



POST-PANDEMIC BUSINESS PLAYBOOK

Service Sector Addendum

WORKPLACE SAFETY & PREVENTION SERVICES

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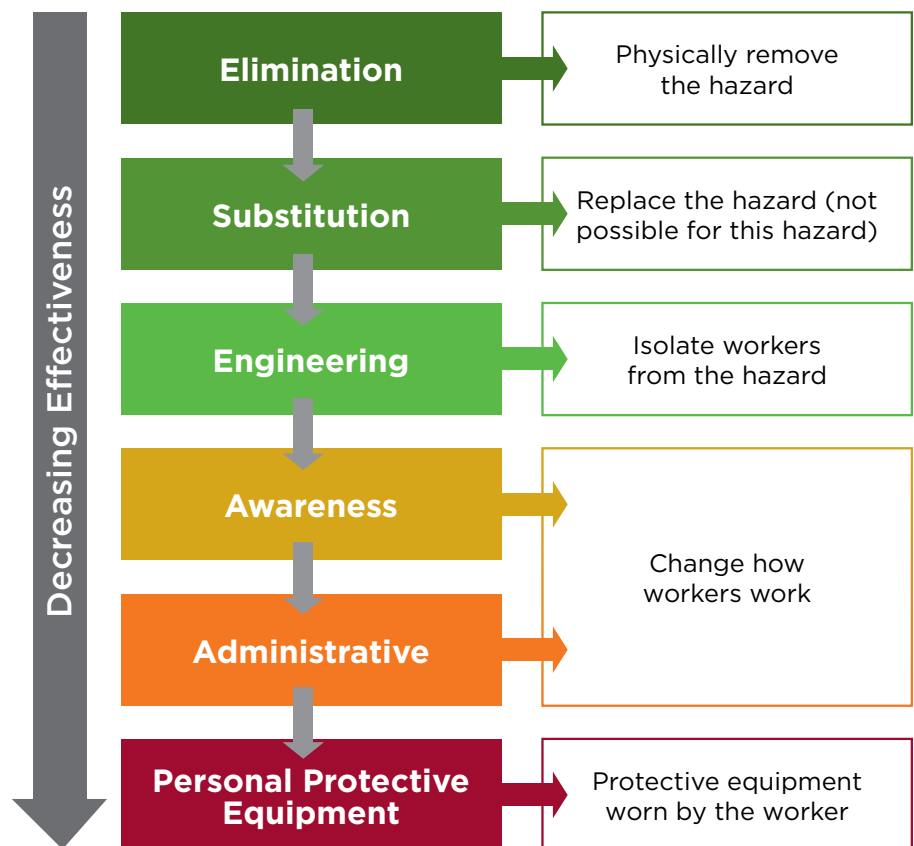
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INTRODUCTION

This addendum is intended to be used in conjunction with the Post-Pandemic Business Playbook to support the selection and implementation of controls to reduce the risk of COVID-19 exposure in the workplace. The information in this addendum, although a great starting point for employers, may not be adequate for all workplaces. A detailed review of site specific risk factors will support a safer workplace.

Each workplace is unique and therefore should implement controls based on the level of risk in their workplace. This begins with conducting a risk assessment and using the hierarchy of controls to help reduce the risk of COVID-19 exposure. The risk can be further mitigated by implementing a combination of controls.





Some controls may be more difficult to implement than others (e.g. engineering controls versus administrative controls). The examples provided herein are based on best practices and the most current information available on COVID-19 transmission from the Public Health Ontario (PHO) and the Public Health Agency of Canada (PHAC). It is important that workplaces are aware of the most current government direction and implement controls as appropriate. Where available, employers are encouraged to review supporting documentation and seek further guidance from their local public health units.

When elimination, engineering and administrative controls are not adequate in reducing the risk to an acceptable level, protective equipment can be considered. The employer is responsible for ensuring adequate supplies of protective equipment are available at the workplace, as required by the company's hazards risk assessment. Please review the Protective Equipment section of the Post-Pandemic Playbook.



A FOCUSED LOOK AT RISK FACTORS AND CONTROLS IN THE SERVICE SECTOR

Wherever workers may have contact with co-workers, members of public and/or various surfaces there is the potential for the spread of COVID-19. It is important that employers review how they can minimize these risks within the workplace.

Employers should anticipate and recognize the risk of COVID-19 in the workplace and use the hierarchy of controls to further protect their workers. When implementing new controls, it is important that they do not affect other safety controls (i.e. emergency stops, access/egress, heat stress, etc.) already implemented in the workplace. The following table provides a variety of controls that may assist the service sector by providing considerations for various risk factors, however it does not provide an inclusive list of options available.

The controls listed in the table below are made in addition to the following controls:

- Health screening (onsite and self-screen)
- Physical distancing (2 metres or 6 feet), where distancing cannot be established, communicate specific work procedures to minimize exposure
- Personal hygiene (including access to handwashing/hand sanitizers, cough and sneeze etiquette)
- Increased cleaning and sanitation

POTENTIAL RISK & EXAMPLES	SAMPLE CONTROLS
Close Contact with Customers/ Members of Public <ul style="list-style-type: none">▪ Entrances/exits▪ Aisles▪ Parking lots▪ Transfer of goods/materials▪ Transaction desks/counters▪ Close-contact services▪ Elevators▪ Dining room	<ul style="list-style-type: none">▪ Contact-free curbside delivery, pick-up or drop-off box▪ Physical barriers between work areas▪ Reorganise room layout for physical distancing▪ Increase walkway width▪ Close every other transaction desks/counters▪ One-way entry/exit▪ Limit worker/public interaction time where possible▪ Restock during off-peak hours▪ Cordon off area for active work▪ Limit the number of people inside the workplace▪ Defined handwashing schedule▪ Customer/members of public traffic signage (e.g. floor markings)▪ Refer to government guidelines regarding face coverings where recommended and/or where other controls may not be possible



POTENTIAL RISK & EXAMPLES	SAMPLE CONTROLS
Financial Transactions & Administration <ul style="list-style-type: none">▪ Point of sale terminals▪ Cashier▪ Cash exchanges	<ul style="list-style-type: none">▪ Limit cash exchange; use debit or credit or other online payment platforms▪ Physical barriers▪ Point of sale terminals reorganization that allows people to be 2 metres apart from each other (e.g. opening every other point of sales terminal)▪ Defined handwashing schedule▪ Customer/members of public traffic signage (e.g. floor markings)▪ Refer to government guidelines regarding face coverings where recommended and/or where other controls may not be possible
Shared Spaces <ul style="list-style-type: none">▪ Break rooms▪ Lunch rooms▪ Locker rooms▪ Prep area▪ Elevators▪ “High touch” areas▪ Kitchen▪ Maintenance closet▪ Elevator	<ul style="list-style-type: none">▪ Physical barriers▪ Workspace design or reorganization that allows people to be 2 metres apart from each other▪ Limit the number of workers in smaller spaces that does not allow for 2 metres separations▪ Staggered use of common space▪ Reduce furniture in common areas▪ Conducting breaks outdoor – increased room▪ Refer to government guidelines regarding face coverings where recommended and/or where other controls may not be possible
Shared Use of IT/Technology Equipment <ul style="list-style-type: none">▪ Walkie-talkies▪ Cellphones▪ Computers▪ Handheld scanners▪ Point-of-sales systems▪ Time clocks	<ul style="list-style-type: none">▪ Reduce shared use of IT/technology equipment; individually assigned▪ Use of voice-activation or speakerphone options▪ Defined handwashing schedule
Shared Use of Company Vehicles <ul style="list-style-type: none">▪ Golf carts▪ Company vehicles	<ul style="list-style-type: none">▪ Reduce shared use of company vehicles; individually assigned▪ Clean and sanitise vehicles between uses▪ Defined handwashing schedule



POTENTIAL RISK & EXAMPLES	SAMPLE CONTROLS
Shared Use of Equipment/ Materials/Articles/Things <ul style="list-style-type: none">▪ Lifting devices▪ Carts▪ Lawn mowers▪ Knives and utensils▪ Pots/pans▪ Hand tools▪ Yard equipment▪ Hardcopy documents	<ul style="list-style-type: none">▪ Reduce shared use of equipment/materials/articles/things; individually assigned when possible▪ Clean and sanitize between uses▪ Defined handwashing schedule
Receiving Deliveries <ul style="list-style-type: none">▪ Parts/supplies▪ Raw goods▪ Documentation and packages	<ul style="list-style-type: none">▪ Delivery personnel – pre-screening▪ Physical barriers▪ Relocate driver’s waiting area to outside the building▪ Communicate at a distance or through telephone▪ Online platform to confirm receipt of delivery▪ Eliminate/minimize exchange of paperwork▪ Defined handwashing schedule
Shipping Deliveries <ul style="list-style-type: none">▪ Sold products▪ Documentations and packages	<ul style="list-style-type: none">▪ Contact-free shipping area for pick-up▪ Online platform to confirm receipt of shipment▪ Communicate at a distance or through telephone▪ Eliminate/minimize exchange of paperwork
Contact with Common Surfaces/ Materials/Articles/Things with Customers/Members of Public <ul style="list-style-type: none">▪ Public washrooms▪ Entrance/exits▪ Product shelves/racks▪ Products & surfaces▪ Receipts▪ Laundry services▪ Shopping carts/baskets	<ul style="list-style-type: none">▪ Physical barriers▪ Workspace reorganization that allows people to be 2 metres apart from each other▪ Reduce furniture in common area▪ Reduce exchange of equipment/materials/articles/things with customers/members of public▪ Defined handwashing schedule▪ Set up an area to quarantine potentially contaminated materials/articles/things where applicable
Waste Disposal <ul style="list-style-type: none">▪ Waste receptacles▪ Packaging	<ul style="list-style-type: none">▪ Limit number of workers to handle waste▪ Place waste and waste receptacles in assigned areas away from workers▪ Establish route for collection of waste▪ Use tools/equipment to pick up waste where possible



POTENTIAL RISK & EXAMPLES

Maintenance Work

- Going into private residences
- Equipment servicing

SAMPLE CONTROLS

- Limit maintenance work to off-peak hours
- Limit the number of workers within the area of concern; ensuring people are 2 metres apart from each other
- Section off equipment/machinery during maintenance
- Clean and sanitize equipment between uses
- Defined handwashing schedule
- Consider increasing airflow and air exchange in area
- Refer to government guidelines regarding face coverings where recommended and/or where other controls may not be possible



WSPS REFERENCE DOCUMENTS

- [CCOHS Pandemic \(COVID-19\) Tip Sheet - Retail](#)
- [CCOHS Pandemic \(COVID-19\) Tip Sheet – Restaurants and Food Services](#)
- [CCOHS Pandemic \(COVID-19\) Tip Sheet - Home Delivery and Couriers](#)
- [MLTSD Restaurant and food services health and safety during COVID-19](#)
- [WSPS COVID-19 Sector-Specific Health and Safety Guidance Documents](#)
- <https://www.ontario.ca/page/resources-prevent-covid-19-workplace>
- [Guidance note for restaurant and food services sector](#)
- [Retail Council of Canada](#)
- [Public Health Ontario](#)
- <https://www.ashrae.org/technical-resources/resources>
- <https://www.conferenceboard.ca/insights/covid-19?AspxAutoDetectCookieSupport=1>

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