To "ask a question"

To refresh your page

Tech Support

Experience technical issues

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.

Workplace Safety & Prevention Services®

Keeping Ontario Safe and Open: Building Your Safety Plan for Restaurants, Bars, Food or Drink Establishments

Martin Berthelot, Account Manager, Workplace Safety & Prevention Services (WSPS)

Ron Landry, Acting Senior Manager, Industrial Health and Safety Program, Ministry of Labour, Training and Skills Development (MLTSD)

Workplace Safety & Prevention Services®

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

Workplace Safety & Prevention Services®

General Public Health Measures (Gatherings, Workplace Requirements and Face Coverings)

	PREVENT (Standard Measures)	PROTECT (Strengthened Measures)	RESTRICT (Intermediate Measures)	CONTROL (Stringent Measures)
Measures	Gathering limit for certain organized public events and social gatherings (e.g. barbeques): • 10 people indoors • 25 people outdoors Gathering limit for organized public events and gatherings: • 50 people indoors • 100 people outdoors	Measure from previous level	Measure from previous level	Gathering limit for all organized public events and social gatherings: • 10 people indoors • 25 people outdoors
	Gathering limit for religious services, weddings and funerals: • 30% capacity indoors • 100 people outdoors			
	Requirement for workplace screening Requirement for face coverings at indoor workplaces			
	Requirement for face coverings in indoor public spaces, with limited exemptions Worker protections such as eye protection where patrons without face coverings are within two metres of workers			
	Development and implementation of a communication/public education plan (highlighting risk)			
	Requirement to maintain physical distancing			
	Advice to restrict non-essential travel from areas of high-transmission to areas of low transmission			

LOCKDOWN
Stage 1 / Pre-Stage 1

workplace Safety & Prevention Services®

Measures for Restaurants, Bars and Food or Drink Establishments

	PREVENT (Standard Measures)	**PROTECT** (Strengthened Measures)	**RESTRICT** (Intermediate Measures)	**CONTROL** (Stringent Measures)
Measures	• Require patrons to be seated; 2m minimum between tables • Dancing, singing and performing music is permitted, with restrictions • Karaoke permitted, with restrictions (including no private rooms) • Require patron contact info (one per party) • No buffet style service • Night clubs only permitted to operate as restaurant or bar • Line-ups/patrons congregating outside venues managed by venue; 2m distance and face covering required • Face coverings except when eating or drinking only • Eye protection where patrons without face coverings are within 2m of workers	Measures from previous levels and: • Limit operating hours, establishments must close at midnight • Liquor sold or served only between 9 a.m. to 11 p.m. • No consumption of liquor permitted between 12 a.m. to 9 a.m. • Require contact information for all seated patrons • Limit of 6 people may be seated together • Limit volume of music (e.g., to be no louder than the volume of a normal conversation) • Safety plan available upon request	Measures from previous levels and: • 50 person indoor seated capacity limit • Limit operating hours, establishments close at 10 p.m. • Liquor sold or served only between 9 a.m. to 9 p.m. • No consumption of liquor between 10 p.m. and 9 a.m. • Require screening of patrons (e.g., questionnaire) • Limit of 4 people may be seated together • Closure of strip clubs	Measures from previous levels and: • Maximum number of patrons permitted to be seated indoors is 10 • Outdoor dining, take out, drive through, and delivery permitted • Dancing, singing and the live performance of brass or wind instruments are prohibited

LOCKDOWN Stage 1 / Pre-Stage 1

Reference: New Covid 19 Framework Keeping Ontario Workplaces Safe and Open

workplace Safety & Prevention Services®

Classification of public health unit regions (as of November 10)

PREVENT (Standard Measures)		**PROTECT** (Strengthened Measures)	**RESTRICT** (Intermediate Measures)	**CONTROL** (Stringent Measures)
• Algoma Public Health • Chatham-Kent Public Health • Grey Bruce Health Unit • Kingston, Frontenac and Lennox & Addington Public Health • Haliburton, Kawartha, Pine Ridge District Health Unit • Haldimand-Norfolk Health Unit • Hastings Prince Edward Public Health • Huron Perth Public Health • Lambton Public Health • Leeds, Grenville & Lanark District Health Unit • Middlesex-London Health Unit • Niagara Region Public Health • North Bay Parry Sound District • Northwestern Health Unit • Peterborough Public Health • Porcupine Health Unit • Public Health Sudbury & Districts	• Region of Waterloo Public Health and Emergency Services • Renfrew County and District Health Unit • Simcoe-Muskoka District Health Unit • Southwestern Public Health • Thunder Bay and District Health Unit • Timiskaming Health Unit • Wellington-Dufferin-Guelph Public Health • Windsor-Essex County Health Unit	• Brant County Health Unit • City of Hamilton Public Health Services • Durham Region Health Department • Halton Region Public Health	• Eastern Ontario Health Unit • Ottawa Public Health • Peel Public Health • Toronto Public Health • York Region Public Health	**LOCKDOWN** (Maximum Measures)

For current information on stages, please visit https://www.phdapps.health.gov.on.ca/PHULocator/

Proposed classifications based on data for week of Oct 26th. Updated data will be used for final review by the CMOH and approval by Cabinet

Workplace Safety & Prevention Services®

Mandatory Safety Plans

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

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

Workplace Safety & Prevention Services®

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?

Workplace Safety & Prevention Services®

COVID-19 safety plan: Elements

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?

Workplace Safety & Prevention Services®

COVID-19 Safety Plan Snapshot – WSPS Diner

- This snapshot can be posted in a place where it can be seen easily so your workers, clients and other people entering the workplace will know what actions are being taken.

- *Business name: Division/group: Date completed: Revision date:*

- *Measures we're taking*

- How we're screening for COVID-19

- How we're controlling the risk of transmission in our workplace

- What we will do if there is a potential case, or suspected exposure to, COVID-19 at our workplace

- How we're managing any new risks caused by the changes made to the way we operate our business

- How we're making sure our plan is working

Workplace Safety
& Prevention Services®

Safety Plan element 1: Communication
Examples and expectations for YOUR plan

Communication with staff

- Joe will email this plan and any updates to all staff.

- We will post updates on the staff bulletin board outside the break room.

- Information will be shared by email and communicated by managers in person. If a staff meeting is necessary, it will be held on the patio (weather permitting) or in the main dining room to allow for distancing.

Workplace Safety
& Prevention Services®

Safety Plan element 2: Screening
Workers, customers and visitors

ACTIONS

- Staying up to date

- Every Monday morning the manager will check Ontario.ca and our health unit website for any updates on symptoms and screening protocols.

- All managers will let the rest of the management team know any relevant information they see in the news related to screening and symptoms.

STAYING UP TO DATE AND SCREENING STAFF

- Staff will complete the on-site health screening for Workplaces each day before leaving home. They must email their completed assessment each day to the manager prior to their shift.

Workplace Safety & Prevention Services®
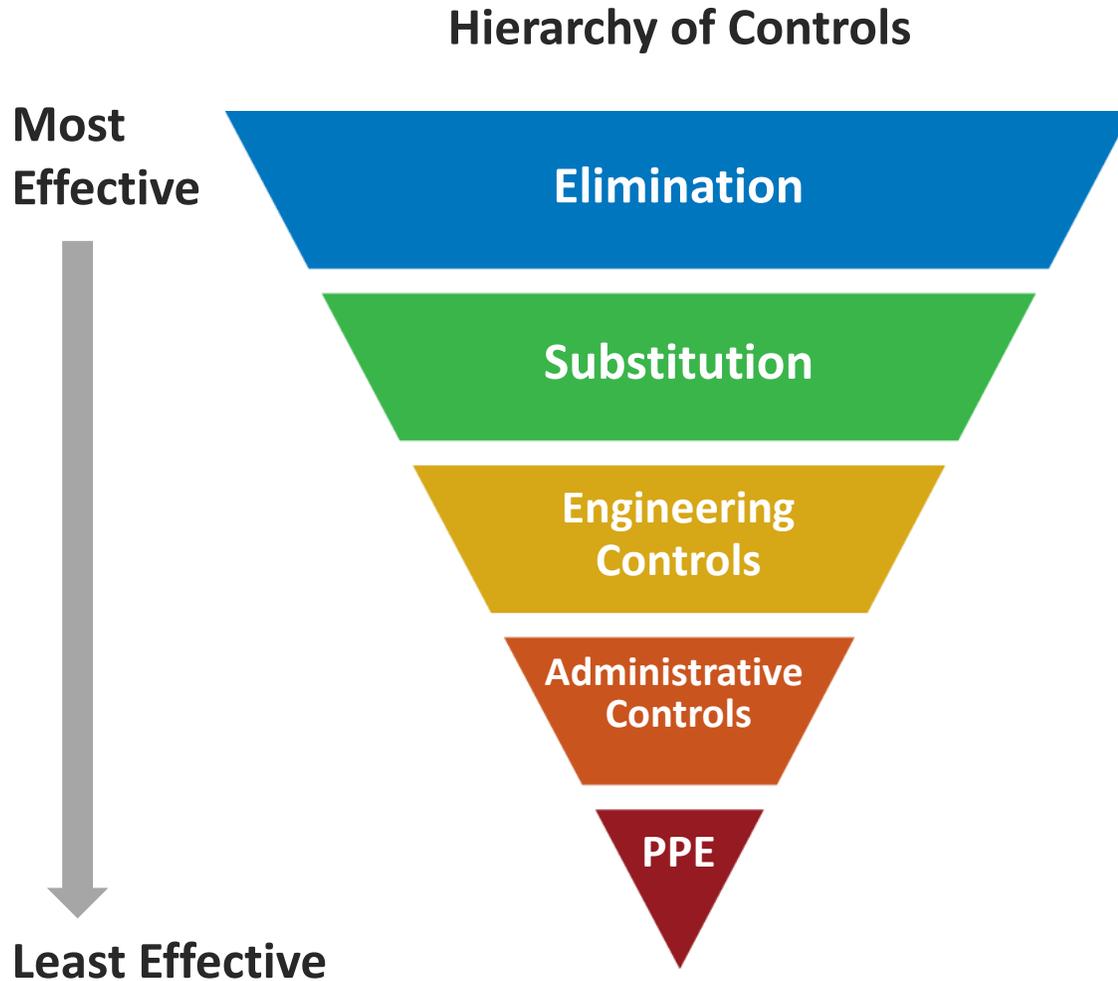
Safety Plan element 2: Screening continued

Screening other work-related visitors (e.g., maintenance, cleaning, delivery, inspection)

- A sign will be posted at all entrances asking all work-related visitors to call the manager on duty at the number provided and to wait outside. The manager will ask the questions in the <u>Ontario COVID-19 Screening Tool for Workplaces</u> and record the date and time of the visit, name, contact details and note of screening outcome (admitted or denied entry).

Screening customers

- Screening questions will be posted on the door for customers. If our region is in the Orange level, the host will ask each customer if they have read the questions and if they have travelled, have any symptoms or any known exposure prior to entry.

Workplace Safety & Prevention Services®

Safety Plan element 3: Control of risk transmission

Hierarchy of Controls

Most Effective

- Elimination
- Substitution
- Engineering Controls
- Administrative Controls
- PPE

Least Effective

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.

Workplace Safety & Prevention Services®

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 <u>using masks in the workplace</u>.

Workplace Safety & Prevention Services®

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

Workplace Safety
& Prevention Services®

Safety Plan element 3: Control of risk transmission
Maximize physical distancing and separation

ACTIONS: Maximize distance and separation

- Barriers are installed at the cash and pickup counter. Joe will review the condition of the barriers daily and ensure that any damage is fixed immediately.

- There will be a limit of 12 tables in the dining room to allow for 2 metres between tables and space for servers to move around. If our region is in the Yellow Level, we will seat no more than 6 people together.

  - If our region is in the Orange Level only 4 people may be seated together, so even if all tables are full, it is below the limit of 50 people indoors.
  - If our region is in the Red Level no more than 10 people may dine inside the restaurant.

Workplace Safety
& Prevention Services®

Safety Plan element 3: Control of risk transmission
Source control masking and using personal protective equipment

- All staff must a mask or other face covering at all times when on the premises, except for break times when physically distanced from others while eating, drinking, or smoking in designated areas.

- The manager on duty will ensure that all staff are wearing masks.

- Staff who serve tables will need to wear personal protective equipment (PPE) a procedure mask and eye protection. Face shields will be provided.

Workplace Safety
& Prevention Services®

Safety Plan element 3: Control of risk transmission

Source control masking and using personal protective equipment continued

- Only staff wearing PPE may deliver food and beverages to the tables or approach within 2 meters of customers who are unmasked while eating or drinking.

- Kris will provide training and information to all staff on the proper use and care of a mask or other face covering and a face shield.

- Kris will ensure there is up-to-date and clear signage at both entrances clearly stating that all individuals must wear a face covering when entering the premises.

Workplace Safety & Prevention Services®

Safety Plan element 3: Control of risk transmission
From surfaces and object

- All commonly touched surfaces and shared areas will be cleaned by the servers at minimum at the start of the day, before the lunch service and before the dinner service. This includes tables and chairs, counters, food-prep areas, bussing stations, doorknobs, and washrooms.

- Whenever possible, all kitchen staff will have their own cooking equipment.

- Joe will ensure that all cleaning and disinfection products we use are Health Canada-approved as effective against COVID-19.

Workplace Safety & Prevention Services®

Safety Plan element 3: Control of risk transmission
Hand and respiratory hygiene

- The manager will make sure that hand sanitizer is available for customers and staff to use at all times, including on the host table at the front entrance and at each bussing station.

- Public health posters on washing hands and on cough and sneeze etiquette will be posted in each washroom.

- Staff will wash their hands with soap and water or use hand sanitizer frequently.

Workplace Safety & Prevention Services®

Safety Plan element 3: Control of risk transmission
Ventilation and airflow

- The opening manager will walk through the workplace every morning and open windows and doors to allow for airflow, when weather permits.

- Joe will coordinate maintenance of the air-handling (HVAC) system according to the manufacturer's schedule and keep records in the office.

- The ventilation system will be left on overnight.

Workplace Safety & Prevention Services®

Safety Plan element 4: In the event of covid 19 at your workplace
Potential case, or suspected exposure to, COVID-19 at your workplace

ACTIONS

Procedure if someone becomes ill in the restaurant

- Staff should notify a manager 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.

Workplace Safety
& Prevention Services®

Safety Plan element 4: In the event of covid 19 at your workplace
Potential case, or suspected exposure to, COVID-19 at your workplace

ACTIONS continued

- If a staff member becomes ill, they must inform the manager on duty immediately. The staff member must continue to wear a mask. They should go directly home, contact their doctor or Telehealth, and follow the instructions given.

- The office may be used as an isolation room for an ill staff member if they cannot leave the premises right away (e.g., waiting for a ride) and cannot wait outside.

Workplace Safety & Prevention Services®

Safety Plan element 4: In the event of covid 19 at your workplace
Potential case, or suspected exposure to, COVID-19 at your workplace

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

- Kris 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. Kris will complete a WSPS Diner accident report form as soon as possible.

- Kris will contact our local public health unit to let them know that there has been a case in the restaurant and ask for further direction.

workplace Safety
& Prevention Services®

Safety Plan element 4: In the event of covid 19 at your workplace
Potential case, or suspected exposure to, COVID-19 at your workplace

Process for a confirmed case of COVID-19 in the workplace (continued)

- If our local public health unit contacts the restaurant to notify us that someone (customer or staff member) who was at the restaurant has tested positive, the call should be directed to Kris. The guest log and contact information for staff and work-related visitors will be provided to public health if needed for contact tracing.

- Kris will send an email to let staff know that there was an infected person at the restaurant, making sure that the person confirmed to have COVID-19 is not identified.

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

Potential case, or suspected exposure to, COVID-19 at your workplace

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

- 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 3 days, or as otherwise instructed by public health or their doctor.

- 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 public health.

workplace Safety
& Prevention Services®

Safety Plan element 5: Dealing with new and other risks
Managing new risks caused by changes to the way we operate our business

Some new hazards identified and how we will control them include:

- Slips, trips, and falls may be more common because of reduced visibility through face shield.

- More exposure to cleaning chemicals, and workers using chemicals they haven't used before

- Mental health impacts because of customer demands, risk of infection due to contact with the public, and other changes and stress caused by the pandemic.

Workplace Safety
& Prevention Services®

Safety Plan element 5: Dealing with new and other risks
Managing new risks caused by changes to the way we operate our business

Some new hazards identified and how we will control them include:

- Explosions, fires, and burns because of outdoor portable heaters being used in patio spaces or outdoor wait lines.

- Violence and harassment hazards due to customers being frustrated with the new protocol

Workplace Safety
& Prevention Services®

Safety Plan element 6: Evaluating your plan
Continually reviewing and adjusting our plan

- Joe and Kris will get feedback from staff through regular conversations and pre-shift meetings, about the controls in place and if they are appropriate and/or causing concerns.

- Customers will be invited to provide feedback by email.

- Any changes to the plan will be communicated to staff by email. Managers will also communicate any changes to staff at the start of their shift.

COVID-19 Safety Plan Snapshot – WSPS Diner

How we're ensuring workers know how to keep themselves safe from exposure to COVID-19

- Our managers are regularly checking health information and news to inform our protocols.

How we're 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.

How we're controlling the risk of transmission in our workplace

- Source control masking All staff are required to wear a mask while at work.
- Customers are required to wear a mask when not eating or drinking.

Workplace Safety
& Prevention Services®

COVID-19 Safety Plan Snapshot – WSPS Diner continued

How we're controlling the risk of transmission in our workplace (continued)

- Transmission from surfaces and objects. High touch surfaces are cleaned and disinfected before each meal rush.

What we will do if there is a case, or suspected exposure to, COVID-19 at our workplace

- Support staff members who are sick or self-isolating.

How we're managing any new risks caused by the changes made to the way we operate our business

- Added supports for mental health, improved visibility, and added training for new hazards.

How we're making sure our plan is working

- Seeking feedback from staff (in person), and customers (by email).

Workplace Safety
& Prevention Services®

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

Workplace Safety & Prevention Services®

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

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

Stages of Re-opening https://www.ontario.ca/laws/regulation/200363

Workplace Safety
& Prevention Services®

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

Workplace Safety & Prevention Services®

Sector Specific Safety Plan Information

Today we reviewed content included in the sample safety plan for restaurants, bars and other food establishments. To obtain your copy of the safety plan, visit

-Sample Safety Plan for Restaurants Bars and Other Food Establishments

https://www.ontario.ca/page/restaurant-and-food-services-health-and-safety-during-covid-19

Workplace Safety
& Prevention Services®

Questions & Answers

For all your health and safety solutions, contact:

Workplace Safety & Prevention Services

1 877 494 WSPS (9777)

WSPS.CA

workplace Safety
& Prevention Services®