



Return to Work Re-Integration Plan

Version 5: November 25, 2020

A NOTE TO ALL READERS

The health and safety of our staff is our number one priority. The information contained in the Return to Work Re-Integration Plan represents the Town of Hanover's current practices regarding the recommended operation of services and facilities, where and when permitted by law, during this time of the unprecedented COVID-19 pandemic.

The Town of Hanover is providing a copy of its current plan to ensure that council, staff, contractors and visitors are aware of the Town of Hanover's health and safety practices when onsite at Town of Hanover facilities or interacting with Town of Hanover personnel. This document is subject to change over time as recommendations, regulatory guidance, and industry practices are modified.

This is a working document and will be updated to reflect changes in directives and to introduce new recommended practices as they become available. It is intended to support the Joint Health and Safety Committee and to provide information and instruction for all who enter Town of Hanover facilities to keep themselves, and others safe.

The Return to Work Re-integration Plan provides general recommendations for use in all Town of Hanover facilities. Because there may be circumstances unique to a location, there may be some cases in which a Town of Hanover facility must adapt the recommendations of the plan to address that facility's specific requirements. Such exceptions must be authorized by the facility's director, in consultation with the Joint Health and Safety Committee.

Additionally, all facilities must comply with all applicable laws, meaning that if there is a conflict between the recommendations in the Return to Work Re-integration Plan and the applicable law, the facility must follow the applicable law.

MESSAGE FROM LEADERSHIP

Directors, Managers, Supervisors and Staff;

While we prepare our facilities for a safe return to work, we want to extend our thanks to you for your ongoing work in maintaining Town of Hanover services and supports to our residents.

The purpose of this message is to share with you the steps that have been taken and the steps that we will take together to stop the spread of COVID-19.

As we continue to evolve towards a new normal, you should know that the changes we are implementing are the result of collaboration and discussions with the Joint Health and Safety Committee as well senior leadership.

The Return to Work Re-integration Plan (the Plan) is not a one-size-fits-all approach; however, it is based upon the guidance provided by the Joint Health and Safety Committee (JHSC), Human Resources, Public Health, the Province, and Public Sector Health and Safety Association (PSHSA).

THIS RETURN TO WORK RE-INTEGRATION PLAN COVERS SUCH TOPICS AS:

- Cleaning and disinfecting of workstations
- Cleaning and disinfecting of common areas outside of workstations
- Guidelines supporting methods for and increased frequency of hand washing
- Placement strategy for hand sanitizer stations
- Guidelines for temperature scanning prior to entering facilities
- Guidelines and recommendations for physical distancing inside and outside of workstations
- Guidelines for appropriate use and application of Personal Protective Equipment
- Daily and continued cleaning

As always Safety Data Sheets (SDS) are available for any of the chemicals utilized in disinfecting of workstations, tools or equipment in each work area.

We encourage the members of our Town of Hanover staff and their families to continue their efforts at work and home to control the spread of COVID-19 through an increased frequency of hand washing and physical distancing.

Thank you again for your efforts.

Town of Hanover
Joint Health and Safety Committee

OUR TRUTHS



PUT PEOPLE FIRST

Self-assess each day and stay home if you or someone in your household isn't feeling well. Protect our staff, patrons, contractors, and community.



DO THE RIGHT THING

Be accountable to and trust in one another to contribute to a safe working environment: wash your hands, wear PPE, practise physical distancing and cooperate with cleaning protocols.



BE CURIOUS

Question and share new ways of working. Be innovative and agile, turning our current situation into an opportunity for learning and growth.



CREATE TOMORROW

Embrace the changes we need to run our business today AND look ahead to build our future together.



BUILT TOWN OF HANOVER TOUGH

Reflect on how we've overcome challenges in the past and be inspired by the courage and optimism of our departments working to overcome obstacles.



PLAY TO WIN

Meet our business challenges head on by being relentless in creating value for our residents and optimizing our organization.



ONE TOWN OF HANOVER

Rely on and care for our Town of Hanover family. Practise empathy, respect and openness. We will get through this together.

COVID19 – RETURN TO WORKPLACE GUIDE

Your Health in Mind

Your health is our top priority as we prepare to return to our workplaces. Following guidance from public health experts, we've developed several resources including Standard Operating Guidelines (SOGs), processes and communications.

What We've Done

To ensure you return to a safe work environment, we've implemented the following:

- Clean and disinfect all workstations and accessible offices.
- Cleaned and disinfected all common areas – including break and lunch areas, entrances, locker rooms, restrooms, and more.
- Instituted daily and weekly cleaning protocols utilizing disinfectant.
- Established hand sanitizer stations in areas where soap and water are not nearby.
- Implemented physical distancing actions
- Designed measures to control the movement of people entering and exiting facilities.
- Designed control measures in workstation areas.

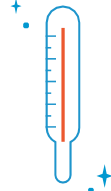
Self-Certify Survey



If you have symptoms, do not come to work. All employees and contractors will complete a COVID-19 Daily Assessment and use the documentation to gain entry into Town of Hanover facilities.

Temperature Scanning

Upon entering the building, all employees and contractors will be required to complete a self-assessment including a temperature scan. If your temperature scan is above normal, you will be asked to contact your personal healthcare provider before being allowed to return to work.



Physical Distancing

Workstations and office areas continue to be evaluated to ensure six feet of physical distancing.



Personal Protective Equipment



Face Masks

Everyone is required to wear a Town of Hanover-provided face mask or reusable face covering if 6 feet of physical distancing cannot be maintained.



Face Shields

In some instances, face shields or safety glasses may be required to supplement physical distancing.

Closure of Common Areas

Small meeting rooms and other small common areas may be closed or have limited entry. Common area considerations will be made on a building-by-building basis.

Handwashing/Sanitizing

Regular handwashing is one of the best ways to prevent the spread of germs.



Public Health recommends washing hands often with soap and water for 20 seconds

Hand sanitizer stations have been added to high traffic areas where employees will not have access to soap and water.



Breaks and Meals

Lunch rooms may be closed or have signage for limited personnel to ensure 2 metres between members. Eating at your desk is supported and suggested.



Employees are required to clean microwaves, toasters etc. before and after each use.

Workstation and Office Cleaning

Workstations will be cleaned daily at the mid-point and end of each shift by the employee or facility staff. A cleaning/disinfectant will be utilized. Those areas include:

- Office spaces
- Lunch Rooms
- Washrooms



In office, desks must be free from clutter at the end of each day. Common areas will also be cleaned daily.

Symptoms at Work

If you experience symptoms at work:

- Maintain a six-foot distance from others
- Advise your supervisor immediately
- Report confirmed cases to your supervisor right away

What You Can Do

To ensure the health and safety of all, we need to start working differently and we must work together. Make the commitment to:

- Read and understand all communications
- Self-assess your health daily
- Follow the processes and guidelines for physical distancing and wearing PPE
- Practise proper handwashing and sanitizing
- Cough and sneeze into tissues or your elbow
- Ask questions and focus on your health and the health of your co-workers
- If you experience any symptoms, stay home

TABLE OF CONTENTS

Re-Integration Plan	1
A NOTE TO ALL READERS.....	2
MESSAGE FROM LEADERSHIP.....	3
OUR TRUTHS.....	4
COVID19 – RETURN TO WORKPLACE GUIDE	5
PREPARING TO RETURN TO WORK.....	7
PREPARING FOR RETURN TO WORK PLANNING	8
GET OUR FACILITIES READY	9
RETURN TO WORK FACILITY CHECKLIST.....	10
CLEANING / DISINFECTION CONSIDERATIONS.....	11
MAXIMIZE FRESH AIR PROTOCOL	13
HAND SANITIZER LOCATION PROTOCOL	14
TEMPERATURE SCANNING SETUP PROTOCOL	15
IMPLEMENT PHYSICAL DISTANCING ACTIONS.....	16
PREVENTATIVE MATERIAL INVENTORY	17
FACILITY-SPECIFIC ITEMS TO CONSIDER	18
GET OUR PEOPLE READY	19
EMPLOYEE COMMUNICATIONS – RETURN TO WORK MESSAGING	20
RETURN TO WORKPLACE GUIDE.....	21
SELF-CERTIFY SURVEY PROTOCOL	22
CONTROLLING PEOPLE FLOW	23
PPE – FACE MASKS / FACE SHIELDS	26
RETURN TO WORK READINESS PLANS	27
HOW WE WORK TOGETHER TO STAY HEALTHY	31
CLEANING PROTOCOL	32
EMPLOYEE SHOWING COVID SYMPTOMS AT WORK.....	33
CONFIRMED COVID-19 CASE REPORTING AND ACTION PROTOCOL.....	34
CONFIRMED COVID-19 CASE CLEANING PROTOCOL.....	35
WHAT YOU CAN DO TO STOP THE SPREAD.....	37
PHYSICAL DISTANCING: WHAT YOU CAN DO	38
PHYSICAL DISTANCING: WORK AREAS	39
PHYSICAL DISTANCING DURING SHIFT START / CHANGES	40
PHYSICAL DISTANCING DURING MEETINGS.....	40
PHYSICAL DISTANCING DURING MEETINGS.....	40
PHYSICAL DISTANCING DURING BREAKS / LUNCH.....	41
PHYSICAL DISTANCING IN COMMON AREAS	42
PHYSICAL DISTANCING IN OFFICE AREAS	42
YOUR MENTAL HEALTH & WELLBEING - HANDLING STRESS & ANXIETY	43
ADDITIONAL INFORMATION	44
VISITOR SELF-ASSESSMENT PROTOCOL	45
SIGNAGE / VISUALS	46
QUESTIONS?.....	47
APPENDIX INFORMATION.....	48

PREPARING TO RETURN TO WORK

GET OUR OPERATIONS READY:

- RETURN TO WORK FACILITY CHECKLIST
- CLEANING/DISINFECTING MEASURES
- MAXIMIZE FRESH AIR PROTOCOL
- HAND SANITIZER LOCATION PROTOCOL
- TEMPERATURE SCANNING SET-UP PROTOCOL
- IMPLEMENT PHYSICAL DISTANCING ACTIONS
- PREVENTATIVE MATERIAL INVENTORY
- FACILITY SPECIFIC ITEMS TO CONSIDER

GET OUR PEOPLE READY:

- EMPLOYEE COMMUNICATIONS - RETURN TO WORK MESSAGING
- RETURN TO WORK GUIDE
- EMPLOYEE SELF-ASSESSMENT PROTOCOL
- CONTROLLING PEOPLE FLOW
- TEMPERATURE SCANNING EMPLOYEE PROTOCOL
- PERSONAL PROTECTIVE EQUIPMENT (PPE)
- EMPLOYEE READINESS - COVID-19

PREPARING FOR RETURN TO WORK PLANNING

TASKS

- **Initiate Return to Work planning with the Joint Health and Safety Committee.**
- **Committee creates framework for return to work considerations of each department and assists with site-specific protocol(s), as needed.**

Joint Health and Safety Committee

The Joint Health and Safety Committee is a cross-functional team that is led by the Health and Safety Coordinator. The Committee works to develop protocols to ensure the wellness of all employees, and the overall pandemic preparedness and response plan, ensuring alignment with the overall Health & Safety Plan. Reviews communication suggested by the Coordinator and is ultimately responsible for the Health and Safety of all Town of Hanover staff.

Health and Safety Coordinator

Has overall responsibility for the corporation's pandemic preparedness and response plan, coordinating and aligning it with public health messaging. Ensures COVID-19 policies are communicated throughout the organization.

Department Directors/Managers/Supervisors

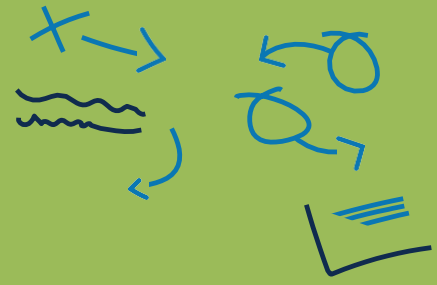
Ensure all physical distancing protocol are developed and complied to within the area. Ensure cleaning and disinfecting protocol is completed as defined. Consider traffic flow mapping and ingress/egress to optimize physical distancing outside of workstations. Ensure all Visual Aids and appropriate materials are posted in the work areas. Ensure PPE distribution methods are defined, monitor usage and react accordingly to supply issues.

Facility Managers

Work to manage cleaning and disinfection protocol with facilities staff. Ensure fresh air is maximized and monitored. Ensure all Visual Aids and appropriate materials are posted in common areas.

Human Resources

Manage pandemic related communications, in accordance with Labor Law and best practice. Support readiness efforts on the Return To Work Re-integration Plan and communicate any changes to protocol or amendments.



GET OUR FACILITIES READY

- RETURN TO WORK CHECKLIST
- CLEANING/DISINFECTING MEASURES
- MAXIMIZE FRESH AIR PROTOCOL
- HAND SANITIZER LOCATION PROTOCOL
- TEMPERATURE SCANNING SET-UP PROTOCOL
- IMPLEMENT PHYSICAL DISTANCING ACTIONS
- PREVENTATIVE MATERIAL INVENTORY
- FACILITY SPECIFIC ITEMS TO CONSIDER

RETURN TO WORK FACILITY CHECKLIST

TASKS

- **The JHSC will be meeting on a regular basis as we transition back to work. This will help to track progress of Return to Work plans and to ensure that the plan remains accurate and viable.**

The Return to Work department checklist focuses on having actions in place to help stop the spread of COVID-19 and keep everyone healthy.

The checklist identifies two main areas: Prior to Return to Work and When Back At Work. The main categories within each area include:

- Cleaning
- Communications
- People
- Physical Distancing

Each department is required to fully complete the Return to Work department checklist prior to workforce returning to work to ensure department readiness. Information will be forwarded to the Joint Health and Safety email address once completed.



[Appendix 1: Return to Work Department Checklist](#)

CLEANING/DISINFECTION CONSIDERATIONS

TASKS

- Clean and disinfect facilities prior to anyone returning to work.

The goal is to establish a sanitary baseline before the facility opens. The facility should be cleaned and disinfected prior to anyone returning to work. During shutdown of a facility, increased cleaning and disinfection should occur within all common areas and areas that are normally not staffed.

Cleaning staff should use cleaners with disinfectant properties. Signage should be used to identify areas that have been cleaned and disinfected.

Additional information can be found in the following document(s):

[Appendix 16: Cleaning Completed Sign \(if required\)](#)

[Appendix 27: Clean Work Station COVID-19](#)

[Appendix 33: Signage COVID-19 Cleaning Sticker](#)

[Appendix 29: JHS-025\(G\) COVID-19 Safety](#)

[Appendix 3: JHS-028\(G\) Infection Control: Worker and Supervisor Responsibilities](#)

[Appendix 4: JHS-029\(G\) Infection Control: Disinfecting Work Sites](#)

[Appendix 6: JHS-030\(G\) Infection Control: Disinfecting Vehicles](#)

[Appendix 35: JHS-031\(G\) Infection Control: Fueling Vehicles](#)

[Appendix 36: JHS-026\(G\) Appendix-EnviroNize ULV Care and Cleaning Manual](#)

[Appendix 37: JHS-026\(G\) EnviroNize ULV Fogger](#)

[Appendix 38: EnviroNize SDS](#)

[Appendix 44 EQP-003\(G\) Autai UV Germicidal Lamp With Ozone \(UVC\).pdf](#)



CLEANING/DISINFECTION CONSIDERATIONS

KEY AREAS

- Entrances
- Stairs
- Handrails
- Breakrooms
- Restrooms
- Locker rooms
- Doors
- Tables
- Punch Clocks
- Counters
- Conference/meeting rooms
- Desks
- Drinking fountains
- Eyewash stations
- Trash bins
- High traffic office areas

OTHER CONSIDERATIONS

- All tools (if applicable)
- Keyboards
- Screens
- Tablets
- Vehicles (inside and out)
- Keys
- Cabinets and storage units
- Kitchen appliances (refrigerators, microwaves, toasters, etc.)
- Coffee makers and kettles
- Lockers

MAXIMIZE FRESH AIR PROTOCOL

✓ TASKS

- Verify HVAC units are operating, visibly clean and no biological growth is in the air stream
- Verify any air filters are clean and not inhibiting flow
- Verify return air fan exhaust and air fan are operational to support economizer mode of HVAC system as required
- Establish natural ventilation, when available, for facilities that have operational windows and outdoor temperatures allow

The objective is to ensure that fresh outdoor air is being provided to the facility spaces being occupied by employees. Each facility utilizes heating, ventilating and air conditioning units to supply outside air into the facility to maintain indoor air quality and maintain a positive pressure in the facility compared to the outside.

Additional information can be found in the following document(s):

[Appendix 2: JHS-027\(G\) Maximizing Fresh Air - Keeping a Positive Air Balance](#)



HAND SANITIZER LOCATION PROTOCOL

TASKS

- **Confirm that hand sanitizer stations are placed in mandatory indoor locations along with appropriate signage on recommended handwashing practices.**

Public Health states that cleaning hands at key times with soap and water or using hand sanitizer is one of the most important steps people can take to avoid getting sick and spreading germs to those around them.

Facilities should evaluate their layout and establish hand sanitizer stations in areas where individuals may not have immediate access to restrooms, locker rooms or areas with sinks where soap and water are available.

INDOOR MANDATORY LOCATIONS TO ESTABLISH HAND SANITIZER STATIONS

- Administration building main entrance / lobby
- Employee main entrance
- Separated buildings main entrance
- Main stairways / elevators with high people usage
- Enclosed break rooms

DO

- Place hand sanitizer stations in high traffic areas
- Place hand sanitizer stations in prominent areas that are in clear view
- Use signage to identify the hand sanitizer station
- Use signage recommending preferences for handwashing and hand sanitizing

DO NOT

- Place hand sanitizer stations in restrooms and/ or locker rooms where sinks with soap and water are available
- Place hand sanitizer stations where sinks are available to wash hands with soap and water

[Appendix 24: Health and Safety Practices for Workers Poster](#)

[Appendix 23: How to Clean Your Hands Poster](#)

NOTE: Hand sanitizers may not remove harmful chemicals, such as pesticides and heavy metals like lead. Hand sanitizers may not be as effective when hands are visibly dirty or greasy. Handwashing with soap and water (for a minimum of 20 seconds) is recommended in such circumstances as handwashing reduces the amounts of all types of germs, pesticides and metals on hands.

IMPLEMENT PHYSICAL DISTANCING ACTIONS

✓ TASKS

- Establish scanning lanes at designated entrances; establish physical distancing indicators for individuals who are waiting to be screened.
- Ensure barriers / signage are in place to prevent anyone from missing temperature scanning and screening.

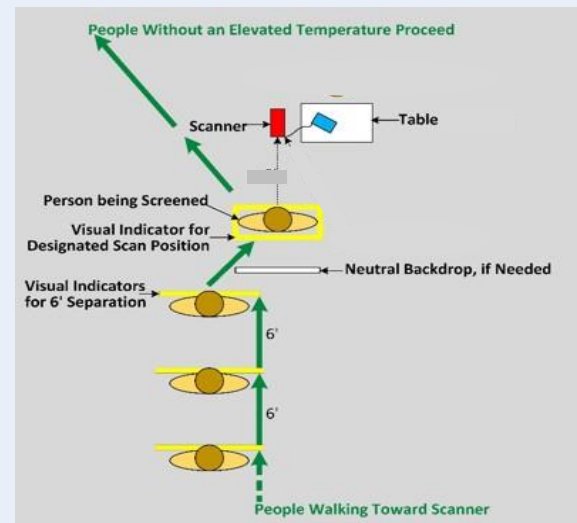
Performing a temperature scan of employees allows for rapid identification of people who have an elevated body temperature (fever). Although not everyone with a fever is infected with COVID-19, a fever is frequently one of the symptoms of being infected. Identifying people who have a fever and advising them to return home, monitor their symptoms and contact their personal healthcare provider for further direction/advice reduces the risk to other people.

Each facility will prepare to perform a temperature scan and screening of employees when they return to work, at the start of each shift. Temperature scanning will be performed through the use of a forehead thermal scanner or hand-held scanner. We only have a limited number of scanners so departments may have to combine entry ways and existing shift start procedures in order to ensure each staff member is checked at the beginning of each shift.

Temperature Scanner- SETUP

SYSTEM SETUP MUST BE PERFORMED USING THE DETAILED PROCEDURES PROVIDED IN APPENDIX 39 JHS-032(G): Infection Control – DIKANG Infrared Forehead Thermometer

- Provide a visual indicator on the floor designating the spot where the person is scanning
- Provide a table next to the scanner to support sign in paperwork. Wipes so employees can wipe down pen and thermometer after use.



[Appendix 40 JHS-033\(G\) Infection Control - Temperature Scanning and Screening.pdf](#)

[Appendix 39: JHS-032\(G\) Infection Control: DIKANG Infrared Forehead Thermometer](#)

[Appendix 5: Signage Thermal Screening Mandatory](#)

[Appendix 12: Temperature Scanning Results Failed Notice](#)

[Appendix 8: Town of Hanover Visitor COVID-19 Privacy Policy](#)

[Appendix 11: Memo to Employees](#)

[Appendix 7: Self-Assessment Form](#)

IMPLEMENT PHYSICAL DISTANCING ACTIONS

✓ TASKS

- Evaluate employee workstations and identify areas where less than six feet of separation exists
- Rebalance work content where possible to create six feet of separation
- Implement barriers / shields where possible

Each facility should evaluate employee workstations and identify areas where less than six feet of separation exists.

Efforts should be made to modify employee workstations where less than six feet of separation between employees exists.

- Rebalance work content where possible to create six feet of separation
- Implement barriers / shields where necessary
- Reconfigure workstation layouts / setups

Discuss and identify alternate solutions, investigated on a facility-by-factory basis, if less than six feet of separation will remain once employees report to work.



FACESHIELD & FACE MASK



SAFETY GLASSES AND FACE MASK

PREVENTATIVE MATERIAL INVENTORY

TASKS

- Confirm each facility has an adequate supply of soap, disinfectant, hand sanitizer, paper towels and tissues
- Confirm stock of face masks, face shields (if required for handling COVID + cases), gloves and safety glasses on-site and on-order with proper lead time
- Have touchless thermometers on-site for screening

DISINFECTANT SUPPLIES:

- Confirm facility has an adequate supply of soap, disinfection spray or wipes, hand sanitizer, paper towels and tissue
- Confirm that facility has supply and backup of disinfectant and hand sanitizer (minimum 30-day supply)
- Portable disinfection stations are to be established in each entry area where sign in activity is taking place.
- Confirm stock of face masks, face shields (if needed), gloves and safety glasses on-site and on-order with proper lead time
- Facilities should keep a minimum quantity of 30-day supply of PPE

Custodial Supplies			
#	Item	Spec	Quantity
1	Hand Sanitizer Station	Hand sanitizer dispensers	1 available in all exit and entry areas as well as high traffic areas
2	Hand Sanitizer (Refills)	Sanitizer with Alcohol $\geq 60\%$	Min. 30-day supply
3	Hand Soap	Hand Soap / Local Brand	Min. 30-day supply
4	Paper Towels	Paper Towel	Min. 30-day supply
General Stores			
#	Item	Spec	Quantity
1	Face Mask	Disposable mask (1 per person, per day)	Min. 30-day supply
2	Nitrile Gloves	Surgical Nitrile Gloves	Min. 30-day supply
3	Safety Glasses / Face Shields	Safety glasses / Face Shields	Min. 30-day supply
4	Disinfectant Spray / Wipes	<ul style="list-style-type: none"> ▪ $\geq 62\%$ isopropyl / ethyl alcohol ▪ Approved disinfectant solution 	Min. 30-day supply
5	Spray Bottles	1-liter plastic spray containers	Bottles for disinfectant spray if supply is bulk

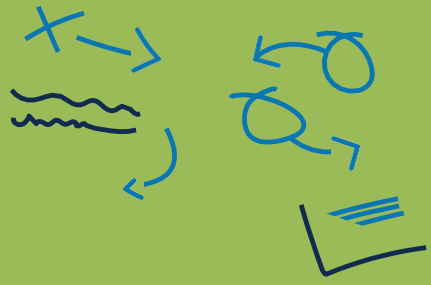
FACILITY-SPECIFIC ITEMS TO CONSIDER

TASKS

- **Identify facility-specific items that need to be discussed with the JHSC and other stakeholders before the workforce returns to work**
- **Define additional facility-specific protocols, as needed**

As you begin to implement the protocols and elements contained within the Plan, there are some facility-specific items your department may want to consider. These items include (but are not limited to):

- How to handle restroom breaks
- How to implement cleaning protocols, including jobs with rotations (if present)
- How to distribute cleaning supplies
- How to implement shift-to-shift separation to ensure physical distancing
- Staggered shift start and end times, where applicable to minimize contact between staff
- Work from home strategies
- Utilize lunch at your desk, where possible, to minimize activity in lunch rooms
- Combine waste containers to limit facility staff touch points
- Lids for all toilets to limit splash and airborne particles
- Reducing touch points or consideration hands free operation for areas such as door handles, vehicle handles, light switches, etc.
- Staff training options
- Removal of pamphlets, magazines and swag from reception areas to limit touchpoints
- Elimination of shared desk arrangements
- Hallway arrows for tight hallways
- Consideration of how to handle patrons



GET OUR PEOPLE READY

- EMPLOYEE COMMUNICATIONS - RETURN TO WORK MESSAGING
- RETURN TO WORK GUIDE
- EMPLOYEE SELF-ASSESSMENT PROTOCOL CONTROLLING PEOPLE FLOW
- TEMPERATURE SCANNING EMPLOYEE PROTOCOL
- PERSONAL PROTECTIVE EQUIPMENT (PPE)
- EMPLOYEE READINESS - COVID-19

EMPLOYEE COMMUNICATIONS – RETURN TO WORK MESSAGING

TASKS

- Utilize the approved templates to ensure message consistency, clarity and alignment amongst all facilities.
- Requests for deviation or additional communications must be routed through the JHSC for approval.

The following section contains information to support a comprehensive, aligned and approved communication plan for our workforce. It is very important that ALL employees understand the safety requirements, protocols and expectations to ensure everyone and their communities stay safe and prevent the spread of COVID-19.

Workforce communication for pre-return and post-return to work will utilize multiple forms of media to communicate with all of our workforce.

PRE-RETURN TO WORK COMMUNICATION

- Joint leadership letter to all employees from CAO/Clerk
- Return to Work Re-Integration Plan for all organization locations and applicable union leadership
- Location specific letter to employees with return instructions

POST-RETURN TO WORK COMMUNICATION

- Use of signage to convey new health practices throughout the facilities
- Daily completion of employee self-assessment pre-screening survey
- Directors and Managers observing behaviors in alignment to protocol via COVID-19 process checklist
- Support employees with open lines of communication to address ongoing concerns and need for further information

RETURN TO WORKPLACE GUIDE

TASKS

- Distribute Return to Work Guide to all employees upon their return to work

Upon returning to work, employees will receive a Return to Work Guide. This guide details key messaging around the changes that have been made within the organization. The Return to Work Guide also identifies the behaviors that everyone should display while working together to remain safe and healthy at work.

COVID19 – RETURN TO WORKPLACE GUIDE

Your Health in Mind


Your health is our top priority as we prepare to return to our workplaces. Following guidance from public health experts, we've developed several resources including Standard Operating Guidelines (SOGs), processes and communications.

What We've Done

To ensure you return to a safe work environment, we've implemented the following:

- Clean and disinfect all workstations and accessible offices.
- Cleaned and disinfected all common areas – including break and lunch areas, entrances, locker rooms, restrooms, and more.
- Instituted daily and weekly cleaning protocols utilizing disinfectant.
- Established hand sanitizer stations in areas where soap and water are not nearby.
- Implemented physical distancing actions
- Designed measures to control the movement of people entering and exiting facilities.
- Designed control measures in workstation areas.

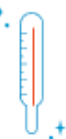
Self-Certify Survey



If you have symptoms, do not come to work. All employees and contractors will complete a COVID-19 Daily Assessment and use the documentation to gain entry into Town of Hanover facilities.


Temperature Scanning

Upon entering the building, all employees and contractors will be required to complete a self-assessment including a temperature scan. If your temperature scan is above normal, you will be asked to contact your personal healthcare provider before being allowed to return to work.



Physical Distancing

Workstations and office areas continue to be evaluated to ensure six feet of physical distancing.




6 FEET

Personal Protective Equipment


Face Masks

Everyone is required to wear a Town of Hanover-provided face mask or reusable face covering if 6 feet of physical distancing cannot be maintained.



Face Shields

In some instances, face shields or safety glasses may be required to supplement physical distancing.




Closure of Common Areas


Small meeting rooms and other small common areas may be closed or have limited entry. Common area considerations will be made on a building-by-building basis.

Handwashing/Sanitizing

Regular handwashing is one of the best ways to prevent the spread of germs.




Public Health recommends washing hands often with soap and water for 20 seconds



Hand sanitizer stations have been added to high traffic areas where employees will not have access to soap and water.

Breaks and Meals

Lunch rooms may be closed or have signage for limited personnel to ensure 2 ~~more~~ between members. Eating at your desk is supported and suggested.




Employees are required to clean microwaves, toasters etc. before and after each use.

Workstation and Office Cleaning

Workstations will be cleaned daily at the mid-point and end of each shift by the employee or facility staff. A cleaning/disinfectant will be utilized. Those areas include:

- Office spaces
- Lunch Rooms
- Washrooms



In office, desks must be free from clutter at the end of each day. Common areas will also be cleaned daily.

Symptoms at Work

If you experience symptoms at work:

- Maintain a six-foot distance from others
- Advise your supervisor immediately
- Report confirmed cases to your supervisor right away

What You Can Do

To ensure the health and safety of all, we need to start working differently and we must work together. Make the commitment to:

- Read and understand all communications
- Self-assess your health daily
- Follow the processes and guidelines for physical distancing and wearing PPE
- ~~Practice~~ proper handwashing and sanitizing
- Cough and sneeze into tissues or your elbow
- Ask questions and focus on your health and the health of your co-workers
- If you experience any symptoms, stay home

Appendix 9: COVID Information Sheet

SELF-ASSESSMENT SURVEY PROTOCOL

TASKS

- Daily employee assessment protocol is communicated to all individuals for voluntary, home self-screening (where available)
- Appropriate supervisors are prepared to receive reports of symptomatic individuals prior to shift
- There is no form, it is simply a mental check by the employee to ensure they are safe to attend their work location

The assessment at home protocol is in place to try and prevent sick or symptomatic individuals from leaving their homes to decrease the likelihood of spreading infection.

Daily, prior to reporting for work, all individuals (hourly, salaried, agency/supplemental) will be encouraged to assess their ability to report to work. Individuals are encouraged to assess their overall condition, based on the assessment at home form. The self-assessment at home is a mental check and does not require a form.

When employees arrive at work, they will be required to complete a self-assessment form and record their temperature to enable access to the facility. The completed form must be provided to their supervisor.

Visitors and suppliers are subject to a health screening before being granted access to Town of Hanover facilities. Reference the [Appendix 7: Self-Assessment Form](#) for additional information.

Based on currently available information and clinical expertise, older adults and people of any age who have serious underlying medical conditions (e.g. serious heart disease, chronic lung disease or asthma, immunocompromised, severe liver disease, etc.) might be at higher risk for severe illness from COVID-19. If you are concerned about underlying medical conditions, please consult with your personal medical healthcare provider before returning to work.

[Appendix 40 JHS-033\(G\) Infection Control - Temperature Scanning and Screening](#)

[Appendix 10: Assessment at Home](#)

[Appendix 11: Memo to Staff](#)

[Appendix 7: Self-Assessment Form](#)

[Appendix 8: Town of Hanover Visitor COVID-19 Privacy Policy](#)

CONTROLLING PEOPLE FLOW

✓ TASKS

- **Several measures should be made by each department/facility to control the flow of people entering, while inside, and exiting facilities to establish physical distancing.**

- Specific entry/exit points should be established
- Employees will be asked to enter and exit the facility at specific facility entrances
- Employees will be asked to park in specific areas that are located close to their workstation
- Traffic flows inside of the facilities should be defined and identified

Perimeters should be defined around departments to limit movement as much as possible:

- Specific restrooms, break areas, etc. will be defined by each departmental group to use (this may differ from locations staff previously used)
- Breaks and lunches at individual desks will be supported to ensure there is an opportunity to maintain physical distancing throughout the day



**MAINTAINING PHYSICAL DISTANCING WHILE NOT AT THE WORKSTATION IS CRITICAL.
EMPLOYEES ARE TO ENTER ONLY THROUGH DESIGNATED ENTRANCES.**

TEMPERATURE SCANNING EMPLOYEE PROTOCOL

TASKS

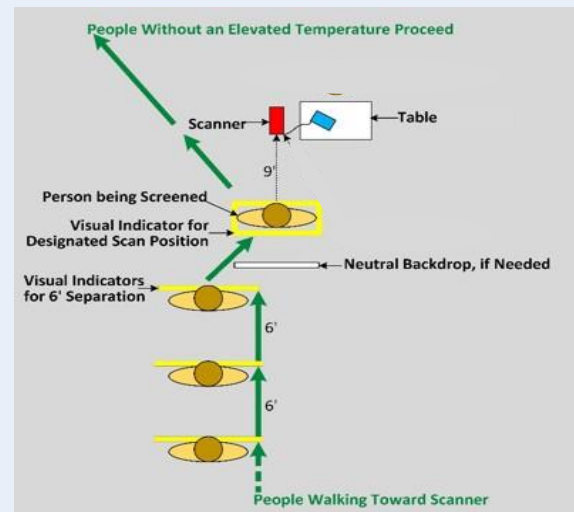
- Ensure protocol for temperature scanning of employees prior to facility entry
- Ensure barriers / signage are in place to prevent anyone from missing temperature scanning

Upon entering the building, everyone will complete a self-assessment with temperature scan. The handheld temperature scanner allows rapid identification of people who have an elevated body temperature. (fever). Although not everyone with a fever is infected with COVID-19 (coronavirus), a fever is frequently one of the symptoms of being infected. Identifying people who have a fever and advising them to return home, monitor their symptoms and contact their personal healthcare provider for further direction / advice reduces the risk for people without symptoms of being exposed to COVID-19. Temperature scanning will be performed through the use of a Hand-held Temperature Scanner.

Temperature Scanner- SETUP

SYSTEM SETUP MUST BE PERFORMED USING THE DETAILED PROCEDURES PROVIDED IN APPENDIX 39 JHS 032: Infection Control – DIKANG Infrared Forehead Thermometer

- Provide a visual indicator on the floor designating the spot where the person is scanning
- Provide a table next to the scanner to support sign in paperwork. Wipes so employees can wipe down pen and thermometer after use.



WHAT HAPPENS IF YOU HAVE AN ELEVATED TEMPERATURE?

If your temperature scan is above normal, report the results to your supervisor by phone immediately. You will be asked to return home, monitor your symptoms, and consult with your personal healthcare provider. Please do not return to the facility until you have had no fever for at least 48 hours (that is two full days of no fever without the use of medicine that reduces fevers); AND any other symptoms of COVID-19 have improved (for example, cough or shortness of breath); AND at least 14 days have passed since your symptoms/fever first appeared. You may also be required to get a release from your medical provider before returning to work. In all cases, follow the guidance of your healthcare provider and local public health department.

[Appendix 40 JHS-033\(G\) Infection Control - Temperature Scanning and Screening](#)
[Appendix 39 JHS-032: Infection Control – DIKANG Infrared Forehead Thermometer](#)

[Appendix 7: Self-Assessment Form](#)

[Appendix 5: Signage Thermal Screening Mandatory](#)

[Appendix 12: Temperature Scanning Results Failed Notice](#)

[Appendix 8: Town of Hanover Visitor COVID-19 Privacy Policy](#)

[Appendix 11: Memo to Employees](#)

TEMPERATURE SCANNING EMPLOYEE PROTOCOL



FAILED SCREENING RESULTS

This organization has implemented temperature scanning and screening to identify people who have elevated body temperatures (a fever) or other symptoms which are consistent with COVID-19.

IMPORTANT NOTES:

This is not a medical evaluation.

Not everyone who has a fever or any of the indicated symptoms has COVID -19. However, a fever and/or the indicated symptoms are frequently associated with the COVID-19 virus. To protect everyone who works at or attends this facility, staff, contractors, and visitors with elevated body temperatures or symptoms consistent with COVID-19 are not permitted to enter this facility.

The screening process has not been passed. Therefore, out of an abundance of caution, we are not permitting you to enter the facility today. Please contact your supervisor to inform them.

You are to return home, monitor your symptoms, contact your personal healthcare provider for further direction / advice.

Please do not return to any Town facility until you meet ONE of the following pathways defined below:

Path 1: You have been evaluated by your healthcare provider and they have determined clinically that you do not have COVID-19 and you have provided the appropriate documentation from your healthcare provider to Human Resources or your Town host.

Path 2: You have obtained a negative COVID-19 test and have been symptom-free for 24 hours.

A confirmation of negative test results must be provided to Human Resources or your Town host.

Path 3: You have isolated at home for 14 days since the onset of symptoms and have been symptom-free for 24 hours.

If you need to open a medical leave as a staff member – please contact Town of Hanover, Human Resources Department at 519-364-2780 ext. 1250.

Your health and safety is our top priority. Please take care of yourself and your family.

PERSONAL PROTECTIVE EQUIPMENT - FACE MASKS / FACE SHIELDS

✓ TASKS

- Review and understand protocol(s) for Personal Protection Equipment

The Supervisors and Directors are responsible for ensuring there are adequate supplies at each facility.

FACE MASKS

Face masks are required to be worn when a 6-foot distance between people is not able to be maintained. This measure of protection will remain in effect until such time as the COVID-19 virus is no longer a critical risk.

Please contact human resources if you are concerned about your ability to wear the required Personal Protection Equipment for medical or other reasons.

What does a face mask do for you?

- Reduces risk that asymptomatic wearer will give the virus to someone else
- Does not protect your eyes

Who needs to wear a face mask?

- Face masks must be worn by ALL employees when a 6-foot distance between people is not able to be maintained as well as all contractors and visitors

Where are face masks required?

- Face masks must be worn at all times, in all locations when a 6-foot distance between people is not able to be maintained

[Appendix 41 JHS-034\(G\) Infection Control - Masks and Face Coverings](#)

[Appendix 13: Face Mask Information Sheet](#)

[Appendix 14: FAQ's on Face Masks for COVID-19](#)



FACE SHIELDS

Face shields can protect you and others from coughs and sneezes. Face shields function as a reminder to not touch your own face / eyes with your hands. Personal face shields help protect personal space and supplement physical distancing efforts and are to be worn with a face mask.

What does a face shield do for you?

- Protects eyes, face and mouth from droplets
- Protects others if you cough or sneeze by reducing the spread of droplets
- Helps to reduce the frequency of face touching

Who needs to wear a face shield?

- Face shields are to be worn by workers in close proximity to others where physical distancing cannot be maintained
- NOTE: Safety glasses and a face mask that covers your nose and mouth are an approved alternative to a face shield

Where are face shields required?

- Face shields are not required for entry into Town of Hanover facilities
- Face shields will be provided, as needed

[Appendix 15: Personal Face Shields](#)

SAFETY GLASSES

Safety glasses may be worn in place of a face shield, where applicable



[Appendix 43 Public Health Sign - Mask Required.pdf](#)

[Appendix 45 Public Health Reusable Face Covering Information Sheet.pdf](#)

WORKFORCE READINESS - RETURN TO WORK READINESS PLANS

Staff working remotely are to review and ensure they understand the Return to Work Re-Integration Plan and appendixes. This readiness will be delivered using a cascade approach. The Joint Health and Safety Coordinator will provide:

- Information to CAO/Clerk for approval of the plan
- Information to JHSC for approval of the plan
- Readiness for all Department Heads/Directors
- Information to Council regarding an overview of the plan

Before organizational startup, managers and directors are to facilitate sessions with supervisors and workers while observing physical distancing guidelines. Topics to include:

- Physical distancing
- Align to the Town of Hanover Re-Integration Plan
- Recognizing physical distancing workstation modifications
- Changes to work routines
- PPE requirements
- Other operational changes
- Review hazards and controls for each position

It is very important that ALL individuals understand the safety requirements, protocols and expectations to ensure everyone and their communities stay safe and prevent the spread of COVID-19.

This readiness has been structured to effectively communicate this information to the facility's various teams and audiences.

Pre-Return to Work Virtual Readiness

To be presented remotely in order to ensure individual's understanding and preparedness in alignment with the Return to Work Re-Integration Plan.

Pre-Return to Work On-Site Readiness (First Day)

Director/Managers to conduct hands-on sessions with supervisors and staff on their first day. This may be staggered to assist with a gradual re-entry to the workplace, while observing physical distancing guidelines.

- For unionized facilities, if possible, please work with the union for ongoing support and endorsement of readiness content and delivery methods

PRE-RETURN TO WORK VIRTUAL READINESS CONT'D

TASKS

- Deliver readiness on the topics detailed on this page so all employees are aligned with the Return to Work Re-Integration processes and guidelines.

TOPIC	AUDIENCE	CONTENT INCLUDED
Return to Work Re-Integration Plan	All employees	Section details below
What Happened While You Were Away	All employees	Detailed discussion/instruction; subtopics include: <ul style="list-style-type: none"> ▪ Cleaning and disinfecting ▪ Physical distancing actions ▪ Developed re-integration plan, communications and readiness strategy ▪ Ensure maximum fresh air ▪ Business resumption checklist Detailed discussion/instruction of support documentation
What Will Happen When Returning to Work	All employees	Detailed discussion/instruction; subtopics include: <ul style="list-style-type: none"> ▪ Return to work message ▪ Employee home self-assessment and Daily work self-assessment ▪ Visitor self-assessment ▪ Temperature scanning ▪ Controlled people flow ▪ Improve separation between shifts Detailed discussion/instruction of support documentation
What We Need to Do When Back at Work	All employees	Detailed discussion/instruction; subtopics include: <ul style="list-style-type: none"> ▪ If you have symptoms, don't return to work ▪ Follow Public Health Guidelines for Stopping the Spread of Germs ▪ Practise physical distancing ▪ Ongoing cleaning / disinfecting Detailed discussion/instruction of support documentation
Additional Information you Need to Know	All employees	Detailed discussion/instruction; subtopics include: <ul style="list-style-type: none"> ▪ What to do if someone comes to work with symptoms? ▪ Disinfecting / cleaning protocol If confirmed case is reported ▪ Location specific items to consider (not all inclusive) ▪ Key documents in the Re-Integration Plan ▪ Frequently asked questions Detailed discussion/instruction of support documentation

PRE-RETURN TO WORK VIRTUAL READINESS CONT'D

TASKS

- Health and Safety Coordinator to deliver updates to Directors

TOPIC	AUDIENCE	CONTENT INCLUDED
Physical distancing	Directors	<ul style="list-style-type: none"> ▪ Discuss new expectations for physical distancing (lunches, breaks, traffic flows, seating, etc.). ▪ Single-point lessons <ul style="list-style-type: none"> ▪ What to do when back at work ▪ Practise physical distancing ▪ Keeping a clean workstation
Align to the standard COVID-19 documentation	Directors	<ul style="list-style-type: none"> ▪ Review the COVID-19 documentation and ensure team managers and process coaches are aligned to the expectations of checklist. ▪ Single-point lessons <ul style="list-style-type: none"> ▪ Process documentation
Recognizing physical distancing workstation modifications	Directors	<ul style="list-style-type: none"> ▪ Walk the line and discuss modifications that were implemented, if any to incorporate physical distancing guidelines.
Job Analysis	Directors	<ul style="list-style-type: none"> ▪ Detailed instruction/discussion and practise specific to the new PPE that all facilities are required to have in their areas (face shields/safety glasses to supplement where physical distancing cannot be observed). ▪ Clearly communicated requirements for usage, and replenishment of new PPE (masks and face shields). Review of all job descriptions to determine additional hazards in the workplace not identified in this plan

PRE-RETURN TO WORK READINESS DOCUMENTS

[Appendix 16: Cleaning Completed Sign \(if needed\)](#)

[Appendix 17: Return to Work Re-Integration Training Presentation](#)

[Appendix 18: Cleaning Protocols Training Material](#)

[Appendix 19: COVID-19 Cleaning Protocols](#)

[Appendix 20: Cleaning Actions Taken Information Sheet](#)

[Appendix 21: What will happen when Returning Material](#)

[Appendix 22: Practising Physical Distancing Poster](#)

[Appendix 23: How to Clean Your Hands Poster](#)

[Appendix 24: Health and Safety Practices for Workers Poster](#)

[Appendix 25: Stop the Spread Poster](#)

[Appendix 26: COVID-19 Symptoms Poster](#)

[Appendix 27: Clean your workstation for COVID-19](#)

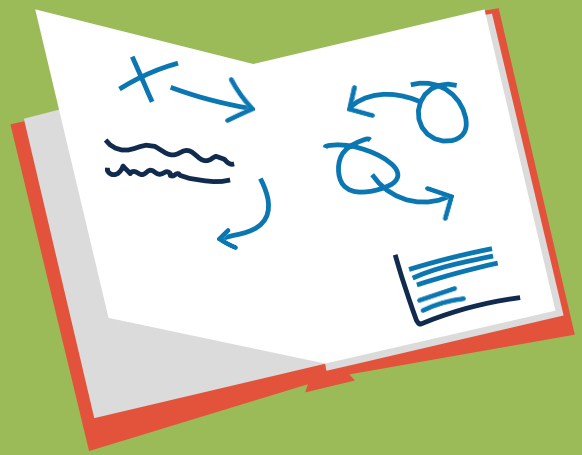
[Appendix 28: Worker with COVID-19 Symptoms/Confirmed COVID-19 Case](#)

[Appendix 40 JHS-033\(G\) Infection Control - Temperature Scanning and Screening](#)

[Appendix 41 JHS-034\(G\) Infection Control - Masks and Face Coverings](#)

[Appendix 43 Public Health Sign - Mask Required.pdf](#)

[Appendix 45 Public Health Reusable Face Covering Information Sheet.pdf](#)



HOW WE WORK TOGETHER TO STAY HEALTHY

- CLEANING PROTOCOL
- COVID-19 PROCESS CHECKLIST
- EMPLOYEE SHOWING COVID-19 SYMPTOMS AT WORK PROTOCOL
- CONFIRMED COVID-19 CASE REPORTING AND ACTION PROTOCOL
- CONFIRMED COVID-19 CASE CLEANING PROTOCOL
- STOPPING THE SPREAD OF COVID-19: WHAT CAN YOU DO?
- RECOGNIZING COVID-19 SYMPTOMS
- PHYSICAL DISTANCING - WHAT YOU CAN DO
- FREQUENTLY ASKED QUESTIONS (FAQS)
- KEY LINKS / RESOURCES

CLEANING PROTOCOL

✓ TASKS

- Clean / disinfect common facility areas per the responsibility and frequency outlined in the cleaning protocol

The cleaning protocol is used to identify the common areas that are to be cleaned on a daily basis once employees return to work. Employees and facility staff should follow the application instructions and guidelines detailed in the Cleaning / Disinfecting Measures section.

Common areas defined within the outside the lines cleaning protocol include: (but are not limited to)

- | | | | |
|--------------|----------------|--------------------|-----------------------------|
| • Entrances | • Restrooms | • Counters | • Eye wash stations |
| • Vestibules | • Locker rooms | • Conference rooms | • Trash bins |
| • Stairs | • Doors | • Desks | • High traffic office areas |
| • Handrails | • Punch clocks | • Tables | • Drinking fountains |
| • Breakrooms | | | |

Primary cleaning responsibility is to be performed by the Facility team, unless otherwise noted. Cleaning / disinfection frequency is defined for each area within the common areas on the cleaning protocol.

[Appendix 19: COVID-19 Cleaning Protocols](#)



EMPLOYEE SHOWING COVID-19 SYMPTOMS AT WORK PROTOCOL

TASKS

- Perform necessary actions defined in protocol for employee(s) who show COVID-19 symptoms at work
- Initiate contact tracing and cleaning and disinfection protocols if employee or Public Health notifies the Town they are a confirmed case of COVID-19

If an individual starts to show COVID-19 symptoms while at work, it is important to not only get the affected person the attention they need but it is equally important to ensure the safety and health of others within the area.

- Cold or flu-like symptoms (fever, cough, difficulty breathing, sore throat, pressure in the chest, extreme fatigue, earache, persistent headache, diarrhea and persistent loss of smell or taste)
- Visit <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html> for a list of current symptoms.

- Arrange for the affected worker to be transported home or to an emergency department, dependent upon severity of symptoms.
- If employee is in acute respiratory distress (shortness of breath, difficulty speaking, wheezing, gasping for air), then outside emergency medical services are contacted.
- If employee is not in acute respiratory distress, they will be advised to go home, monitor their symptoms, contact their personal healthcare provider for further direction / advice, as needed, and meet specific criteria before returning to a Town of Hanover facility.
- Advise HR of the situation to begin illness notification

If an employee is determined to be a confirmed COVID-19 case, they should notify their Supervisor immediately. Public Health will also notify the Town.

For confirmed cases, facilities should contact Human Resources to begin conducting internal contact tracing, in accordance with direction from Public Health.

EMPLOYEE SHOWING COVID-19 SYMPTOMS AT WORK PROTOCOL

CONTACT TRACING

Human Resources to complete contact tracing per recommendations from Public Health and review with CAO.

- Include all areas where the employee had been, including job station, restrooms, break / team room areas
- Human resources to talk to close contacts to verify possible exposure while maintaining confidentiality of the identity of the infected employee
- Close contacts should stay home from work and monitor their symptoms for 14 days from the date of possible exposure
- If close contacts are or become symptomatic, human resources must identify the potential close contacts of the close contact in cooperation with Public Health.

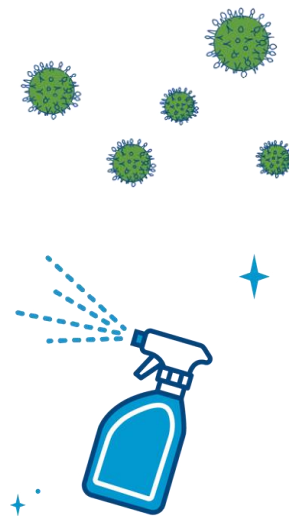
CLEANING /DISINFECTION

If a confirmed case is established, by testing or confirmed clinically by the employee's healthcare professional, initiate the following protocols

- Confirmed COVID-19 case reporting and action protocol
- Confirmed COVID-19 cleaning protocol
- Notify facility team to complete disinfection following the protocol of the areas the employee was in (workstation, break areas, restrooms, etc.)

WHAT IS A CLOSE CONTACT?

A close contact is defined as being within approximately six feet (2 meters) of a COVID-19 case for a prolonged period of time (15 minutes or more), or having direct contact with infectious secretions of a COVID-19 case (i.e., being coughed on). Only Public Health has the authority to determine who is or is not a close contact and who may require testing as a result of contact tracing.



TASKS

- Carry out all necessary actions defined in protocols to perform deep, enhanced or standard cleaning as a result of a confirmed employee COVID-19 case

If an employee who was present in a Town of Hanover facility reports that they are a confirmed COVID-19 case, there are specified cleaning protocols that must be implemented to clean and disinfect any affected areas the employees may have come in contact with.

When a confirmed COVID-19 case is reported, the supervisor should meet to understand the case, and understand close contacts and social paths of the employee and relay this information to HR.

- Facility layout is utilized to determine footprint of impacted area
- Employee social pattern is marked on the layout
- Impacted areas are closed for cleaning activities
- Deep or enhanced cleaning is conducted based on Supervisor and HR determination

CONFIRMED COVID-19 CASE CLEANING PROTOCOL

One Day (up to 24hours) from employee last at work to case confirmation

- Work area, equipment and team area cleaning along with employee social path – deep or enhanced cleaning based on Supervisor and HR direction.

Two to three days (24 to 72 hours) from employee last at work to case confirmation

- Work area, equipment and team area along with employee social path – enhanced cleaning based on Supervisor and HR direction.

More than three days from employee last at work to case confirmation

- Maintain standard workstation and facility cleaning plans

CLEANING PROTOCOL DEFINITIONS

Deep Clean

- Area impacted is closed to access (until cleaning is completed and verified)
- Danger tape used to identify the area in need of cleaning
- Service professional performs work with specialized equipment and techniques (airborne disinfectant)
- Cleaning can be performed for the full or partial facility footprint (social habit / path)
- Donning of personal protective equipment (i.e., hazmat suits and respirators)

Enhanced Clean

- Area impacted is closed to access (until cleaning is completed and verified)
- Danger tape used to identify the area in need of cleaning
- Janitorial team uses approved cleaning and sanitizing products
- Cleaning includes detailing of all desks and surfaces in area of identified employee; all identified area of social habits and paths identified by the impacted employee are to be sanitized
- All high tactile areas (listed in Standard Clean definition) continue to be cleaned twice per day

Standard Clean

- Building is open
- Facility team and staff uses approved cleaning and sanitizing products
- All high tactile areas (including but not limited to door handles, hand rails, conference rooms, elevators, escalators, kitchenettes, turnstiles, restrooms) cleaned as per Cleaning Protocol.



STOPPING THE SPREAD OF COVID-19: WHAT CAN YOU DO?

TASKS

- Employees should be made aware of public health guidelines related to preventing the spread of COVID-19
- SOGs, material and signage as needed, to inform employees of guidelines and recommendations to prevent the spread of COVID-19

There is a great deal of information from public health organizations who have developed a website dedicated to providing information and guidance related to COVID-19. The website provides information on what individuals can do to protect themselves and also what individuals can do if they are sick.

Several visual aids are available for download to distribute and post throughout the facility as a reminder on how to work safely and stay healthy.

[Appendix 25: Stop the Spread of Germs](#)

[Appendix 26: COVID-19 Symptoms](#)

IF YOU HAVE SYMPTOMS – DO NOT COME TO WORK

Employees should be able to recognize the symptoms associated with COVID-19

Public Health has provided guidance on some of the symptoms associated with COVID-19. Reported symptoms can range from mild to severe and in some cases result in death. Symptoms may appear two to 14 days after exposure to the COVID-19 virus.

Symptoms of COVID-19 include (but are not limited to):

- Cold or flu-like symptoms (fever, cough, difficulty breathing, sore throat, pressure in the chest, extreme fatigue, earache, persistent headache, diarrhea and persistent loss of smell or taste)

Visit <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html> for a list of current symptoms

Everyone needs to complete the Self-Assessment at home, before reporting to work. (**See Self-Assessment at home protocol for details**). **If anyone is experiencing symptoms of COVID-19, they should not come to work.**

They should monitor their symptoms and consult with their personal healthcare provider and follow local medical leave procedures, if available.

[Appendix 40 JHS-033\(G\) Infection Control - Temperature Scanning and Screening](#)

PHYSICAL DISTANCING: WHAT CAN YOU DO?

✓ TASKS

- Employees should be made aware of Public Health guidelines related to practising physical distancing and frequent handwashing to help in preventing the spread of COVID-19
- Post SOGs, information and signage, as needed, to inform employees of guidelines and recommendations to prevent the spread of COVID-19

Public Health has provided guidance on some of the best practices people can follow to prevent the spread of COVID-19. Two of the best practices recommended by the CDC include frequent handwashing and practising physical distancing.

Employees should be encouraged to practise physical distancing and perform frequent handwashing with soap and water.

What is physical distancing?

Physical distancing is the practice of keeping space between yourself and other people outside of your home. To practise physical distancing:

- Stay at least six feet from other people
- Avoid contact with others, such as handshakes or embracing friends, co-workers, visitors
- Avoid touching surfaces that have been touched by others, to the extent that is feasible
- Do not gather in groups; stay away from crowded places and avoid mass gatherings



Areas to practise physical distancing include (but are not limited to):

- All work areas
- During shift start / changes
- In meetings
- During breaks / lunch
- At service counters
- In common areas
- In the photocopy/scanner room
- While completing necessary shopping

PHYSICAL DISTANCING: WORK AREAS

Physical distancing in work areas is intended to provide a safe environment and reduce the risk of potential person-to-person infection.



RECOMMENDED PRACTICES

- Whenever possible, workstations should be arranged to allow separation of six feet (2 meters) between individuals
- Utilize aids to minimize the risk to physical distance violations
- Employees are strongly encouraged to disinfect their own workspace multiple times during the shift, giving special attention to common surfaces at the mid and end point of the shift.
- Directors and Managers should ensure there are sufficient supplies in each area.
- Employees must be reminded to avoid touching their face and must wash their hands thoroughly with soap and water several times during work hours to reduce risk and prevent person-to-person potential infections

What to do if the workstations are less than the recommended spacing?

- Workstations should be rearranged to avoid face-to-face contact if the minimum requirement for physical distancing cannot be met; if this condition cannot be met, please consider the following:
 - Face masks are mandatory for everyone, in all facilities, when a 6-foot distance between people cannot be maintained and/or according to Public Health or legislative requirements.
 - Face shields will be provided, as necessary, and are to be worn by workers in close proximity to others where physical distancing cannot be maintained and there is great risk of exposure; or where others are not wearing masks.
 - **NOTE:** Safety glasses and a face mask that covers your nose and mouth are an approved alternative to a face shield
- Physical barriers may be installed where practical



PHYSICAL DISTANCING DURING SHIFT START/CHANGES

Physical distancing during shift changes must be managed thoughtfully to reduce infection risk and to leverage the opportunity to ensure optimal disinfection of the workplace. Start times should be staggered or a gap of time added in between each designated time.



- Enter and exit at the designated entrances and exits – these locations will be easily identified and posted
- The facilities should increase the number of staggered start times
- End of shift times should be scheduled to release the employees in the order they arrived
- Avoid gathering when entering and exiting the facility
- Ensure six feet (2 meters) of space between each person while you wait in line to enter the facility
- When you talk to someone in line, make sure you do not point your head directly at them
- Do not touch your face before you have had a chance to wash your hands

PHYSICAL DISTANCING DURING MEETINGS

What can I do?



- In principle, do not conduct face-to-face in-person group meetings
- Employees should utilize conference calls or Zoom meetings to conduct group meetings
- If you need to connect in-person, follow physical distancing guidelines to allow for six feet of separation between you and other people and wear your face mask and/or other personal protective equipment.

PHYSICAL DISTANCING DURING BREAKS/LUNCH

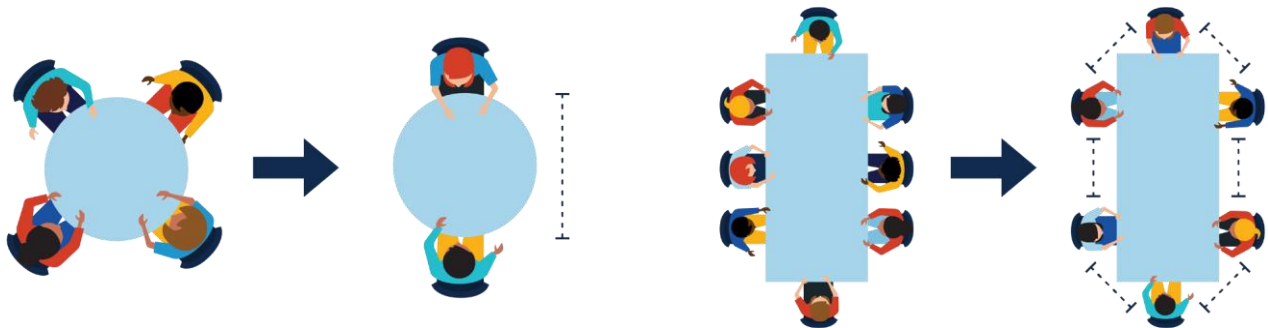
Physical distancing during shift changes must be managed thoughtfully to reduce infection risk and to leverage the opportunity to ensure optimal disinfection of the workplace. Start times should be staggered and add a gap of time in between each designated time.

Seating and Capacity

- Count the number of optimal allowable seats in the break room considering physical distancing guidelines of six feet (two meters)
- Limit and/or space chairs appropriately
- Consider placing signage on tables to ensure proper physical distancing in each seat – sign says yes or no to sit
- Post capacity of the break room
- Consider allowing employees to sit only on one side of a table

Breaks and Lunch

- Remind employees not to arrive early for break
- Separate break times by 10 minutes to have enough time to wipe tables, seats, all surfaces, refrigerator, vending machines and microwave ovens after each use



What can I do?

Before Meal

- Keep physical distancing (six feet separation)
- Wash hands per public health guidelines

While Eating

- Eat in designated areas
- Keep physical distancing (six feet separation)

After Meal

- Keep physical distancing (six feet separation)
- Throw trash away in trash containers
- Wash hands per public health guidelines

PHYSICAL DISTANCING IN COMMON AREAS

Common areas include but are not limited to locker rooms, restrooms, and outside the facility. Increase cleaning intervals to ensure a clean environment at all times. Avoid non-essential gatherings.

- Stay a minimum of six feet (2 meters) from others as a normal practice
- Eliminate contact with others, such as handshakes or embracing co-workers, visitors or friends
- Avoid touching surfaces touched by others to the extent that is feasible
- Respectfully maintain distance from anyone who appears to be sick, or is coughing or sneezing
- When paying for food or drink, consider using a credit card or payment app as much as possible, to avoid the transfer of paper money

PHYSICAL DISTANCING IN OFFICE AREAS

Office areas should be organized to ensure physical distancing is observed (a minimum of six feet or two meters between desk layouts). When considering office area modifications, avoid face-to-face desk layouts.

- Cubicles should have dividers when people are working within six feet (2 meters) of one another
- Remote work may be assigned, when possible, or when mandated by the government to keep the business operations efficient and communications flowing
- Self-cleaning of the work space is encouraged multiple times during the shift with special attention to the most used surfaces such as keyboards, monitors, chair armrests, desks, cubicle dividers, etc.
- Home office settings should be set up ergonomically correct to ensure the health and safety of workers. Pictures of the home office setting may be requested by Human Resources to ensure that a proper set up is available and maintained.
- Desks and offices should be cleared of clutter to accommodate cleaning.

YOUR MENTAL HEALTH & WELLBEING - HANDLING STRESS & ANXIETY

TASKS

- Understand the strategies to cope with stress, anxiety or distress
- Familiarize yourself with mental health and wellbeing resources available to you
- Familiarize yourself with work arrangements available to you

If you are worried about your mental health and wellbeing, you are not alone. These are challenging times, and we are all struggling with different emotions. When many things feel uncertain or out of our control, one of the most effective ways we can manage stress and anxiety is to focus on the actions that are within our control.

We should all make time to take care of our mental health. Below are some proven ways you can care for your mental health and wellbeing during challenging times.

Control what you can

- Arm yourself with medical information from reputable sources
- Understand what the organization is doing to create a safe working environment – and follow the guidelines
- Take proper precautions, such as washing your hands and maintaining physical distance
- Limit your news consumption, including social media
- Manage your technology – turn off distracting notifications, use “do not disturb” mode

Prioritize self-care

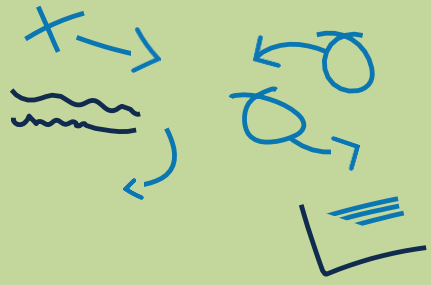
- Get plenty of sleep
- Take deep breaths, stretch or meditate
- Eat healthy, well-balanced meals
- Take regular work breaks
- Move, stretch and exercise whenever possible
- Practise mindfulness – focus your attention on the present moment by taking deep breaths or meditating

Do things you enjoy – relax and distract yourself!

- Read a book or listen to an audiobook
- Unwind with music or a podcast
- Try a new recipe
- Create art, do crafts, or build something
- Learn a new skill; take an online course

Connect with others

- Talk regularly with family, friends and co-workers
- Talk about your fears and concerns with someone you trust
- Express gratitude; offer someone help, if you can
- Don't forget to laugh!
- Share tips with your co-workers about what's working for you – ask them to do the same



ADDITIONAL INFORMATION

- VISITOR SELF-ASSESSMENT PROTOCOL
- SIGNAGE / VISUAL RESOURCES
- HAVE A QUESTION OR CONCERN?
- COMMITMENT TO SAFE PRACTICES

VISITOR AND CONTRACTOR SELF-ASSESSMENT

TASKS

- **Ensure that any visitors, contractors or companies complete a visitor health screening prior to entering any Town of Hanover facility**

This process is the same as the entry process for Town of Hanover staff to access Town of Hanover facilities. All external visitors must complete a visitor health screening before they will be allowed access to any Town of Hanover facility. The Town of Hanover employee host will retain the copy of the visitor health screening, hard copy or electronic and provide to their Supervisor.

Given the coronavirus outbreak's continued spread and to protect the health of everyone at our facilities, only business-critical visitors will be permitted at any Town of Hanover facility.

Effective immediately, we will now require additional screening of all business-critical visitors prior to entry into Town of Hanover facilities and events.

All visitors entering Town of Hanover facilities are required to complete the Town of Hanover visitor health screening. If any questions are answered "yes," access will be denied and the visitor will be asked to reschedule their meeting or make other arrangements.

All visitors are required to follow the same thermal temperature scan as employees. Based on the results, visitors may be denied access to the facility.

[Appendix 5: Signage Thermal Screening Mandatory](#)

[Appendix 7: Self-Assessment Form](#)

[Appendix 8: Town of Hanover Visitor COVID-19 Privacy Policy](#)

[Appendix 12: Temperature Scanning Failed Results](#)

[Appendix 40 JHS-033\(G\) Infection Control - Temperature Scanning and Screening](#)

[Appendix 41 JHS-034\(G\) Infection Control - Masks and Face Coverings](#)

[Appendix 43 Public Health Sign - Mask Required](#)

[Appendix 45 Public Health Reusable Face Covering Information Sheet.pdf](#)

SIGNAGE / VISUALS

TASKS

- Edit signage for facility, as needed
- Display signage throughout facilities, as needed

[Appendix 32: Exit Sign](#)

[Appendix 33: Cleaning Sticker](#)

[Appendix 34: COVID-19 Posters](#)

[Appendix 43 Public Health Sign - Mask Required](#)

QUESTIONS?

Our first priority is your safety and we welcome all questions or comments on how we might improve your experience.

You may also speak with your supervisor, human resources or a Joint Health and Safety Team member

The ongoing health and safety of ourselves, our families and our Town of Hanover family requires everyone's ongoing commitment to safe practices. We expect you to:

- Practise physical distancing at all times
- Wash your hands with soap and water and sanitize frequently
- Wear recommended personal protective equipment
- Self-assess your health daily at home before you leave for work
- Have your temperature scanned upon entry
- Maintain a clean work area
- Cough and sneeze into tissues or your elbow
- Ask questions and focus on your health and the health of your co-workers
- Stay home if you experience any symptoms
- Act in compliance with Public Health and Provincial and legislated directives

APPENDIX INFORMATION

[Appendix 1: Return to Work Department Checklist](#)

[Appendix 2: JHS 027\(G\) – Maximizing Fresh Air](#)

[Appendix 3: JHS 028\(G\) – Infection Control: Worker and Supervisor Responsibilities](#)

[Appendix 4: JHS 029\(G\) – Infection Control: Disinfecting Work Sites](#)

[Appendix 5: Signage Thermal Scanning Mandatory](#)

[Appendix 6: JHS-030\(G\) – Infection Control: Disinfecting Vehicles](#)

[Appendix 7: Self-Assessment Form](#)

[Appendix 8: Town of Hanover Visitor COVID-19 Privacy Policy](#)

[Appendix 9: COVID-19 Return to Work Guide Handout](#)

[Appendix 10: Self-Assessment at Home](#)

[Appendix 11: Memo to Employees](#)

[Appendix 12: Temperature Scanning Failed Results](#)

[Appendix 13: Face Mask information Lesson](#)

[Appendix 14: FAQ on Facemasks for COVID-19](#)

[Appendix 15: Personal Face Shields](#)

[Appendix 16: Cleaning Completed Sign](#)

[Appendix 17: Return to Work Re-Integration Plan Training Presentation](#)

[Appendix 18: Cleaning Protocols Training Material](#)

[Appendix 19: COVID-19 Cleaning Protocol](#)

[Appendix 20: Cleaning Actions Taking Information Sheet](#)

[Appendix 21: What Will Happen When Returning Information Sheet](#)

[Appendix 22: Practising Physical Distancing Poster](#)

[Appendix 23: How to Clean your Hands Poster](#)

[Appendix 24: Health and Safety Practices for Workers Poster](#)

[Appendix 25: Stop the Spread of Germs](#)

[Appendix 26: COVID-19 Symptoms](#)

[Appendix 27: Clean Workstation COVID-19](#)

[Appendix 28: Address Worker with COVID-19 Symptoms](#)

[Appendix 29: JHS-025\(G\) COVID-19 Safety](#)

[Appendix 30: Cleaning and Disinfecting Your Home](#)

APPENDIX INFORMATION CONT'D

[Appendix 31: Measures to Prevent Infection and Work and at Home](#)

[Appendix 32: COVID-19 Exit Sign](#)

[Appendix 33: COVID-19 Cleaning Sticker](#)

[Appendix 34: COVID-19 Posters](#)

[Appendix 35: JHS-031\(G\) – Infection Control: Fueling Vehicles](#)

[Appendix 36: JHS-026\(G\) Appendix A - EnviroNize ULV Fogger Care and Cleaning Manual](#)

[Appendix 37: JHS-026\(G\) EnviroNize ULV Fogger](#)

[Appendix 38: SDS - EnviroNize® ANK-Neutral Anolyte - Jan 1 2020](#)

[Appendix 39: JHS-032- Infection Control - DIKANG Infrared Forehead Thermometer](#)

[Appendix 40 JHS-033\(G\) Infection Control - Temperature Scanning and Screening](#)

[Appendix 41 JHS-034\(G\) Infection Control - Masks and Face Coverings](#)

[Appendix 42 JHS-016\(G\) Handling Cash and Payments](#)

[Appendix 43 Public Health Sign - Mask Required](#)

[Appendix 44 EQP-003\(G\) Autai UV Germicidal Lamp With Ozone \(UVC\)](#)

[Appendix 45 Public Health Reusable Face Covering Information Sheet.pdf](#)