



CANADIAN
MANUFACTURERS
& EXPORTERS

GUIDELINES FOR
HEALTHY & SAFE
OPERATIONS DURING
COVID-19 PANDEMIC

MADE SAFE NL





ABOUT CME MADE SAFE

CME MADE SAFE has been delivering professional health and safety services designed specifically for the needs of the manufacturing work environment in Canada and across the country for over thirty years.

CME's suite of services for the manufacturing industry enables safe, productive, cost-effective work environments.

This document was produced by our MADE SAFE Newfoundland and Labrador team.

DISCLAIMER

Canadian Manufacturers & Exporters (CME) / MADE SAFE has prepared this guide to promote best practices in planning for a possible pandemic. The information is current as of the date of publication.

The information in this document is not intended to cover every situation. Details which may be relevant to a user's circumstance may have been omitted. Users should always obtain appropriate professional advice on the medical issues involved.

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INTRODUCTION

Just a few short weeks ago it became obvious to all of us that we were moving into unknown territory and, from a health and safety perspective, we as an industry were going to have to develop new protocols and best practices for this new reality in the COVID-19 pandemic.¹

Most organizations do not have the internal resources to develop these practices. However, in a display of industry leadership, many industry professionals and organizations have shared their approaches to protect the health and safety of workers, while adapting to this evolving situation and maintaining business continuity.

We gathered some of the best practices and shared them in this document. Please note that it is based on the collective input of Canadian manufacturers and is *provided merely as a guide*. This guideline can be used, enhanced or amended as needed. We intend to update this document as the situation evolves and more information becomes available.

Our subject matter experts and industry employers are the best in the world. With the right tools and information, we will be able to meet these new challenges and the ones that lie ahead. We hope that by sharing this information, our industry will be able to respond quickly to this pandemic.

HEALTH HAZARDS OF COVID-19

Coronavirus Disease-2019 (COVID-19) is a respiratory disease caused by the SARS-CoV-2 virus. COVID-19 emerged in the Chinese city of Wuhan in December 2019. The virus spread rapidly to other countries, with the first presumptive case in Canada confirmed in Toronto on January 25, 2020.

On March 11, 2020, the World Health Organization (WHO) declared the outbreak a pandemic. This means that the viral infection has spread to several countries or continents and is affecting a large number of people world-wide.

Coronaviruses are a family of viruses that have a crown-like shape, called a corona. These viruses infect people, as well as, many types of mammals and birds. Sometimes a strain of coronavirus will jump from one species to another. It is theorized that this strain of coronavirus originated in bats then jumped to an unknown species before jumping to humans.

Anyone has the potential to become infected with COVID-19, if they are exposed to the virus. Generally, the elderly, children and people with weakened immunity (ability to fight disease) are at a greater risk of complications from coronaviruses.

At this time, there is no specific vaccine or treatment for COVID-19. However, there are many ongoing clinical trials evaluating potential treatments.² Treatment for mild cases are focused on managing symptoms.

Reducing the risk of infectious disease at your workplace will mean staying informed about how it spreads and taking appropriate precautions.

SYMPTOMS

COVID-19 illness affects different people in different ways. Most infected people will develop mild to moderate symptoms and recover without requiring specialized treatment. People who have underlying medical conditions, compromised immune symptoms and those over 65 years old have an increased risk of developing severe outcomes, but young and healthy people are also at risk.

According to the CDC, symptoms of COVID-19 appear roughly 2 to 14 days after exposure³, and may include fever (body temperature at or above 37.5 C), cough and difficulty breathing. There have also been reports of additional symptoms, but these have yet to be substantiated.

Unfortunately, some people may not have symptoms. This means that they may unknowing spread the illness to others.

TRANSMISSION

Exposure to COVID-19 can occur by:

- Breathing in droplets in the air that are generated when people cough, sneeze or speak
- Close contact with other people (e.g. shaking hands)
- Touching surfaces that have been contaminated with the virus and then touching the eyes, nose or mouth with unwashed hands

Touching a contaminated surface and then touching another surface may cause the virus to transfer from one surface to another.

WHERE TO GET HELP

If anyone in the workplace is concerned about being infected, their symptoms or have recently travelled, follow the guidance of your local Public Health Agency (Appendix A: COVID-19 Information across Canada).

SELF-ISOLATION (STAYING HOME)

If you are experiencing symptoms of COVID-19, stay home, except to get medical care.

And, in addition, when:

- Waiting for laboratory test results
- Caring for someone who has, or may have, COVID-19; or
- Advised to do so by your Public Health Agency or physician

PURPOSE

Employers across Canada are required under occupational health and safety legislation to provide a safe and healthy workplace. Employers need to utilize all measures practicable to minimize worker exposure to the COVID-19 illness. Work practices and procedures need to protect not only organizational staff, but also other individuals who may have to enter their facilities.



RESPONSIBILITIES OF WORKPLACE STAKEHOLDERS

EMPLOYER

- Perform a risk assessment of how the COVID-19 illnesses may affect your operations. Identify where and how workers might be exposed to COVID-19 at work through contact with visitors, contractors and coworkers. Consider non-occupational risk factors at home and in community settings.
- Assess your reliance on suppliers, contractors or others in the community. This may include identifying alternative suppliers, prioritize existing customers and temporarily suspending some operations.
- Limit workplace access to essential personnel only.
- Promote preventive actions amongst your workplace, leading by example.
- Ensure that the appropriate materials (e.g. washing facilities, alcohol-based sanitizers, gloves) and other resources (e.g. worker training materials) required to implement and maintain a safe and healthy workplace are readily available where and when they are required.
- Ensure that workers are able to maintain physical distancing (at least 2 meters) at all times while completing their work safely.
- Select, implement, and document the appropriate site-specific control measures.
- Ensure that supervisors and workers are educated and trained on the risk associated with COVID-19 and the controls necessary for their protection.
- Maintain records of training and inspections.
- Update organizational plans to address COVID-19 and implement control measures as new information becomes available, from both federal and provincial governments.
- Receive and review contractor COVID-19 plans where applicable.
- Conduct a regular review of the effectiveness of the organization's COVID-19 plan.

SUPERVISOR

- Ensure that controls for COVID-19 are widely communicated throughout their department.
- Ensure that workers use appropriate personal protective equipment (PPE) where required (e.g. gloves, glasses, respiratory protection, etc.).
- Ensure that workers use proper respiratory protection, that they have been fit tested (where applicable) and that the results are recorded.
- Ensure that public distancing is maintained.
- Promote preventive actions amongst your workplace, leading by example.
- Direct work in a manner that eliminates or minimizes the risk to workers.

WORKER

- Follow established safe work practices and procedures as directed by the employer or supervisor.
- Maintain physical distancing.
- Know the hazards associated with COVID-19 in the workplace.
- Promote preventive actions amongst your workplace, leading by example.
- Use any required PPE as instructed.
- Know how to report exposure incidents.
- Report any unsafe acts or conditions to the supervisor.
- Know when to stay home and following public health recommendations for self-isolation where required.

OCCUPATIONAL HEALTH AND SAFETY COMMITTEE (OHSC) / WORKER HEALTH AND SAFETY REPRESENTATIVE OR DESIGNATE (WHSRD)

- Review workplace policies and programs related to COVID-19.
- Identify situations that may be unhealthy or unsafe for workers, and advise on effective systems for responding to those situations.
- Consider, and promptly deal with worker concerns relating to COVID-19.
- Consult with workers and the employer on issues related to COVID-19.
- Make recommendations to the employer for the improvement of the health and safety as it relates to COVID-19.
- Advise the employer on proposed changes to the workplace as it relates to COVID-19.
- Review incident investigations that are conducted.
- Conduct regular workplace inspections as required.
- Investigate work refusals as required.

The OHSC should continue holding meetings either by phone or web conferencing instead where possible. If meeting in person is necessary, the OHSC can reduce the number of people attending the meeting to the strict minimum that is required for quorum, while ensuring representation from both the employer and employees. If your OHSC is unable to conduct meetings by phone or through web conferencing, it would be important to meet in a large enough room where you can maintain public distancing. If these suggestions are not feasible during the pandemic situation, it is important to take reasonable measures to keep the OHSC worker representatives or at least the worker co-chair informed of the health and safety issues at your workplace. COVID-19 is a serious health and safety issue and thus, the OHSC has an important role to play to prevent the spread of COVID-19 in the workplace.⁴

CONTRACTOR

- Ensure that any contracted work performed under their authority or control conforms with all contractual and regulatory requirements concerning COVID-19.
- Incorporate COVID-19 transmission and prevention into planning for all aspects of the work.

RIGHT TO REFUSE

The COVID-19 pandemic has caused considerable uncertainty in the workplace, particularly in situations where employees cannot work from home. Many employees and employers alike may be wondering how COVID-19 affects work refusals and can someone refuse unsafe work based on COVID-19 concerns?

It is possible that the COVID-19 pandemic may create the basis for a legitimate work refusal. Some considerations may include:

- The age and/or presence of underlying health conditions of the worker.
- Have control measures been put in place to maintain employee safety during the COVID-19 pandemic?
- Has another employee been diagnosed with COVID-19?

Employers have an obligation to advise workers of known health and safety hazards associated with their work, and to provide appropriate information and instruction to enable them to perform their jobs safely. A major component of the fallout of COVID-19 is increased anxiety surrounding employee's individual health as well as the health of their families. It is important to develop a risk assessment for jobs continuing to be performed under the current circumstances and for the control measures to be

- Take necessary precautions to ensure that activities and hazards within their control do not create a health and safety risk.
- Continually evaluate specific hazards at workplace as it relates to the spread and/or transmission of COVID-19.

RIGHT TO REFUSE PROCESS

The same principles apply for managing workplace health and safety and work refusals during a pandemic as they do during normal conditions. The steps include:

1. The worker must let their supervisor know what is dangerous about their work. The OHS Act requires the supervisor to respond to the worker's concerns. The supervisor and worker work together to assess the risk and resolve the concern. If unsure, it is often helpful to engage human resources or other technical experts during this stage.
2. If the worker is not satisfied with the supervisor's action(s) then the worker must advise the OHSC or WHSRD of their concerns. The OHSC / WHSRD will investigate on the worker's behalf and provide a decision of their findings.
3. If the situation cannot be resolved and the worker still feels the situation is unsafe, an Occupational Health and Safety officer will investigate the worker's concern.

properly communicated to employees. This alone will greatly assist with uncertainty surrounding unsafe work. Engaging with the OHSC/WHSRD to develop the risk assessments and control measures will increase their effectiveness.

RISK IDENTIFICATION, ASSESSMENT AND CONTROL

ROUTES OF TRANSMISSION

The primary routes of transmission, anticipated for COVID-19, which need to be controlled, include direct contact and respiratory droplets.

BREATHING IN DROPLETS IN THE AIR

The virus that causes COVID-19 is mainly transmitted through droplets generated when an infected person coughs, sneezes or speaks. These respiratory droplets are too heavy to hang in the air. They quickly fall on floors or surfaces. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. Public distancing (maintaining 2 meters of distance from other people at all times) will help reduce the risk of this occurring.

CLOSE CONTACT

Close contact refers to physical contact with another person, for example shaking hands. When people cough, sneeze or speak, droplets may deposit on their skin or clothing, especially if they cough or sneeze into their hands. Infected people may transfer the virus from their hands or clothing to others during close contact.

SURFACE CONTACT

Respiratory droplets expelled when a person with COVID-19 coughs, sneezes or speaks, can also land on objects and surfaces around them. Other people then catch COVID-19 by touching these objects or surfaces, then touching their eyes, nose or mouth before washing their hands.

ABOUT SURFACE CONTACT

Surface contact involves a worker touching a contaminated object such as a table, doorknob, railing, telephone, computer keyboard or tool, and then touching the eyes, nose, or mouth either while wearing gloves or with a bare hand before washing their hands. Surface contact is important to consider because COVID-19 can persist for several days on surfaces (See Appendix C: Imported Goods & Packages: COVID-19 Shipment Handling Guidelines).

RISK ASSESSMENT FOR COVID-19

Employers need to ensure that daily hazard assessments include the risks relating to the spread and/or transmission of COVID-19. The results of these assessments will be communicated to all workers and contractors. Public Health Canada has developed [“Risk-informed decision-making guidelines for workplaces and businesses during the COVID-19 pandemic”](#) which may also assist in organizational risk assessment protocols.

The first step in keeping the work environment healthy and safe during COVID-19 is to take a critical review of who physically needs to be at the worksite everyday. The more people, the more risk of exposure to everyone involved. If practical, employers should:

- Prioritize the work to help the organization continue essential operations.
- Consider having workers work remotely (e.g. work at home).
- Consider the need for contractors and visitors to enter the worksite. Allow access to only those deemed essential to your operations.

Employers need to ensure that the following workers do not come to work, and instead self-isolate, if they:

- have COVID-19 symptoms (e.g. fever, cough or difficulty breathing)
- have been diagnosed with COVID-19
- are waiting for COVID-19 laboratory test results
- are caring for someone of has, or may have, COVID-19
- have been advised to do so by the Public Health Agency or their physician or
- have returned from travel outside the province (where required by the provincial public health officials)

Once only critical individuals have been determined to have access to the worksite, then the employer can consider the risk factors involved in daily operations, assess the risk involved with those operations and implement the appropriate control measures (mitigations) to ensure the health and safety of the workers in that environment everyday.

RISK FACTORS

SITE ACCESS

Some worksites may see workers exposed to the general public where other sites would have limited numbers of workers and limited contact with other individuals. Consider shipping / receiving areas that may have increased risk and challenges in limiting access also delivery drivers / work crews / maintenance staff that travel to and potentially return from other sites external to your organization – both scenarios may present an increased level of risk exposure for staff to COVID-19.

COMMON AREAS

- Lunchrooms
- Shop / production floor
- Offices

WORK IN CLOSE PROXIMITY

- Assembly / production lines
- Work around a particular piece of equipment
- Operating in work vehicles / equipment with other staff

GROUP ACTIVITIES

- Training
- Meetings

SHARED EQUIPMENT

- Tools
- Vehicles
- Product

RISK CONTROL

Employers need to use a combination of control measures to manage the risk of individuals contracting COVID-19 in the course of their work, including:

ENGINEERING

- Elimination of high risk tasks
- Ventilation (ensure sufficient fresh air supply to reduce “recirculating” the air inside the workplace e.g. open windows, adjust air handling units etc.)
- Barriers between workers / work areas
- Isolation

ADMINISTRATIVE

- Physical distancing (i.e. taping distance indicators)
- Alternate work arrangements
- COVID-19 awareness campaign including posters, signage, safety shares etc.
- Staff education and training
- Policies and procedures for hand hygiene, essential work, work hours, cleaning & disinfecting, staggered breaks, meals, journey management etc.



PERSONAL PROTECTIVE EQUIPMENT

For certain tasks/activities, workers will be required to use PPE to help mitigate their exposure to COVID-19 and may include gloves, glasses or respiratory protection. Where required, the employer will ensure that:

- All PPE is appropriate to the hazard.
- All PPE meets the requirements of their province's Occupational Health and Safety legislation.
- Workers are trained in the proper use and care of the personal protective equipment.
- Workers are properly fitted for the PPE (i.e. fit testing for respirators where appropriate).
- Supervisors are enforcing PPE requirements on site.

In all cases, employers must evaluate the effectiveness of their control measures, and review and revise risk assessments as needed, to prevent the development of unsafe or unhealthy working conditions

GENERAL PRINCIPLES FOR PREVENTING THE SPREAD

Workplaces should continuously think ahead about the actions that they can take to keep everyone healthy and safe, preventing the spread of COVID-19, including:

- following the latest advice from federal and provincial public health leaders
- being prepared in case an employee or a family member become ill
- practicing physical distancing and proper hygiene

INDUSTRY BEST PRACTICE

Prior to daily access, ensure all employees and contractors conduct self-assessments before entering the workplace to confirm that they do not currently meet any of the self-isolation criteria established by their local public health officials.

Each province has a [Self-Assessment Tool](#) to assist employers and employees.

PHYSICAL DISTANCING

Physical distancing requires that all individuals maintain at least 2 meters between them and any other individual.

This reduces the potential of coming into contact with the respiratory droplets of another individual, generated by coughing, sneezing or speaking. Management and supervision review site activities, as a part of the hazard assessment process to ensure that:

- Physical distancing requirements can be maintained.
- Where proper physical distancing cannot be maintained, employers need to examine all appropriate control measures to ensure the health and safety of their staff.

CONSIDERATIONS FOR PHYSICAL DISTANCING IN YOUR WORKPLACE

(brainstorm for additional physical distancing measures that could work in your workspaces)

- Can non-essential work be reduced or suspended, to allow some workers to stay home?
- Can shifts be alternated and/or additional shifts added to reduce the risk of exposure and improve physical distancing?
- Can work tasks be performed in a location that allows them to put more distance between themselves and their co-workers or customers?
- Can workplace layout be rearranged to minimize physical contact between employees?
- Can line ups, seating or workstation setups be expanded so that people are able to put 2 metres of space between one another?
- Can barriers be installed to create space at counters, seated areas, between work areas or workers on a production line, etc.?
- Can separate, clean entrances and exits be established for the worksite and key work areas to avoid congestion, where possible?
- Avoid sharing of office space, including work vehicles. If you do share, ensure physical distancing or other means so as to ensure the health and safety of staff.
- Avoid visiting another area or department to ask a question; use the phone instead.
- Hold meetings virtually where practical.
- All greetings between individuals should involve no physical contact (e.g. no handshakes, fist bumps, etc.).
- Stagger breaks/meal time to reduce the number of workers in common areas at the same time.
- Stagger seating arrangements in common areas.
- Separate PPE and clothing that is hung up in work spaces to avoid touching where possible (an infected individual may unknowingly have left respiratory droplets on their PPE or clothing, which could expose others if they touch them).
- Avoid passing each other on the stairs. Wait on the landing until person has exited stairs.
- If you have elevators in your workplace, post signage nearby that reminds workers to maintain physical distancing while they are waiting to enter the elevator. Inside the elevator, maintain physical distancing and reduce the number of passengers at any one time. Passengers should face the outside of the elevator to avoid being inside each other's breathing zone.

HAND WASHING

Hand washing is one of the best ways to minimize the risk of infection. Proper hand washing helps prevent the transfer of infectious material from the hands to other parts of the body—particularly the eyes, nose, and mouth—or to other surfaces that are touched. Avoid touching your eyes, nose or mouth with contaminated gloves or unwashed hands.

- Wash your hands immediately:
- Before leaving a work area
- Before eating, drinking

- After handling materials that may be contaminated
- After visiting the washroom
- When you get home from work

HAND WASHING PROCEDURE

Use soap and warm running water and wash hands for at least 20 seconds. If warm water is unavailable, use an alcohol based hand sanitizer that has at least 60% alcohol. Identify for workers where the alcohol-based hand sanitizers / sanitizing dispensers are located throughout the organization.

REDUCE THE SPREAD OF COVID-19. WASH YOUR HANDS.



1-833-784-4397

@canada.ca/coronavirus

COUGH/SNEEZE ETIQUETTE

Everyone in the workplace is expected to follow cough/sneeze etiquette, which is a combination of measures that minimizes the transmission of COVID-19. Cough/sneeze etiquette includes the following:

- Cover your mouth and nose with a tissue or bend of your arm when coughing or sneezing, not your hand.
- Use tissues to contain secretions, and dispose of them in a lined waste container immediately. Wash your hands afterwards.
- Turn your head away from others when coughing or sneezing.
- Wash hands regularly.

CLEANING & DISINFECTING

During the COVID-19 pandemic, enhanced cleaning and disinfection needs to be initiated to reduce the risk of exposure. COVID-19 can survive on different surfaces but can be killed by most cleaners and disinfectants.

For more detailed cleaning, disinfecting and handling information from Made Safe, see:

- Appendix B: COVID-19: Using disinfectants correctly & steps for high touch areas
- Appendix C: Handling shipments of imported goods & packages

CONSIDERATIONS FOR PROPER HYGIENE IN YOUR WORKPLACE

(brainstorm for additional hygiene measures that could work in your workspaces)

- Place reminders and cues about precautions around the workplace for physical distancing, hand hygiene, cough/sneeze etiquette. Use posters, floor markings to provide key messaging.
- Remove garbage often.
- Provide tissues throughout the workplace.
- Avoid sharing tools or equipment. If you have to share, clean and disinfect points of contact.
- Where appropriate, keep doors open to reduce the need to touch handles.
- Avoid sharing of office space, including work vehicles. If you do have to share office space, including work vehicles, clean and disinfect frequently touched surfaces before you leave the space this includes, for vehicles, the steering wheel, gear shift, controls and door handles.
- Clean and disinfect radios and phones at start of shift and regularly throughout the shift.
- Routinely clean high contact areas thoroughly such as doors, handles, railings, counters, elevator call buttons and other commonly handled items like tools, equipment controls, kettles and coffee pots with appropriate cleaning agents.
- Implement a cleaning schedule for the workplace including who, what, when and where these tasks will be conducted.
- Ensure washrooms and hand-washing stations are always stocked with soap and consider having hand sanitizers / stations at entrances / throughout the workplace. Ensure that staff have clear instructions for hand hygiene, including proper glove use if required.
- If staff have to take spare work clothing home, place it in a plastic bag and do not take it out of the plastic bag until it goes into the laundry to be washed—ideally separately.

EDUCATION & TRAINING

Employers are required by OH&S legislation to ensure that workers are aware of the hazards associated with their work and how to work safely around them.

Education and training regarding COVID-19 should include:

- The risk of exposure to COVID-19 and the signs and symptoms of the disease.
- Safe work procedures to be followed, including hand washing, physical distancing and cough/sneeze etiquette.
- Location of washing facilities, including dispensing stations for alcohol-based hand sanitizers.
- Safe selection, use and care of respiratory protection and fit testing (where respiratory protection is required).
- How to report an exposure to or symptoms of COVID-19.

RECORD KEEPING

Employers need to maintain records of instruction and training provided to workers regarding COVID-19, as well as exposure incident reports including first aid records.

INDUSTRY BEST PRACTICE

Organizations maintain a detailed log of persons entering the site each day (workers, contractors, etc.), including their name, date of visit, time of visit and contact information, in the event contact tracing is required because of a potential exposure.

COMMUNICATION

Employers need to stay informed about the status of COVID-19 and in turn, keep employees informed as COVID-19 continues to develop, in order to best manage the spread of COVID-19 in the workplace. Clear, caring messages from all levels of leadership – along with open lines of communication – can be tremendously helpful in reducing the stress, anxiety, fear and uncertainty around the COVID-19 pandemic.

Employers should also remind employees about policies in place regarding sick leave, paid time off and working from home and communicate any new policies or measures taken to deal with COVID-19 to employees.

There is a lot of misinformation about COVID-19 in the news and media. It is important that employers refer to and provide employees with accurate and reliable information. Utilize credible sources including:

- [Public Health Canada](#)
- [World Health Organization](#)
- [Canadian Centre for Occupational Health and Safety](#)
- [Canadian Manufacturers and Exporters](#)

CONSIDERATIONS FOR EFFECTIVE COMMUNICATIONS IN YOUR WORKPLACE

(brainstorm for additional communication measures that could benefit individuals in your workplace)

- Keep the workforce informed about what actions are being taken to ensure healthy and safe operations, and what accommodations are able to be provided. Let workers know where they can find more information if they require it. Share information broadly with employees at the workplace, working from home, contractors, suppliers etc.
- Determine who will communicate, when, where, how often and by what means.
- Make team communications a daily priority.
- Make the message clear that the most important things your employees can do for their co-workers and the workplace as a whole, is to wash their hands and keep a distance of 2 metres between themselves and the people they work with.
- Encourage workers to remain socially connected with each other in a way that is positive and maintains physical distancing.
- Consider all languages that are utilized in the workplace,
- Managers and supervisors, ensure your staff know how they can reach you.
- Note your workplace progress to the entire team including those at the worksite and those at home. Remote workers need to be especially proactive and alert colleagues to progress on longer-term goals.
- Resolve issues quickly with a phone call. Email, text, instant message and other written methods of communication are prone to misunderstandings.
- Keep up more casual communication habits. If you normally catch up with your employees or colleagues in person before a meeting, do the same before dialing in to a group conference call.
- Workplaces have many factors that impact their decision-making around COVID-19, with plans evolving even on a daily basis. To the degree possible, share openly the factors that are impacting decisions, and what your organization's plans are.
- Provide resources on managing stress and enhancing psychological resilience to all employees. For many people, particularly those with pre-existing anxiety or other psychological health disorders, the emotional impact of the uncertainty of COVID-19 may become overwhelming.

PSYCHOLOGICAL HEALTH AND SAFETY

While employers are responding to safeguard their business operations and protecting the physical health and safety of their employees during this crisis, it is important to consider everyone's psychological health and safety, too. Workers in the workplace may also be affected by the anxiety and uncertainty created by the COVID-19 outbreak.

The Canadian Mental Health Association (CMHA) recommends employers consider the following tips⁷:

1. Have a plan
2. Communicate, share and be open
3. Empathize
4. Reassure as best you can
5. Understand
6. Recognize this is not 'business as usual'

HAVE A PLAN

Let employees know that you are thinking and looking ahead, that you will stay well-informed and that you can answer the questions they already have: What if I get sick? How do I take time off work? What if my family member contracts the virus? You may want to compile frequently asked questions and direct employees to them often.

COMMUNICATE, SHARE AND BE OPEN

Worry and fear grow in the absence of up-to-date information. Let your employees know that they can expect regular updates from you. Communicate even if the situation remains unchanged.

EMPATHIZE

Share that you know it's stressful. Recognize that it's okay to be anxious. Remind your employees of resources (EAP) that are available for those who are experiencing stress.

REASSURE—AS BEST YOU CAN

You can refer to reports indicating that most people who become infected with the virus will recover.

UNDERSTAND

Recognize when stress has become unmanageable for individual employees. Stress can lead to anxiety and even panic. Some employees may need mental health days and medical intervention in order to cope.

Encourage employees to practice self-care activities on-the-job and reassure them that it's ok to take steps to manage stress, such as relaxation exercises, listening to relaxing music or taking regular breaks.

RECOGNIZE THIS IS NOT QUITE 'BUSINESS AS USUAL'

Know that work will likely be impacted—work will slow down, necessary travel may be canceled. Reassure staff that expectations will shift accordingly, and that's ok. We will get through this!

ADDITIONAL WELLNESS CONSIDERATIONS:

STAY CONNECTED

While you are in a period of isolation, make sure you reach out to the people you trust, like friends, family, neighbours and workmates via phone, e-mail, Facetime, Facebook video, Zoom or other online services. Think social connectedness with physical distance.

SET UP HEALTHY DAILY ROUTINES

A regular routine will help you feel happier and less bored. Your routine should include maintaining regular mealtimes, eating a healthy and balanced diet, getting enough sleep and keeping physically active around the house. Avoid excessive use of alcohol and drugs. If you continue to work during isolation, try to stick to your normal work times. If you have spare time, consider doing tasks that give you a sense of achievement. If you smoke, consider quitting or at least reducing your smoking during this time, particularly if you are recovering from coronavirus.

STAY ACTIVE

Physical activity is a proven way to reduce the effects of stress. Look for online content that could help you exercise, do yoga or learn a new healthy pastime. Dust off your home exercise equipment, and use the downtime to improve your fitness!

STAY INFORMED

It is normal to want to stay informed, and there are many sources of information about COVID-19 in the media. Remember that too much exposure during isolation, especially to confronting news content, could be harmful to your mental wellbeing. Set limits on the amount of time you spend watching or reading news or social media commentary.

ACKNOWLEDGE ONE'S FEELINGS

People are likely feeling anxious or fearful in regards to their personal safety and their possible exposure in the workplace. It's important to acknowledge and normalize these feelings. Remember in addition to their role as an employee, many will also have other concerns weighing on them. Particularly about the risk to family members, particularly if they have ageing parents or children.

REFERENCES

¹ <http://albertaconstruction.net/wp-content/uploads/2020/03/Construction-Pandemic-Planning-2.0.pdf>

² https://www.who.int/health-topics/coronavirus#tab=tab_1

³ <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

⁴ <https://www.worksafenb.ca/safety-topics/covid-19/covid-19-frequently-asked-questions/>

⁵ <http://www.worksafesask.ca/covid-19/tips-for-individuals-and-teams-working-remotely/>

⁶ <https://www.myworkplacehealth.com/effectively-communicating-about-coronavirus-in-the-workplace/>

⁷ <https://cmha.ca/news/6-tips-to-respond-to-employee-anxiety-about-covid-19>

APPENDIX A

COVID-19 INFORMATION ACROSS CANADA

Public Health Agency of Canada: <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

- Phone: 1-833-784-4397 (interpretation services are available in multiple languages)
- Email: phac.covid19.aspc@canada.ca

British Columbia: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19>

Alberta: <https://www.alberta.ca/coronavirus-info-for-albertans.aspx>

Saskatchewan: <https://www.saskatchewan.ca/government/health-care-administration-and-provider-resources/treatment-procedures-and-guidelines/emerging-public-health-issues/2019-novel-coronavirus>

Manitoba: <https://www.gov.mb.ca/covid19/index.html>

Ontario: <https://covid-19.ontario.ca/index.html>

Quebec: <https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/>

New Brunswick:
https://www2.gnb.ca/content/gnb/en/departments/ocmoh/cdc/content/respiratory_diseases/coronavirus.html

Nova Scotia: <https://novascotia.ca/coronavirus/>

Prince Edward Island: <https://www.princeedwardisland.ca/en/topic/covid-19>

Newfoundland Labrador: <https://www.gov.nl.ca/covid-19/>

Northwest Territories: <https://www.gov.nt.ca/en/covid-19-coronavirus-disease>

Nunavut: <https://gov.nu.ca/health/information/covid-19-novel-coronavirus>

Yukon: <https://yukon.ca/covid-19>

APPENDIX B

COVID-19: USING DISINFECTANTS CORRECTLY & STEPS FOR HIGH TOUCH AREAS

DISINFECTING PROTOCOL QUICK TIPS

- Cleaning and disinfecting are different things. Sterilizing is something else as well. During the COVID-19 crisis, the goal is to disinfect the surfaces in the workplace that will be responsible for transmission, which means that we want to kill germs on any of the surfaces we touch.
- You must clean the surface before you disinfect it. Clean first, then disinfect.
- Hospital grade bulk disinfectant solutions **MUST** stay on the surface wet for 10 minutes to kill viruses.
- Consumer level products (prepackaged wipes and sprays) are generally no more powerful than hospital grade and must also follow the 10 minutes wet air-drying procedure, unless otherwise specified on the label. If it's not wet for 10 minutes (or four minutes in the case of some of the bleach-based wipes), you will need to use more of the product.
- For any electronic device or control panel that needs to be disinfected, always spray the disinfectant onto a cloth and then wipe the device. Never spray liquids, including disinfectants, onto your electronics this will damage them.
- Do not use your cleaning cloth for disinfecting.
- Do not use your disinfecting cloth on more than one area before retiring it.
- Don't use the same solution all day. The active ingredient will lose its potency or evaporate and no longer be effective. Mix up no more than a half day supply when mixing your own.
- Ideally, during the COVID-19 crisis manufacturers will re-tool to avoid workers sharing any tools or workstations. If this is unavoidable, then these should be disinfected between personnel using them. Mix bulk disinfectant solutions and disinfect each tool immediately after use so that it has time to air dry for 10 minutes before the next person uses it.
- For single person workstations and tools, have each person disinfect their tools area at the start and end of each shift. If no one else is in these areas, no transmission risk exists so keep the workstations to single persons as much as is possible.
- For multi person workstations or areas, use tape, paint or other markings to separate the area and have people stay in, and disinfect, their own sections of the workstation or area. Provide a clear SOP on the steps each worker should take and the timing, with visuals where possible. The virus transmits in droplets and keeping your people as separate as possible is paramount.

NOTE

These recommendations are for non-porous surfaces. Surfaces that have pores (seat cushions, etc.) have hidden holes for viruses and if the chemical can't touch the virus, it won't be killed. Keep in mind though, that if the chemical can't get to the virus to kill it the likelihood that a person will be able to contact the virus is also diminished. Wherever possible, remove high-touch porous surfaces from the production areas as porous materials require a steam cleaning system to kill contaminants and this will likely not be feasible for daily use.

STEP-BY-STEP PROCESS FOR DISINFECTING SURFACE WITH AN INDUSTRIAL DISINFECTANT SPRAY

On television and in commercials we often see a user gracefully misting a surface from 4 feet above, which is at best a dramatic re-enactment or an artist's rendition of what disinfecting surfaces looks like. In real life, disinfecting requires a much greater effort.

General Use Procedure for Bulk / Industrial Grade Disinfectants

- Wear disposable gloves.
- Brush all dry solid materials / dirt off the surface to be cleaned.
- Wipe the surface with an all purpose-cleaner first before disinfecting.
- Spray the chosen disinfectant ([Health Canada list here](#)). Disinfectant must sit on the surface for 10 minutes without drying to kill COVID-19. **If the disinfectant has dried before 10 minutes, re-apply.** Do not bathe or soak your keyboards, electronics, and other operator controls in disinfectant. Always spray disinfectant onto the cloth, not the electronics.
- Wipe the surface clean with a disposable cloth after 10 minutes. Discard the disposable cloth in a bag separate from the rest of the general waste in your shop, which should go directly to the bulk waste (big garbage bin outside) when full.
- If disposable cloths are not an option, use microfibre cloths. A new area of the cloth should be used for each surface (fold your cloth in half, and then in half again – in your head, imagine that you now have four cleaning surfaces with that one cloth, and use “one cloth” per surface to be cleaned) and replace the cloth afterward.
- To disinfect the reusable cloths, place them in the normal laundry with liquid detergent. Remember to disinfectant the laundry hamper where the contaminated cloths were stored for laundering.

Pre-Packaged Disinfecting Wipe Instructions

Each wipe style product has its own disinfecting procedures. Read the label instructions or visit the manufacturers' website (Clorox, particularly, has good information on how to properly use their products). A quick wipe or light misting will not effectively kill the virus.

- To kill COVID-19 the specific instructions for your product must be followed
- If you can't find the instructions for how much of the product to use, the 10-minute air dry procedure is the default.
- To determine if your disinfectant will actually kill COVID-19, review Health Canada's list of products that will [here](#).
- Generally, look for these ingredient names in the product that you are thinking of purchasing:
 - At least 70% or anhydrous alcohol
 - Benzalkonium Chloride
 - Hydrogen Peroxide
 - Bleach (often written as “Sodium Hypochlorite”)
 - There are others, but these are the most commonly-used products

WHO NEEDS TO KNOW THIS?

Who will be cleaning at your facility? Everyone should be responsible for cleaning and disinfecting their own workstation and shared tools to prevent transmission among and by the staff performing the cleaning. For shared areas, designate someone internally or increase external presence to meet the above cleaning schedules. Consider SOPs or tracking sheets for a consistent schedule and accountability.

HIGHER TOUCH COUNT = HIGHER RISK OF TRANSMISSION

Here is a list of areas in your facility that may receive the most contact from potentially ill persons that also allow COVID-19 to survive for long enough to transfer to someone else. There are more. Think about the surfaces that you personally touch on your way to the lunchroom, the washroom, and in your personal workspace. These are the surfaces that need to be disinfected most often.

HIGH TOUCH ITEM

Door Handles

Lunchroom Tables

Shared Printer / Fax Machine
Desks / Countertops

Toilet Seats / Bathroom Stall
Handles

Computer Mice
Time Clock / Punch Clock

Light Switches

Microwave Handles and Keypads

MITIGATION OPPORTUNITIES

For the duration, ask for internal doors to be propped open. Place hand sanitizer station next to external; doors to allow for hand cleaning after touch door handles.

Stagger breaks ensure all personnel understands how to disinfect and supply the disinfectant product and disposable cloths in the lunch room. Locate hand sanitizer stations near the break room exits.

Designate one person to load and disinfect the machine.

Designate single person use or supply disinfectant training and equipment. Monitor and enforce disinfecting procedures, as described above, especially early on to create good habits surrounding disinfecting shared surfaces.

Increase professional cleaning frequency. Make all staff aware of how often they touch their faces between using the stalls and washing their hands. Teach all staff good hand washing procedures (such as [here](#)). Focus on the dirty hand turns on the tap, hand gets clean, use a paper towel to turn off the tap.

Designate single use mice where possible and single person workstations.

Stagger arrival time where possible, relax your attendance policy to allow for physical distance between the workers during sign in. Consider whether an actual punch in is required, or is it possible to have support staff monitor the entrances with a paper attendance sheet and check off people as they arrive?

Turn the lights on once per day and disinfect at the start and end of shift. Never spray liquid disinfectant directly onto a light switch.

Use personal “dialing wands” that can then be washed with soap and water or designate a single person to operate the door and timing buttons (the lunch owner will still load the microwave).

HIGH TOUCH ITEM

Breakroom Cabinets

Keyboards

Remote Controls

Operator Control Stations

Shared Tools

Alarm Panels

Vending Machines

Faucet Handles

Phones

On / Off Buttons

Huddle board markers

MITIGATION OPPORTUNITIES

Take the doors off and put them in storage until we have flattened the curve. Disinfect them first before handling them.

Where possible designate for single use. Disinfect between each operator. Always spray liquid disinfectant onto a cloth, never directly onto electronic devices.

Where possible designate for single use. Disinfect between each operator. Always spray liquid disinfectant onto a cloth, never directly onto electronic devices.

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Where possible designate for single use. Disinfect between each operator. Always spray liquid disinfectant onto a cloth, never directly onto electronic devices.

Inform workers of the risk. Use personal “dialing wands” that can be washed (metal or plastic) with soap and water after use or install hand sanitizer stations next to the vending machines.

Post good hand washing technique posters in the washrooms (such as [this one](#)) and have the leadership team instruct ALL personnel in the correct technique.

Where possible designate for single use. Disinfect between each operator. Always spray liquid disinfectant onto a cloth, never directly onto electronic devices.

Where possible designate for single use. Disinfect between each operator. Always spray liquid disinfectant onto a cloth, never directly onto electronic devices.

Each person that needs to write in information on huddle boards should be provided with their own marker.

This is not an exhaustive list and you may not have some of these high touch areas, or you may have other items unique to your business that require extra attention that are not on this list. Share this list with your team and ask them to pay close attention to what they’re touching over the next couple of days that isn’t already on this list and add to them as you go.

[VIEW COMPLETE MADE SAFE DOCUMENT](#)

APPENDIX C

HANDLING SHIPMENTS OF IMPORTED GOODS & PACKAGES

To assist, Made Safe's team of health and safety experts have created the following guidelines for the manufacturing work-environment. It is important to note that information on the novel coronavirus (SARS-CoV-2) continues to evolve as scientists and experts around the world gather data and research. The information and recommendations below are based on a recently published study in the New England Journal of medicine, referenced by leading organizations such as Harvard Health. We will continue to update this page as information become available. In the meantime, for questions or insights, please connect with our team of manufacturing experts today at info@makesafe.ca

HEALTH AND SAFETY BEST PRACTICES FOR GOODS AND PACKAGES

Based on a recently published study in the New England Journal of Medicine conducted by the National Institute of Health National Institute of Allergy and Infectious Diseases the COVID-19 virus (SAR-CoV-2) is stable and infectious for the following time periods:

- Aerosol (airborne solutions) – up to 3 hours
- Copper – up to 4 hours
- Cardboard – up to 24 hours
- Plastic and Stainless Steel – up to 72 hours

Shipments that are outside of those windows are expected to be safe; however, it may be beneficial to employee morale to use safe disinfection practices on the packaging as well as the products. This is expected to be unnecessary but may be implemented at the company's discretion. Shipments that arrive within the window of transmission should be disinfected using the procedures described in the [CME Made Safe COVID-19 Guide to Using Disinfectants Correctly](#).

Procedures for maintaining social distancing with delivery drivers must be developed based on the needs of the company's shipping document handling system. Providing the driver and receiver with nitrile gloves for the interaction with the paperwork should be considered.

Health Canada has not made a determination on how long the virus will last on surfaces but does agree that it is behaving similarly to other members of the Coronavirus family (SARS, MERS) which is consistent with the findings of the study referenced.

[VIEW COMPLETE MADE SAFE DOCUMENT](#)

<https://www.nejm.org/doi/full/10.1056/NEJMc2004973> N van Doremalen, et al. Aerosol and surface stability of HCoV-19 (SARS-CoV-2) compared to SARS-CoV-1. The New England Journal of Medicine. DOI: 10.1056/NEJMc2004973 (2020).

APPENDIX D

COVID-19: EMPLOYEE POSITIVE TEST RESULTS: PROTOCOLS AND GUIDELINES

The health and safety of employees is paramount during COVID-19. Business continuity remains a critical concern, but employee wellness remains the most important issue facing manufacturers in these challenging circumstances. For leaders, one question looms larger than all others as we prepare to weather the crisis: what do we do when one of our people tests positive?

CME and our health and safety experts at Made Safe have prepared the following recommendations to guide manufacturers through the necessary steps and operational decisions that follow a positive COVID19 diagnosis. It is important to note that the employee should advise their employer immediately upon first suspicion that they may be infected. This action will minimize the spread and impact at its very earliest stage and puts next measures in place from investigation, to benefit plans and payments and more. It is important for manufacturers in every jurisdiction to understand the steps to take in order to get tested.

Manufacturers may choose to take additional precautions to assist their employees in seeing early signs and symptoms (such as temperature monitoring or other daily self-assessments. Many Canadian provinces have introduced online self assessment tools, including [Manitoba](#), [BC](#) and [Ontario](#)). Any indication of infection, as outlined by regional health authorities, should trigger an immediate ban from entering the workplace, followed by the steps below:

1. EMPLOYEE SELF-QUARANTINE

Health officials will direct any infected employee to stay home for a minimum of 14 days, during which time they must self-quarantine. Any person who has been tested for COVID-19 (SARS-CoV-2) must be in self-isolation while awaiting the test results. Remind any employees who have been tested that they should not be in the workplace and note that a negative test result during a mandatory quarantine period does not bypass the remainder of the 14 day waiting period.

- Employers should encourage their employees to contact a qualified health care provider, as determined by their local public health authority, to ensure that a 14-day self-quarantine is sufficient, depending on the particular facts and circumstances. Currently, information indicates that to be cleared of the virus, two additional tests must be conducted at least 24 hours apart and come back negative. It is unclear if all provinces have the capacity at this time to conduct the additional testing, so the all-clear from the health care provider is critical and should be provided to the employer before a return is approved. Multiple studies have been conducted on how long a person is infectious with SARS-CoV-2 and the results are mixed with some patients being observed to be producing new viruses for [6-12 days after the symptoms have stopped](#), fully [14 days after the last symptom](#).
- Employers who are able to offer support to their employee during quarantine should do so, including work from home provisions if this is an option. Employee Assistance Plans and regular touchpoints with the employee's manager, as in any short-term disability claim, can be helpful for the employee's mental health and

readiness to return to the workforce. Be mindful that not all employees will have a support system in place. Some province's have also introduced services to match community volunteers with impacted citizens who may need additional supports should they be unable to leave their homes for basic tasks such as grocery shopping. [Manitoba's Help Next Door](#) is one such app.

- The Government of Canada has waived the one-week waiting period for Employment Insurance (EI) for workers who are in quarantine or are sick due to COVID-19. To assist your worker in applying for EI, follow this link: <https://www.canada.ca/en/employment-social-development/corporate/notices/coronavirus.html>

2. RESPECT CONFIDENTIALITY

Confidentiality matters. Ensure that your infected employee understands that they will not be identified by name to their co-workers as having contracted the virus, in compliance with the various pieces of legislation that covers personal health privacy information across Canada.

- While you are required to take steps to investigate who else your infected employee may have come in contact with, keep in mind that this is a medical diagnosis and should be treated as confidential medical information. Legislation allows for fines as a result of releasing confidential medical information, but the financial impact is secondary to creating a climate of candor and trust. If your employee's diagnosis is released to their co-workers, it is unlikely that other infected employees will be willing to disclose their positive test results to the company, resulting in greater risk to workers and the company itself.

3. INVESTIGATION

Work with the affected employee to determine when they tested positive. That date will determine—at a minimum—the two potential 14-day windows for you to be concerned with:

- The first 14-day window is the time period where your employee may have been infected and able to transmit the virus, but not yet experiencing symptoms. Employees who had contact with the infected employee in the 14 days prior to their positive test result should be sent home to prevent the spread of the virus. Any person who had contact should be considered as potentially having contracted the virus and sent home as described in step #5. **This underscores why social distancing is critical in your facility. Appropriate social distancing measures may mean the difference between five workers sent home and 15. Statistics suggest that the average infected person will transmit the virus to two others, allowing for an exponential increase. Social distancing limits the spread and may be the difference between a limited versus full shutdown, from which it will be difficult for the operation to recover.**
- The second 14-day window dictates how long your employee will need to stay away from the workplace. The length of this leave will depend on current recommendations from Health Canada and or a medical professional: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/symptoms.html>

4. DISINFECTION

Work with the affected employee to make a list of all areas they have physically been over the last three days. The three-day window is important as COVID-19 as [current research](#) shows that the virus that causes COVID-19 can live for up to three days on plastic and stainless steel surfaces.

- Close these areas off using plastic sheeting, if feasible, and ventilate the area to the outside. Operate as if there was a hazardous chemical spill that you are trying to contain in this area and exhaust out of your facility. Quarantining the area is important prior to beginning your cleaning operation.
- If closing off the exposed areas is not possible then the facility should close until the areas in which worker was present are disinfected. Follow these guidelines when disinfecting hard surfaces in your facility: <https://cme-mec.ca/wp-content/uploads/2020/03/CME-Made-Safe-COVID-19-H-S-Safety-Tips-Disinfection-High-Touch-Areas-FINAL-WEB.pdf>
- If possible, contact a professional cleaning service to disinfect the impacted areas. Identifying and vetting a cleaning company prior to needing services will make scheduling and executing the process faster.
- Ensure that the products that your cleaning service intend to use are effective on the coronavirus family of viruses. Misinformation abounds. For clarity, follow the [list of disinfectant proven against the COVID-19 virus](#) (SARS-CoV-2) from Health Canada:

5. CONTACT TRACING

Once an employee receives a positive COVID-19 test result, public health authorities will work diligently to trace their movements, identify anyone with whom they may have come into close contact and will notify those individuals directly. Manufacturers should support and comply with any requests of the public health official(s), and conduct a complementary investigation of their own. Work with your employee to make a list of each person with whom they have been within six feet of in the workplace at any point during the previous 14 days. This may include others outside of your organization, including suppliers and vendors if you have not yet restricted visitor access.

- You will need to contact each of these individuals to let them know that they have been in contact with a person who is infected with COVID and that they should consult with their physician or public health authority, the latter of whom will reach out to them directly.
- Each of the people must also be advised to stay away from the workplace for the next 14 days. Assistance with filing for immediate EI coverage can be found here <https://www.canada.ca/en/employment-social-development/corporate/notices/coronavirus.html>
- Each person should also be advised to self-quarantine. If the company has the ability and a program in place to assist the person with getting the essential supplies necessary offer that assistance.
- Be aware that you may have employees who become uncomfortable working in an area, office or facility where someone who tested positively for the virus worked, out of fear of also contracting the virus. When an employee refuse to work in these areas, they are exercising their right to refuse dangerous work (in good faith). While the right to refuse work is generally under provincial legislation, most jurisdictions follow similar guidelines. Manitoba's guidance on how to respond can be found here: https://www.gov.mb.ca/asset_library/en/coronavirus/workplaces-right-to-refuse-dangerous-work.pdf

6. COMMUNICATION

Communicating with your team throughout this process will be key, long before you begin operations again.

- As a matter of best practice, ensure that you are communicating openly and transparently throughout the process while still respecting medical confidentiality. This includes not only individual communication with affected employees, but proactive all-employee communications outlining your business continuity plan for next steps following a positive diagnosis, the steps the organization has taken towards disinfecting impacted

units, any additional health and safety measures to be implemented and even links to supports, including counselling resources or an employee EAP. Communicate with empathy and authority. Be mindful that misinformation abounds and direct employees to sources like Health Canada and the provincial health authority for news and information.

- As you prepare to ramp back up again, it will be important to let your people know that they will be expected to come back to work with advance notice so that they can make the necessary arrangements in their personal lives.
- Inform your suppliers that your order levels will be returning to pre-positive test levels so that they can get prepared to provide materials and services at the necessary levels.
- Communicate what steps were taken to disinfect the facility to your team, along with what to do if they are have concerns. Ensuring that they are aware of what's been done to protect them will help manage their concerns. Be prepared to provide support through your Employee Assistance Program

7. BEST PRACTICES

To help reduce the spread of communicable diseases and viruses, including COVID-19, prevention is the best medicine. Post and encourage workers to follow these guidelines, and create a culture and business processes that support compliance:

- Encourage employees to NOT come to work if they are feeling unwell (e.g., coughing, sneezing, fever or runny nose)
- Review sick-leave policies to encourage employees to stay home when ill, to reduce transmission to other coworkers and clients
- Review requirements for medical (sick) notes, to reduce burden on the health care system and additional exposure to ill individuals
- Provide clean handwashing facilities and alcohol-based hand cleansers in multiple locations throughout the building (e.g., entrances, boardrooms and break rooms).
- Post signage in the workplace in multiple languages, encouraging proper cough etiquette and hand hygiene. Share Health MB has [cough etiquette signage](#) available for download in 32 languages common to Canada
- Regularly clean workstations and objects with disinfectants that are touched frequently, such as doorknobs, handles, elevator buttons and railings. Increase the frequency of cleaning workstations and worksites in line with current COVID-19 risk levels for your jurisdiction
- Provide boxes of tissues and encouraging their use
- Remind staff to avoid sharing cups, glasses, dishes or cutlery, and ensuring cups, glasses, dishes, and cutlery are thoroughly cleaned using soap and warm water after each use, or placed in the dishwasher for cleaning
- Remove magazines, papers and other objects that cannot be cleaned from common rooms, such as cafeterias, kitchens, break rooms and waiting areas
- Ensure ventilation systems are working properly, including opening windows as weather permits

[VIEW COMPLETE MADE SAFE DOCUMENT](#)

NOTE: This information is intended as best practice guidance, not as medical or legal advice. Information about the Coronavirus changes rapidly. Always refer to a public health authority for medical advice, and consult legal counsel regarding legislative concerns.