



# COVID-19 Information for Local Businesses

Hosted in partnership with Hastings County's Economic  
and Tourism Development Office



[hpePublicHealth.ca](https://hpePublicHealth.ca)

## Topics of Discussion

- Local epidemiology
- The role of HPEPH
- Mental health of employees
- Provincial guidelines
- Infection control for businesses
- Q&A

## Local Epidemiology – as of Friday, May 29

- Lab confirmed cases: **43**
- Currently active lab confirmed: **6**
- Recovered: **32**
- Deaths: **5**
- Cases from community spread: **51%** (22 cases)
- Tests conducted: **7252**
- Positivity rate: **0.6%**

## The Role of HPEPH

- Local recommendations
- Testing strategy
- Case management
- Inspection and enforcement
- Support for businesses

## The Role of HPEPH – Local Recommendations

- Working with local partners to apply provincial guidelines at the local level
- Providing regular updates to local partners to ensure compliance with provincial guidelines
- Developing local recommendations for healthcare providers, municipalities, community partners where required to support local situation

## The Role of HPEPH – Testing Strategy

- Supporting partners from Ontario Health (hospitals and primary care) to implement the local testing strategy
- Ensuring adequate testing supplies for region
- Offering COVID-19 intake line to support residents in accessing appropriate assessment and testing
- Monitoring number of tests completed and test results for required follow-up

## The Role of HPEPH – Case Management

- Responding to public enquiries through intake lines
- Receiving test results from assessment centres, hospitals, and paramedicine
- Conducting contact tracing for positive and probable cases
- Outlining isolation requirements
- Providing return to work clearance for cases, once resolved

## The Role of HPEPH – Inspection/Enforcement

- Working in partnership with municipalities & police to support compliance with State of Emergency Orders
  - authority to enforce has been granted by the Province
  - progressive enforcement model (education, warnings, charges)
- To avoid duplication in PEC, Quinte West, & Belleville, HPEPH inspecting/enforcing Emergency Orders in premises that typically fall under Public Health oversight
  - e.g. food premises, personal services settings (hair salons), recreational facilities
- Municipalities, in collaboration with HPEPH, enforcing violations at premises typically covered under municipal by-laws
- Provincial hot-line established to assist businesses & enforcement agencies identify essential places of work



## The Role of HPEPH – Support for Businesses

- Connecting businesses with appropriate resources
- Providing broad recommendations for sector specific concerns
  - COVID-19 Safe Operating Requirement factsheets on HPEPH website:
    - Food Premises
    - Farmers Markets
    - Community & Communal Gardens
    - Garden Centres & Retail Stores
  - These are enforceable using a progressive enforcement approach
- Helping interpret available provincial resources
  - Sector specific resources available on Ministry of Health website
- Current capacity does not allow individual consultation of COVID-19 return-to-business plans

## Mental Health of Employees

- Keep employees informed of potential changes
- Consult employees about their needs
- Acknowledge that many different emotions may occur
- Encourage social supports for employees
- Promote positive ways to cope & connect employees with supports
- Promote resilience by reminding staff ‘we are all in this together’

Adapted from [Ottawa Public Health Employers’ Guide to COVID-19](#). Visit [hpePublicHealth.ca/Healthy-Workplaces](https://hpePublicHealth.ca/Healthy-Workplaces) for more resources.

## Provincial Guidelines – Sector Specific

- Provincial resources to prevent COVID-19 have been developed for:
  - Essential services
  - Other sectors – including retail and restaurants
- Visit [hpePublicHealth.ca/healthy-workplaces](https://hpePublicHealth.ca/healthy-workplaces) for links to these resources

## Infection Control for Businesses

- Key infection control activities include:
  - Active screening
  - Maintaining attendance records
  - Practising physical distancing
  - Enforcing proper hand hygiene
  - Enhanced wiping/cleaning of surfaces
  - Use of masks, if/when appropriate

# Infection Control – Screening

- Employees self-monitor for COVID-19 symptoms, take online assessment tool if symptomatic
- Employers should screen staff for illness daily, employees should not report to work if sick with any illness
- Visible signage should be posted for visitors, prohibiting entry if symptomatic
- Consider conducting screening of patrons upon entry



## Infection Control – Attendance Records

- Maintain detailed records of employees' attendance
- In the event of a positive case, these records will help ensure efficient contact tracing (identify potential contacts to prevent further spread)
- Required for personal service settings
- Recommended for office settings, commercial businesses

## Infection Control – Physical Distancing

- Consider offering services by appointment if possible
- Post signs to encourage physical distancing among patrons, remind verbally if necessary
- Limit number of patrons on premises
- Stagger employee shifts, if possible, to reduce proximity
- Do not assign employees to do the same work in the same space at the same time

## Infection Control – Hand Hygiene

- Hand hygiene is the **single most important way** to prevent the spread of infection
- Gloves do not eliminate the need for hand hygiene
- Wash thoroughly with soap and water for 20 seconds; if hands are not visibly soiled then the use of 70% alcohol based hand rub is acceptable
- Employees should avoid touching eyes, nose, mouth
- If gloves used, must be changed minimum 1x/hour and wash hands in between



# Infection Control – Hand Hygiene

**REDUCE THE SPREAD OF COVID-19.  
WASH YOUR HANDS.**



- 1**  
Wet hands with warm water
- 2**  
Apply soap
- 3**  
For at least 20 seconds, make sure to wash:  
  - palm and back of each hand
  - between fingers
  - under nails
  - thumbs
- 4**  
Rinse well
- 5**  
Dry hands well with paper towel
- 6**  
Turn off tap using paper towel

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Public Health  
Agency of Canada

Agence de la santé  
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## Infection Control – Wiping/Cleaning

- Most common disinfectants are effective against COVID-19
- Allow adequate time to clean premises (limit hours if necessary)
- Clean and disinfect all high touch surfaces and equipment frequently (minimum 2x/day)
- Clean debit machines between each use

Coronavirus Disease 2019 (COVID-19)

### Cleaning and Disinfection for Public Settings

This document provides guidance on cleaning and disinfection of public settings, including schools, transit, colleges/universities and other workplaces in Ontario. For more information, please contact your local public health unit.

#### What you should know

- Commonly used cleaners and disinfectants are effective against COVID-19.
- Frequently touched surfaces are most likely to be contaminated.
- Use only disinfectants that have a Drug Identification Number (DIN). A DIN is an 8-digit number given by Health Canada that confirms it is approved for use in Canada.
- Check the expiry date of products you use and always follow manufacturer's instructions.

#### Clean frequently touched surfaces twice per day

- In addition to routine cleaning, surfaces that have frequent contact with hands should be cleaned and disinfected twice per day and when visibly dirty.
- Examples include doorknobs, elevator buttons, light switches, toilet handles, counters, hand rails, touch screen surfaces and keypads.
- In addition to routine cleaning, check with your organization for any specific protocols for cleaning for COVID-19.



## Infection Control – Masks

- Non-medical masks can be used for source control to protect others from the wearer
- If wearing a mask, efforts must be made to increase hand washing
- Some employees may not wish or be able to wear a mask; try to be flexible, physical distancing is a good alternative
- Business owners may ask patrons to wear a mask, however this is not currently enforceable by external authorities

# Participant Questions

## **Are there legal liabilities if I require patrons to wear a mask at my business?**

- Not a provincial requirement, but an additional precaution when social distancing can not be maintained
- Businesses may choose to request that all patrons wear masks, at their discretion
- Some employees or patrons may be unable, or uncomfortable, wearing a mask. Businesses are encouraged to be flexible
- We can not advise on legal liabilities. This should be discussed with a lawyer

## **If passing someone in a hallway (not stopping), is a mask required?**

- There is no current requirement to wear masks
- Wearing a mask is recommended as an additional precaution in situations where physical distancing is not possible
- Wearing a mask will offer additional protection to the individuals around the person wearing it
- Close contact is considered within 2m for at least 15 minutes or in the same room for 2 hours.

## What are the fines for failing to comply with COVID-19 restrictions? Can businesses post them?

- While Provincial Emergency Measures are in effect, offences may be enforced by police, municipal provincial offences officers, or public health officers. Fines include:
- Fail to comply with an emergency order = \$750
- Obstruction of person exercising a power in accordance with an emergency order = \$1,000
- Corporations (as a Part 3 offence) Fine = \$500,000
- Businesses may post these fines if they wish. However, fines only apply to legal restrictions, and not to recommendations

## **What steps should be taken in response to groups 5+**

- Contact HPEPH for premises that typically fall under the Ontario Public Health Standards
- Contact municipal police or HPEPH for premises typically covered under municipal by-laws (including private property)
- Property owners can request that persons leave their property, under the Trespass to Property Act
- Gatherings 5+ are permitted if the individuals are from the same household



## **When and how can accommodation services accept future bookings?**

- Motels and hotels are considered essential places of businesses and can operate normally (shared spaces must be closed to public)
- Short terms rentals are not essential workplaces and booking stays while emergency orders are in effect is not permitted
- No restrictions that prohibit future bookings, as long as they are not taking place during the current closure period
- If closure period is extended, short term accommodations must continue to comply with emergency restrictions, and may be required to cancel bookings

## Can golf courses advertise stay + play packages?

- Currently, we are not aware of any legal restrictions that prohibit these types of promotions.
- However, we currently continue to discourage unnecessary travel, to reduce transmission from one area to another.
- Industry groups may support this direction by discouraging travel from out of town, to help slow the spread.

## **Are there guidelines for the number and frequency of clients, and time required in between clients?**

- Number of clients permitted depends on space available, and ability to enforce physical distancing.
- Adequate time must be provided between clients to perform adequate cleaning and disinfecting.
- In personal service settings, many services require close contact with clients which increases the need for precaution.
- Current guidelines for personal services are available [on the Ministry of Health's website.](#)

## What should food court restaurants expect when permitted to re-open?

- Timeline for re-opening will be determined by the province
- When operations permitted to resume, requirements likely to be similar to those in place for standalone food operators.
- Recommendations [on our website](#) include guidelines such as:
  - Screening staff for illness
  - Ensuring staff use proper hand hygiene and gloves when preparing food
  - Enforcing social distancing for both staff and patrons
  - Sanitizing any re-usable items such as trays and debit machines after each use

## What are the requirements for farm stand operations?

- Farm stands are permitted to operate as essential food businesses
- [Requirements for farmer's markets are posted on HPEPH web site](#) outlining recommendations for market stand operations. Key recommendations include:
  - Consulting with HPEPH
  - Limit customers on site and enforce social distancing
  - Offer advance ordering and pick up
  - Use alcohol-based hand sanitizer between each customer
  - Ensure no ill staff or customers are permitted on site
  - If non-medical masks are used, ensure they are used appropriately

## What can you share about requirements for tasting operations at wineries?

- As provincial restrictions begin to relax, it is possible that wine tasting activities will be permitted, with restrictions similar to those which may be implemented in the restaurant sector, such as:
  - Screening staff for illness
  - Ensuring staff use proper hand hygiene when preparing/serving food
  - Ask patrons to wash/sanitize hands prior to handling bottles
  - Enforcing social distancing for both staff and patrons
  - Sanitizing any re-usable items (cups, debit machines) after each use
  - Using posted, disposable, or laminated tasting menus (if laminated – sterilize after each use)

# Additional Questions?

Please submit questions through the online chat feature.

# Thank You!

Visit [hpePublicHealth.ca/Healthy-Workplaces](https://hpePublicHealth.ca/Healthy-Workplaces)  
for more information and resources