

COVID-19

Service Provider Reopening Plan Template & Checklist

This template provides a tool that service providers (e.g. community agencies, businesses, etc) can use in preparing their Ottawa workplace to reopen. By completing this template, you are ensuring the health and safety of your employees, clients and customers. This plan does not have to be submitted to the City. It provides you and your employees with a tool to ensure important public health measures are put in place.

Date: _____

Name of Business/Service Provider: _____

1. Physical Distancing

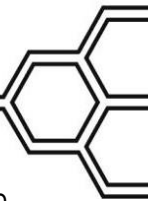
Physical distancing means staying at least 2 metres (or 6 feet) away from other people whenever possible.

Physical Distancing Measures....	Steps Taken to Ensure Physical Distancing
Between employees/ other vendors and or suppliers coming on site	e.g. – assigned workstations that are separated by 2 metres
Between clients/customers	e.g. – directional signs on floor to avoid meeting in aisles
Between employees and clients/customers	e.g. – barrier in place between cashier and customer

2. Develop an exclusion policy to identify employees requiring self-isolation

Management will clearly communicate to all staff the exclusion policy in place for any employee displaying symptoms of COVID-19. An exclusion policy should contain the following:

- Employees/contractors must self-monitor for symptoms and report to their supervisor if they have concerns about possible COVID exposure or possible symptoms.
- On a daily basis, anyone accessing the workplace should be asked to self-assess and to not enter the workspace if they have symptoms of COVID-19.
- Any employee/contractor developing symptoms of COVID-19 at work must immediately perform hand hygiene, put on a cloth mask, report to manager, avoid contact with staff and leave as soon as it is safe to do so.
- Symptomatic staff will be required to self-isolate until tested for COVID-19 and the results are confirmed. Testing is available for all Ottawa residents who believe they may be at risk for contracting COVID-19.



- If the test results are negative for COVID-19 but the staff member remains ill and/or symptomatic, they should not report to work. The employee may return to work 24 hours after symptom resolution, defined as resolution of fever and improvement in respiratory and other symptoms.

More Common Symptoms of COVID-19 include:

- fever (feeling hot to the touch, a temperature of 37.8 degrees Celsius or higher)
- shortness of breath (out of breath, unable to breathe deeply)
- sore throat
- difficulty swallowing
- runny, stuffy or congested nose (not related to seasonal allergies or other known causes or conditions)
- lost sense of taste or smell
- digestive issues (nausea/vomiting, diarrhea, stomach pain)

A detailed list of symptoms can be found on the Province of Ontario [website](#).

3. Complete the attached **Service Provider Reopening Checklist**

The checklist (attached) will help guide you through all aspects of reopening.

4. Ensure all employees and contractors complete the self-screening questionnaire daily.

Prior to beginning work each day, every employee must sign and date the [employee self-screening questionnaire](#). It is recommended that the employer collect these forms, to ensure they are completed daily. It is also important to ensure schedules are kept up to date and that employees workplace movements are tracked. In the event of an employee testing positive for COVID-19 this information will help Ottawa Public Health identify other settings at risk.

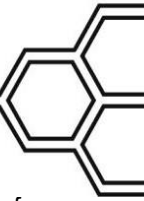
5. Enhanced Cleaning and Disinfection of Shared Areas and Hard Surfaces

Educate yourself and your employees on the difference between cleaning and disinfecting and document the types of products to be used. Identify where on-site they should be used and how often the area should be clean/disinfected. It is also important to identify the most frequently touched surfaces in your workplace (ex. doors, photocopiers) and identify strategies to clean these high touch surfaces more often. Review Public Health Ontario’s Cleaning and Disinfection for Public Health Settings [fact sheet](#).

Cleaning products removes visible soil and/or dirt and impurities from surfaces or objects. This process does not necessarily kill bacteria and viruses but by removing them, regular cleaning lowers their numbers and the risk of spreading infection.

Disinfecting products use chemicals to destroy bacteria and viruses on surfaces or objects. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection. Refer to Health Canada’s [list of hard surface disinfectants](#) for use against COVID-19

Cleaning & Disinfecting products			
Mixing instructions			
Cleaning – Location	Frequency	Disinfecting - Location	Frequency
e.g. - floors	at closing	e.g. – POS terminal	after each use
e.g. – desk tops	daily	e.g. – toilet handle	twice daily



6. Hand Washing /Sanitizer Stations

Document where on-site hand sanitizing stations are located. Practicing good hygiene is an essential part of preventing the spread of COVID-19. To protect yourself and others from getting sick, take the following precautions:

- wash your hands often (in addition to routine times such as after using the washroom, before eating, when handling food for the public),
- cough/sneeze into your elbow or tissue and throw away,
- avoid touching your eyes, nose and mouth with your hands,
- use alcohol-based hand sanitizer if soap and water are not readily available.

Hand Sanitizing Stations	Location
Staff	e.g. – lunch room, washrooms, behind cash, etc
Public	e.g. – portable(s) located at store entry

7. Cloth Masks

Keeping a 2-metre distance is important, but it isn't always possible (e.g., in a grocery store, on the bus). Wearing a cloth mask adds an extra layer of protection, especially for others in case you have COVID-19; it may also help reduce your risk in case others have COVID-19. It is up to employers to determine if cloth masks will be used at their workplace. Additional information on [masks](#) can be found at the Ottawa Public Health website.

8. Capacity Limits

Operations will need to determine their own capacity limit based on physical distancing. An employee should be assigned to monitor capacity. Seek opportunities to adjust and or stagger employee schedules in an effort to minimize the number of employees in the space at one time.

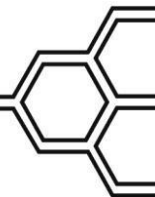
9. Higher Risk Individuals

It is important to identify and create a strategy to help protect employees, clients and customers who are at higher risk of severe illness (e.g. grocery stores all older adults earlier hours, etc)

10. Additional directives/guidance

Consider any additional directives and/or guidance relevant to your operation and elaborate on how these will be integrated into your operations in your plan. Applicable guidance can be found online at <https://www.ottawapublichealth.ca/en/>.

Note: This template has been developed as a guide to help businesses/service providers develop a COVID-19 specific operational plan. This form does not need to be submitted to Ottawa Public Health, but it is recommended that a copy of this be maintained on site for employee reference.



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Service Provider Reopening Checklist

Service providers (e.g. community agencies, businesses, etc.) across Ottawa are being asked to modify their operations to ensure the safety of their employees, clients and customers. This checklist provides a list of actions to consider when reopening.

Review the Latest Information and Legislation

- ┆ According to provincial legislations, my business or service has been [approved to reopen](#)
- ┆ Reviewed the relevant sector [resources to prevent COVID-19 in the workplace](#)
- ┆ Review the [Risk Mitigation](#) for Workplaces produced by Health Canada
- ┆ Visited the Ottawa Public Health [website](#) to learn more about COVID 19
- ┆ Review your service delivery model to assess whether your employees can work from home

Prepare a Reopening Plan

- ┆ Used the template to assist in the development of a reopening plan
- ┆ Train staff on new procedures/requirements

Acquire PPE

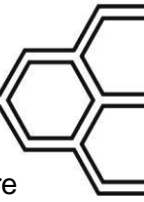
- ┆ Hand sanitizer with 70-90% alcohol concentration
- ┆ Soap (and water) & paper towels
- ┆ Non-medical masks (cloth masks) when physical distancing of 2 metres is not possible

Acquire Cleaning and Disinfection Materials

- ┆ [Cleaning disinfectants](#) that have a (DIN) drug identification number (Review Ottawa Public Health's [cleaning and disinfectants checklist](#))
- ┆ Refer to Health Canada's [list of hard surface disinfectants](#) for use against COVID-19

On-Site Preparations

- ┆ Determine the number of people allowed in your workspace for ease of movement while maintaining two metres/six feet of distance from others
- ┆ Take a walk through the premise/workplace to identify areas needing adjustments, to reduce the spread of COVID-19, based on public health requirements
- ┆ Post physical distancing signage
- ┆ Post signage for handwashing in washrooms and at hand washing stations
- ┆ Post self-screening signage at the entrance
- ┆ Install directional arrows and 2-metre distance lines
- ┆ Clean and disinfect washrooms, and ensure adequate supplies are available.
- ┆ Reconfigure break rooms/areas and eating areas for staff to physically distance
- ┆ Clean and disinfect all non-food contact surfaces, including high touch areas such as door handles and equipment knobs
- ┆ Remove magazines and soft/porous items such as cushions and rugs that are difficult to sanitize
- ┆ Identify opportunities to physically engineer your space for additional safety (ex. installing plexi-glass sneeze guards, wider spaces between display tables etc..)
- ┆ Identify if any legislated inspections are required prior to reopening (ex. swimming pools must be inspected prior to reopening)
- ┆ Use a "wipe-twice" method to clean and disinfect. Wipe surfaces with a cleaning agent to clean off soil and wipe again with a disinfectant



- ┌ Consider impacts of using cloth masks in your setting (e.g. cloth masks in hot kitchen might require more hydration breaks for staff)

Supporting your employees

- ┌ Educate employees on proper hand hygiene and respiratory etiquette
 - Wash hands with liquid soap and warm water for at least 15 seconds frequently, before and after the handling of personal protective equipment and after each interaction
 - Cover cough or sneeze with the elbow or a tissue, immediately throw the tissue in the garbage and wash hands
- ┌ Employees are aware that if they are sick, they should not report to work
- ┌ Ensure a list of employee names, dates of birth, phone numbers, and a log of shifts worked is available for contact tracing purposes
- ┌ Employees are aware Ottawa Public Health has a webpage devoted to [Mental Health and COVID 19](#)
- ┌ Employees are aware and comfortable speaking to following five public health measures
 - Maintain a physical distance of 2 metres (6 feet) away from others
 - Wear cloth masks when maintaining physical distancing is not possible
 - Wash hands with soap and water often or use hand sanitizer
 - Do not touch your face with unwashed hands
 - Clean frequently touched surfaces regularly

Protecting the health of your employees, clients and customers

- ┌ Place self-screening poster at the entrance to ensure clients/customers do not enter if they have COVID-19 symptoms to avoid spreading the virus
- ┌ Request visitors to your premise to use the hand sanitizing station upon arrival
- ┌ Encourage the use of cloth masks
- ┌ Remind clients/customers to maintain a physical distance of 2 metres (6 feet) from others
- ┌ Identify how you will help protect clients and employees who are at higher risk of severe illness

Print and Post Signage

- ┌ [Hand washing poster - English \[pdf - 930 KB\]](#)
- ┌ [Hand sanitizing poster - English \[pdf - 5.4 MB\]](#)
- ┌ [Cough etiquette poster - English \[pdf - 3 MB\]](#)
- ┌ [Physical Distancing](#)
- ┌ [Poster: Elevator Etiquette](#)
- ┌ [Self Assessment poster](#)
- ┌ [Cleaning and Disinfecting in Public Settings](#)
- ┌ [Safely Putting On and Taking Off a Non-Medical Mask \(e.g. cloth mask\)](#)