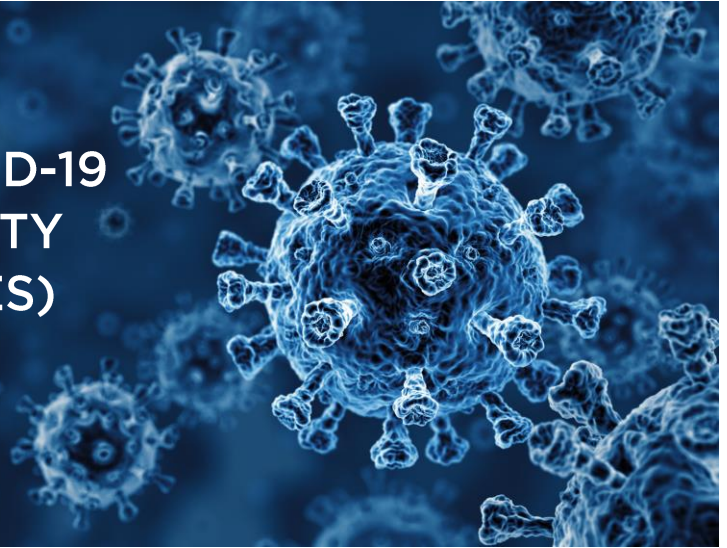




# HEALTH AND SAFETY GUIDANCE DURING COVID-19 FOR SOCIAL & COMMUNITY SERVICES (GROUP HOMES) EMPLOYERS



## OVERVIEW

During the COVID-19 (coronavirus) outbreak, we all need to do our part to keep workers, customers and the public safe and healthy so we can stop the spread and prepare to reopen the province, when we are ready.

Below is a set of resources, tips and best practices to help employers and employees prevent the spread of COVID-19 and work together to reopen the province.

Employers and workers in Ontario have certain duties and rights under the Occupational Health and Safety Act (OHSA) and its regulations. Employers should also review and follow any applicable directives and guidance coming from the Chief Medical Officer of Health and Ministry of Health.

### LEARN MORE ABOUT:

- o [workers' rights](#)
- o [employers' responsibilities](#)

### PROTECTING YOURSELF AND CO-WORKERS

Coronaviruses are spread primarily from person-to-person through close contact, including at work. Here are some [helpful tips](#) to help prevent the spread of germs:

- o Wash your hands often with soap and water or alcohol-based hand sanitizer (with greater than 60% alcohol content).
- o Sneeze and cough into your sleeve.
- o If you use a tissue, discard immediately and wash your hands afterward.
- o Avoid touching your eyes, nose or mouth.



- Avoid contact with people who are sick.
- Stay home if you are sick.
- Avoid high-touch areas, where possible, or ensure you clean your hands after.
- Wash your clothes as soon as you get home.
- If you are ill notify your supervisor immediately, complete the [self-assessment](#) and follow the instructions you receive.

## BEST PRACTICES TO STAY HEALTHY AND SAFE

### ESTABLISH AN EFFECTIVE OCCUPATIONAL HEALTH AND SAFETY AND INFECTION PREVENTION AND CONTROL PLAN

Establish an infectious disease preparedness and response plan. The plan should follow recommendations in [guidance notes](#) from the [Ministry of Health](#) and directives from [Public Health Ontario](#). The plan should consider and address levels of risk associated with the workplace and job tasks within Social and Community services related facilities such as group homes and any office staff. This includes how the Social and Community services related facilities will operate during and throughout the recovery phase following the pandemic including sanitization of the workplace, equipment and resources, how employees report illness, how to ensure social distancing and how work will be scheduled.

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*To access the most recent Ministry of Health guidance notes please visit and scroll down to find your relevant sector information:*

[http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/2019\\_guidance.aspx](http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/2019_guidance.aspx)

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A list of activities and links to relevant resources to provide support in this area are listed below:

- Establish a system for [active and passive screening](#) for everyone (workers, persons supported, and/or essential visitors) prior to entering the residence. Primary screening should ideally be behind a plexiglass or similar type barrier, or if not available, while a 2 meter distance is maintained, or if not possible, while using [Droplet/Contact precautions](#). (eye protection, mask, gloves and gown). The residence should consider how to operationalize the following recommendations related to screening: Individuals supported, staff, and essential visitors should be screened twice daily (at start and end of each shift) for signs and symptoms.
- All staff and essential visitors should be instructed to [self-monitor](#) for signs and symptoms. Also, educate persons being supported on how to self-monitor for new or a change in symptoms (staff should monitor individuals unlikely to recognize sign and symptoms or self-monitor) Passive screening by posting [signage](#) at all entry points and throughout residences/homes are also required.
- [Practice droplet and contact precautions](#) should be followed when physical contact with people who have COVID-like symptoms.



- Staff providing direct care should assess the need for PPE based on the nature of the planned interaction and known health status of an individual.
- Ensure residence is equipped with an appropriate and designated space (separate room with a door) for persons supported, who may need to self-isolate or isolate away from others in the home and at least have enough room in congregate spaces to create physical distancing with good air flow. Identify a separate bathroom for the unwell person to use, if possible. If not enough space to self-isolate individuals may be grouped (cohorted) with others who are unwell/symptomatic.
- Establish a system for persons supported and direct support professionals to follow such as limiting the use of the kitchen to one person/ at a time, properly disinfecting shared spaces (including shared equipment) after every use, creating a schedule for use of common spaces in such a way to maintain physical distancing, and replacing in-person family visits with technology methods. Shared telephones should be cleaned between uses and covered with a disposable plastic covering that is removed and thrown away after each use.
- Provide dedicated equipment/devices in a room where a confirmed or suspect individual is being cared for. Develop a safe procedure for cleaning, care and laundry of unwell persons supported.
- In addition to routine cleaning, clean frequently touched surfaces (i.e. door handles, handrails, touch screens, elevator buttons, electronics etc.) at a minimum of twice per day. If the surfaces are visibly dirty, they should be cleaned prior to disinfection application.
- Provide training to all workers and essential visitors on COVID-19, how it spreads, risk of exposure, including those who may be at higher risk (i.e. have underlying health conditions) and procedures to follow including reporting process, proper hand washing practices, safe use, limitations, conservation, maintenance, and storage of supplies and equipment, and other routine infection control precautions. The information should be reviewed regularly.
- Workers are to be trained on the use and limitations of any PPE that the employer requires to be used by the worker. Proper [donning and doffing of PPE](#) and [hand hygiene](#) should be performed.
- All care providers, should monitor for signs of illness. Health system employees should diligently monitor themselves for signs of illness over the course of the pandemic and identify themselves to their manager immediately if they feel unwell. If a worker begins to feel unwell while at work, they should immediately don a surgical mask and notify their manager.
- Actively encourage sick employees to stay home, ensure that sick leave policies are flexible and consistent with public health guidance. Communicate these policies to employees.
- Place posters or other signage in high traffic areas:
  - Asking clients or visitors to stay home if they have symptoms (fever, cough or difficulty breathing) or to wear a wear a face covering (non-medical or cloth mask) to protect those around them if they have symptoms
  - Encouraging good respiratory hygiene, hand hygiene, and other healthy practices at the entrance to the workplace. Consider hand sanitizer stations at these locations where possible. Consider remote work for employees wherever and whenever possible.
- Institute measures to physically separate or impose physical distance of at least 2 metres between persons (without creating any undue social isolation). This could be done by use of physical partitions, visual cues, change in activity schedules, signage to limit close contact.



- Based on risk of exposure, consider implementing a process for containing and laundering work clothing. Alternatively, advise workers to practice good laundry hygiene practices with their clothing as it could potentially be a source of contamination.
- Have a system for reporting probable and confirmed cases to the local [Public Health](#) unit. Communication about who will take responsibility, ensuring proper documentation, and implementing any advice given by the Public Health unit is critical for containing the spread of COVID-19.
- Assign staff to dedicated work areas and one work location as much as possible. Discourage them from sharing phones, desks, offices and other tools and equipment.
- 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.
- Schedule visits to eliminate people gathering in reception or congregated areas.

## PHYSICAL DISTANCING

As advised by the Chief Medical Officer of Health, [public health officials](#), and outlined throughout government communications, physical distancing is required to control the spread of COVID-19. Physical distancing generally means maintaining a distance of at least 2 metres (6 feet) or more between persons. By maintaining physical distancing, people are less likely to be exposed to a respiratory virus like COVID-19 as the virus can be spread before symptoms appear (pre-symptomatic) and when persons may have contracted the virus but are minimal or no symptoms (asymptomatic).

In order to ensure physical distancing in the workplace, employers should consider:

- Limit any non-essential home visits with individual's s or their families and reschedule any group meetings. Limit activities outside of the congregate living space.
- Limit contact and entry of outside service providers, visitors and members of the public when and where possible
- If physical distance and separation cannot be maintained, workers should have personal protective equipment (PPE) consisting of surgical/procedure mask and eye protection (goggles or face shield). Workers must use personal protective equipment (PPE) as required by their employer. Workers should be trained/employers must train workers on the proper use, care and limitations of any required PPE.
- Limiting the total number of people at the workplace and where they are assigned to work
- Consider implementing a system for virtual and/or telephone consultations when and where possible
- Non-essential face-to-face appointments should be postponed or converted to virtual appointments
- Have staff work from home whenever possible (i.e. administrative staff)
- Staggered start times, breaks and lunches
- Restricting visitors and limiting workplace entry to only essential personnel
- Suspending all group activities and gatherings
- Alter the workplace layout of the floor by moving furniture or using visual cues such as tape on the floor to enhance physical distancing



- Lunchrooms and break rooms must be arranged to follow physical distancing practices. Consider staggered lunch and break times to reduce the number of employees gathering (at least 2 meters apart).

## ENVIRONMENTAL CLEANING AND DISINFECTION

While employers always have an obligation to [maintain clean workplaces](#), that obligation is under sharper focus during the COVID-19 outbreak.

The COVID-19 virus can survive for several days on different surfaces and objects. Frequent cleaning and disinfection is important to prevent spread of the disease. Many common household and commercial disinfectant products will destroy the COVID-19 virus. Some disinfectants will have an eight-digit Drug Identification Number (DIN). These products are approved for use by Health Canada. Refer to the Public Health Ontario [Fact Sheet for Environmental cleaning](#) for more details.

Employers should focus on:

- Easy access to soap and water (ways to properly clean hands) or alcohol-based hand sanitizer if soap and water are not available
- Frequent cleaning and disinfecting of washrooms and shared facilities.
- Posting signage on hygiene in English and majority languages in the workplace so everyone can understand how to do their part respecting hygiene practices. Encourage all individuals to use alcohol-based hand sanitizer before entering a residential setting.
- Clean and disinfect commonly touched surfaces (e.g. door handles, light switches, toilet handles, sinks, counters, small appliances, work surfaces, equipment) and areas (e.g. bathrooms) twice a day and when visibly soiled.

## REPORTING ILLNESS

The symptoms of COVID-19 are shared with many other illnesses including the cold and flu. At this time, it is recommended that anyone who begins to feel unwell (fever, new cough or difficulty breathing) should return home and [self-isolate](#) immediately. If you are a caregiver, have a household member, or a contact of someone who has COVID-19 you should follow the guidance from public health on [self-isolation](#).

People who are self-isolating should seek clinical assessment over the phone - either by calling their primary care provider's office or Telehealth Ontario 1-866-797-0000. If you need additional assessment, your primary care provider or Telehealth Ontario will direct you to in-person care options.

Anyone who has travelled outside of Canada within the last 14 days should self-isolate upon return from travel and should not go to work.

Workers who have travelled and are part of workplaces that are essential to daily living are able to return to work as long as they do not have symptoms. However, they should self-monitor for a period of 14 days



and identify themselves to their employer so that a plan can be put into place to ensure the protection of those workplaces.

## MINISTRY OF LABOUR, TRAINING AND SKILLS DEVELOPMENT AND WORKPLACE SAFETY & INSURANCE BOARD REPORTING REQUIREMENTS

The OHSA requires an employer to provide a written notice within four days of being advised that a worker has an occupational illness (including COVID-19) from exposure in the workplace or if a claim has been made to the Workplace Safety and Insurance Board (WSIB) by or on behalf of the worker with respect to an occupational illness, including an occupational infection, to the:

- Ministry of Labour;
- Joint health and safety committee (or health and safety representative); and
- Trade union, if any.

For more information:

- [Occupational Illness: Requirements to Report to the Ministry of Labour](#)

Any instances of occupationally-acquired illnesses shall be reported to [WSIB](#) within 72 hours of receiving notification of said illness.

## SHARE INFORMATION

It is important that all parties in a workplace understand their roles and responsibilities. Employers need to ensure health and safety policies are updated and posted for all employees to see. Using industry resources, including this one and those produced by [Public Services Health and Safety Association](#) (PSHSA), the Ministry of Health, and Public Health Ontario will improve workplace understanding.

## POST YOUR POLICIES

All employers need to post and communicate COVID-19 policies to employees. These policies should cover how the workplace will operate, including but not limited to:

- Limit non-essential visitors to each residential setting (including definition of an essential visitor)
- The sanitization of workplaces
- How to ensure physical distancing
- How work will be scheduled
- How workers and contractors report illnesses
- Outbreak management (when to consult Public Health, staffing contingency plans, internal /external communications, cleaning activities, etc.)
- Transfer of care of an individual if unable to safely support them in residence because of COVID-19
- Establish policies (including training) regarding the use of personal protective equipment (PPE) when physical distance and separation cannot be maintained. Workers should have PPE consisting of



surgical/procedure mask and eye protection (goggles or face shield). Workers must use personal protective equipment (PPE) as required by their employer. Workers should be trained/employers must train workers on the proper use, care and limitations of any required PPE.

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*All businesses should 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, sick employees must be confined to their rooms until cleared for re-entry into the workforce; Sick employees should use the self-assessment tool for COVID-19 and follow the subsequent directions; When employees go home sick, their work areas must be cleaned and disinfected.*

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## MINISTRY OF LABOUR TRAINING AND SKILLS DEVELOPMENT (MLTSD) REQUIREMENTS

The MLTSD is focused on providing enhanced protections for workers. Effective March 19, 2020, the Employment Standards Act, 2020, was amended to provide [job-protected leaves](#) for employees affected by COVID-19.

## TRACK AND MONITOR YOUR WORKFORCE

Due to the latency period of COVID-19, it is important to track where workers have worked, where possible. If a worker tests positive for COVID-19, the local public health unit will ask employers to provide information on where the worker worked as well as the contact information of any other worker who may have been exposed.

## EVALUATE

Ask and evaluate:

- Were the proper hygiene facilities (handwashing equipment) made available?
- Were physical distancing measures implemented?
- Was the (PPE) required to protect staff while doing their job available?
- Was training on the proper use of PPE provided?
- Did staff know what to do if they had symptoms? Did they follow the recommended protocols?
- Are you aware of emergency risks in your region and how to prepare for different situations?

## RESOURCES

Stay updated with daily government updates:

- [Government of Ontario](#)
- [Government of Canada](#)
- [Public Health Ontario](#)



## ONTARIO GOVERNMENT AND AGENCY-ISSUED RESOURCES ABOUT COVID-19

The [Ontario Ministry of Health](#) is providing consistent updates on the provincial government's response to the outbreak, including:

- status of cases in Ontario
- current affected areas
- symptoms and treatments
- how to protect yourself and self-isolate
- updated Ontario news on the virus

[Public Health Ontario](#) is providing up-to-date resources on COVID-19, including:

- links to evolving public health guidelines, position statements and situational updates
- synopsis of key articles updating on the latest findings related to the virus
- recommendations for use of personal protective equipment
- information on infection prevention and control
- testing information
- other public resources

## OTHER COVID-19 RESOURCES

[Health Canada](#) outlines the actions being taken by the Government of Canada to limit spread of the virus, as well as what is happening in provinces and communities across the country. It also maintains a live update of the number of cases by province.

The [World Health Organization](#) is updating the latest guidance and information related to the global outbreak and spread beyond Canadian borders.

It also provides the most up-to-date information on:

- current research and development around the virus
- a COVID-19 situation “dashboard”
- emergency preparedness measures
- live media updates on the spread of the virus

## PUBLIC SERVICES HEALTH AND SAFETY ASSOCIATION

Access resources and information about COVID-19 at <https://www.pshsa.ca/covid-19>

This resource does not replace the *Occupational Health and Safety Act* (OHSA) and its regulations, and should not be used as or considered legal advice. Health and safety inspectors apply the law based on the facts in the workplace.