

# Risk-informed decision-making guidelines for workplaces and businesses during the COVID-19 pandemic

**Objective:** Provide a framework for risk-informed decision making about public health actions for workplaces/businesses operating during the COVID-19 pandemic.

**Audience(s):** Employers and business owners can use this document to consider COVID-19 related risks associated with their workplace/business, as well as to identify and implement appropriate risk mitigation strategies, including decisions to close workplaces. Local Public Health Authorities (PHA) can use this tool to support decision-making about workplaces/businesses in their jurisdictions.

**This document is not applicable to workplaces where health care is being provided to COVID-19 infected individuals. Employers of first responders and health care workers should ensure that the occupational health and safety and infection prevention and control practices within their workplace/context align with local PHA recommendations for the health sector.**

**At this time, many provinces and territories have mandated the closure of all workplaces with the exception of those providing essential services and goods. Employers and businesses should refer to their respective provincial or territorial website for the list of essential services.**

This risk assessment tool is intended to support Canadian workplaces and businesses to reduce the risks of COVID-19 transmission in their settings. It is based on advice contained in the World Health Organization's guidance <sup>Footnote 1</sup>,

<sup>Footnote 2</sup> and in the US Centers for Disease Control and Prevention (CDC) guidance <sup>Footnote 3</sup>, and on [public health assumptions](#) that reflect the currently available scientific evidence and expert opinion. It is subject to change as new information on transmissibility and epidemiology becomes available.

Workplaces and businesses can contribute to the transmission of respiratory pathogens, such as the virus that causes COVID-19. It is important for these settings to implement appropriate public health measures to prevent and reduce the spread of COVID-19 among all those who may be present in the workplace (e.g. employees, contractors, customers/clients).

Workplaces/businesses can implement key measures to limit the spread of the virus in their settings. Workplaces/businesses are heterogeneous; therefore, the Public Health Agency of Canada recommends that employers and business owners conduct a risk assessment to determine the most appropriate public health actions for a particular workplace/business during the COVID-19 pandemic. This involves considering the epidemiology of the disease, assessing characteristics of the workplace/business settings and its employees/clients, and assessing the weight (importance) of associated risks. Introduction of measures to respond to COVID-19 within the workplaces/businesses can be considered on a continuum from promoting public health messages, to enhancing communication to employees, contractors and customers/clients, to implementing risk mitigation strategies, to closing the workplace.

### **Epidemiology of COVID-19**

Epidemiologic evidence suggests this virus transmits readily by respiratory droplets and contact. This suggests that transmission in a workplace/business setting could occur directly via close contact or indirectly via contaminated surfaces and/or objects (fomites). Transmission via contaminated surfaces poses a greater risk if employees/clients share workstations (e.g., communal computers, electronic devices).

Individuals who have been infected with the COVID-19 virus are able to transmit the virus to others early in their illness, including in the days before they develop symptoms (pre-symptomatic), and up to at least 10 days after they develop symptoms. Some infected individuals may have very mild symptoms, or no symptoms (asymptomatic), but are still able to transmit the virus to others. This means that some infected individuals will be able to infect others, but may not look or even feel ill themselves. The estimated incubation period for COVID-19 is 5-6 days on average, ranging from 1 to 14 days.

Epidemiologic evidence suggests that COVID-19 causes mild illness in most people (~80 %), with a smaller proportion of people developing more severe disease including pneumonia, and with some dying. People at higher risk of complications and severe disease include older adults and people with underlying chronic or immunocompromising medical conditions.

### **Risk mitigation strategies (including personal protective equipment (PPE))**

Managing the risks of COVID-19 in the workplace requires multiple strategies that must be used in combination to be effective. Business employers/owners, employees and clients/customers all have important roles to play in taking steps to reduce the spread of COVID-19. Some businesses or workplaces may choose or be required to close, or to have employees work remotely if possible. If the workplace is continuing to operate, signs should be posted to clearly indicate that no one, not employers, nor employees, nor clients should enter the workplace if they are unwell, are isolating or in quarantine (self-isolating).

- All employees, including essential workers, should be instructed to stay at home if they are feeling unwell. If they start experiencing symptoms while at work, they should isolate themselves from others immediately, and



notify their manager and go home as soon as possible, avoiding public transportation and taking measures to protect others around them.

Essential workplaces and businesses that continue to operate during the COVID-19 pandemic will be required to implement a range of recommended public health measures and environmental controls to minimize risk of disease transmission. Practicing frequent and thorough hand hygiene (washing hands for 20 seconds with soap and water, or using alcohol-based hand sanitizer), as well as not touching one's face, good respiratory etiquette, and physical distancing are the most effective ways to prevent infection.

Physical distancing (maintaining a 2 metre distance from others) is essential and effective in reducing infectious disease transmission.

Operators of workplaces should implement measures to ensure that physical distancing and/or barriers between individuals (e.g., employees, customers, clients) are maintained consistently. This could include use of physical barriers like a Plexiglas window or high walled cubicle, ensuring 2 metre separation between work stations, signage or markings on the floor, and/or dedicated staff providing directions.

Respiratory etiquette, coughing or sneezing into one's arm or a tissue, is an effective measure to prevent the spread of potentially infectious respiratory droplets and the contamination of surfaces by a COVID-19 infected person (including those who may not yet have symptoms).

When maintaining a physical distance of 2 metres between coworkers or customers/clients in the workplace is not consistently possible, consideration should be given to use of a non-medical mask or facial covering, (e.g., homemade cloth masks, dust masks, bandanas that cover the mouth and nose), that may also prevent an infected person's respiratory droplets from reaching other people or contaminating common surfaces and/or objects (fomites). If a worker is alone behind a physical barrier, a non-medical mask or

facial covering is not necessary. If the worker is behind a physical barrier with co-workers or needs to move out from behind the physical barrier (and a 2 metre distance is not possible), then a non-medical mask or facial covering should be considered. Wearing a non-medical mask or facial covering is intended to prevent spread of infection from the wearer, but has not been proven to protect the person wearing it from becoming infected. If the use of non-medical mask or facial covering is recommended in the workplace/business setting, workers should be instructed on their proper care and use.

In the context of this pandemic, medical masks or respirators must be conserved for health care workers and others providing direct care to COVID-19 patients. It is extremely important to not divert the supply of this PPE away from where it is needed most.

(Consult guidance available at [Canada.ca/coronavirus](https://Canada.ca/coronavirus) for additional recommendations)

Outside of the health care context, PPE should only be used on the advice of an organization's occupational health and safety department, based on a risk assessment that considers both the risk associated with a specific task/activity as well as the characteristics of the source of the infection (e.g. a sick person or a contaminated environment). **The use of respirators (e.g. N-95 respirators), outside of healthcare settings or other industries where respirators are routinely used, is not recommended.**

If workers (that are not health care providers) must perform tasks within 2 metres of people diagnosed with COVID-19, that have symptoms of COVID-19, or are in contact with their environment, they should consult their occupational health and safety department to discuss the need for additional PPE such as a medical mask, gloves, eye/face protection and gown (droplet precautions).

Training on the appropriate use of PPE and the sequence for putting it on (donning) and taking it off (doffing) should be provided, as all PPE must be

used correctly to prevent contamination; hand washing remains critical when using PPE.

Population at Risk: Employees/Contractors/Clients				
Characteristics	Risk consideration	Public health rationale	Weight	Risk mitigation strategies
Demographics of your workforce and clientele	Are employers/business owners aware that employees/clients are from demographic groups at greater risk of severe disease, such as older adults or people with underlying medical conditions?	Older adults, people with immune compromising conditions and chronic diseases appear to be at greater risk of severe disease, so consideration should be given to protecting them from possible exposure to COVID-19 cases. However, the health status of employees/clients may not be disclosed to their employers.	High importance	<ul style="list-style-type: none"> <li>• Communication about risk to staff/clients should be emphasized;</li> <li>• Encourage the use of individual measures such as frequent hand hygiene, physical distancing, respiratory etiquette and staying home when ill;</li> <li>• If physical distancing cannot be consistently maintained, employees and clients should consider wearing a non-medical</li> </ul>

Population at Risk: Employees/Contractors/Clients				
		Workplaces/businesses cannot assume they know the health status of their employees.		<p>mask or facial covering, (e.g., homemade cloth masks, dust masks, bandanas).</p> <ul style="list-style-type: none"> <li>• Provide options to the medically at risk to reduce social contacts at work, such as teleworking arrangements, if possible.</li> </ul>
	Are your clients at greater risk of spreading the disease (e.g., young children)?	Young children may be at greater risk of amplifying disease transmission because they are generally less compliant with effective hand hygiene and respiratory etiquette practices and tend to socialize	Medium importance	<ul style="list-style-type: none"> <li>• Consideration should be given to modifying service delivery (e.g., reducing number of clients using services at the same time, providing services outdoors) and promoting use of individual measures such as frequent hand</li> </ul>



Population at Risk: Employees/Contractors/Clients				
		<p>with others in a way that is likely to increase transmission. Preventing transmission from these populations indirectly protects the larger population and may reduce demand on the health care system.</p>		<p>hygiene, physical distancing, respiratory etiquette.</p> <ul style="list-style-type: none"> <li>• Bear in mind that it may not be possible to mitigate risk for certain groups of individuals (e.g. children are unlikely to comply with physical distancing, hand or respiratory hygiene or wearing a non-medical mask or facial covering).</li> <li>• Consider need for increased frequency of cleaning especially of high touch services.</li> </ul>
-	Are your employees at greater risk of being infected due	Returning international travelers and	High importance	<ul style="list-style-type: none"> <li>• Plan for absenteeism or alternative</li> </ul>



Population at Risk: Employees/Contractors/Clients				
	to recent international travel or attendance at an identified risk setting (e.g., conference where cases were known to be present)?	people who potentially had contact with a case (e.g., at a conference or within their household) are being asked to quarantine (self-isolate) at home for 14 days.  If they are essential service workers, and are asymptomatic, they may need to return to work within the 14 day period in order to avoid essential service interruption.		working arrangements (i.e., teleworking);  <ul style="list-style-type: none"> <li>For returning travellers, who are asymptomatic, and deemed essential workers considerations should be given to more stringent self-monitoring and other measures to reduce exposure and transmission to others (e.g., the use of a non-medical mask or facial covering when physical distancing cannot be maintained). Employers should conduct a risk assessment (consider involving the</li> </ul>

Population at Risk: Employees/Contractors/Clients				
				<p>local PHA) taking into account local epidemiology, response goal, critical infrastructure resources and potential positive and negative impacts of recommendations.</p>
Local demographics and epidemiology	Is the local community experiencing an increased rate of COVID-19 infection?	The risk of exposure to staff/clients may be higher in the workplace if there is ongoing local community transmission.	High importance	<ul style="list-style-type: none"> <li>Consider involving the local PHA in decision-making about workplace/business operations or closure.</li> </ul>
	Is the local population at increased risk of severe disease if COVID-19 circulated?	Businesses that interact with communities with a high number of elderly residents, higher rates of chronic disease	Medium importance	

Population at Risk: Employees/Contractors/Clients				
		or challenges accessing health care services may want to reduce their activities to limit exposures within the community.		
Environment: Workplace/Setting				
Type of service	What kind of service does your workplace/business provide (e.g., customer service, food service, manufacturing, hoteling, rideshare, etc.)?	<p>The risk of being exposed and/or acquiring the infection is greater if employees/clients interact more closely (i.e., close contact) with one another or with numerous clients (e.g. personal care services).</p> <p>The number and duration of the exposures also have an impact on the risk of transmission.</p>	High importance	<ul style="list-style-type: none"> <li>• Adjust workplace policies and procedures to reduce physical contact, such as teleworking arrangements, flexible hours, staggering start times, use of email and teleconferencing;</li> <li>• Modify infrastructure to enhance physical distancing by 2 metres;</li> <li>• Where possible, consider going cashless. If this is not possible, encourage hand hygiene after</li> </ul>

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		<p>The more numerous or the longer the exposures, the higher the risk for transmission.</p> <p>Given that COVID-19 can survive on surfaces and objects for hours to days, work and/or services that are transactional in nature may represent a higher risk of exposure (e.g., exchange of money or items).</p>		<p>exchange of money or items;</p> <ul style="list-style-type: none"> <li>• Reinforce the importance of frequent hand hygiene, physical distancing, and respiratory etiquette</li> <li>• Reinforce safe food handling practices.</li> </ul>
	Will employees/clients be participating in activities that promote transmission?	Activities that could contribute to spread include, but are not limited to singing, cheering, close	High importance	<ul style="list-style-type: none"> <li>• Reinforce the importance of frequent hand hygiene and respiratory etiquette</li> <li>• Reinforce</li> </ul>



Population at Risk: Employees/Contractors/Clients				
		physical contact (less than 2 metre), and touching common objects (e.g., hand rails, utensils).		<p>physical distancing measures (e.g. avoid greetings like handshakes, maintain 2 metre distances between people wherever possible);</p> <ul style="list-style-type: none"> <li>• If physical distancing cannot be consistently maintained, employees and clients should consider wearing a non-medical mask or facial covering, (e.g., homemade cloth masks, dust masks, bandanas). Avoid sharing communal office equipment/supplies (e.g., tablets, electronic devices);</li> </ul>

Population at Risk: Employees/Contractors/Clients				
				<ul style="list-style-type: none"> <li>• Avoid potlucks, buffets, where serving utensils, plates, trays and other objects may be handled by multiple people.</li> <li>•</li> </ul>
	Does your workplace/business provide essential services?	Essential workers are considered critical to preserving life, health and basic societal functioning. This includes, but is not limited to, first responders, health care workers, critical infrastructure workers, hydro and natural gas, and workers who are essential to supply society	High importance	<ul style="list-style-type: none"> <li>• Consider the societal impacts of altering, reducing or stopping services;</li> <li>• Review and revise, as needed, your business continuity plans to prioritize key functions in the event of high workplace absenteeism.</li> </ul>

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		by critical goods such as food and medicines.		
Setting/Location	In what setting is your workplace/business located (i.e., a community-setting, large public space, office)?	A workplace/business located in a public space with high traffic is at an increased risk of being exposed/infected with COVID-19 due to the number of people coming in and out of the setting (i.e., high number of potential introductions of the virus).	High importance	<ul style="list-style-type: none"> <li>• Workplaces/businesses that operate in public spaces and/or urban centres can consider modifying service delivery/hours or closing to reduce spread;</li> <li>• Encourage employees/clients to take public transit at non-peak times or to use a personal vehicle if possible to limit contact with others.</li> <li>• Reinforce the importance of frequent hand hygiene, respiratory etiquette, and physical</li> </ul>
	Is the majority of the work/service carried out indoors, outdoors or both?	Work/services offered outdoors (i.e. higher ventilation) are likely to be lower risk than those held indoors (e.g.,	Medium importance	

## Population at Risk: Employees/Contractors/Clients

		construction work vs. administrative work in an office).		<p>distancing.</p> <ul style="list-style-type: none"> <li>If physical distancing cannot be consistently maintained, employees and clients should consider wearing a non-medical mask or facial covering, (e.g., homemade cloth masks, dust masks, bandanas). Employers/businesses with more than one location are encouraged to adopt a tailored approach on workplace measures based on local context.</li> </ul>
	Is your workplace/business in a geographically remote area or in close proximity to a densely populated area?	<p>A workplace/business located in a more densely populated area (e.g., metropolitan), may have higher exposure/infection risks.</p> <p>Proximity of a workplace/business to a densely population area could result in a more rapid dissemination of disease.</p>	Medium importance	
	How do clients/customers/contractors primarily access your workplace/business	Workplaces/businesses accessible primarily via public transit	Medium importance	



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	(e.g., public transit, personal car)?	may be at an increased risk of transmission due to contact of potentially contaminated surfaces/objects and proximity with other individuals (especially at peak times) for a long period of time.		
Planning	Does your workplace/business have a pandemic preparedness plan?	Workplaces/businesses with robust pandemic plans are more likely to be able to adapt their operations/activities based on recommended public health advice.	High importance	<ul style="list-style-type: none"> <li>Review and revise, as needed, your business continuity plans to prioritize key functions in the event of high workplace absenteeism;</li> <li>Update emergency contact information of employees/contractors</li> </ul>
	Does your workplace/business have a robust business continuity plan addressing	Workplaces/businesses with robust business continuity plans are more likely	High importance	

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	issues like critical operations, prioritization of work/services, surge capacity planning, cross-training of employees.	to be able to adapt their operations/activities based on recommended public health advice.		ctors.
	How will staff absenteeism impact your operations?	<p>Many employees/clients could be ill or be a caregiver to an ill person (e.g., elderly parent, child), therefore would be unable to attend work for a number of days or weeks. Are employees cross-trained to assume other functions within your workplace/business?</p> <p>Determine how you will operate if absenteeism</p>	High importance	<ul style="list-style-type: none"> <li>Prepare to institute flexible workplace and leave policies for employees who are sick, in self-isolation, or caring for family members.</li> </ul>

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		spikes from increases in sick employees, those who stay home to care for sick family members, and those who must stay home to watch their children if dismissed from school.		
	Do you have a risk communication plan to share information with your employees, contractors and clients?	Workplaces and businesses with an existing risk communication plan are more likely to be able to ease employees'/clients' fear, anxiety, rumors, and misinformation. This will contribute to a more productive workforce in uncertain times.	Medium importance	<ul style="list-style-type: none"> <li>Develop a risk communication plan to ensure effective and efficient communication with employees, contractors and clients.</li> </ul>

Population at Risk: Employees/Contractors/Clients				
		Good communications channels are key to reinforce public health measures in the workplaces such as hand hygiene, respiratory etiquette, and staying home when ill in order to limit transmission. It may also help with compliance with public health advice.		
	Does your workplace/business employ a small or large number of employees?	The larger the number of employees/clients, the greater the likelihood of one of them being a case or a contact of COVID-19. Large numbers	Medium importance	<ul style="list-style-type: none"> <li>• Consider staggering work hours to reduce crowding and close contact;</li> <li>• Consider retaining employees with critical functions only to reduce</li> </ul>



Population at Risk: Employees/Contractors/Clients				
		<p>of people may also create greater likelihood of crowding (e.g., boardroom, gym class). However, larger workforces may be better able to manage absenteeism.</p>		<p>crowding and close contact.</p> <ul style="list-style-type: none"> <li>• Consider cancelling non-essential activities in the workplace</li> <li>• Reinforce the importance of frequent hand hygiene, respiratory etiquette, and physical distancing.</li> <li>• If physical distancing cannot be consistently maintained, employees and clients should consider wearing a non-medical mask or facial covering, (e.g., homemade cloth masks, dust masks, bandanas).</li> </ul>

Population at Risk: Employees/Contractors/Clients				
Policies and practices	Can your workplace/business support flexible workplace policies (i.e., teleworking arrangements, staggered hours)?	Workplaces and business with flexible workplace policies will help reduce transmission amongst staff by reducing close contact between employees and/or clients.	High importance	<ul style="list-style-type: none"> <li>Consider relaxing sick leave policies that support employees in isolation at home when ill, or in quarantine (self-isolation) due to exposure to a case or return from international travel (e.g., suspending the need for medical notes to return to work).</li> </ul>
Mental health	Does your workplace/business offer mental health support to your employees?	Employees/client s may experience increased stress associated with COVID-19, that can bring up historical traumas, trauma of past emergency events, or	Low importance	<ul style="list-style-type: none"> <li>Tailor plans for minimizing stress based on the employee/client situation;</li> <li>Provide mental health support services.</li> </ul>

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		<p>exacerbate ongoing personal or community stressors. Mental health support may contribute to a more present and productive workforce.</p>		
Infrastructure	<p>Can your workplace/business infrastructure be easily altered/modified to implement public health and infection prevention and control measures (e.g., additional hand cleaning stations, spatial separation of 2-metre between workstations)?</p>	<p>Respiratory droplets tend to fall within 2 metres of their source, so maintaining a 2-metre distance from others is a precaution to prevent spread.</p> <p>If the employer/owner is unable to modify the workplace/venue to maintain spatial separation</p>	Medium importance	<ul style="list-style-type: none"> <li>• Reinforce the importance of frequent hand hygiene, respiratory etiquette, and physical distancing;</li> <li>• Provide access to handwashing facilities and place hand sanitizing dispensers in prominent locations throughout the workplace/busine</li> </ul>

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		<p>between employees and/or clients (ideally 2 metres), the risk of transmission is greater (e.g., spacing out tables in restaurants, leaving a couple of empty seats between moviegoers).</p> <p>Hand hygiene should be performed more frequently. Alcohol-based hand rub (60% alcohol or greater) or hand washing sinks with soap and disposable towels should be made readily available.</p>		<p>ss, if possible;</p> <ul style="list-style-type: none"> <li>• Provide additional respiratory etiquette supplies such as tissues, lined waste container, and hand hygiene products/supplies;</li> <li>• Consider increasing the spatial separation between desks and workstations as well as individuals (e.g., employees, customers) from each other, ideally a 2 metre separation or use a physical barrier (e.g., cubicle, Plexiglas window), if possible;</li> <li>• If physical distancing cannot be consistently</li> </ul>
	Are there restricted	Crowding and	Medium	



Population at Risk: Employees/Contractors/Clients				
	points of entrance and exit that force people to be in close proximity and/or pass through high-touch areas (e.g. turnstiles, fingerprint entry, doors and elevators)?	lines at bottlenecks can put employees/client s at increased risk of exposure to respiratory droplets. High-touch surfaces can also be contaminated and increase the risk of transmission. Use <a href="#">approved hard surface disinfectants</a> .	importa nce	maintained, employees and clients should consider wearing a non-medical mask or facial covering, (e.g., homemade cloth masks, dust masks, bandanas).Enhance your environmental cleaning procedures and protocols with a special attention to high-touch surfaces and object.
Environmental cleaning	Does your workplace and business have existing environmental cleaning procedures and protocols? Can they be enhanced to align with public	Routine cleaning of frequently used surfaces and objects help to prevent the transmission of COVID-19 in order to mitigate the risk of	High importa nce	<ul style="list-style-type: none"> <li>Enhance your environmental cleaning procedures and protocols with a special attention to high-touch surfaces and objects (e.g.,</li> </ul>

Population at Risk: Employees/Contractors/Clients				
	health advice?	people becoming infected through self-inoculation after touching contaminated surfaces and/or objects (fomites). The virus that causes COVID-19 has the potential to survive in the environment for up to several days. Cleaning, particularly of frequently touched surfaces and objects (fomites), can kill the virus, making it no longer possible to infect people.		phones, elevator buttons, computers, desks, lunch tables, kitchens, washrooms, cash registers, seating areas, surface counters, customer service counters, bars, restaurant tables/menus).
	Will high-touch surfaces be cleaned and disinfected	The virus that causes COVID-19 may live on	Medium importance	

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	frequently?	<p>surfaces for a few hours or up to a few days.</p> <p><u>High-touch surfaces can be contaminated and increase the risk of transmission.</u></p> <p><u>Use approved hard surface disinfectants.</u></p> <p>The frequency (i.e., one contact versus multiple contacts) and duration (i.e., transient contact versus prolonged contact) of exposure to high-touch surfaces and objects could potentially increase the risk of</p>		

Population at Risk: Employees/Contractors/Clients				
		contamination.		
Occupational Health and Safety - Including use of Personal Protective Equipment (PPE) This guidance does not pertain to a high risk setting such as a health care setting.	Do your employees have access to Occupational Health and Safety services on site? How will symptomatic individuals in the workplace/business setting be handled? How will contacts be handled?	Although screening may not identify all individuals infected with COVID-19 in the workplace/business, occupational health and safety professionals may be able to quickly and safely identify and isolate symptomatic individuals in the workplace.	Medium importance	<ul style="list-style-type: none"> <li>Plan for rapid isolation of a symptomatic employee;</li> <li>Identify an area where employees/clients can be isolated if they become ill at the workplace;</li> <li>Ensure that health care professionals onsite are using appropriate PPE and infection prevention and control (IPC) measures, as per usual procedure.</li> </ul>
	Has the Occupational Health and Safety office assessed risk associated with employee interactions with the	Employees whose duties require them to interact face to face with the public may be at increased risk	High importance	<ul style="list-style-type: none"> <li>A risk assessment that considers both the risk associated with a specific task/activity as</li> </ul>



Population at Risk: Employees/Contractors/Clients				
	public?	due to their proximity to people whose health status is not known.		<p>well as the characteristics of the source of the infection (e.g. a sick person or a contaminated environment) should be undertaken to determine the most appropriate interventions.</p> <ul style="list-style-type: none"> <li>• Employees who interact in person with the public (within 2 m), with objects handled by the public, or with spaces occupied by the public, should perform hand hygiene often and between every interaction with members of the public.</li> <li>• Tools and technologies to minimize contact</li> </ul>

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				<p>with the public should be used, such as having customers scan and pack their own purchases when possible.</p> <ul style="list-style-type: none"> <li>• If feasible, barriers, such as clear Plexiglas screens, to protect employees who must interact within 2 metres of the public should be considered.</li> <li>• If physical distancing cannot be consistently maintained, employees and clients should consider wearing a non-medical mask or facial covering, (e.g., homemade cloth masks, dust</li> </ul>

Population at Risk: Employees/Contractors/Clients				
				<p>masks, bandanas).</p> <ul style="list-style-type: none"> <li>• Employees should be reminded not to touch their faces or the non-medical mask/face covering while using it.</li> <li>• If workers (that are not health care providers) must perform tasks within 2 metres of people diagnosed with COVID-19, that have symptoms of COVID-19, or their environment, should consult their occupational health and safety department to discuss the need for additional PPE such as</li> </ul>

Population at Risk: Employees/Contractors/Clients				
				<p>medical mask, gloves, eye/face protection and gown (droplet precautions).</p> <ul style="list-style-type: none"> <li>• If PPE is recommended, it must be selected based on the results of a risk assessment and used correctly; training on its use including putting it on (donning) and taking it off (doffing) should be provided. Gloves are recommended when workers will be in direct contact with an ill person, or a contaminated object or environment.</li> <li>• Misuse of gloves and other PPE</li> </ul>

Population at Risk: Employees/Contractors/Clients				
				<p>increases risk of infection due to improper handling of potentially contaminated gloves and equipment. If they must be worn because the staff may come in contact with contaminated material they must be applied correctly (link to instructions in Case and Contact management guidance: <a href="#">Public health management of cases and contacts associated with novel coronavirus disease 2019</a>)</p>



Population at Risk: Employees/Contractors/Clients				
				(COVID-19).
	Has the occupational health and safety office assessed the risk of employees interacting directly with spaces occupied by the general public?	Employees whose duties require them to have direct contact with spaces occupied by the general public may be at increased risk due to contact with objects that could be contaminated.	High importance	<ul style="list-style-type: none"> <li>Mitigation as above</li> </ul>
Traveling	Does your workplace/business conduct frequent domestic/international travel?	Returning business travelers from international destinations are currently being advised to self-isolate for 14 days following their arrival in Canada. This leads to greater absenteeism if the worker	High importance	<ul style="list-style-type: none"> <li>Actively monitor <a href="#">travel advisories</a> and provide information about the risk of travel;</li> <li>Cancel all non-essential travel outside of Canada;</li> <li>Assess the need for business travel based on the risks and benefits, and consider</li> </ul>

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		<p>cannot work from home etc.</p> <p>The evolving nature of the outbreak makes planning travel unpredictable, and international travel comes with the risk of increased exposure, being quarantined abroad, or becoming a contact of a case during plane travel.</p>		<p>alternative approaches such as virtually attending meetings; Plan for absenteeism or alternative working arrangements (i.e., teleworking) if international travellers are unable to return to the workplace as per PHA advice.</p>