



REOPENING BUSINESSES

Smart. Safe. Responsible.

Message from Municipal Leadership

Dear Business Leaders:

These are unprecedented and challenging times thrust upon us by COVID-19 and we are doing our best as a community to persevere. As a municipality, we took immediate action by setting-up a business hotline to give businesses the opportunity to call in with their concerns. We set-up a **City COVID-19 webpage** that is updated regularly with information from the Federal and Provincial governments, along with Algoma Public Health.

We're proud of all of you for helping our community during an incredibly challenging period; whether it be through making PPE equipment for our local health care providers, donating meals to the vulnerable people in our community, sharing resources on social media or supporting the local businesses through our **Sault Together website**. We are truly a #SaultTogether family.

As we move forward, we know you are anxious to reopen your doors. To ensure the safety of our community and help you navigate the new normal, we have created this Reopening Business the "Smart, Safe and Responsible Way" document. These comprehensive protocols are from the Federal/ Provincial governments and Algoma Public Health, and have been compiled in one document as the Province sets out its path in its re-opening efforts. The guidelines in this document will help you safely serve your customers and accommodate your employees. This resource will act as a living document that we will update as this fluid situation changes.

We all want to return to our regular lives, and to get to that point we must continue to follow the advice and guidance of government leaders/health care professionals. It is paramount that we take the necessary precautions during this reopening period. The last thing we want is for the virus to grow during this phase.

If you have any questions, please continue to reach out through our business hotline # at **705-574-2030** or e-mail **businessinfo@cityssm.on.ca**. We are here to continue to assist you.

Thank you for your support and courage as we continue to navigate through this pandemic together.

Yours truly,

Mayor Christian Provenzano

City SSM CAO – Malcolm White

Ontario Framework for Reopening

<https://www.ontario.ca/page/reopening-ontario-after-covid-19>

Disclaimer

Please be advised that some or all of the information contained in this document may not be applicable to some businesses or places of work and may not include all information necessary for certain businesses and places of work. As well, while this document provides guidance and best practices, the landscape changes quickly, and it will be important for you to have alternate sources to make sure you have the information you need.

Employers in Ontario are responsible under the Occupational Health and Safety Act (“OHSA”) for the safety of their work places and for their employees. Nothing in this document takes away from those responsibilities. This document does not attempt to address any health, safety and other work place requirements in place prior to the age of COVID-19. As COVID circumstances continue to evolve, so will the public health and safety recommendations and requirements, and as a result this document may not include all current governmental or health expert requirements and recommendations.

We also recognize that many of the business types listed in this document have not yet been approved to re-open. We are taking this opportunity to provide the information in advance, so that you can start now to think about what needs to be put in place for training, education as well as any physical control measures

We strongly advise that before implementing any of the practices and procedures contained herein, you carefully evaluate all and consult with your own legal counsel and other advisors regarding the legality, applicability and potential efficacy of this information in your place of business and to determine what if any other recommendations or requirements may apply to your business.

The Ontario Stop the Spread Business Information Line is an additional resource to assist in identifying requirements related to your business type.

<https://news.ontario.ca/opo/en/2020/03/stop-the-spread-business-information-line-now-open-at-1-888-444-3659.html>

This document is to be used only as a guideline and the City of Sault Ste. Marie bear no responsibility for any circumstances arising out of, or related to, the adoption, or decision not to adopt, any of the practices or procedures contained in this guide.



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General Protocols To Protect Employees And Customers

The protocols in this document has been compiled from information provided by the Government of Canada, Province of Ontario and Algoma Public Health. They provide specific measures for businesses in Sault Ste. Marie and Algoma to reopen in a safe and responsible manner. Specific guidelines in each business sector support the overall goal of opening businesses in a manner that protects employees and customers from exposure to COVID-19. It is our hope these measures will assist in preventing the spread of the virus. Individuals' temperature standards (as used in this document) are in accordance with directions from the Federal and Provincial Public Health Agencies, along with Algoma Public Health. It is also important that businesses take responsibility to ensure they have adequate supplies for their employees and customers, such as: soap, disinfectant, hand sanitizer, paper towels, tissue, face masks, etc. Based on the size of your business, it's important to keep a minimum amount of supplies at all times.

Business owners should be prepared to provide confidence to its employees and customers and respond to questions regarding the businesses' cleaning and disinfecting practices.

The Following Protocols Should Remain In Place Throughout The Reopening Efforts and Until Directed Otherwise By Public Health Professionals:

- Protective measures for vulnerable populations;
- Individuals should continue working from home if they can do so effectively;
- Physical distancing must be maintained (6 feet apart), wherever possible, where it is not possible – personal protective equipment (“PPE”) should be used;
- People must stay at home when they are sick;
- Vulnerable individuals, such as seniors and those with underlying health conditions, should continue to exercise caution and minimize high-risk exposures, such as public outings;
- Personal hygiene will continue to be a key prevention measure;
- Enhanced cleaning and disinfection should take place in workplaces, public spaces and recreational facilities;
- Disinfect any high-traffic areas, such as doorknobs, counters, etc.;
- Although the public health order regarding the size of gatherings does not apply to businesses and workplaces, they are expected to follow the recommended public health measures, including: physical distancing for staff and clients; regular cleaning and disinfection; frequent handwashing and sanitizing; use of PPE and non-medical masks where available and appropriate; monitoring and limiting the number of people in a store; and keeping staff who demonstrate or report COVID-19 symptoms out of the workplace; and
- Long-term care and personal care homes must ensure that each staff member works in only one facility. Workplaces are exempt from the restriction on indoor and outdoor gatherings of 5 or more people. However, two-metre distancing between individuals should still be maintained. If this is not possible, employers may implement the use of face coverings (e.g. non-medical or homemade masks).
- Besides customers, limit business-related visitors to essential services only. This may include tradespeople, pest control or compliance officers. Schedule visits to eliminate people gathering in reception areas.
- Customers should be encouraged to use credit or debit cards for payment. Limit contact by allowing customers to scan/tap/swipe their own cards.
- Limit cash handling and employees who handle cash or credit cards should practice proper hand hygiene;
- Disinfect point of sale equipment after each use, including pens;

- Ensure ability for increased hand hygiene. Soap and water are the preferred method and should be used when hands are visually unclean. If hand washing facilities are not readily available approved hand sanitizer (at least 60% alcohol) should be readily available. hand sanitizers approved by Health Canada (DIN or NPN number) can be used.
- Use only **approved hard-surface disinfectants** that have a Drug Identification Number (DIN). A DIN is an 8-digit number given by Health Canada that confirms the disinfectant product is approved and safe for use in Canada. Ensure the manufacturers instructions (including contact time) are followed.
- Employees should be told to wash their hands as often as needed, but at a minimum, should wash their hands with soap and water when hands are visibly soiled, before and after any breaks, at the beginning and end of their shift, and before preparing food;
- Conduct business remotely (e.g. conference calls, video conferences, email), whenever possible;
- Limit the exchange of papers (e.g. signing contracts). If documents must be exchanged, leave them on a clean surface while maintaining a two-metre distance. Avoid sharing pens and office equipment. Disinfect after each use.
- Signage should be posted in a visible location that individuals who experience fever, cough or any sign of sickness should not enter premises;
- Employees should be counseled on how to ask someone to leave your premises if they have visible COVID type symptoms, and what steps to take should the person not comply;
- Employees and customers should avoid touching eyes, nose and mouth and NOT to shake hands;
- Customers will be required to use hand sanitizer upon entering a business.

Refer To:

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/guidance-documents/risk-informed-decision-making-workplaces-businesses-covid-19-pandemic.html>

<https://news.ontario.ca/opo/en/2020/04/ontario-providing-employers-with-workplace-safety-guidelines.html>

https://www.ontario.ca/page/resources-prevent-covid-19-workplace?_ga=2.257869839.588631635.1588681700-2066882812.1587403108

<https://www.labour.gov.on.ca/english/hs/>

<http://www.algomapublichealth.com/disease-and-illness/infectious-diseases/novel-coronavirus/resources/#employers>

Cleaning And Disinfection

This document provides guidance on cleaning and disinfecting of public settings, including schools, universities, public libraries, museums, public transit, communal residences and workplaces.

What You Should Know

- Surfaces frequently touched with hands are most likely to be contaminated. These include doorknobs, handrails, elevator buttons, light switches, cabinet handles, faucet handles, tables, countertops and electronics.
- It is not yet known how long the virus causing COVID-19 lives on surfaces, however, early evidence suggests it can live on objects and surfaces from a few hours to days.

Choose The Right Chemical for the Job

Refer To:

<https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-environmental-cleaning.pdf?la=en>

Create a cleaning procedure

- Operators of community settings should develop or review protocols and procedures for cleaning public spaces. This will help determine where improvements or additional cleaning may be needed.
- Read and follow manufacturer's instructions for safe use of cleaning and disinfection products (e.g. wear gloves, use in well-ventilated area, allow enough contact time for disinfectant to kill germs based on the product being used).
- Wash hands with soap and water or use alcohol-based hand sanitizer after removing gloves.
- Use damp cleaning methods such as damp clean cloths, and/or a wet mop. Do not dust or sweep which can distribute virus droplets into the air.
- Contaminated disposable cleaning items (e.g. mop heads, cloths) should be placed in a lined garbage bin before disposing of them with regular waste. Reusable cleaning items can be washed using regular laundry soap and hot water (60-90°C). Clean and disinfect surfaces that people touch often.
- In addition to routine cleaning, surfaces that are frequently touched with hands should be cleaned and disinfected more often, as well as when visibly dirty.
- Shared spaces such as kitchens and bathrooms should also be cleaned more often.

For More Information, Refer To The Government Of Canada Website:

<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/cleaning-disinfecting-public-spaces.htm>

<http://www.algomapublichealth.com/media/3312/proper-cleaning-and-disinfection-practice-aph.pdf>

<http://www.algomapublichealth.com/media/3309/factsheet-covid-19-environmental-cleaning.pdf>

Employee Preventive Measures

- Employers need to make employees aware that all employees must self-monitor for symptoms and use the self-assessment tool at <https://covid-19.ontario.ca/self-assessment/>
- Infection Prevention and Control or Occupational Health and Safety staff in the workplace can assist in monitoring employee symptoms and provide advice in line with the provincial public health guidance..
- Employers should have plans in place for increased worker absences due to illness or isolation.
- All businesses must have a workplace illness policy. If a policy does not currently exist or does not align with COVID-19 recommendations, the following should be included:
 - Sick employees must stay home or be sent home from work;
 - For employees housed in workplace accommodations (i.e. work camps), sick employees must be confined to their rooms until cleared for re-entry into the workforce;
 - Sick employees must use the **Government of Ontario's self-assessment tool** for COVID-19 and follow the subsequent directions;
 - When employees go home sick, their work areas must be cleaned and disinfected.
 - Employers should be flexible with requiring health care provider's notes for employees who are sick with acute respiratory illness. Health care provider's notes to validate illness or to return to work can put unnecessary strain on health care provider offices and medical facilities during this time. For the general public, it is not recommended that asymptomatic people be tested.
- Practice physical distancing at work:
 - Remain two metres apart from others;
 - Avoid large crowds and avoid large crowds from occurring in the workplace;
 - Avoid handshakes and any other physical contact with others.
- Avoid unnecessary travel.
- Follow proper hand hygiene and coughing/sneezing etiquette:
 - Wash your hands frequently with soap and water. Scrub for minimum 20 seconds;
 - If soap and water are not available, use an alcohol-based hand sanitizer approved by Health Canada (DIN or NPN number);
 - Avoid touching your face, mouth, nose and eyes;
 - Cough/sneeze into the bend of your elbow and then wash your hands with soap and water.

Taking Care Of Your Mental Health

If You Are In Crisis:

If you are in immediate danger or need urgent medical support, call 911.

You may also access support workers, social workers, psychologists and other professionals for confidential chat sessions or phone calls by texting **'WELLNESS'** to:

- 686868 for youth
- 741741 for adults

The **Wellness Together Canada portal** for mental wellness and substance use issues also offers a wide range of resources and support for Canadians.

Fear, Stress And Worry Are Normal In A Crisis:

The COVID-19 pandemic has resulted in many changes. You might feel like you're no longer in control of things. It is normal to feel sad, stressed, confused, scared or worried. People react in different ways. Some common feelings include:

- A sense of being socially excluded or judged
- Concern about your children's education and well-being
- Fear of getting sick with COVID-19 or of making others sick
- Worry about losing your job, not being able to work or finances
- Fear of being apart from loved ones due to isolation or physical distancing
- Helplessness, boredom, loneliness and depression due to isolation or physical distancing

Tips For Taking Care Of Yourself:

- Stay informed but take breaks from social media and the news.
- Practice **physical distancing**, but stay socially connected to friends and family through:
 - Email
 - Video chats
 - Phone calls
 - Social media
- Practice mindfulness by:
 - Stretching
 - Meditating
 - Taking deep breaths
- Try to:
 - Eat healthy meals
 - Be active regularly
 - Get plenty of sleep
- Think about how to use any unexpected flexibility in your daily routine.
- Focus on the positive aspects of your life and things you can control.
- Be kind and compassionate to yourself and others.
- If you can, limit your use of substances.
 - If you do use substances, practise safer use and good hygiene.

Refer To:

<http://www.algomapublichealth.com/healthy-living/physical-activity/physical-activity-during-covid-19/>

More Ways To Get Help:

If you need help, you can call:

- Your primary health provider
- A registered psychologist
- Another mental health provider in your community

You may also find the following contacts helpful.

Kids Help Phone:

Call 1-800-668-6868 (toll-free) or text CONNECT to 686868.

Available 24 hours a day to Canadians aged 5 to 29 who want confidential and anonymous care from professional counsellors.

Download the Always There app from Apple Store or Google Play for additional support or access the **Kids Help Phone website**.

Hope for Wellness Help Line:

Call 1-855-242-3310 (toll-free) or connect to the online Hope for Wellness chat.

Available to all Indigenous peoples across Canada who need immediate crisis intervention. Experienced and culturally sensitive help line counsellors can help if you want to talk or are distressed.

Telephone and online counselling are available in English and French. On request, telephone counselling is also available in Cree, Ojibway and Inuktitut.

Crisis Services Canada:

If you or someone you know is thinking about suicide, call the Canada Suicide Prevention Service at 1-833-456-4566.

Available to all Canadians seeking support. Visit **Crisis Services Canada** for the distress centres and crisis organizations nearest you.

Refer to:

- More mental health and wellness topics
<http://www.algomapublichealth.com/addictions-mental-health/mental-health-and-covid-19/>

Communicating With Your Employees

Communication during this time is paramount. Remain available to and transparent with your employees. Have conversations with employees about their concerns. Some employees may be at higher risk for severe illness, such as older adults and those with chronic medical conditions. Your team's health is of the utmost importance, so loop employees in on your COVID-19 strategy for reopening.

Provide education and training materials in an easy to understand format and in the appropriate language and literacy level for all employees, like fact sheets and posters.

Develop other flexible policies for scheduling and telework (if feasible) and create leave policies to allow employees to stay home to care for sick family members or care for children if schools and childcare close. The Employment Standards Act, sets out the different kinds of leaves available to employees.

Actively encourage sick employees to stay home. Develop policies that encourage sick employees to stay at home without fear of reprisal, and ensure employees are aware of these policies.

Educate workers performing cleaning, laundry, and trash pick-up to recognize the symptoms of COVID-19. Develop policies for worker protection and provide training to all cleaning staff on site prior to providing cleaning tasks.

Talk with companies that provide your business with contract or temporary employees about their plans. Discuss the importance of sick employees staying home and encourage them to develop non-punitive "emergency sick leave" policies.

Plan to implement practices to minimize face-to-face contact between employees if social distancing is recommended by your state or local health department. Actively encourage flexible work arrangements such as teleworking or staggered shifts.

The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger. Encourage employees to take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting. Make sure employees are aware of mental health services in the community. Encourage mindfulness, meditation and other healthy activities for your team. If an employee asks for help regarding their mental health, ask them to reach out to a mental healthcare provider.

Preparing Your Space Prior To Reopening

Before reopening, you must disinfect your business to limit the spread of germs to your employees and customers.

Keep this process limited to as few people as possible. Disinfect your business before anyone returns to work. Clean and disinfect all areas, giving special attention to tools, workstations and equipment, restrooms, food service areas, common surface areas, phones, computers and other electronics.

Replace HVAC air filters or clean/disinfect existing filters. Increase ventilation by opening windows or adjusting air conditioning.

Put tight controls in place on who enters and exits the site during the cleaning shutdown. Limit the number of workers during this time.

Appropriate Use Of PPE

Information for Employers:

There is currently a global shortage of PPE that is affecting the healthcare system. N95 respirators, surgical/procedure masks, protective eye wear/face shields, gloves, and gowns are critical PPE required to protect healthcare workers.

Employers who have created PPE policies specifically to protect employees from the COVID-19 virus are encouraged to re-examine these policies to ensure valuable PPE resources are not unnecessarily diverted from the healthcare system. Please note this is not intended to change established PPE requirements for an employee's day-to-day work activities.

Employers and staff should adhere to the basic requirements of frequent handwashing, physical distancing and staying home when ill.

What Should I Do As An Employer To Ensure My Employees Are Protected?

Most workers will not require PPE for protection against the COVID-19 virus unless they are in situations similar to health care workers. Non-PPE controls should be put into place by employers as often as possible.

Orders from the provincial Chief Medical Health Officer and support from the Ministry of Labour Relations and Workplace Safety represent the minimum standard that employers must meet. To address COVID-19 health and safety concerns in the workplace, ask yourself the following questions:

- 1 How are you telling your workers about COVID-19 (i.e. exposure to COVID-19 in your workplace)?
- 2 Do you have a system in place where workers (including occupational health committee (OHC) or an occupational health and safety representative) can inform you of concerns relating to being exposed to COVID-19 in the workplace?
 - Find out if there are any specific tasks that concern them (e.g. tasks that involve interacting with others).

Identifying Exposure Hazards And Developing Measures To Control Exposure

- 3 What are you doing to prevent your workers from being exposed to COVID-19?
 - Have you done a walk-through of your workplace to identify specific conditions or tasks that may increase the risk of exposure of your workers to COVID-19?
 - Have you asked your workers (including your occupational health and safety committee or an occupational health and safety representative) where potential exposures may occur and how they think exposures can be controlled?
 - Are tasks that require PPE necessary at this time or can they wait?
- 4 Have you developed controls that will eliminate or minimize the risk of exposure?
 - What are those controls?
 - Have you put them in place?
 - How are they working (are they effective)?
 - How do you know how they are working?

Controlling The Number Of People On Site

- 5** How are you controlling the number of workers and other people at your workplace?
- Do all your workers need to come to work? Can some work from home?
 - Can you stagger shifts to reduce the numbers present at one time?
 - Are you ensuring there is adequate cleaning between shifts?
 - Can you prioritize the work that needs to be done at the workplace to help your business operate as close to normal under the circumstances? This will require a determination of core work and where it can safely and productively be performed.
- 6** If you have workers who need to come to the workplace, how are you ensuring the following steps are being taken to reduce their risk of COVID-19 exposure? Different workplaces will have different needs, but the following steps is just a guideline:
- Workplaces may have physical barriers in place (e.g. drive through windows for customer service).
 - Position workers to allow for physical distancing. Keep two-metres between workers, as well as your customers.
 - Provide soap and water or hand sanitizers, and encourage workers to wash their hands frequently.
 - Enhance cleaning and disinfecting of the workplace, particularly high-contact items such as door handles, faucets, keyboards, and shared equipment (e.g. photocopiers).
 - Provide tissues and no touch receptacles.

Mask Use for Non-Healthcare Workers Refer To:

<https://www.publichealthontario.ca/-/media/documents/ncov/factsheet/2020/05/factsheet-covid-19-masks-not-healthcare.pdf?la=en>

For further information on COVID-19 please visit: www.canada.ca/covid-19

Agriculture

Refer To: Ontario Federation of Agriculture

<https://ofa.on.ca/>

<https://www.ontario.ca/page/agriculture-health-and-safety-during-covid-19>

Agriculture Posters:

<https://files.ontario.ca/mltsd1/mltsd-essential-sector-posters-agriculture-employer-en-8.5x11-2020-04-30.pdf>

<https://files.ontario.ca/mltsd1/mltsd-essential-sector-posters-agriculture-worker-en-8.5x11-2020-04-30.pdf>

Animal Care Services

Refer To: Ontario SPCA and Humane Society

<https://ontariospca.ca/spca-professional/shelter-health-pro/infection-disease-control/zoonoses-public-health/zoonotic-diseases/covid-19/>

Childcare Services

Refer To:

<https://www.childcarecanada.org/resources/issue-files/child-care-and-covid-19-canada>

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/guidance-documents.html>

Contact / Personal Services

- Waxing Salons | tattoo facilities | massage therapy
- Hair Salons | barber shops
- Nail Salons
- Tanning salons

Protocols and Best Practices

- All employees should wear facemasks and gloves.
- One facemask should be used per day.
- Gloves will be disposed of and changed after each client.
- Employees should wear a disposable lab-coat or protective gown.
- Services should be provided by appointment only— no walk-in customers.
- No one should wait in the store; customers should wait in their vehicles until the service provider is ready.
- Add the following questions to your consent form: Have you been exposed? Have you traveled recently? Have you had a fever?
- All equipment, chairs, and tables used by an employee should be disinfected between clients.
- Provide hand sanitizer wipes to customers upon arrival.
- Post a sign outside the front door/window that states that any customer who has a fever or other COVID-19 symptoms must reschedule their appointment.
- No books/magazines should be provided to customers.
- Only one person should be admitted to each service room at any time.
- Only one client per service provider.
- Limit the number of people in the building (only those receiving service and service providers allowed in the building).
- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay or another form of contact-less payment.
- Disinfect point of sale equipment after each use, including pens.

Construction

Refer To:

Canadian Construction Association

<https://www.cca-acc.com/>

<https://www.ontario.ca/page/construction-site-health-and-safety-during-covid-19>

Construction Posters:

<https://files.ontario.ca/mltsd1/mltsd-essential-sector-posters-construction-employer-en-8.5x11-2020-04-30.pdf>

<https://files.ontario.ca/mltsd1/mltsd-essential-sector-posters-construction-worker-en-8.5x11-2020-04-30.pdf>

Entertainment

Protocols and Best Practices

Gaming

This section includes gaming facilities, such as racetracks, casinos and bingo halls. These measures also apply to arcades.

- Staff must be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and will have appropriate PPE available to them.
- Gloves and masks may be required, and usage could vary based on the level of interaction with customers, namely the touching of physical bingo cards and/or cash.
- If a customer or employee is sick, he or she will be sent home or to a healthcare facility.
- Limit the number of customers in the venue to better utilize best practices for social distancing. Occupancy will be determined by the Government of Ontario.
- Stagger machines (i.e. turning off every other machine in order to keep a 6-foot distance between patrons).
- Customers will be barred entrance once the safe social distancing capacity has been reached.
- Limit capacity for food service seating to employ 6-foot distance between patrons.
- Barriers may be needed in some areas. Specifically, barriers could be used at bingo card purchasing stations, wager windows or stations and food service areas.
- Additional hand sanitizing stations should be available to patrons and employees. Any equipment used will be cleaned and disinfected after each use.
- Bathrooms should be disinfected after use.
- Disinfect any high-traffic areas, such as doorknobs, counters, etc.
- Follow restaurant guidelines for food service areas.
- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, or another form of contactless payment.
- Disinfect point of sale equipment after each use, including pens.

Bowling Alleys

- Staff must be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and will have appropriate PPE available to them.
- Gloves and masks may be required, and usage could vary based on the level of interaction with customers, namely handling point of sale interactions.
- If a customer or employee is sick, he or she will be sent home or to a healthcare facility.
- Limit the number of customers in the venue to better utilize best practices for social distancing. Occupancy will be determined by the Government of Ontario.
- Stagger machines/lanes at appropriate facilities to encourage social distancing.
- Customers will be barred entrance once the safe social distancing capacity has been reached.
- Limit capacity for food service seating to employ 6-foot distance between patrons.
- Barriers may be needed in some areas. Specifically, barriers could be used at food service areas or between lanes, if possible.
- Families or those who have quarantined together may play together. Groups cannot intermingle.
- Additional hand sanitizing stations will be available to patrons and employees.
- Any equipment, including bowling balls, used will be cleaned and disinfected after each use.

Bowling Alleys (cont'd)

- Bathrooms should be disinfected after use.
- Disinfect any high-traffic areas, such as doorknobs, counters, etc.
- Follow restaurant guidelines for food service areas.
- Bowling shoes must be carefully handled by employees and disinfected.
- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, or another form of contactless payment.
- Disinfect point of sale equipment after each use, including pens.

Museums

- Staff must be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and will have appropriate PPE available to them.
- Gloves and masks may be required, and usage could vary based on the level of interaction with customers.
- If a customer or employee is sick, he or she will be sent home or to a healthcare facility.
- Limit the number of customers in the venue to better utilize best practices for social distancing. Occupancy will be determined by the Government of Ontario.
- Stagger payment areas and tables in food service areas.
- Customers will be barred entrance once the safe social distancing capacity has been reached.
- Space between customers in food service and retail areas, as well as the ticket booth, will be set at the recommended 6 feet. It may also be necessary to set the same requirement in high-traffic exhibit areas.
- Additional hand sanitizing stations will be available to patrons and employees. Any equipment used will be cleaned and disinfected after each use.
- Bathrooms should be disinfected after use.
- Disinfect any high-traffic areas, such as doorknobs, counters, etc.
- Follow restaurant guidelines for food service areas.
- Interactive exhibits (touch and feel exhibits, play areas) may be closed or modified to help maintain best practices for health and safety.
- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, or another form of contactless payment.
- Disinfect point of sale equipment after each use, including pens.

Movie theaters

- Staff must be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and will have appropriate PPE available to them.
- Gloves and masks may be required, and usage could vary based on the level of interaction with customers.
- If a customer or employee is sick, he or she will be sent home or to a healthcare facility.
- Limit the number of customers in the venue to better utilize best practices for social distancing. Occupancy will be determined by the Government of Ontario. This rule applies per movie screen, too.
- Stagger payment areas and tables in food service areas.
- Customers will be barred entrance once the safe social distancing capacity has been reached.
- Space between customers in food service and retail areas, as well as the ticket booth, will be set at the recommended 6 feet.
- Direct customers to seats that separate them from other customers by 6 feet.
- Additional hand sanitizing stations will be available to patrons and employees.
- Any equipment used will be cleaned and disinfected after each use.
- Bathrooms should be disinfected after use.
- Disinfect any high-traffic areas, such as doorknobs, counters, etc.
- Follow restaurant guidelines for food service areas.
- Disinfect theater seats following each movie.
- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, or another form of contactless payment.
- Disinfect point of sale equipment after each use, including pens.

Financial Services

Protocols and Best Practices

- Masks should be used for employees working in close proximity to other employees or customers.
- Employees handling cash should wear gloves.
- Limit the number of individuals inside the lobby/public areas in banks/credit unions. Occupancy will be determined by the Government of Ontario.
- Encourage drive-thru use.
- Encourage virtual meetings regarding loans, financial planning, etc.
- Point of sale equipment will be frequently cleaned and disinfected.
- Protective screens to be installed at the discretion of each institution.
- Teller windows must be at least 6 feet apart.
- Pens should be disinfected after use

Restaurants And Food Services

Protocols and Best Practices

- Hand washing must be readily Available for staff and general public.
- Properly stocked with supplies, disposable paper towels & soap.
- Although no information has been provided at this time, APH expects that seating will be required to be 2M apart, (2.5 M to allow passage between tables).
- No cutlery on tables.
- No condiments or drink cards on tables.
- Increased sanitation time between seatings.
- Sanitation between seatings will change significantly.
- Proper use of sanitation liquids and disinfectants must be used. (averaging 10 minutes).
- Wiping all high touch areas - tables, chairs, menu's (if use is allowed) , door handles etc.
- Bleach Use: 100 parts per million - 10 minutes, will Disinfect.
- "Pink" Disinfectant: Averaging 5-10 minute contact time to disinfect , follow individual labels as contact time varies by brand.
- Proper signage instructing physical distancing.
- Signage indicating hand wash locations.
- Signage with symptoms of covid-19, advising to self-isolate and contact tele-health & emergency departments.
- Signage with purchase instructions.
- Advised to avoid cash payments when possible.
- Encourage customers to use credit/debit cards, tap to pay, or another form of contact-less payment.
- Disinfect point of sale equipment after each use, including pens.

Refer To:

<https://www.ontario.ca/page/restaurant-and-food-services-health-and-safety-during-covid-19>

Food Services and Restaurant Posters:

<https://files.ontario.ca/mltsd-3/mltsd-essential-sector-posters-restaurant-foodservice-employer-en-8.5x11-2020-04-30.pdf>

<https://files.ontario.ca/mltsd-3/mltsd-essential-sector-posters-restaurant-foodservice-worker-en-8.5x11-2020-04-30.pdf>

Food Processing

Refer To:

<https://www.ontario.ca/page/food-manufacturing-and-processing-health-and-safety-during-covid-19>

Food Processing Posters:

<https://files.ontario.ca/mltsd1/mltsd-essential-sector-posters-food-manufacture-processing-employer-en-8.5x11-2020-04-30.pdf>

<https://files.ontario.ca/mltsd-2/mltsd-essential-sector-posters-food-manufacture-processing-worker-en-8.5x11-2020-04-30.pdf>

Protocols and Best Practices

- Post a sign to the storefront that informs individuals who have a fever or other symptoms of COVID-19 should not enter the store.
- Employees may be allowed to wear facemasks, visors or gloves.
- Gloves should only be worn to handle food.
- Customers will be encouraged to wear cloth based and homemade masks in order prevent spreading of the virus.
- Limit the number of individuals inside the store. Occupancy will be determined by the Government of Ontario.
- All persons in the store should practice sensible social distancing of at least 6 feet between an-other person.
- Signs and floor markings can be used to encourage social distancing.
- Avoid displays that lead to crowding.
- Encourage customers to use hand sanitizer upon entering the store.
- Disinfect entrance/exit doors on a regular basis.
- Employees will have access to hand sanitizer or a place to wash their hands.
- Sanitization of incoming stock and merchandise is recommended.
- Disinfect bathrooms often and limit bathroom occupancy.
- Disinfect shopping carts and baskets often. Encourage customers to wipe down carts before use.
- Point of sale equipment must be frequently cleaned and disinfected d.
- The stores will encourage customers to make non-cash payments.
- Add clear shields to point of transaction to aid in distancing.
- Sales registers must be at least 6 feet apart.
- Salesperson will encourage customers; either to insert payment card or to provide their own pen or disinfect store's pen before and after use to sign the receipt. Receipt should be left on counter.
- Encourage curbside pick-up options or consider offering these services.
- At gas stations, disinfect pumps and encourage patrons to use a secondary barrier when pumping gas (glove or paper towel).
- Employees who have a fever or are otherwise exhibiting COVID-19 symptoms will not be allowed to work.
- Encourage workers to report any safety and health concerns to the employer.

Health & Wellness

Protocols and Best Practices

Exercise Facilities

- Employees and customers should be encouraged to wear PPE where applicable. Do not use PPE if it affects breathing while exercising.
- If a customer or employee is sick, he or she will be sent home or to a healthcare facility.
- Some locations may require barriers to separate customers and/or employees.
- Stagger/spread equipment to maintain a distance of 6 feet between machines.
- Customers will be barred entrance once the safe social distancing capacity has been reached.
- Additional hand sanitizing stations will be available to patrons and employees.
- Employees should perform regular cleaning and encourage customer assistance with cleaning equipment after each use.
- Bathrooms should be disinfected after use.
- Disinfect any high-traffic areas, such as doorknobs, counters, etc.
- No food products consumed on premise by employees or customers.
- Customers and employees should bring their own water or other drinks.
- No towels should be offered by the gym. Customers should bring their own towels.
- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, or another form of contactless payment.
- Disinfect point of sale equipment after each use, including pens.

Manufacturing

Refer to:

<https://www.ontario.ca/page/manufacturing-health-and-safety-during-covid-19>

Manufacturing Posters:

<https://files.ontario.ca/mltsd-2/mltsd-essential-sector-posters-manufacturing-employer-en-8.5x11-2020-04-30.pdf>

<https://files.ontario.ca/mltsd-3/mltsd-essential-sector-posters-manufacturing-worker-en-8.5x11-2020-04-30.pdf>

Medical Services And Long-Term Care

Refer To:

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/health-professionals/covid-19-pandemic-guidance-health-care-sector.html>

<http://www.royalcollege.ca/rcsite/documents/about/covid-19-resources-telemedicine-virtual-care-e>

<http://www.algomapublichealth.com/>

<https://www.publichealthontario.ca/en/diseases-and-conditions/infectious-diseases/respiratory-diseases/novel-coronavirus>

- **Pharmacies:** Refer to Ontario College of Pharmacists
<https://www.ocpinfo.com/regulations-standards/novel-coronavirus-covid-19-information-for-patients/>
- **Dentistry:** Refer to Royal College of Dental Surgeons of Ontario
<https://www.rcdso.org/en-ca/rcdso-members/dispatch-magazine/articles/5286>
- **Optometry:** Refer to The College of Optometrists
<https://www.college-optometrists.org/the-college/media-hub/news-listing/coronavirus-covid-19-guidance-for-optometrists.html>
- **Mental Health:** Refer to Canadian Association of Mental Health
<https://www.camh.ca/en/health-info/mental-health-and-covid-19>

Medical Services and Long-Term Posters:

<https://files.ontario.ca/mltsd-2/mltsd-essential-sector-posters-long-term-care-employer-en-8.5x11-2020-04-30.pdf>

<https://files.ontario.ca/mltsd-2/mltsd-essential-sector-posters-long-term-care-worker-en-8.5x11-2020-04-30.pdf>

Offices / Professional Services

Protocols and Best Practices

This includes offices such as non-profit agencies, law firms, accounting firms, consulting firms and other offices that interact with the public.

- Masks should be used for employees working in close proximity to other employees or customers/clients.
- Employees who are sick should not come to work. Customers/clients who are sick will not be permitted in the building.
- Allow employees to work remotely if possible.
- Hold large meetings via teleconference.
- Limit number of individuals in the building and use social distancing.
- Encourage clients/customers to connect via phone call or video conference.
- Hand sanitizing stations will be available to customers and employees.
- Any equipment used will be cleaned and disinfected after each use.
- Bathrooms should be disinfected after use.
- Disinfect any high-traffic areas, such as doorknobs, counters, etc.
- Do not use another employee's phone, keyboard, computer, etc.
- Disinfect keyboards, screens, phone, etc. daily.
- Point of sale equipment (if applicable) will be frequently cleaned and disinfected..
- Limit cash handling.
- Encourage use of credit/debit cards, tap to pay or another form of contact-less payment.
- Pens should be disinfected after use by client/customer.

Also refer to:

- **Employers of office settings** (PSHSA)
- **Office sector** (WSPS)
- **Office administration and secretarial staff**

Real Estate

Refer to:

<https://www.recbc.ca/public-protection/covid-19-and-real-estate-services>

Retail

Refer to:

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/guidance-documents/advice-essential-retailers.html>

Additional Important Resources

Worksite Signage

- Welcome Home. Go Straight Home
- Feeling sick? Get home quick!
- Physical Distancing – Protect yourself and your community
<http://www.algomapublichealth.com/media/3408/community-support-package.pdf>
http://www.algomapublichealth.com/media/3416/amplify_20_final_fr.pdf
- **Do Not Enter (APH)**
<http://www.algomapublichealth.com/media/3342/do-not-enter-social-distancing-covid-19-pic.pdf>
- **Resources to Prevent Covid-19 in the Workplace**
<https://www.ontario.ca/page/resources-prevent-covid-19-workplace>
- **Preventing COVID-19 in the workplace:** Employers, Employees and Essential Service Workers
<https://www.canada.ca/content/dam/phac-aspc/documents/services/publications/diseases-conditions/preventing-covid-19-workplace-employers-employees-essential-service-workers/preventing-covid-19-workplace-employers-employees-essential-service-workers-eng.pdf>
- **COVID-19:** For Businesses and Employees
<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/businesses-employees.html>
- **See How Your Business can Help Fight COVID-19**
https://covid-19.ontario.ca/how-your-organization-can-help-fight-coronavirus?_ga=2.112394180.1179360017.1586353548-679029854.1571860855
- **Public Health Ontario:** COVID-19 Resources
<https://www.publichealthontario.ca/en/diseases-and-conditions/infectious-diseases/respiratory-diseases/novel-coronavirus/public-resources>
- **When and How to Wear a Mask**
<http://www.algomapublichealth.com/media/3417/factsheet-covid-19-how-to-wear-mask.pdf>
- **Taking Care of Yourself and Each Other**
<http://www.algomapublichealth.com/media/3407/factsheet-covid-19-guide-take-care-yourself-others.pdf>
- **Physical Distancing**
<http://www.algomapublichealth.com/media/3405/factsheet-covid-19-guide-physical-distancing.pdf>
- **Guidance from Health and Safety Associations**
<https://www.ontario.ca/page/resources-prevent-covid-19-workplace#section-2>

Closing Remarks

We hope you have found these guidelines useful in preparing for the reopening of Ontario businesses. If you have not found the information you are looking, please refer to The Ontario Stop the Spread Business Information Line as an additional resource to assist in identifying requirements related to your business type.

<https://news.ontario.ca/opo/en/2020/03/stop-the-spread-business-information-line-now-open-at-1-888-444-3659.html>