



Reopening Safely

A Guide for Business

Updated: August 5, 2020

Preparing your business for reopening

The following recommendations have been compiled from various provincial and federal websites including public health, workplace safety and prevention services, Health Canada, the Provincial government, and more. They are not a substitute for your own research and due diligence, and you must comply with all provincial orders and work with the local Health Unit and Ministry of Labour to ensure you are meeting all of the applicable recommendations in order to reopen. *This document contains hyperlinks and is therefore best suited for digital use rather than print.*

The Province of Ontario has developed [over 100 sector-specific guidelines](#) in collaboration with the various workplace safety and injury prevention boards and organizations. This document is not a substitute for those guidelines and we recommend that you read over any sector guidelines that may pertain to your place of work, however we do attempt to synthesize the information that is most applicable to all businesses that are looking to adapt their business practices to safely open when allowed.

Physical distancing, health screenings, physical barriers, frequent handwashing and surface cleaning, and use of personal protective equipment (PPE) will become the new normal until a vaccine is made available, which the government has indicated will take at least 12-18 months. It is important to continue to follow the guidance laid out below regardless of which stage of reopening we are in.

This information is designed to help you prepare to reopen once your business type has been given permission to do so by the Province of Ontario and does not in itself imply permission to reopen.

This is not a legal document and employers are advised to seek legal advice.



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Guidelines for All Workplaces:

Return-to-business checklists and templates:

- [Workplace Safety & Prevention Services Pandemic Recovery Return-to-business checklist](#)
- [Guidelines for Business from the Lanark, Leeds and Grenville Health Unit](#) (fact sheet) & [website](#) + [COVID-19 Prevention Checklist for Stores](#)
- [Retail Council of Canada: Retail Recovery Checklist and Templates](#) (applicable to more than retail businesses) & [the Recovery Playbook](#)
- *Find more resources on the last page of this guide*

Best Practices:

Physical Distancing

- Practice physical distancing (staying 2m away from others) and allow staff to work from home.
- Limit the number of people working in one space so that they can distance themselves from each other, and stagger start times and break times.
- Reposition workstations to increase physical distances.
- Install barriers and partitions.
- Reschedule unnecessary visits to the workplace.
- Schedule appointments and pick up times to limit the number of people in one place at the same time. Schedule a time buffer between appointments to limit potential contact.
- Reduce the number of people in your premises and monitor the number of people on site.

Hand hygiene

- Practice and encourage proper hand hygiene (regular hand washing and sanitizing) and avoid touching your face, especially your eyes, nose, and mouth.
- Have all employees and visitors wash their hands thoroughly with soap and water, or an approved alcohol-based hand sanitizer if soap and water are not available, before entering the workplace, after contact with others, or with surfaces others have touched. Be sure to keep an adequate supply of soap, paper towels, etc. on hand and ensure regular handwashing is occurring, especially before breaks and at shift changes. Provide staff with hand sanitizer for their use when receiving deliveries, interacting with the public, etc.
- Train staff and the public on proper hand hygiene techniques and display posters near hand washing stations and hand sanitizer dispensers: [How to wash your hands & How to use hand sanitizer - \(posters\)](#).
- Cough or sneeze into your sleeve and wash your hands afterwards.

Cleaning & Disinfecting

- Keep surfaces and objects clean.
- Have proper training for all employees on handling cleaners and disinfectants safely and have Material Safety Data Sheets available and bottles/containers properly labelled. Follow all manufacturer's instructions when mixing cleaners or disinfectants.
- Train everyone on how to keep their work surfaces, devices, screens and equipment clean.
- Sanitize the workplace thoroughly and often. Increase frequency of cleaning surfaces and common areas, such as door handles, entryways, light switches, elevators, buttons, PIN pads, washrooms, and kitchens (cleaned at least once every 2 hours).
- Remove loose items such as condiments, stir sticks, pens, straws, pamphlets, brochures, and other items that may be touched by multiple people.

Cleaning and Disinfecting for Public Settings:

[Public Health Ontario Fact Sheet on Cleaning & Disinfecting](#)

Health Canada: List of disinfectants and hand sanitizers for use against COVID-19:

[Click here for the list of disinfectants](#) & [click here for the list of authorized hand sanitizers](#)

(updated daily, Monday to Friday)

Screening & Communication

- Prevent contact with potentially infected people.
- [Learn the symptoms of COVID-19 infection.](#)
- Screen workers regularly for health issues and ensure that you or your coworkers stay home if you or they have symptoms or are in close contact with someone who has symptoms.
- Formalize your screening process and have all staff complete a [screening checklist](#) before entering the worksite. Advise staff to stay home when sick and to visit the local assessment centre at the Brockville Memorial Centre. Stay home until the test results are known, and if the test for COVID-19 is positive, follow public health advice and self-isolate for 14 days and until symptoms have been resolved.
- Post signs for the public on the door advising them to stay home if they are sick or have any of the COVID-19 symptoms. Where possible, offer delivery or another modified service to those who are sick to encourage them to remain home.

Preparing the workplace

- Employers should consult with Joint Health and Safety Committees/Health and Safety Representatives in the workplace on measures to protect workers in the workplace.
- Look at ways that you might minimize risks of contact with customers, employees, and surfaces

- Increase the air flow and supply of fresh air in your workplace.
- Train everyone on possible COVID-19 transmission points in the workplace, what steps are being taken to protect them, and how they can protect themselves, including frequent hand washing or sanitizing, and not touching their face.
- Reposition workstations to increase physical distances.
- Install barriers and partitions.
- Look at traffic flow in your workspace for staff and the public. Utilize arrows to direct traffic in one direction. Where possible, designate a separate entrance and exit to limit congestion.
- Reschedule unnecessary visits to the workplace.
- Keep up to date on best practices. Consider regular times to check in with public health updates and retrain/revise practices as needed.
- Ensure adequate supply of soap, paper towels, cleaning supplies, and hand sanitizers are available.
- As of July 7 all [operators of enclosed public spaces are required to adopt a policy](#) to ensure that everyone is wearing a cloth face covering/mask, as mandated by the Leeds, Grenville and Lanark District Health Unit.

Health and Safety Controls for Employers and Management

[Download the complete WSPS factsheet](#)

- Can you minimize or eliminate tasks that put you and others in danger? Can you adjust your workspace and tasks to limit the number of people that need to be in the same area at the same time?
- Can meetings with customers take place remotely over the computer or phone?
- Can payment transactions be made by e-transfer, online, or phone? Cashless or tap payments are recommended if advance payment is not possible.
- Restrict the number of people in your building and limit the number of building entry and exit points if possible. If one entrance/exit area will cause congestion, consider having one door designated as entrance only, and one as exit only to help with traffic flow and distancing.
- Limit the number of people in a given area at any one time (for retail the province is restricting the number of customers per square metre to one customer per 4 square metres (*43 square feet*) to ensure physical distancing of 2 metres can be achieved at all times). Change the work layout, set floor markings to ensure physical distancing is being adhered to. Use appointments and scheduled pickups to limit the number of people in one place.
- Put barriers in place between yourself and those you must interact with if possible.
- Improve fresh air intake/circulation.

- Increase the frequency of cleaning commonly touched surfaces (screens, keyboards, PIN pads, cash drawers, door handles, countertops, light switches etc.). Be sure to follow safe practices and use [appropriate cleaning agents](#).
- Use good hand washing techniques and avoid touching your face. When that is not possible, a good hand sanitizer should be used frequently and between personal interactions if possible.
- Maintain curbside and delivery services as part of your normal business.

What should I do as an employer to ensure my employees are protected?

[Click here to read the key questions](#) you should be asking yourself as an employer to identify the steps that you need to take to make sure your employees feel comfortable returning to work. Your employees have the right to a safe work environment and can refuse to work in unsafe work conditions. It is your responsibility to put the measures in place that will limit possible transmission of the virus and make your workplace as safe as possible.

On June 16, the Ontario government release a new general workplace guide, designed to help businesses develop a safety plan to better protect workers, customers, and clients. The downloadable toolkit offers tips on how to help prevent the spread of COVID-19 and will help each employer create a safety plan that fits their workplace. [Click here for more information on the workplace safety plan and to download the template](#).

Sector Guidelines

Below we have compiled some of the guidelines surrounding retail and office establishments and the considerations that should be made as you prepare to return to work. This document does not go into detail on all the sectors that are covered in the provincial guidelines but looks at key considerations for the business types that will be required to make the most number of changes to how they regularly operate, and that will require some time to get their workplaces prepared to open with new health and safety measures. For all 100+ sector-specific guidelines and other resources from the Province of Ontario, please visit [Preventing COVID-19 in the Workplace](#).

Additionally, the federal government has published the following sector-specific tip sheets: [Agriculture](#), [Daycares](#), [Transportation](#), [Construction](#), [Food Processing](#), & [Restaurants and Food Service](#) and [our local Health Unit has some additional resources on their covid-19 business page](#), including public health guidance for running [Summer Camps](#).

Retail Establishments:

[Canadian Centre for Occupational Health and Safety – Retail Guidelines](#)

[WSPS Guidance on Health and Safety for Curbside Pickup and Delivery Services during COVID-19](#)

[Cleaning and Disinfecting Bathrooms Used by the Public](#)

[Province of Ontario: Detailed List of Stage 1 Openings](#)

[Province of Ontario: Stage 2 Openings](#)

Under Stage 2, in addition to retail operating online, or with curbside pickup and delivery, all retail can open under the following restrictions and guidelines and following all guidance laid out in Stage 1.

- Shopping Malls & Centres may open, following the same guidance as those set out for other retail services. Dine-in at indoor food courts is prohibited. Malls may need to institute additional controls (see page 13 of the Stage 2 Framework)
- Open in-store by appointment and/or by limiting the number of people in the store at any one time. Retailers would need to restrict the number of customers per square metre — for example, one customer per 4 square metres (43 square feet) — to ensure physical distancing of 2 metres at all times.
- Only fitting rooms with doors would be used, not curtains, to facilitate disinfecting. Retailers would restrict use to every second fitting room at any one time to allow for cleaning after use and ensure physical distancing. This restriction continues to be in effect as the province enters Stage 3.
- For further guidance on this sector, please refer [to resources to prevent COVID-19 in the workplace](#).

Curbside Pick up:

- Utilize touchless payment options or pay in advance online or by e-transfer.
- Establish a process that minimizes the time required to complete a curbside transaction and offers as few opportunities as possible to put your employee in contact with the customer or their vehicle (i.e. Have the customer open their truck upon arrival and remain in the vehicle, have them call the store to let staff know they have arrived, staff bring the product out to the vehicle and returns to the store, the customer gets out and shuts their trunk and drives away).
- Establish clear visuals to show where the designated pickup area is located and the boundaries of the pickup area. Customers should be prohibited from exiting their vehicle while they are in the designated pickup area. Post the phone number so it is clearly visible to the customer from their vehicle to inform you that they have arrived and are ready to pick up their order.
- Where possible, maintain control of loading product into the vehicle. Ask the customer to remaining the vehicle and remotely open the door to limit contact with surfaces. This will aid in maintaining physical distancing and avoid unnecessary person to person interactions.
- After completing the curbside transaction, ensure employees sanitize their hands and surfaces.
- Do not permit customers to use their own containers, reusable bags, or boxes.
- Provide delivery, curbside, and other customer-facing staff with hand sanitizer for their use only when receiving deliveries, interacting with the public etc.
- [Screen workers](#) regularly for health issues. If anyone develops [symptoms of COVID-19](#), implement procedures for reporting the illness and for keeping the worker away from others.

Delivery:

- Establish a procedure for delivery to customer homes that eliminates in-person interactions (ex. Drop off their package at their door and notify the customer via phone call or text message).
- Ensure physical distancing guidelines are met for delivery workers. If two workers are required to complete a delivery and they cannot maintain physical distancing while travelling in the same vehicle, consider the use of a second vehicle or consider installing a transparent physical barrier.
- Increase cleaning frequency on commonly touched surfaces.
- Have all employees wash their hands thoroughly with soap and water, or an [alcohol-based hand sanitizer](#) if soap and water are not available, before entering the workplace, after contact with others, or with surfaces others may have touched.
- Provide delivery, curbside, and other customer-facing staff with hand sanitizer for their use only when receiving deliveries, interacting with the public etc.
- After completing the curbside transaction, ensure employees sanitize their hands and surfaces.
- [Screen workers](#) regularly for health issues. If anyone develops [symptoms of COVID-19](#), implement procedures for reporting the illness and for keeping the worker away from others.

Cashier Controls:

[Click here for the full WSPS Cashier Guidance document](#)

- Can tasks be minimized or eliminated? Can payments be cashless or contactless (tap or online)?
- Put barriers in place between yourself and those you must interact with if possible (sneeze guard or open/close window).
- Improve air flow and fresh air if possible.
- Control the number of people in the workspace to allow for greater physical distancing, and limit the number of people you need to interact with, if possible. Utilize floor markings and signage to show distance markers and control the flow of people. If possible, limit the number of people admitted to only a few at a time.
- Put distance between workers where possible. Stagger work or spread out cashier stations.
- Increase cleaning frequency and disinfect surfaces, especially on commonly touched surfaces. Be sure to follow safe practices on cleaning times and [cleaning agents](#).
- Keep up with good hand washing and avoid touching your face. Extra handwashing and washing your hands when you arrive to work and before breaks should be practiced. When extra handwashing is not possible, a good hand sanitizer should be used frequently. Consider disinfecting after each customer interaction.
- If possible, have the customer bag items themselves. Do not allow the customer to place their own bags or boxes on your countertop or surfaces.
- Cloth face coverings/masks are now required in all enclosed spaces that are open to the public (staff and customers) in all of Leeds, Grenville & Lanark.

Additional recommendations for Store Operations *(from the [Province of Saskatchewan](#))*:

- Enhance the store's sanitation plan and schedule.
- Provide clean carry-out bags for purchased goods. Customers should be encouraged not to use their own containers, reusable bags or boxes.
- Post signs indicating that no customer packaging is to be used or placed on checkout counters
- Customers should be encouraged to minimize touching merchandise. Post signs requesting them to only touch items they intend to buy.
- Discourage the use of change rooms. If they are being used, ensure that surfaces are cleaned and disinfected between each use. Only allow 50% occupancy to space out customers.
- Discourage the exchange or return of goods. If goods have to be returned, ensure returns are thoroughly cleaned and disinfected. Where possible, wipe down merchandise with disinfectant. Returned goods should be isolated in a separate bin (labelled with return date) for at least 72 hours before being returned to store shelves. Employees must wash their hands after handling.

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- Where items are kept behind counters and provided to customers to try on and handle, such as jewelry and electronics, customers should clean their hands with soap and water or an alcohol-based [hand sanitizer approved by Health Canada](#) (DIN or NPN number) prior to handling the items. They should also avoid placing the items on or near their faces.
- Place an [alcohol-based hand sanitizer approved by Health Canada](#) (DIN or NPN number) in dispensers or soap and water hand washing stations near doors, pay stations, change rooms and other high-touch locations for customers and staff. Make wipes and trash bins available for wiping down shopping carts and disposing of the wipes.
- Promote physical distancing of customers:
 - Use physical line controls at entrances and checkout lines. Place markers (e.g. tape or cones) every two metres as visible cues to support physical distancing.
 - Make announcements at regular intervals reminding customers to stay 2 metres apart.
 - Post clear signs in multiple locations that indicate the maximum number of customers and staff allowed in the store at one time.
 - Consider monitoring the number of customers and staff entering and exiting the store. Once the maximum number of persons is reached, allow one person to enter for every one person who leaves.
- Offer and encourage online or telephone orders with delivery or pick-up services as alternatives to in-person shopping.
- Ask customers who arrive with [covid-19-like symptoms](#) to return home and use a delivery service instead.
- All workers should self-monitor for symptoms and use the [self-assessment tool](#) if they develop symptoms.

Office Setting Controls:

Click here for the [WSPS Guidance Document](#)

Click here for the [Public Services Health & Safety Association Guidance Document](#)

- Wash your hands regularly following best practices and avoid touching your face. When handwashing is not possible, a good hand sanitizer should be used frequently and kept nearby.
- Integrate physical distancing in all activities.
- Are there tasks you can minimize or eliminate? Can the work you do be done alone or done from home?
- Stagger breaks and lunches.
- Consider job task rotation if it will assist in ensuring physical distancing guidelines are met and reduce the number of people needed in one area.
- Put measures in place to control how many people you interact with to ensure distance between clients and workers. Consider controlling entry points to designated work areas and, limiting the number of people in an area, and using floor markers to keep people spaced 2m apart.
- If possible, put barriers in place between yourself and people you have to interact with (ex. Sneeze guard or open/close window).
- Improve airflow and fresh air intake where possible.
- Increase cleaning frequency, especially on shared office items and frequently touched surfaces. Be sure to follow safe practices and use an [appropriate cleaning agent](#).

Personal Care Services

Under the Stage 2 Reopening Framework, establishments providing personal care services can open with the proper health and safety protocols in place including: Hair services (barber shops, hair salons, hairdressers/stylists, colour consulting services, scalp treatment services, hair weaving services, hair replacement services); Beauty salons, shops and parlours (beauticians, estheticians, cosmetology shops/salons, manicure/pedicure salons); Hair removal services; Diet centres (non-medical), diet workshops, weight control clinics, weight-reduction centres (non-medical); Piercing services; Day spas; Tanning salons; Tattoo studios.

In addition to the services permitted in Stage 2, in Stage 3 (starting July 17), all services that tend to a customer's face are permitted (e.g., facials, ear piercing, eyebrow grooming and eyelash extensions).

Oxygen bars, bath houses, steam rooms and saunas are not yet permitted to open; baths, hot tubs, floating pools and sensory deprivation pods are closed except for therapeutic purposes prescribed by or administered by a regulated health professional.

Businesses in the Personal Care Services Sector should review the [Best Practices](#) found in this document, along with the [Retail Establishment Sector Guidelines found above](#) in addition to their own sector guidance.

[Click here for the WSPS Guidance Sheet for Personal Services Settings](#)

- Screen customers and staff regularly for health issues. If anyone develops symptoms of COVID-19, implement procedures for reporting the illness and keeping the worker away from others. Ensure that illness reporting requirements are well communicated in the workplace through training and signage.
- Communicate that it is not permitted for anyone to enter the business if individuals have symptoms of COVID-19.
- Personal care service providers should ensure that:
 - Patrons must wear face coverings at all times, except while receiving services on an area of their face that would otherwise be covered by a face covering;
 - workers must wear face coverings and other appropriate personal protective equipment (PPE), including gloves.
- Personal care services must take measures to enable physical distancing between patrons, such as limiting the number of people who may be in the business at any one time.
- Businesses should consider operating by appointment only and/or recording each patron's name and contact information for the purpose of contact tracing.
- The following measures should also be considered to keep customers safe:
 - Screening of customers and staff for symptoms and risk factors.

- Requiring all customers to book an appointment and prohibiting walk-in customers.
- Increasing cleaning and disinfecting or sterilizing instruments, including scissors, hair clippers, nail files, and other equipment between clients.
- Assigning each worker a unique set of tools for their own use if possible, and if not possible, limiting the number of people sharing equipment or tools.
- Getting tested if workers are worried that they may have been exposed, or have been exposed, to COVID-19.
- Update the business' voicemail, email, social media, website and other external communicates, and create a visible sign for your door to inform customers of changes to the business operations.
- Employers need to training workers on possible COVID-19 transmission points in the workplace, what steps are being taken to protect them, and how they can protect themselves, including frequent hand washing (especially before and after each client), sanitizing items and surfaces more frequently, following tool disinfection procedures, and not touching their face.
- Install physical distancing markers throughout the recaption area and other areas depending on the size of the facility, including the entrance area outside the premises if appropriate, to ensure customers maintain a physical distance of 2 metres.
- Limit the number of workers working in one space as well as the number of customers so that everyone can distance themselves from each other by:
 - Staggering shifts and break times and scheduling more time for cleaning in between customers.
 - Practicing physical distancing during breaks.
 - Where possible, have workstations or chairs positioned to maintain the physical distance requirements.
- Increase hand washing frequency and ensure that all hand washing facilities are available and in good working order. Encourage workers and visitors to wash their hands before entering the workplace, after contact with others, or with surfaces others have touched.
- In addition to the cleaning and disinfecting guidance for all businesses and retail businesses, personal services should pay particular attention to other areas, including:
 - Maintain clean workstations, debit machines, cash registers, counters, and equipment
 - Provide hand sanitizer and sanitizing wipes for clients to use upon entry. Consider having them available near the entryway, waiting areas, at reception and other high-traffic areas.
 - Provide a safe place for individuals to dispose of used sanitizing wipes and personal protective equipment. Empty and clean waste containers on a regular basis.
 - Surfaces that come in contact with customers must be disinfected prior to and after each customer service performed.

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- Pay particular attention to frequently touched surfaces and common areas, such as entrances, counters, and [washrooms](#).
- Clean and disinfect/sterilize instruments such as scissors, hair clippers, nail files, and other equipment between clients. [Visit the Public Health Ontario website for additional cleaning and disinfection protocols for the personal service sector.](#)
- Limit the number of people sharing equipment or tools. Assign each worker a unique set of tools for their use only if possible, and if not ensure proper cleaning and disinfecting before sharing.
- Protective coverings should be discarded (disposable) or changed (washable) between clients; care should be taken to avoid contamination of surfaces when removing/changing used protective coverings.
- For any soiled towels, sheets, uniforms, laundry etc., minimize shaking and disturbance; if possible, arrange to ensure the laundering of items using the warmest appropriate water setting for the items and dry items completely. Clean and disinfect hampers or other carts for transporting laundry and sanitation equipment.
- Customer controls:
 - Consider restricting walk-ins and only taking customers by appointment (phone or online booking). This also gives you an opportunity to communicate your procedural changes in advance of their arrival. Schedule time between customers for cleaning and disinfecting workstations and any surfaces the customer may have touched.
 - Consider limiting customer capacity if unable to maintain physical distancing.
 - Eliminate restrictions and penalties on cancellations to encourage clients to reschedule if they are feeling unwell.
 - Consider minimizing or eliminating exposures by having customers pre-pay by electronic options, if this isn't possible, clean and disinfect payment devices between customers.
 - Waiting areas inside your business should be closed and not available to the public. Consider signage at the door to inform the public, and inform your customers of this during booking.
 - Frequently touched items such as books, service menus, pens and other items should be removed from waiting areas and reception desks.
 - Customers should be given direction to refrain from contacting any surfaces unnecessarily during their treatment.
 - For retail sales, do not provide testers or product samples. Encourage clients to not touch items on shelves by having workers monitor product sales areas and utilizing signage.

Restaurant and Food Services

[Visit the Ontario Provincial Guidance for the restaurant and food services sector](#)

Starting on June 17, Restaurants, bars, concession stands, and other food and drink establishments may open for indoor dine-in.

Nightclubs are not yet safe to open, except for the purpose of serving food or drinks to patrons in accordance with the conditions that apply to restaurants and bars.

Physical distancing of two metres between patrons from different households or social circles also continues to apply to food trucks, food courts, concession stands and tours, including tastings at wineries, breweries, and distilleries.

- All patrons must be seated at all times in any area of the establishment in which food or drink is permitted except:
 - While entering the area and while moving to their table,
 - While placing or picking up an order,
 - While paying for an order,
 - While exiting the area,
 - While going to or returning from a washroom,
 - While lining up to do anything described above, or
 - Where necessary for the purposes of health and safety.
- Establishments must take appropriate measures to ensure physical distancing of at least 2 metres between patrons from different households, including:
 - Using reservations.
 - Limiting the number of patrons allowed in the space at one time.
 - Ensuring at least two metres between patrons from different tables, unless separated by plexiglass or some other impermeable barrier, including to allow for movement.
- Buffet-style service is not yet permitted in Stage 3.
- Singing or music may be performed by a person or group at the restaurant or bar, with restrictions, including barriers between the performers and patrons, and physical distancing. Dancing may only be performed by someone working at (or hired by) the establishment, with restrictions.
- Karaoke is permitted only outside of private karaoke rooms, which are not yet permitted to open in Stage 3, with restrictions including: barriers, physical distancing and increased cleaning and disinfecting.
- [Temporary extensions on the physical sizes of licensed patios](#) is permitted under certain criteria.
- Keep customers safe by:

- Practicing physical distancing.
- Increase cleaning of frequently touched surfaces.
- Wear PPE at all times, at minimum an appropriate face covering.
- Wash your hands frequently and practice good hygiene.
- Get tested if you are worried you have been exposed to COVID-19.
- Protect yourself and your co-workers:
 - Wash your hands often with soap and water or alcohol-based hand sanitizer.
 - Sanitize often, between each transaction if possible.
 - Wash or sanitize hands after making or receiving deliveries.
 - Sneeze/cough into your sleeve.
 - Avoid high-touch areas, where possible, or ensure you clean your hands afterwards.
 - Where possible, wear gloves when interacting with high-touch areas. Do not touch your face with a gloved hand. Take care when removing gloves and ensure you wash your hands after removing them.
 - Wash your clothes as soon as you get home.
 - Stay home if you are sick, and notify your supervisor immediately if you begin to feel ill at work.
- Maintain physical distancing in the workplace (2 metres):
 - Minimize contact with customers.
 - Maintain a safe distance while handling goods and taking payment, minimize or eliminate handling of cash and eliminate at-the-door payment methods.
 - Assign staff to ensure customers are maintaining safe physical distances in congested areas like entrances/exits and check-outs.
 - Add floor markings and barriers to manage traffic flow and physical distancing.
 - Install barriers between cashiers and customers (with plexiglass or floor markings to keep a minimum 2m distance).
 - Restrict the number of people on-site and where they are assigned to work.
 - Control site movement.
 - Limit the number of people working in one space at the same time, and limit the potential for workers to gather.
 - Minimize the number of people using each piece of equipment, or assign equipment to one worker if possible.
- Workplace sanitation (the obligation to maintain a clean worksite is under sharper focus due to COVID-19):
 - Provide ways to properly clean hands, by providing access to soap and water or alcohol-based hand sanitizer.
 - Provide customer-facing staff with hand sanitizer for their use only.

- Increase frequency of handwashing such as upon entering the workplace, after contact with surfaces, before breaks, and at shift changes.
- Provide a safe place for customers to dispose of used sanitizing wipes and PPE.
- [Clean washroom facilities](#).
- Sanitize commonly-touched surfaces or areas such as entrances, counters, washrooms, and kitchens. Sanitize shared equipment.

Sports and Fitness Activities

Facilities for sports and recreational fitness activities include gyms, fitness studios, and community centres.

- Physical distancing must be maintained, except if playing a team sport or as needed for personal training.
- Equipment must be cleaned and disinfected between user sets or at the end of a game.
- Any washrooms, lock rooms, change rooms, showers or similar amenities made available to the public must be cleaned and disinfected frequently.
- Steam rooms and saunas are not yet permitted to open.
- The total number of people permitted in areas containing weights or exercise equipment machines is limited to the number of people that can maintain physical distancing of at least 2 metres, and cannot exceed the indoor gathering limit of 50 people.
- The total number of people permitted in classes or organized activities at any one time is limited to the number of people that can maintain physical distancing of at least 2 metres, and cannot exceed the indoor gathering limit of 50 people, or the outdoor limit of 100. Assigned spaces are strongly recommended for organized fitness classes (ex. Using floor markings).

Team Sports and Live Sporting Events:

- Prolonged or deliberate contact while playing sports is not permitted.
- Team sports in which body contact between players is either an integral component of the sport or commonly occurs while engaging in the sport are not yet permitted, unless the approach can be modified to prevent prolonged or deliberate physical contact.
- Amateur and recreational sports leagues may resume so long as they do not allow prolonged or deliberate physical contact between players, or if they have modifications to avoid physical contact between players.
 - Leagues must contain no more than 50 participants in total. If participants in a league exceed 50, the league may divide into smaller groups of no more than 50. Players are not yet permitted to play against players outside of their league or group.

- Spectators at all sporting events, including professional sports, will be subject to gathering limits and physical distancing measures, with assigned seating where possible.

Tour & Guide Services

Review the guidance from the Ontario Government and WSPS on [Outdoor Recreation](#)

- For tour and guide services, including boat tours, the number of patrons is subject to gathering limits.
- Physical distancing of at least 2 metres must be maintained between all individuals, except for those from the same household or social circle.
- The outdoor gathering limit of 100 applies if patrons will be outside for the duration of the tour except to access washrooms, in transit to an outdoor area, or for health and safety reasons.
- As with other gatherings and events, the indoor gathering limit of 50 applies if the gathering is fully or partially indoors.
- Businesses should consider operating by appointment and must record each patron's name and contact information for the purpose of contact tracing.
- Equipment may be rented as needed as part of the tours. Equipment must be properly cleaned and disinfected in between rentals.
- Access to production areas for tours of food and beverage manufacturing sites is permitted, as long as operators can follow workplace guidance and public health advice to ensure quality and cleanliness of products.

Use of Personal Protective Equipment (PPE)

If the above recommendations are still not enough for your workplace, consider Personal Protective Equipment (PPE). PPE is only effective if worn correctly. [Read the Considerations for PPE](#). Ensure PPE training include the fit, use, care, [putting on and taking off](#), maintenance, cleaning, storing and limitations of the PPE.

Provide a safe place for employees to remove and dispose of disposable PPE in designated waste receptacles. Have a hand washing station or hand sanitizer available at that site. If you require customers to wear PPE in your store, ensure waste receptacles are present in the parking lot or outside of your storefront for safe disposal.

Some example of PPE that may be suited include:

- **Gloves** – The use of disposable gloves can help limit contact with surfaces, product etc. Be sure you have practices set up for suitable disposal and when gloves should be changed such as torn and or dirty. It's also important, again, to ensure you consider other hazards that may be present in the workplace before introducing gloves – in some cases, gloves can be an 'entanglement' hazard and should not be worn. [Steps to take off gloves](#).
- **Goggles or face shields** – can help with barriers and separation too. They should be assigned to people and not shared and can be used regularly if kept clean. Ensure the goggle or face shield use does not result in workers touching their faces more often because of heat or discomfort.
- **Masks:** non-medical masks and face coverings may be appropriate for your workplace if physical distancing can not be achieved or maintained (it may also be mandated by the local health unit or occupational health and safety rules for your sector). Learn the advantages and limitations of masks:
 - o [Mask use for non-healthcare workers](#)
 - o [When and How to Wear a Mask](#)
 - o [Use of masks and respirators during the COVID-19 outbreak](#)
 - o [Use of non-medical masks and face coverings](#)
 - o [Face masks and face coverings](#)
 - o [How to put on, remove, and clean non-medical masks and face coverings](#)
- **Mandatory Masks/Cloth Face Coverings in Enclosed Public Spaces:** Starting July 7, 2020 cloth face coverings are now [mandatory in enclosed spaces](#) that can be accessed by the public. This regulation has been put in place by the Leeds, Grenville & Lanark District Health Unit (LGLDHU) alongside the other regional health units.
 - o All businesses will be required to adopt a policy mandated by the LGLDHU under the Ontario Emergency Act to ensure facial coverings/masks are worn inside enclosed public spaces. Click here to read [the Instructions to Operators of Enclosed Public Spaces](#).

Resources:

Employee Screening Questions

Please complete the COVID-19 screening tool prior to entering this building to start your shift. Screening only needs to be completed once per shift. If symptoms develop during a shift, tell your supervisor right away and return home.

1. Are you experiencing any of the following symptoms?
 - severe difficulty breathing (for example, struggling for each breath, speaking in single words)
 - severe chest pain
 - having a very hard time waking up
 - feeling confused
 - lost consciousness
2. Are you experiencing any of the following symptoms (or a combination of these symptoms)?
 - fever
 - new or worsening cough
 - difficulty breathing (for example, struggling for each breath, cannot hold breath for more than 10 seconds)
 - muscle aches
 - unexpected fatigue
 - headache
 - sore throat
 - runny nose or nasal congestion (in absence of underlying reason for these symptoms such as seasonal allergies, post nasal drip, etc.)
 - difficulty swallowing
 - nausea/vomiting
 - diarrhea
 - abdominal pain
 - new smell or taste disorder
3. Have you travelled outside of Canada in the last 14 days? (As of March 25th, all returning travelers to Canada are under mandatory quarantine for 14 days)
4. Have you been in close contact* with someone who has tested positive for COVID-19, or is currently awaiting testing or their test results for COVID-19, in the past 14 days?
5. Have you been in close contact* with someone who is sick with new respiratory symptoms (fever, cough, or difficulty breathing), or who is sick with any of the symptoms?

**close contact: being less than 2m away in the same room, workspace, or area for over 15min, OR living in the same home*

If the answer to all questions is “No”, the staff member may enter the building. By proceeding into the building, you are acknowledging that you have completed and passed screening. If the answer to any question is “Yes” the staff member should return home and follow public health advice, or visit a COVID-19 Assessment Centre.

[Click here to download a printable screening checklist](#)

Posters

Posters to communicate your changes to the public:

For consistency across the City and surrounding region, we have created posters for businesses to easily communicate with their customers how they are adapting to keep their customers and staff safe.

Please print and check the increased precautionary measures that you are taking in your business. This list will help customers feel more confident entering your business to shop or access your services.

- [Reopening Checklist for Storefront Display](#) – retail (*fillable pdf*)
- [New Hours of Operation](#) (*fillable pdf*)

Posters for staff areas:

- [Proper hand washing & proper use of hand sanitizer](#)
- [When to use soap and water/ hand sanitizer](#)
- [Know the Symptoms of COVID-19](#)
- Proper use of PPE:
 - [Recommended Steps for Putting On and Take Off PPE](#)
 - [When & How to Wear a Mask](#)
 - [Dos and Don'ts of face coverings](#)
 - [Steps to Take Off Gloves](#)
- [Cleaning public areas & checklist](#)

Poster for public areas:

- [Face Covering/Mask REQUIRED](#) (*a poster displaying this message MUST be posted at all entrances to enclosed public spaces. This one was made by the Health Unit specifically for this purpose and contains all of the required information*)
- [Hand sanitizing](#)
- [Physical distancing/spacing & protect yourself and those around you](#)
- [Attention Visitors](#)
- [General Retail Stores](#)
- [Grocery Stores](#)
- [Safe office workspace](#)
- [How to wear a face covering](#)

[Find more posters from the Leeds, Grenville & Lanark District Health Unit](#)

List of Suppliers:

PPE

- [Hansler Smith Limited](#): masks, gloves, face shields, disinfectants, signs and floor decals, soap, dispensers, towels, cleaning supplies
- [Levac Supply](#): masks, gloves, cleaning supplies, acrylic sheeting
- [North Channel Supply](#): masks
- [Sands](#): gloves, masks, disinfectant, spray bottles, wipes, wall mounted dispenser, hand sanitizer
- [Pathcare Medical Inc.](#): masks, gloves, hand sanitizer, hands-free dispensers, infrared thermometers. 613-246-8060 *in stock locally and available now. Free delivery in Brockville and Area.*
- [Maxill \(COVID express section\)](#) non-local: disinfectant wipes, hand sanitizer, hand soap, gloves, masks, soap dispensers
- Canarm: masks. Email to place orders sharrington@canarm.ca, minimum order 50 masks
- [Ignite Printing](#): reusable cloth masks and face coverings, customization available
- [Where to find cloth masks in Leeds, Grenville, & Lanark](#) *and other resources on cloth masks/face coverings including new mandate*

Cleaning supplies, hand sanitizer, soap, and dispensers

- [BUSL](#): hand sanitizer
- [Fastenal](#): wipes, towels, rags, cleaning supplies, cleaning products, dispensers and stands
- [Hansler Smith Limited](#): masks, gloves, face shields, disinfectants, signs and floor decals, soap, dispensers, towels, cleaning supplies
- [Kings Lock Craft Distillery](#): hand sanitizer: call 613-704-2529
- [Levac Supply](#): masks, gloves, cleaning supplies, acrylic sheeting
- [Top Office](#): cleaning supplies
- [Sands](#): gloves, masks, disinfectants, spray bottles, wipes, wall mounted dispensers, hand sanitizer
- [Pathcare Medical Inc.](#): masks, hand sanitizer, hands-free dispensers, infrared thermometers. 613-246-8060 *Free delivery in Brockville and Area.*
- [Grand & Toy](#): disinfectants, wipes, electronic cleaning supplies, soap dispensers
- [Maxill \(COVID express section\)](#) (*non-local*): disinfectant wipes, hand sanitizer, hand soap, gloves, masks, soap dispensers

Protective Barriers & Plexiglass – local suppliers (while supplies last)

- [Brockville Home Hardware](#)
- [Delux Auto Glass & Trim 613-342-7148](#)
- [Ketchum Manufacturing](#)
- [Hansler Smith Ltd.](#)
- [Wiltse's Brockville Glass](#)

Protective Barriers (non-local)

- [STM displays](#): Cost effective Hanging Sneeze Guard Kit (\$15)
- [Centennial Glass](#)
- [Regal Plastics](#)
- [Shop Pop Displays](#)

Signage, floor decals, and stickers (local)

- [Hansler Smith Limited](#) (in stock)
- [Ketchum Manufacturing](#) (in stock and [custom](#))
- [Ignite Printing](#) (in stock and custom)
- [D&D Promotions](#) (custom)
- [Henderson Printing](#) (custom)
- [Acme Signs & Graphics](#) 613-213-3463

[Find more local suppliers on the list developed by the United Counties of Leeds & Grenville](#)

[Access the Province's list of PPE Suppliers](#)

[Rapid Response Platform to access critical products](#)

Additional Links & Resources

[Resources to help prevent the spread of COVID-19 in the Workplace \(Province\) & Sector-Based Guidance](#)

[Detailed List of Stage 1 Openings & A Framework for Reopening our Province: Stage 1](#)

[Detailed List of Stage 2 Openings](#)

[Detailed List of Stage 3 Openings](#)

[Reopening our Province](#)

[Public Health Guidance for Business in Lanark, Leeds & Grenville +](#)

[Workplace Safety and Prevention Board \(WSPS\)](#)

[Public Services Health & Safety Association \(PSHSA\)](#)

[Infrastructure Health & Safety Association \(IHSA\)](#)

[Canadian Centre for Occupational Health and Safety](#) – Pandemic (COVID-19) Tip Sheets

[Province of Ontario](#) – COVID-19

[Public Health Ontario](#) – Coronavirus Disease

[Government of Canada](#) – COVID-19

[Click here to download the Workplace Safety & Prevention Services \(WSPC\) Pandemic Recovery Return-to-business checklist](#)

[Guidelines for Business from the Leeds, Grenville & Lanark Health Unit](#) (fact sheet) + Best Practices for COVID-19 [Prevention Checklist for Stores](#)

[Leeds, Grenville & Lanark Health Unit COVID-19 Public Health Guidance for Businesses and Workplaces](#)

[Retail Council of Canada: Retail Recovery Checklist and Templates](#) (applicable to more than retail businesses) & [their Recovery Playbook](#)

[Canadian Federation of Independent Business: Templates, Poster, Customizable letters to employees and landlords, and more](#)

[Canadian Business Resilience Network – Reopening Canada’s Economy, A National Guide for Business](#)

[J.D. Irving COVID-19 Workplan](#) (*sample*)