



# Keeping Ontario Safe and Open **BUILDING YOUR SAFETY PLAN**

## **Mall Operators**

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December 8, 2020



To “ask a question”



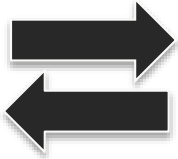
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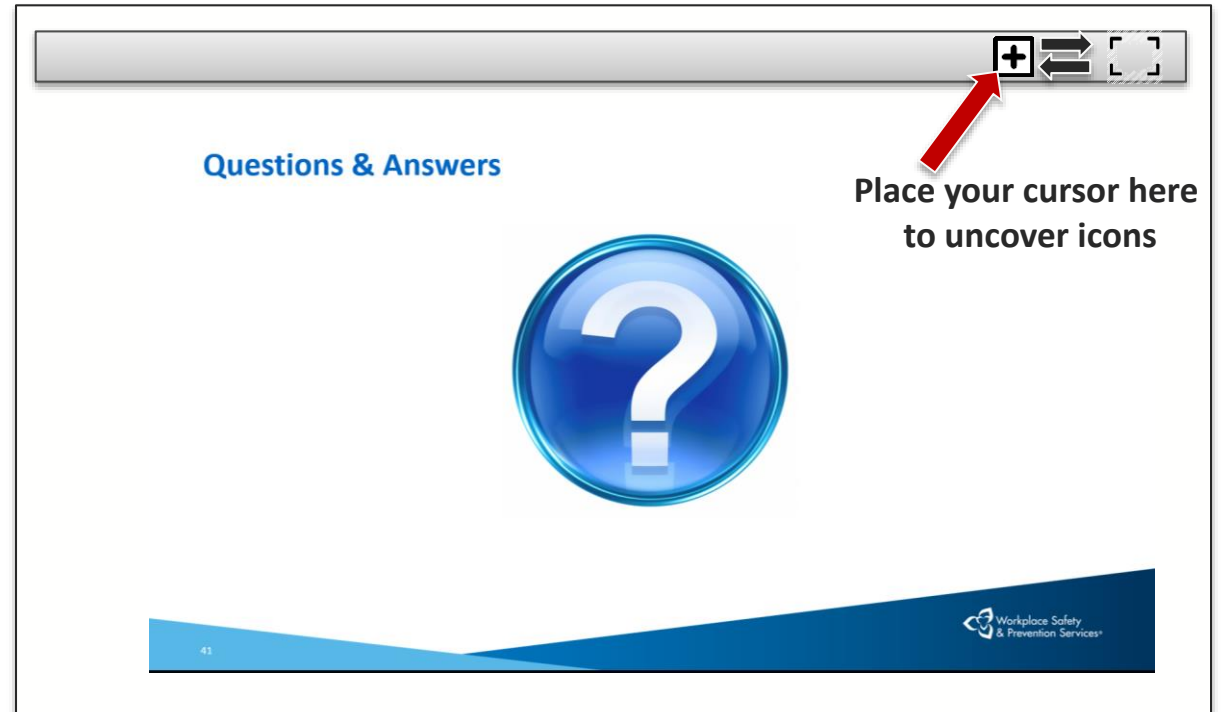
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## If you require more information...

- If at any point during this presentation you require more information and would like to be contacted by a WSPS consultant, please provide your name and email in the question box and a representative will follow up with you

# DISCLAIMER

NOTE: This document is intended for informational purposes only to provide an overview of the potential hazards posed in the workplace due to COVID-19. It is not intended as medical or scientific advice, to provide a comprehensive risk assessment for all workplaces, or to replace any legislated workplace safety obligations. Due to the ongoing evolution of the situation in Ontario and around the world, this document may be used as a guide for Employers in addition to guidance delivered by government and public health authorities, including, but not limited to the [World Health Organization \(WHO\)](#), [Ontario Ministry of Health, Public Health Ontario](#) and the [Centers for Disease Control and Prevention \(CDC\)](#). Any use which is made of this document by any Employer, or any reliance on or decisions to be made based on it, is the responsibility of the Employer. WSPS and its partners, officers, directors, employees, agents, representatives, suppliers and service providers accept no responsibility for any errors or omissions in content or for damages of any kind or nature suffered by any Employer or any third party as a result of use of or reliance on this communication.

# Keeping Ontario Safe and Open: Building Your Safety Plan for Mall Operators

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# COVID-19 Response Framework: \*Keeping Ontario Safe and Open

On November 3, 2020, the Government of Ontario released the **Keeping Ontario Safe and Open Framework**.

In consultation with the Chief Medical Officer of Health and other health experts, the Ontario government has developed the Keeping Ontario Safe and Open Framework. It ensures that public health measures are targeted, incremental and responsive to help limit the spread of COVID-19, while keeping schools and businesses open, maintaining health system capacity and protecting vulnerable people, including those in long-term care.

\*Reference: [New COVID 19 Framework Keeping Ontario Workplaces Safe and Open](#)

# General Public Health Measures (For businesses, organizations & facilities, and face coverings)



## Public Health Advice, Recommendations and Instructions

Businesses or organizations must operate in compliance with the advice, recommendations, and instructions of public health officials, including any advice, recommendations or instructions on physical distancing, cleaning or disinfecting. Check with your local public health unit for any additional advice, recommendations or instructions.

## Screening

Businesses or organizations must operate in compliance with the advice, recommendations instructions issued by the Office of the Chief Medical Officer of Health on screening individuals. This includes:

- Workplaces must screen any workers or essential visitors entering the work environment. See the [COVID-19 Screening Tool for Workplaces](#) for more information.
- Some businesses or organizations must screen patrons. Where this is required, it is noted in subsequent slides.

## Personal Protective Equipment including Eye Protection

Personal protective equipment that provides protection of the eyes, nose, and mouth, is required if a worker is required to come within 2 metres of another person who is not wearing a face covering.

## Capacity Limits

All businesses or facilities must limit capacity so that every member of the public is able to maintain two metres of physical distancing from every other person. Some businesses or facilities have additional capacity restrictions. Where additional capacity restrictions are in place, it is noted in subsequent slides.

## Cleaning and Disinfection

Businesses or places that are open shall ensure that equipment, washrooms, locker rooms, change rooms, showers that are accessible to the public are cleaned and disinfected as frequently as is necessary to maintain a sanitary condition.

## Face Coverings

Face coverings are required to be worn by members of the public and workers in indoor public places and workplaces, with limited exceptions.

## Safety Plans

Safety plan required in higher risk settings.

Requirement for all businesses/organizations open in Lockdown to have a COVID-19 workplace safety plan.



# Organized Public Events, Social Gatherings, and Religious Services, Rites and Ceremonies

<b>PREVENT</b> (Standard Measures)	<b>PROTECT</b> (Strengthened Measures)	<b>RESTRICT</b> (Intermediate Measures)	<b>CONTROL</b> (Stringent Measures)	<b>LOCKDOWN</b> (Maximum Measures)
<p><b>Limits for certain organized public events and social gatherings</b> where physical distancing can be maintained:</p> <ul style="list-style-type: none"> <li>• 10 people indoors</li> <li>• 25 people outdoors</li> </ul> <p>This includes functions, parties, dinners, gatherings BBQs or wedding receptions held in private residences, backyards, or parks.</p>	<p>Same as previous level</p>	<p>Same as previous level</p>	<p><b>Limit for all organized public events and social gatherings</b>, where physical distancing can be maintained:</p> <ul style="list-style-type: none"> <li>• <b>NEW</b> 5 people indoors</li> <li>• 25 people outdoors</li> </ul>	<p><b>No indoor organized public events and social gatherings</b>, except with members of the same household.</p> <p><b>Limit for outdoor organized public events and social gatherings</b>, physical distancing can be maintained:</p> <ul style="list-style-type: none"> <li>• 10 people outdoors</li> </ul> <p>Virtual and drive-in gatherings and events permitted.</p>
<p><b>Limits for organized public events and social gatherings</b> where physical distancing can be maintained:</p> <ul style="list-style-type: none"> <li>• 50 people indoors</li> <li>• 100 people outdoors</li> </ul> <p>This includes events and gatherings in staffed businesses and facilities.</p>	<p>Same as previous level</p>	<p>Same as previous level</p>	<p>Same as previous level</p>	<p><b>Weddings, funerals and other religious services, rites or ceremonies</b> where physical distancing can be maintained:</p> <ul style="list-style-type: none"> <li>• 10 people indoors</li> <li>• 10 people outdoors</li> </ul> <p>Virtual and drive-in services, rites or ceremonies permitted</p>
<p><b>Limits for weddings, funerals and other religious services, rites or ceremonies</b>, where physical distancing can be maintained:</p> <ul style="list-style-type: none"> <li>• 30% capacity of the room indoors</li> <li>• 100 people outdoors</li> </ul>	<p>Same as previous level</p>	<p>Same as previous level</p>	<p>Same as previous level</p>	<p><b>Weddings, funerals and other religious services, rites or ceremonies</b> where physical distancing can be maintained:</p> <ul style="list-style-type: none"> <li>• 10 people indoors</li> <li>• 10 people outdoors</li> </ul> <p>Virtual and drive-in services, rites or ceremonies permitted</p>

# COVID-19 levels by region

Find out which level your region is in. The changes marked with an asterisk (\*) are effective on Monday, December 7, 2020 at 12:01 a.m.

Regions are based on public health unit boundaries. [Find your public health unit](#). In addition to the provincial health measures, some municipalities and local medical officers of health have added their own regional restrictions or requirements. Check your local public health unit or municipality's website for details using the links below. Links to public health units will direct you to separate websites.



## Prevent (standard measures) – green

Restrictions reflect broadest allowance of activities in Stage 3. Highest risk settings remain closed. [Learn about the public health measures for prevent \(green\).](#)

- Algoma Public Health
- Leeds, Grenville and Lanark District Health Unit
- North Bay Parry Sound District
- Porcupine Health Unit
- Renfrew County and District Health Unit
- Timiskaming Health Unit

- Fitting rooms must be limited to non-adjacent stalls
- Line-ups and patrons congregating outside venues managed by venue; 2 metre distance and face covering required



## Protect (strengthened measures) – yellow

Enhanced targeted enforcement, fines and enhanced education to limit further transmission. Public health measures for high risk settings. [Learn about the public health measures for protect \(yellow\)](#).

- Chatham-Kent Public Health
- Eastern Ontario Health Unit
- Grey Bruce Health Unit
- Haliburton, Kawartha, Pine Ridge District Health Unit\*
- Hastings and Prince Edward Counties Public Health

Kingston, Frontenac and Lennox and Addington Public Health

Lambton Public Health

Northwestern Health Unit

Peterborough Public Health

Public Health Sudbury and Districts

- Fitting rooms must be limited to non-adjacent stalls
- Line-ups and patrons congregating outside venues managed by venue; 2 metre distance and face covering required
- Limit volume of music to be low enough that a normal conversation is possible
- For malls, a [safety plan](#) is required to be prepared and made available upon request



## Restrict (intermediate measures) – orange

Enhanced measures, restrictions and enforcement, avoiding any closures. [Learn about the public health measures for restrict \(orange\).](#)

- Brant County Health Unit
- Haldimand-Norfolk Health Unit
- Huron Perth Public Health
- Middlesex-London Health Unit\*
- Niagara Region Public Health
- Ottawa Public Health
- Simcoe Muskoka District Health Unit
- Southwestern Public Health
- Thunder Bay District Health Unit\*
- Wellington-Dufferin-Guelph Public Health



## Retail

- Fitting rooms must be limited to non-adjacent stalls
- Line-ups and patrons congregating outside venues managed by venue; 2 metre distance and face covering required
- Limit volume of music to be no low enough that a normal conversation is possible
- Screening of patrons is required, in accordance with instructions issued by the Office of the Chief Medical Officer of Health
- Requirement to maintain 2 metres while standing in line and flow management
- For malls a [safety plan](#) is required to be prepared and made available upon request



## Control (stringent measures) – red

Broader-scale measures and restrictions across multiple sectors to control transmission (return to modified Stage 2). Restrictions are the most severe available before widescale business or organizational closure. [Learn about the public health measures for control \(red\).](#)

- [Durham Region Health Department](#)
- [City of Hamilton Public Health Services](#)
- [Halton Region Public Health](#)
- [Region of Waterloo Public Health and Emergency Services](#)
- [Windsor-Essex County Health Unit](#)
- [York Region Public Health](#)



## Retail

- Fitting rooms must be limited to non-adjacent stalls
- Line-ups and patrons congregating outside venues managed by venue; 2 metre distance required inside and outside; face covering also required while in line
- Limit volume of music to be low enough that a normal conversation is possible
- Screening of patrons is required, in accordance with instructions issued by the Office of the Chief Medical Officer of Health
- For malls:
  - Maximum number of patrons permitted to be seated indoors in mall food court is 10
  - A [safety plan](#) is required to be prepared and made available upon request





## Lockdown (maximum measures) - grey

Widescale measures and restrictions, including closures, to halt or interrupt transmission (modified Stage 1 or pre-Stage 1). [Learn about the public health measures for lockdown \(grey\).](#)

- [Peel Regional Health Unit\\*](#)
- [Toronto Public Health\\*](#)

For businesses that are permitted to operate in a grey zone (lockdown), you are required to have a safety plan. This is effective November 30, 2020.



## Retail

- Retail generally permitted to be open for curbside pick-up or delivery only (in-person retail shopping not permitted) with some exceptions:
  - Supermarkets, grocery stores, convenience stores, hardware stores, other retailers selling groceries, beer and wine and liquor stores, pharmacies and safety supply stores permitted to be open for in-person shopping
  - 50% capacity limits where in-person shopping is permitted
  - Motor/recreational vehicle sales permitted to be open for in-person shopping by appointment only and other restrictions
  - Garden centres, plant nurseries: indoor by appointment. Permitted if public remains outdoors or by curbside pick-up or delivery
  - Outdoor markets, including farmer's markets and holiday markets, permitted with restrictions
- Retail outlets in malls permitted to be open for pick-up or delivery (in-person retail shopping not permitted)
  - Access to shopping malls for limited purposes, including access to businesses and organizations permitted to be open (e.g., pharmacy, dentist); food court open for take-away; malls may also establish designated pick-up points inside or adjacent to the mall
  - Subject to general rule for businesses that are open must maintain 2 metre distance while standing in line inside and outside

For businesses that are permitted to operate in a grey zone (lockdown), you are required to have a safety plan. This is effective November 30. Note, all personal care is closed in grey (lockdown areas).

# Mandatory Safety Plans

Employers are required to have a **safety plan** available upon request in the following sectors in health units that are in level yellow, orange, and red.

For businesses who are allowed to be open in grey (lockdown), a safety plan is also required:

- Restaurants, bars and food or drink establishments
- Facilities for sports and recreational activities
- Meeting and event spaces
- **Retail**
- Personal care services
- Casinos, bingo halls and gaming establishments
- Cinemas
- Performing arts facilities

# COVID-19 safety plan: Elements and Snapshot

- 1. Communicating – How will you ensure all workers know how to keep themselves safe from exposure to COVID-19?**
  - What guidance will you need to provide?
- 2. Screening – How will you screen for COVID-19?**
  - How you will stay current about what symptoms to look for?
- 3. Preventing transmission – How will you control the risk of transmission in your workplace?**
  - What engineering and administrative controls will you use?
- 4. What will you do if there is a potential case, or suspected exposure to COVID 19 in your workplace?**
  - What is the contact information for your local public health unit?
- 5. How will you manage any new risks caused by changes to the way you operate your business?**
  - With workers, review existing critical risks and whether work practice changes will affect your current risk management strategy.
- 6. How will you make sure your plan is working?**
  - Who is responsible for evaluating how things are working and for adapting the plan as you find better/easier ways to do things?

+ Safety Plan Snapshot

# Safety Plan element 1: Communication

**Communicating – How will you ensure all workers know how to keep themselves safe from exposure to COVID-19?**

- How will you share information?
- Do you need new or more frequent types of communication?
- Where will you update yourself on new COVID-19 guidance?

# Safety Plan element 1: Communication

## Example of a plan....Shop Happy Small Mall Operations

- **Internal Communications:**
  - The Operations Manager and JHSC Co-Chair will check Ontario.ca and York Region Public Health website every Monday for updates including check of regional colour and updates, this will be shared with site supervisors who will follow up at their regular (weekly) team meetings.
  - This Safety Plan will be emailed to all staff
- **Customer Communications:**
  - Site Supervisors will ensure that any notices required by public health or other government regulations are printed and posted visibly at all open public entrances at each mall.
  - Operations Manager will review the social media and voice mail at least once a week and ensure that they are updated to let customers know how we are working safely and what has changed.
  - If our region is in the Orange level, a staff member (greeter) will be stationed at each open public entrance to remind customers of masking requirements and will complete screening by asking each customer the screening questions before they are permitted to enter.

# Safety Plan element 2: Screening

## Workers, customers and visitors

### Screening – How will you screen for COVID-19?

- Will you use a screening checklist?
- Who will do the screening?
- Who needs to be screened and how often?

## Safety Plan element 2: Screening

### Example of a Plan.... Shop Happy Small Mall Operations

- Staff will be required to participate in screening at the start of each shift using the [Ontario COVID-19 Screening Tool for Workplaces](#) each day before leaving home. Staff will submit their screening report via e mail to their supervisor, or they can complete the paper screening form upon arrival at work.
- Signs are posted at each service entrance asking all work-related visitors (deliveries, contractors, etc) to call the manager on duty prior to entry, the manager will ask questions in the Ontario COVID-19 Screening Tool for Workplaces and record the date & time of the visit, contact details and screening outcome (access or denied entry).



## Safety Plan element 2: Screening (cont)

### Example of a Plan.... Shop Happy Small Mall Operations

- For customer screening, the following actions will be taken:
  - If our region is in orange (restrict) or higher, greeters will screen customers at each entrance to the mall. If a customer answers yes to any of these questions, they will not be allowed in the mall.
  - Any customers who do not meet the screening requirements **will not be permitted** to enter the mall. The site supervisor will be contacted to assist if any customer relations issues arise due to denial of entry.

# Safety Plan element 3: Preventing Transmission

**Preventing transmission – How will you control the risk of transmission in your workplace?**

- What changes will you make?
- Who needs to be in the workplace?
- How will you gather worker ideas about different ways of working?

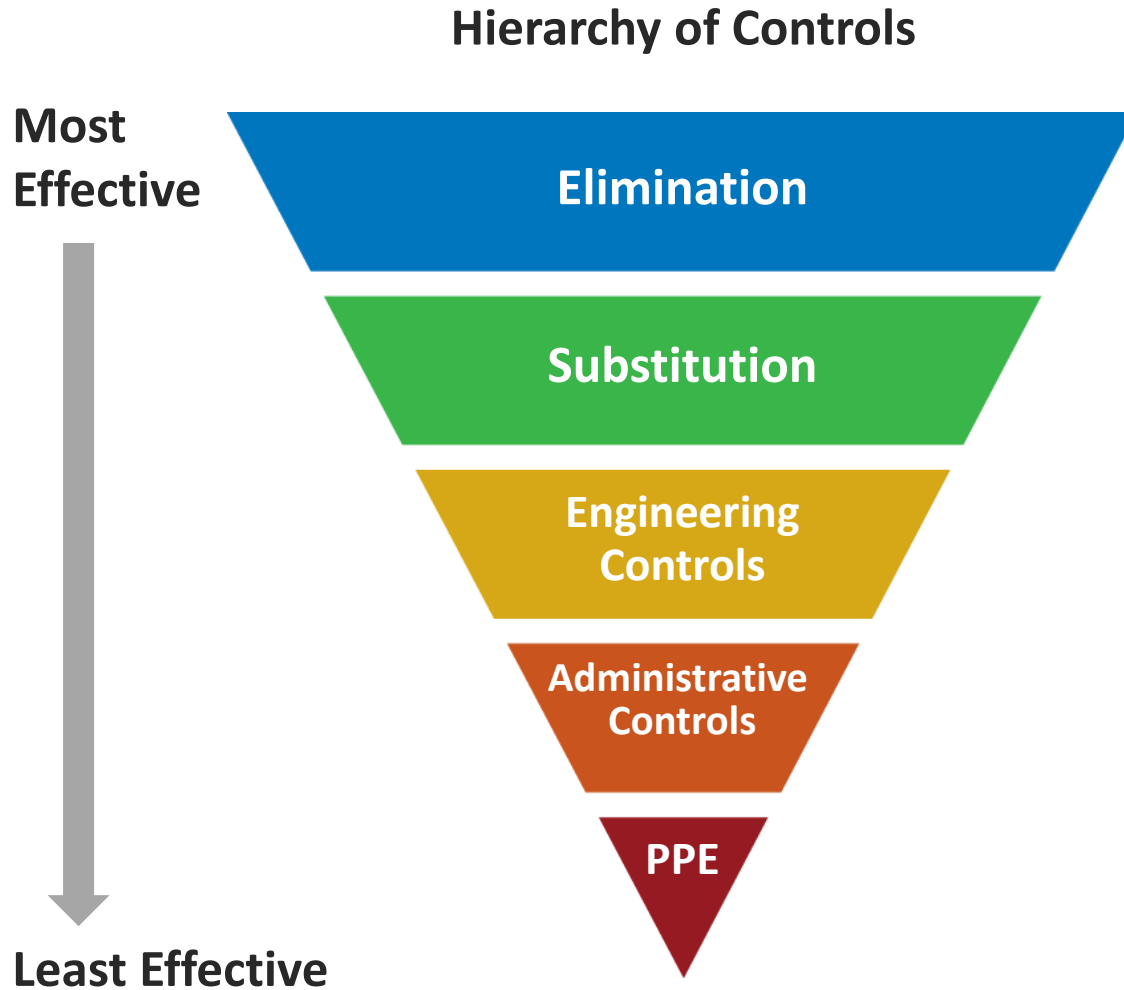
# Safety Plan element 3: Control of risk transmission

## Core focus

- Source control masking
- Maximize physical distancing and separation
- Ventilation and air flow
- Reduce transmission from surfaces and objects
- Support good hand and respiratory hygiene
- Consider personal protective equipment (PPE) if needed

**Did you Know?** A lack of physical distancing in lunch rooms and other common areas, improper mask use, carpooling with other employees and failure to conduct an on-site screening process to prevent symptomatic workers from entering a facility are the leading causes of infection in workplaces

# Consider: Control of risk transmission



**ELIMINATION** This involves removing the risk of exposure entirely from the workplace. Having all workers stay home would eliminate COVID-19 risk from the workplace.

**SUBSTITUTION** This involves replacing a hazardous substance with something less hazardous (e.g. replacing one chemical with another). For an infectious disease such as COVID-19, there is no option for substitution.

**ENGINEERING CONTROLS** These involve making physical changes in the workplace that separate workers from the hazard or support physical distancing, disinfecting and hygiene.

**ADMINISTRATIVE CONTROLS** These involve making changes to the ways people work and interact, using methods such as policies, procedures, training and signage.

**PERSONAL PROTECTIVE EQUIPMENT (PPE)** This is equipment and clothing worn by a worker to minimize exposure to hazards and prevent illnesses and infection. PPE is used to protect the wearer.

# Preventing transmission: Using masks as a control measure in the workplace

A mask is a piece of equipment that:

- covers the wearer's nose, mouth and chin
- is fixed to the face with straps, ties or elastic, either behind the head or with ear loops

For COVID-19 protection, masks can be used as workplace control measures in two ways:

- as **source control**: workers and visitors wear the mask **to protect those around them**
- as **personal protective equipment (PPE)**: workers wear the mask (along with eye protection) **to protect themselves**

Masks are important to reduce risk and are now mandatory in many workplaces in Ontario.

- masks should not be the only control measure you use or replace other control measures in your workplace.
- not all masks are suitable for both purposes. Cloth masks are not PPE.

How effective masks are as a control measure depends on:

- the type of mask(s) used
- masks being worn properly and consistently

To help you decide what is right for your workplace, see the guide to [using masks in the workplace](#).

# Safety Plan element 3: Control of risk transmission

## Example of a Plan.... Shop Happy Small Mall Operations

### Physical Distancing

- Designated public entrances will be kept open and staff will be assigned to monitor the number of visitors entering and exiting each site to ensure we maintain compliance with the maximum indoor gathering restrictions defined by York Region Public Health and the framework/colour level.
- Hard clear plastic barriers are installed at the customer service desk. The customer service representative will notify the site supervisor if there are any need for repair.
- Physical distancing markers are installed outside of all entrances to ensure physical distancing when lines form outside each mall entrance, on the floor throughout the mall and outside each retail space. The site supervisor will replace any damaged markers.
- When the framework colour level in our region permits the operation of food court spaces, we will block off every other table to ensure that there is physical distancing between customers. If our region is in the Red (Control) level, food court tables will be closed.

# Safety Plan element 3: Control of risk transmission (cont'd)

## Example of a Plan.... Shop Happy Small Mall Operations

### Personal Protective Equipment and Masks or Face Coverings

- All staff must wear a mask or face covering at all times when at work, except in the break room when physically distanced from others, or smoking in designated areas (while physically distanced). Site supervisors will ensure there is replacement masks available for staff in the staff entrance. Site Supervisor will ensure all staff wear their mask.
- Jobs will be assigned to minimize the number of staff interacting with customers.
- Site supervisors will ensure there is up-to-date and clear signage at all entrances stating that all individuals must wear a face covering when entering the premises.
- If our region is in the Protect Level or above, the volume of music will be reduced to conversation level.
- Note that JHSC Co-Chair will provide first aid responders at each site with a face shield and a supply of procedural masks, and training on proper use and maintenance of this equipment.

# Safety Plan element 3: Control of risk transmission (cont'd)

## Example of a Plan.... Shop Happy Small Mall Operations

### Cleaning and Disinfection

- A schedule will be developed for disinfection of all commonly touched surfaces and shared areas. This includes tables, seating, counters, handrails, garbage stations, doorknobs or handles on doors that are not automatic and all surfaces/objects in washrooms.
- Shared equipment such as mops, brooms, carts and tools will be cleaned and disinfected between each use.
- JHSC Co-Chair will ensure that all cleaning and disinfection products we use are Health Canada-approved as effective against COVID-19 and proper training and information is provided on the products.



# Safety Plan element 3: Control of risk transmission (cont'd)

## Example of a Plan.... Shop Happy Small Mall Operations

### Hand and Respiratory Hygiene

- The site supervisors will make sure that hand sanitizer is available for customers and staff to use at all times, including at all entrances, washrooms and high traffic areas in each mall.
- Public health posters reminding everyone of proper handwashing technique and cough and sneeze etiquette will be posted in each washroom.
- Staff will wash their hands with soap and water or use hand sanitizer frequently.

# Safety Plan element 3: Control of risk transmission (cont'd)

## Example of a Plan.... Shop Happy Small Mall Operations

### Air Circulation

- The site supervisor will walk through the mall every morning and open windows and doors to allow for greater airflow through indoor spaces, when it is safe to do so based on weather conditions and site security protocols.
- The Operations Manager will coordinate maintenance of the air-handling (HVAC) system at each site according to the manufacturer's schedule and retain records.
- The ventilation system will be left on overnight at each mall.

# Safety Plan element 4: In the event of COVID 19 at your workplace...

What will you do if there is a potential case, or suspected exposure to COVID 19 in your workplace?

- What is the contact information for your local public health unit?

# Safety Plan element 4: In the event of COVID 19 at your workplace

## Example of a Plan.... Shop Happy Small Mall Operations

- If someone starts to experience COVID-19 symptoms in the mall:
  - Staff should notify the site supervisor if they start to feel COVID-19 symptoms or if they notice someone else showing symptoms.
  - Call 911 if a person is experiencing severe and potentially life-threatening symptoms, such as difficulty breathing.
- If a customer becomes ill, they should leave the mall as soon as possible. Staff must maintain physical distance, and any staff member who must go closer than 2 metres (e.g., for first aid), must be wearing PPE (mask and face shield). If the customer needs to wait for a ride they will be encouraged to wait outside, weather permitting, or in the area beside the front window, maintaining a 2m distance from others.

## Safety Plan element 4: In the event of COVID 19 at your workplace (cont'd)

Example of a Plan.... Shop Happy Small Mall Operations

### Process for a confirmed case of COVID-19 in the workplace

- The site supervisor will ask whether a public health nurse or case manager has given any information on next steps and whether the worker thinks they may have been infected at work. The Operations Manager will contact our local public health unit to let them know that there has been a case in the Mall and ask for further direction.
- If the worker thinks they may have been infected at work and will complete a WSPS Mall Operations accident report form asap; If it is believed that the illness may be from workplace exposure, the Operations Manager will report to the Ministry of Labour, Training and Skills Development and the Mall JHSC within 4 days, the WSIB within 3 days, and Simcoe Muskoka District Health Unit to request further direction.
- If York Region Public Health contacts the Mall to notify us that someone (customer or staff member) who was at the facility has tested positive, the call should be directed to the Operations Manager

## Safety Plan element 4: In the event of COVID 19 at your workplace (cont'd)

### Example of a Plan.... Shop Happy Small Mall Operations

- If there was an infected person at the mall, the Operations Manager will send an email to staff, making sure that the person confirmed to have COVID-19 is **not identified** to protect confidentiality.
- The Operations Manager will keep in touch with the sick staff member while they are off work and keep in touch with the WSIB if required.
- A staff member with COVID-19 will be allowed to come back to work after they have isolated for at least 10 days, don't have a fever and their symptoms have been improving for 24 hours (1day), or as otherwise instructed by the York Region Public Health or their health care provider.
- A staff member who has been self-isolating because they were a close contact will be allowed to come back to work 14 days after their last contact with the ill person or as otherwise directed by the Simcoe Muskoka District Health Unit.

# Safety Plan element 5: Managing new risks caused by changes to the way you operate your business

How will you manage any new risks caused by changes to the way you operate your business?

- With workers, review existing critical risks and whether work practice changes will affect your current risk management strategy.

# Safety Plan Element 5: Dealing with New and Other Risks

## Example of a Plan.... Shop Happy Small Mall Operations

- Increased risk of dermatitis or breathing irritation due to chemical exposure as a result for more frequent cleaning
- Slips, trips and falls may be more common because of reduced visibility through face shield
- Staff may also experience increased stress due to the new requirements and challenges encountered when providing customer service.
- During colder-weather periods, the use of outdoor heaters at the entrance waiting areas may create the new risk of explosions, fires, and burns.
- Customers may become frustrated by new procedures and delays or waiting times to enter our facilities as a result of COVID-19 controls implemented. This may include an increase in the risk of violence and harassment in the workplace.



# Safety Plan element 6: Making sure your plan is working...

## How will you make sure your plan is working?

- Who is responsible for evaluating how things are working and for adapting the plan as you find better/easier ways to do things?

# Safety Plan element 6: Evaluating your plan

## Example of a Plan.... Shop Happy Small Mall Operations

- The owner and Operations Manager will get feedback from staff through regular conversations or virtual coffee-chats with staff. Site Supervisors will also request feedback daily at pre-shift meetings about the controls in place and if they are appropriate and/or causing concerns.
- Signs will be posted with a feedback survey QR code at each public entrance to encourage customers to provide feedback electronically.
- JHSC Co-Chair will reach out to JHSC worker representatives to gather information that may have been brought to them and ask for input on any changes needed to the plan.
- The owner, Operations Manager and JHSC Co-Chair will have a check in every Friday morning about how the plan is going and any feedback.
- Any changes to the plan will be communicated to staff by email and intranet site.

# Create a COVID-19 Safety Plan Snapshot

For Example :

## Shop Happy Small Mall Operations COVID Plan SNAPSHOT

### COVID-19 Safety Plan Snapshot - Shop Happy Small Mall Operations

**Business name:** Shop Happy Small Operations      **Developed by:** Carol J (Operations Manager), Liya K (JHSC Co-Chair) and Ragwant G (Managing Partner)

**Date completed:** November 3, 2020

**Division/group:** N/A      **Others consulted:** JHSC Members, Site Supervisors, HR Team and Other Managers

**Date distributed:** November 5, 2020

**Revision date:** New

#### Keeping workers safe from exposure to COVID-19

- We are regularly checking health information and news to inform our protocols.
- Staff reminders emailed weekly - New rules, changes to plan, and workplace safety reminders.
- Social media, voicemail, and posters at our mall inform customers of safety measures.

#### Screening for COVID-19

- All workers and people entering for work-related purposes are screened before they enter.
- Screening questions are posted on the front door.

#### Controlling the risk of transmission in our workplace

- All staff are required to wear a mask and safety glasses or a face shield while at work.
- Customers are required to wear a mask when not eating or drinking.
- To ensure physical distancing, we are following provincial and local health rules for building capacity.
- Barriers are installed at the customer service area.
- Physical distancing markers are installed on the ground at entrances and entrance to each retail space.
- High touch surfaces are cleaned and disinfected regularly.
- Hand sanitizer and garbage bins are available throughout the mall, and are emptied regularly.

# The Path Ahead

As the COVID-19 situation evolves what is right for your situation may change. Make sure to review and update your plan regularly.

You should be aware of and make sure to follow the most current:

- requirements of the [local public health unit](#)
- relevant bylaws in the municipality in which you do business
- regulations under the [Reopening Ontario \(A Flexible Response to COVID-19\) Act](#) that are applicable to your business
- [directives issued by the Chief Medical Officer of Health](#) that are applicable to your industry or business

## Guidance and resources

For use in developing your safety plan

The following slides contain links to some general guidance and some sector-specific guidance that will be of use to you when developing your safety plan. If you are aware of best practices from your industry or other jurisdictions, you may want to consider them as well

# NEW: Regulations for Areas Re-Opening, Stage 2, and Stage 3

On November 7, 2020, subsection 1 (1) of Schedule 2 to the Regulation is revoked and the following substituted: (See: O. Reg. 641/20, s. 8 (1))

[Rules for areas in Stage 3 https://www.ontario.ca/laws/regulation/200364](https://www.ontario.ca/laws/regulation/200364)

[Rules for areas in Stage 2 https://www.ontario.ca/laws/regulation/200263](https://www.ontario.ca/laws/regulation/200263)

[Stages of Re-opening https://www.ontario.ca/laws/regulation/200363](https://www.ontario.ca/laws/regulation/200363)

# General Guidance

- [Safety Plan and Template](#)
- [Mask Guide](#)
- **Mask Safety Videos**  
[Video 1](#)  
[Video 2](#)
- **General OHSA guidance** [General OHSA guidance](#)
- **New keep Ontario open framework**  
[New Keeping Ontario Safe and Open Framework](#)
- **Screening Tool** [http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/workplace\\_screening\\_tool\\_guidance.pdf](http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/workplace_screening_tool_guidance.pdf)

# Sector Specific Safety **Plan Information**

Today we reviewed content included in the sample safety plan for mall operators. To obtain your copy of the safety plan, visit

[Mall Operator Safety Plan Template](#)



# Questions & Answers



For all your health and safety solutions, contact:

## Workplace Safety & Prevention Services

1 877 494 WSPS (9777)

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WSPS would like to acknowledge the MLTSD for their contributions to this presentation.

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