

WORKSITE VISITS DURING COVID-19



HEALTH AND SAFETY DIRECTIVE

Issue Date: April 8, 2020

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Any omissions or correction should be brought to the attention of the Office of the Chief Human Resources Officer.

Overview

This Directive follows the City of Vaughan's Corporate Occupational Health and Safety Policy and is a companion to Departmental level standard operating procedures.

City of Vaughan employees shall always conduct themselves in such a manner as to ensure maximum safety to themselves and the public. According to Public Health Ontario, COVID-19 is primarily transmitted via droplets and fomites during close contact and airborne spread has not been reported for COVID-19.

Purpose

To provide safe measures for employees working in the community, at home or in the workplace during COVID-19.

RESPONSIBILITIES

Managers and Supervisors shall:

1. Identify the requirements for equipment (hand sanitizer, disinfectant wipes, etc.) as determined by the hazards inherent in the work. Ensure senior management is aware of future equipment needs and that the necessary budget is available.
2. Ensure employees receive applicable instruction for entry into work sites as it relates to COVID-19.
3. Ensure that all employees adhere to this COVID-19 directive and comply with any additional training and/or instructions related to their work activities during COVID-19.

Employees shall:

1. Adhere to this directive and bring forth any deviations from this directive to their immediate supervisor.
2. Carry city issued identification when attending a city business worksite.
3. Use or wear the equipment, protective devices or clothing provided as required.
4. Report to his or her supervisor the absence of or defect in any equipment of which the employee is aware and which may endanger himself, herself, or another employee.

Contractors:

1. Individuals contracted to enter and perform work during COVID-19 on behalf on City of Vaughan shall work in a manner that is consistent with this directive.

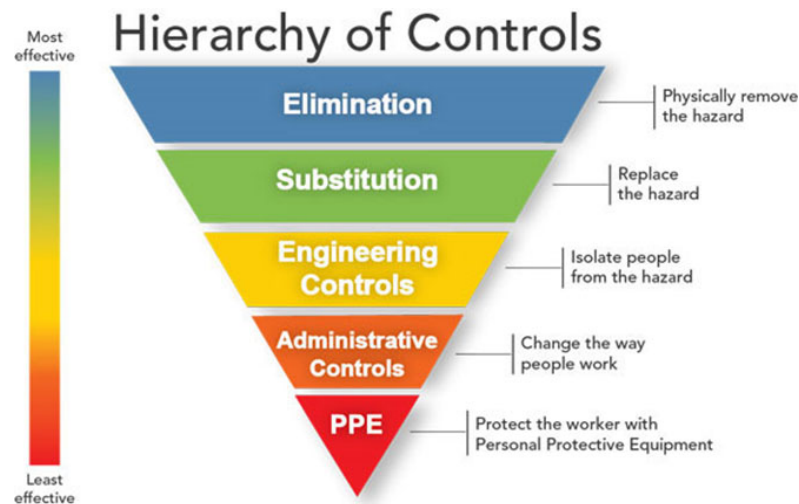
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PROCEDURE:

Controlling exposures to occupational hazards such as COVID-19 is a fundamental way to protect employees. The hierarchy of control below has been used to achieve reasonable and effective control measures for various work activities. Multiple control strategies can be implemented concurrently and or sequentially.

This hierarchy of controls shall be considered for any COVID-19 related specific work activities that may not be listed in this directive.

This hierarchy of control can be represented as follows:



Elimination – physically removing the hazard. This may involve considering if the work is essential and, if not, suspending the work activity.

Substitution – replace the hazard (This is not possible solution from a COVID-19 perspective)

Engineering controls – Isolate people from the hazard from the placement of barrier between the hazard (COVID-19) and the worker

Administrative controls - this is an employer dictated work practices and policies that reduce or prevent hazardous exposures (e.g. physical distancing practices, hygiene practices,)

Personal protective equipment (PPE) - While engineering and administrative controls should be considered first when selecting controls, the use of personal protective equipment (PPE) may also need to be part of a suite of strategies used to protect employees.

The following work practices have been created using the hierarchy of controls to provide effective safe work practices to minimize any potential exposure of COVID-19 to employees.

EMPLOYEES REQUIRED TO ACCESS WORK ACTIVITIES AT OCCUPIED RESIDENTIAL OR COMMUNITY BUSINESS PREMISES

1. Prior to any entry into an occupied area or premise, Departments shall request the occupant to complete the [Public Health Ontario's COVID-19 Pre-screen](#) requirements to determine if any individual(s) are required to self-isolate as per COVID-19.
2. If the occupant has been advised to self-isolate as per the provincial self-assessment, staff shall not enter the occupied area. They should notify the occupant that work will be reschedule at a later time, as appropriate.
3. If entry is considered essential, the Supervisor in conjunction with the employee shall determine how this work activity will be achieved and what equipment requirements are necessary to complete the tasks.
4. All attempts shall be made to complete the essential task with minimal contact to employees. Departments shall consider implementing any relevant department operating procedures that will assist in achieving this work activity.
5. Prior to entry, the occupant must be made aware of the physical distancing and personal protective equipment requirements prior to any scheduled work at the premises. If the occupant fails to adhere to these requirements, work may be cancelled until further notice.
6. If the work is deemed non-emergency, the Supervisor and/or employee shall make attempts to re-schedule the service or the work at a later date when pandemic measures have minimized or have been eliminated.

REQUIRED TO ACCESS CITY OF VAUGHAN WORK FACILITIES/SITES

1. Employees who are unable to work from home or may need to visit the workplace from time to time must, prior to any entry to the workplace, complete the COVID-19 Active Screening Questionnaire. All employees will have access to the COVID-19 questionnaire through the following tools.

E-mail:

- Click [here](#) to access the COVID-19 screening tool from a corporate city e-mail address (For Employees with Corporate Accounts/Email):
 - Click [here](#) to access the COVID-19 screening tool through an external e-mail address (For Staff and Visitors who do not have a Corporate Account/Email)
2. When screening through e-mail, if you have answered YES to any of the questions, you will be instructed by email not to enter the workplace. If you have answered NO to all questions, you will be permitted to enter the workplace

3. Every employee permitted to be in the workplace must maintain a physical distance of at least 6 ft. from other persons in the workplace. For additional information on physical distancing, see the “Physical distancing” section. For Fire Department staff, this applies to non-emergency situations and whenever feasible.
4. Effective July 17, 2020, wearing a mask or face covering in York Region is required under the Mandatory Use of Face Masks or Covering Bylaw in indoor public spaces. As a result of this new by-law, the City of Vaughan has developed a new directive called [“Mandatory Mask or Face Coverings in Public Settings”](#). This directive will serve to protect City staff working and passing through communal areas such as lobbies, reception, elevators, common area bathrooms, cafeteria, etc.
5. Employees who need to access a city facility are required to sign in as per the building’s visitor sign-in process. Employees shall have on them city issued identification.
6. Supervisors and employees must consider a check-in and out process for employees when attending the workplace. This will ensure Supervisors have an understanding of their employee’s whereabouts when in the workplace.
7. To minimize situations where employees may be attending the workplace alone, Departments are encouraged to schedule work visits in small groups (2-3 employees) to minimize hazards associated with working alone. Physical distancing practices must be in place when implementing this practice.

EMPLOYEES/CONTACTORS ACCESSING CONSTRUCTION WORK ACTIVITIES

Contractors attending City of Vaughan facilities:

For construction activities occurring at a City facility during COVID-19, the following measures must be established:

1. Each contractor must adhere to the visitor/contractor sign-in procedure. This shall be maintained by facility operators responsible for the site. For emergency and COVID-19 reasons, it is important to know which contractors were in the facility, where in the facility and at what time they were in the facility.
2. Contractors must complete the COVID-19 Active Screening Questionnaire. All contractors will have access to the COVID-19 questionnaire through the following tool.

E-mail:

- Click [here](#) to access the COVID-19 screening tool through an external e-mail address.
3. When screening through e-mail, if you have answered YES to any of the questions, you will be instructed by email not to enter the workplace. If you have answered NO to all questions, you will be permitted to enter the workplace
 4. Contractors who are performing work at our city facilities must adhere to physical distancing practices (e.g. 2 meters/6 ft. distance rule from other persons). If this cannot

be achieved, alternative measures need to be considered (e.g. delay of work, implementation of PPE requirements such as a KN95 mask and eye protection.)

5. Effective July 17, 2020, wearing a mask or face covering in York Region is required under the Mandatory Use of Face Masks or Covering Bylaw in indoor public spaces. As a result, the City of Vaughan developed a directive called "[Mandatory Mask or Face Coverings in Public Settings](#)" which was recently updated. This new directive will serve to protect all persons working and passing through communal areas such as lobbies, reception, elevators, common area bathrooms, and cafeteria. Contractors in public areas shall wear a 2 or 3-layer non-medical grade face cover where the work activity allow for physical distancing.

Employees working in community settings (construction sites, home inspections, public spaces, etc.)

1. Employee who are required to visit other workplaces must, prior to the start of the workday, complete the COVID-19 Active Screening Questionnaire. All employees will have access to the COVID-19 questionnaire through the following tools.

E-mail:

- Click [here](#) to access the COVID-19 screening tool from a corporate city e-mail address (For Employees with Corporate Accounts/Email):
 - Click [here](#) to access the COVID-19 screening tool through an external e-mail address (For Staff and Visitors who do not have a Corporate Account/Email)
2. For workers who may be required to attend a construction site, contractors must have in place a COVID-19 action plan for the site. Employees shall have city issued identification on them during this visit and
 3. When on construction sites or community settings, employees must wear a KN95 mask and eye protection.
 4. Workers can review the province's guide on COVID-19 best practices while work is being performed on a construction site. Click [here](#) to review these guidelines developed by the Province of Ontario.
 5. The province's guideline outlines the following action areas to address COVID-19.
 - Post and communicate COVID-19 related policies – The contract site must have written measures in place to outline the constructor's action plan to address COVID-19 on the project.
 - Physical distancing practices – The site must have practices in place that speak to physical distancing practices on the site.
 - On-site sanitation – The construction site must have additional measures to ensure additional cleaning practices or hygiene products are available on the site for workers.
 - Ability to adjust on-site and production schedules – The constructor of the site should make considerations, where possible, to allow different trades to be on different time schedules to allow for improved physical distancing practices.

- Tracking and monitoring the workforce – The site should have a sign-in process or method in which to track what trades and workers have been on the site and when.
6. Should the following practice above be absent from a construction activity and is impacting the safety of the worker, the worker must review the non-compliance section of this directive to ensure appropriate action is taken.

NON-COMPLIANCE

If an employee perceives or identifies a health and safety concern related to COVID-19 while attending any worksite for city business, they should:

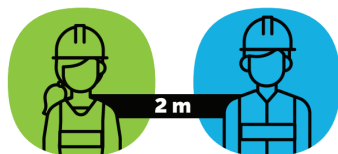
1. If necessary, remove themselves from the area of concern and notify the Supervisor responsible for worksite (e.g. site supervisor of construction site, resident, etc.) and report the COVID-19 safety concern. If the safety concern is not resolved at this point, the worker shall promptly notify their immediate supervisor and relay their safety concern and what steps have been taken.
2. The Supervisor shall promptly investigate the safety concern and contact the person responsible for the worksite to discuss the concern and implement any appropriate corrective actions, if necessary. If the Supervisor cannot resolve the safety concern, they must notify their Director/Manager who will investigate the matter.
3. If it is deemed necessary, the Director/Manager will assess the worker's health and safety's concern and actions taken by the Supervisor and determine what further action is necessary to resolve the worker's health and safety concern.
4. If the issue is a worksite not under the control of the Department (e.g. construction site) and there is no resolution in correcting the safety concern, the Director/Manager shall report the health and safety concern and steps taken to the Human Resources Workplace Health and Safety Specialist who will determine if advice/assistance from the Ministry of Labour is necessary to resolve the safety concern.
5. The Human Resources, Workplace Health and Safety Specialist or Originating Department shall formulate a written response to the Originator of the safety concern indicating what actions will be taken to address the concern, if any. The safety concern report will be considered complete and closed.

PHYSICAL DISTANCING

Employees while conducting any work activities shall practice physical distancing:

1. All necessary attempts shall be made to refrain any employee from attending a work area, if not necessary, whether the activity is indoors or outdoors.
2. Employees who are required to attend work sites are required to practice physical distancing of 2 meters or 6 ft. while conducting any work activities.

Protect against COVID-19



Practice physical distancing and stay 2 metres from other people.

Click [here](#) to obtain copies of this poster.

3. Employees are required to inform the occupant that while conducting city business that they are practicing physical distancing of 2 meters or 6 ft. for the protection of both the employees and the public's protection and request cooperation in this practice.
4. If the Supervisor or employee feel that physical distancing is not possible in the circumstance, the Supervisor/employee will discuss/investigate other appropriate reasonable measures to comply with physical distancing protocols.

VEHICLE USE

To implement COVID-19 social distancing practices during vehicle operations, departments shall incorporate the following measures, where applicable:

1. Limit to one employee per vehicle wherever operationally possible.
2. In vehicles with multi-row seating, where the 2-meter physical distancing practice can be achieved, a limit to two employees per vehicle can be considered with one employee driving and one employee in the opposite rear passenger seat.
 - a. Employees will not switch seats during the shift.
 - b. If possible, as an added precaution, keep windows open for enhanced ventilation
3. If more than one person is required to travel in one vehicle, personal protective equipment is required in the form of a KN-95 face protection as well as safety eye wear for all occupants to minimize any likelihood of exposure to workers.
4. Employee personal vehicles may be used at the discretion and authorization of the Manager.
5. Employees will ensure proper sanitizing methods are used at the start, during and end of each work shift. See hygiene practices for additional information.
6. Supervisors will assign vehicles accordingly.

VEHICLE DISINFECTION

Employees who are required to operate city or personal vehicles for city business during COVID-19 should implement the following vehicle disinfection practices:

1. Each vehicle operator shall use disinfectant cleaners to clean and disinfect “high touch” surfaces, such as door handles, steering wheel, gear shift, seat belt, and control knobs routinely and at the beginning and end of the work shift.
2. Check to confirm that the necessary sanitizing equipment is available in the vehicle such as hand sanitizer and disinfectant wipes prior to each shift.
3. Dispose wipes in a garbage bag as not to have to touch it again.

SHARING OF MATERIALS

The [World Health Organization](#) suggest that COVID-19 may persist on surfaces for a few hours or up to several days. This may vary under different conditions (e.g. type of surface, temperature, or humidity of the environment).

If you think a surface may be infected, clean it with simple [Health Canada approved](#) disinfectant to kill the virus. Clean your hands with an alcohol-based hand rub or wash them with soap and water. Avoid touching your eyes, mouth, or nose.

HYGIENE PRACTICES

Employees while conducting the necessary work activities shall practice good hand hygiene:

1. Use soap and water if available as a primary method. If this method is unavailable, the use of a hand sanitizer frequently, covering all surfaces of your hands and rubbing them together until they feel dry.



Click [here](#) to view or obtain the Health Canada proper handwashing poster

2. Supervisor and employees shall assess what additional equipment requirements (e.g. sanitizing wipes) are necessary to carry out routine work activities.

PERSONAL PROTECTIVE EQUIPMENT

1. Prior to considering any personal protective measures, it is very important to ensure all administrative and engineering controls have been considered prior to considering personal protective measures.
2. If personal protective equipment is required, it is recommended that the following personal protective equipment measures only be implemented in work operations where:
 - a. engineering and administrative controls may not be appropriate, and
 - b. the likelihood of COVID-19 contact is present; or
 - c. where physical distancing measures cannot be maintained due to the work activity or work environment.
3. During work activities where engineering or administrative controls cannot be achieved and additional personal protective measures are necessary, the supervisor shall ensure employees are instructed and informed on proper personal protective donning and removal to prevent unnecessary contamination. See personal protective equipment donning and doffing practices in this directive.
4. Employees must understand that the use of one personal protective equipment method alone may be insufficient to provide an adequate level of protection and other equally relevant protective measures should also be adopted (e.g. eye and hand protection).
5. Use of Medical Grade or Industry approved Respiratory Facepieces
 - In work activities or situations where physical distancing practices cannot be implemented, respiratory facepieces (e.g., N-95 mask or KN95 in combination with eye protection is required).
 - Employees required to use this equipment must be instructed and understand general hygiene practices and offer clear direction on the limitations and use of this equipment.
 - During work activities that incorporate personal protective equipment measures to protect the employee from COVID-19 contact, employees must combine this equipment with proper hand hygiene and other necessary protective measures (e.g. physical distancing) to prevent transmission.
 - The use of non-regulatory grade face protection (e.g. cloth face covers) is NOT considered personal protective equipment and as such is not permitted for use during any work activities where physical distancing cannot be achieved.

6. Management of respiratory protection

If respiratory protection is necessary, appropriate use and disposal are essential to ensure that they are effective and to avoid any increase in risk of transmission associated with incorrect use and disposal.




The following advice on correct use of respiratory protection based on public health standard practices:

- If the face protection is a KN95 type face cover, employees must make best attempts to be clean shaven where the mask meets the face to ensure a proper face seal. See Respirators, Surgical Masks and Non-Medical Masks infographic on the following page for use and limitations.
- Place mask carefully to cover mouth and nose and tie securely to minimize any gaps between face and mask;
- Ensure you mold the mask around your face to maximize the face seal.
- While in use, avoid touching the mask;
- Remove the mask by using an appropriate technique (i.e. do not touch the front but remove by the headband from behind);
- After removal or whenever you inadvertently touch a used mask, clean hands by using an alcohol-based hand rub (if available) or soap and water;
- Replace masks with a new clean, dry mask as soon as they become damp/humid or contaminated;
- Do not reuse single use masks;
- Discard single-use masks after each use and dispose of them immediately upon removal.

Respirators, Surgical Masks, and Non-Medical Masks

Know the differences

Note: All masks should be replaced or cleaned when they are wet, damaged, visibly dirty, contaminated (e.g., blood, respiratory fluids), or when breathing through it becomes difficult.
If re-using is permitted, be sure to clean the mask between uses.

	 Respirators (including N95)	 Surgical Masks	 Non-Medical Masks
Evaluation, Testing, and Certification	Respirators are evaluated, tested and certified by the National Institute for Occupational Health and Safety (NIOSH).	Surgical masks are classified by the American Society for Testing and Materials (ASTM).	Have not been evaluated or tested to recognized standards.
Purpose	Respirators protect from exposure to airborne particles, including viruses.	Surgical masks are a barrier to spreading droplets and spit.	Non-medical masks help limit the spread of droplets and spit when you sneeze or cough.
Fit (Face Seal)	Respirators are designed to seal tight to the face of the wearer.	Are not designed to seal tight against the face.	Are not designed to seal tight against the face.
Filtration	Respirator filters that collect at least 95% of the challenge aerosol are given a 95 rating.	Surgical masks do not effectively filter small particles from the air.	Fabrics are not the same as materials used in certified masks and do not necessarily filter viruses.
Use Limitations	Generally single use but repurposing may be appropriate in certain circumstances. Follow manufacturer's instructions.	Generally single use, but repurposing may be appropriate in certain circumstances. Follow manufacturer's instructions.	Can be difficult to breathe through fabric. Wash between uses.
Who Should Use and When	Health care workers and others when providing direct care to a COVID-19 patient.	Health care workers and others when providing direct care to a COVID-19 patient.	General public when consistent physical distancing is not possible, such as in stores and shopping areas, and on public transit.

6. Personal Hand Protection:

Hand protection such as disposal nitrile or latex gloves should be used as an additional measure, not as a substitute for hand washing for COVID-19 protection. Gloves must be put on before any entry to a work area and they should be removed, and hands washed immediately after the work activity.

- Disposal gloves shall be used only for and discarded right after the work activity to minimize any potential spread of transmission or cross contamination of materials. Hand protection is the last personal protective equipment (PPE) that is to be removed when removing all PPE.
- Employees must ensure when removing disposable hand protection not to touch the outside of the glove. Employee must peel the glove from the inside out as to prevent unnecessary contact and transmission of materials.
- Disposable hand protection may not be effective in situations where moderate or frequent material handling activities will occur and where there will be likelihood of equipment failure (e.g. glove tears). In such cases, alternative hand protection will need to be considered.
- If you are unaware of what type of glove may be necessary, you can click [here](#) to obtain more information on hand protection selection.

7. Eye Protection:

- Eye protection such as safety glasses, goggles or face shields are required in combination with respiratory face pieces/masks where physical distancing cannot be achieved by other controls. There is a potential for splattering or spraying of bodily fluid, respiratory droplets, or small aerosols.
- When considering safety glasses, ensure the spacing around the eye orbit is limited. If you can fit your fingers in between your glasses and face, you will need to consider alternative eye protection (e.g. face shield, goggles).
- Non-safety grade prescription glasses are not considered appropriate protective eye protection.

8. Body Protection (e.g. Gowns\Tyvek suits)

- This equipment is only required under extreme circumstances where close contact to suspected COVID-19 and the potential for body transmission is present (e.g. firefighter attending a medical call).

9. Removal of PPE:

- PPE should be removed in an order that minimizes the potential for cross-contamination. Click [here](#) to view a video on proper donning and doffing personal protective equipment removal practices.

10. Donning (Putting on) PPE shall be done in this order:

Click [here](#) to view a video on proper donning and doffing personal protective equipment removal practices

1. Body Protection (Gown/Tyvek suit)

NOTE: This equipment is only required under extreme circumstances where close contact to suspected COVID-19 and the potential for body transmission is present (e.g. firefighter attending a medical call). If not, continue to the next step of applying the respirator.

2. Gowns:

- Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back
- Behind neck and waist

For suits:

- Unfold and step into the suit and ensure zippers are fully closed.

3. Mask or Respiratory

- Secure ties or elastic bands at middle of head and neck
- Fit flexible band to nose bridge
- Fit snug to face and below chin
- Fit-check respirator

4. Goggles or Safety Glasses

- Place over face and eyes and adjust to fit

5. Gloves

- Extend to cover wrist

Doffing (removing) PPE shall be done in this order:

1. Gloves

- Outside of gloves is contaminated!
- Grasp outside of glove with opposite gloved hand; peel off
- Hold removed glove in gloved hand
- Slide fingers of ungloved hand under remaining glove at wrist
- Peel glove off over first glove
- Discard gloves in an appropriate waste receptacle.

2. Goggles, Face shields or safety glasses

- Outside of the goggles, face shields or safety glasses is contaminated!
- To remove, grasp the eye protection firmly and remove it away from the head. Do not slide the eye protection over the head. This can increase the likelihood of contamination.
- Place the eye protection in secure area and ensure it is washed with soap and water prior to next use.

3. Body Protection (Gown/Tyvek suit)

NOTE: This equipment is only required under extreme circumstances where close contact to suspected COVID-19 and the potential for body transmission is present (e.g. firefighter attending a medical call). If not, continue to the next step of respirator removal.

4. Gown removal:

- Gown front and sleeves are contaminated!
- Unfasten ties
- Pull away from neck and shoulders, touching inside of gown only
- Turn gown inside out
- Fold or roll into a bundle and discard

5. Suit removal

- Unzip the suit
- Pull the suit away from neck and shoulders, touching inside the suit only
- Turn the suit inside out
- Fold or roll the suit into a bundle and discard.

6. Respirator or Mask

- Front of mask/respirator is contaminated — DO NOT TOUCH!
- Grasp bottom, then top ties or elastics and remove
- Discard this equipment in an appropriate waste receptacle along with the other disposal PPE during this removal

END OF DIRECTIVE