices and Links &amp; Additional Resources</i> documents to supplement communication</li></ul>
<b>In-house Cleaning Crew Team Training</b>	Varies (internal cleaning crew or external vendor)	In-depth review on the role, responsibilities and safety requirements for Disinfection Measures and Hierarchy of Control – Risk Assessment Protocols; including equipment and tools. <i>Supplemented by in-person task-specific training in First Day Orientation Training protocol.</i>
<b>Isolation Coordinator and Health Screening Leads</b>	On-site health screeners and Isolation Coordinator(s)	In-depth review of the role, responsibilities and safety requirements for Hierarchy of Control – Risk Assessment Protocols, Health Screening, Physical Distancing and Isolation Protocols, including company tools and resources. <i>Supplemented by in-person task-specific training in First Day Orientation Training protocol.</i>
<b>Human Resource/ Attendance Policy</b>	All Workers	In-depth review of the roles and responsibilities on protocols related to worker attendance, Health Screening, Isolation, and Self-Isolation & Return to the Workplace, including tools and resources.



## First Day Orientation Training

Most trainings are ideally provided as per [Pre-Return to Business Training](#) protocol. Where Pre-Returning to the Workplace Training is not practical, ensure training content in the Pre-Return to Business Training protocol are covered during the First Day Orientation Training (on the first day of workplace re-opening).

### Minimum Training Requirement (for all workers):

- Overview of the [Employer's pandemic protocol](#).

### Considerations for Training

- Use virtual training or other remote means where possible
- In-person meeting/training area must adhere to the company's [Hierarchy of Control and Physical Distancing protocols](#)

In-person task-specific training (for health screeners, isolation coordinator, in-house cleaning crew):

- Emphasis on safety requirements for the protection of workers
- Includes hands-on practice with tools, materials (including legal requirement regarding chemical hazards), equipment and personal protective equipment
- Training can be conducted by the relevant department supervisor and/or health and safety professionals

### On-going Communication

Communication is encouraged to be provided to all workers prior to returning to the workplace and once onsite work has resumed. Communication can also be extended to key vendors, suppliers and business partners to ensure they are aware of the workplace expectations and protocols that may affect the supply chain or site entry. Employers should encourage workers to reach out to their supervisors with individual concerns to ensure they can be managed appropriately. Updates to protocols and government directives should be timely and clear for all workers.

### Signage

Consider installing signage throughout the workplace to reiterate controls and safe work practices. This may include, but are not limited to, physical distancing, handwashing, screening checkpoints, cleaning work surfaces often, personal hygiene, etc. Do ensure industry specific signage is posted as applicable. Refer to the [Resources](#) section and at the end of this document for samples and additional guidance.



## RESOURCES

**Legislation:** *Occupational Health and Safety Act*, R.S.O. 1990, c. O.1

Control of Exposure to Biological or Chemical Agents, R.R.O. 1990, Reg. 833

Industrial Establishments, R.R.O. 1990, Reg. 851 Workplace Hazardous Materials Information System (WHMIS), R.R.O. 1990, Reg. 860

**Standards:** Canadian Standards Association. (2018). CSA Z94.4 - 18. *Selection, use and care of respirators*. Toronto, Canada: CSA Group

### Pandemic Resources – WSPS (Workplace Safety & Prevention Services)

- [Pandemic and infection control materials](#)
- [COVID-19 - Pandemic specific - Mental Health](#)
- [COVID-19 and Pandemic Preparedness - Business Resources](#)
- [COVID-19 Mental Health Risk Poster](#)

### Business Resumption: Post-Pandemic Checklists (WSPS)

- [Pandemic Recovery-Return to Business Checklist](#)
- [Post Pandemic Checklist: For Businesses Operating as Usual](#)
- [Post Pandemic Checklist: For Businesses Returning After Shutdown](#)
- [Post Pandemic Checklist: For Businesses Returning after Working Remotely](#)

### Ministry of Labour, Training & Skills Development

- [Ministry of Health \(MOH\) COVID-19](#)
- [Protect against COVID-19 Conduct meetings outdoors - Poster](#)

### Government of Ontario

- [What you need to know to Keep You and Your Family Safe during Covid-19 Poster](#)
- [Covid-19 Information & Resources](#)
- [Covid-19 Self-Assessment](#)
- [How Ontario is Responding to Covid-19](#)
- [Sector Specific Resources](#)
- [Guidance Support for Workers](#)
- [Health and safety partners](#) for assistance
- [Guide to the Occupational Health and Safety Act](#)



## Public Health Ontario

- [Public Health Unit Locations](#)
- [How to Self-Isolate](#)
- [How to Self-Monitor](#)
- [Cleaning and Disinfection for Public Settings](#)
- [Public Health Ontario's How to Handwash Poster](#)
- [COVID-19 Information & Resource Page](#)
- [COVID-19 Public Resources](#)
- [How to Self-Isolate - Poster](#)

## Government of Canada

- [Main COVID-19 information & resource pages](#)
- [Risk-informed decision-making guidelines for workplaces and businesses during the COVID-19 pandemic](#)
- [Spread of Covid-19 Poster](#)

## Centre for Disease Control

- [Surgical Mask vs. N95 Respirator](#)

## Workplace Safety Insurance Board

- [WSIB financial relief package](#)
- [Adjudicative Claim's approach document](#)
- [WSIB updates on COVID 19](#)
- [WSPS Health and Safety Excellence Program](#)



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## Questions

WSPS continues to operate remotely during this pandemic to assist customers. Please contact your Account Manager or our Customer Care team for more information and assistance.

### HEALTH & SAFETY CONSULTANT

Monday to Friday: 7am - 7pm

1-877-494-WSPS (9777) | [dutyconsultant@wsps.ca](mailto:dutyconsultant@wsps.ca)

**Customer Care** 1-877-494-WSPS | [customer care@wsps.ca](mailto:customer care@wsps.ca) | **WSPS.CA**

# APPENDICES

- a. Shift-Specific Decontamination Checklist - Example
- b. Decontamination Schedule - Example
- c. Employee Screening, Isolation and Returning to the Workplace Protocol
- d. Self-Screening Checklist - Sample





## Shift-Specific Decontamination Checklist

EXAMPLE

The safety of our workers, customers and visitors remains our primary concern. As the COVID-19 outbreak continues to evolve and spread globally, we are monitoring the situation closely and will periodically update our guidance on current recommendations from the public health and other government authorities.

To help prevent the spread of COVID-19 and reduce the potential risk of exposure to our workers and visitors, we are conducting a simple screening questionnaire. Your participation is important to help us take precautionary measures to protect you and everyone in the workplace.

---

**Shift:****Date:**

---

**Inspection Area:**

---

### Preventative Disinfection Measures

1. Was the DIN-approved disinfectant used as appropriate and as per manufactures instructions (i.e. dilution rates, applied for appropriate length of time, wiping in a uniform direction, etc.)?
2. Did the team conduct a comprehensive cleaning in all workstation common surfaces (i.e. control buttons, tools, conveyors, trays, containers, forklifts, machines)?
3. Did the team conduct a comprehensive cleaning in all offices, desk and conference rooms (i.e. cabinets, desk, tables, chair surfaces)?
4. Did the team conduct a comprehensive cleaning in of high touch surfaces (i.e. doors, windows, handles, faucets, sinks, bathrooms, etc.)?
5. Did the team conduct a comprehensive cleaning in lunch areas (i.e. tables, chair surfaces, dispensers, vending machines)?

---

### 2nd Layer Audit

Audit of the above performed by a higher-level supervisor or Manager:

6. Were non-conformities raised?  YES  NO
7. If yes, were they actioned?
8. If no, please provide reasons:



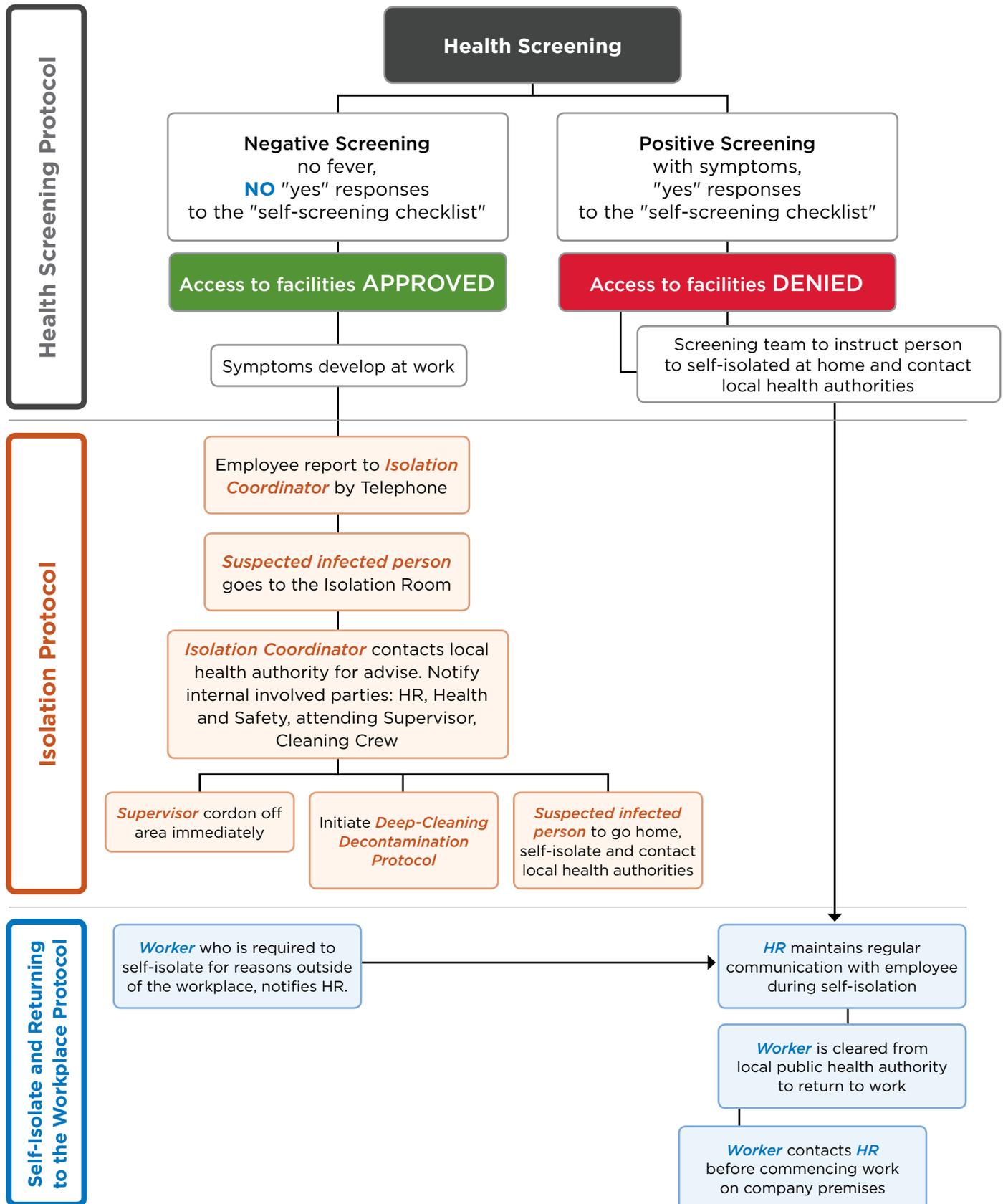
# Decontamination Schedule

**EXAMPLE**

#	AREA/PLACE	SURFACES TO BE CLEANED	DISINFECTANT	DECONTAMINATION MEASURES	FREQUENCY
1	<b>Workstation/ Work Areas</b>	Control buttons, tools and other common surfaces	DIN approved disinfectant	Spray with handheld sprayer or wipe	Minimum at the end of each shift
2	<b>Offices, desk and conference rooms</b>	Table and chair surface		Spray with handheld sprayer or wipe	At the end of each meeting and end of day
3	<b>Conveyor belts</b>	Wipe areas of common worker interface		Spray with sprayer	At least twice per shift (i.e. morning and afternoon)
4	<b>Moveable trays or containers</b>	Handles and other commonly touched areas		Spray with sprayer	Based on use: Once per shift if contacted by 1 person only; otherwise, between users
5	<b>General objects that are used or touched often</b>	Doors and windows, handles, faucets, sinks and bathrooms		Spray with handheld sprayer or wipe	At least 4 times per day
6	<b>Lunch Room/ Area</b>	Table and chair surfaces, dispensers, vending machines, etc.		Spray with sprayer	After all breaks
7	<b>Tableware</b>	Forks, knives and spoons		Place in high- temperature disinfection cabinet, with temperature higher than 60°C, and time longer than half an hour	After use
8	<b>Vending machines</b>	Interface surfaces (pay, selection and vending surfaces)		Spray with sprayer	Generally 3 or more times per shift to include after all breaks
9	<b>Forklifts</b>	Wipe areas of common human interaction		Spray with sprayer	After each use
10	<b>Multi-user safety vest</b>	Only single user vest		Spray with sprayer	After each shift
11	<b>Transport vehicles</b>	Common surfaces (e.g. seat surfaces rails, belts, door and window controls)		Spray with sprayer	Before and after each use
12	<b>All floors and walls</b>	All general floors and walls at site		Mop	Periodically, where frequently touched; mop hard surfaces daily



## Employee Screening, Isolation and Returning to the Workplace Protocol





## Self-Screening Checklist

**SAMPLE**

The safety of our workers, customers and visitors remains our primary concern. As the COVID-19 outbreak continues to evolve and spread globally, we are monitoring the situation closely and will periodically update our guidance on current recommendations from the public health and other government authorities.

To help prevent the spread of COVID-19 and reduce the potential risk of exposure to our workers and visitors, we are conducting a simple screening questionnaire. Your participation is important to help us take precautionary measures to protect you and everyone in the workplace.

***Thank you for your time and cooperation.***

I am a:  Worker  Visitor/Contractor

**Contact Information:**

Name:

Mobile Number:

Email Address:

**If the answer is yes to one or more of the following questions, access to the facility will be denied.**

**Are you showing any signs of one or more of the following symptoms?**

- Temperature >37.8°C (100.0°F) or higher,
- New or worsening cough
- Shortness of breath

 YES NO**Have you been in close contact with someone with COVID-19?** YES NO**Have you travelled outside of Canada within the last 14 days?** YES NO

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**Workplace Safety & Prevention Services™** is the largest health and safety association in Ontario, responsible for more than 167,000 member firms across the agricultural, industrial/ manufacturing and service sectors.

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5110 Creebank Road  
Mississauga, ON L4W 0A1  
1 877 494 WSPS (9777)  
T 905 614 1400 | F 905 614 1414  
E [customercare@wsp.ca](mailto:customercare@wsp.ca)  
WSPS.CA

