

COVID-19



RESOURCES

ONTARIO **2021 BUSINESS OPERATIONS GUIDE**



IN THIS GUIDE YOU'LL FIND:

- Updates on relief programs
- Templates
- Posters
- Best practices
- FAQ
- *And much more!*

CFIB

**CANADIAN FEDERATION
OF INDEPENDENT BUSINESS**

In business for your business.

9 WAYS

CFIB can help you manage business operations during COVID-19.

CFIB has a proven track record of helping members through disasters like floods and fires—and we are committed to doing the same during the COVID-19 pandemic. Your health, your employees' health, and your business's health are our #1 priority.

We've put together information and tools to help you make informed business decisions and overcome the unprecedented challenges your business faces due to COVID-19.



1. BETTER GOVERNMENT SUPPORT

Since the beginning of the pandemic, CFIB has been at the forefront urging policy makers to provide economic relief measures for small business.

While the government has adopted some of our recommendations, making essential improvements to their core support programs, we're pushing policy makers to provide even more relief measures for small businesses during the COVID-19 pandemic.

You have our commitment that we will continue to advocate for ongoing changes and share these changes with you.

SURVEYING YOUR NEEDS

Need better government support? Tell us about the impact COVID-19 is having on your business by completing CFIB's regular surveys. We share your responses with policy makers across the country to help you get the support you need.

Our members' input has been critical in shaping the government's response to the crisis. We've already gained significant improvements to the relief programs.

Help us accomplish more. Be sure to add your voice when you receive our emails—it's never counted more.



SEE WHAT YOUR FELLOW MEMBERS ARE SAYING



1. BETTER GOVERNMENT SUPPORT CONT'D

Don't leave money on the table!

Apply for the major COVID-19 support programs—many improvements have been made! If you weren't eligible before, you might be now.

1. CANADA EMERGENCY BUSINESS ACCOUNT (CEBA)

Thanks to CFIB's push for an expanded program, more money is available and more businesses are eligible for the Canada Emergency Business Account (CEBA).

Take advantage of the \$60,000 CEBA loan—\$20,000 is forgivable.



Visit cfib.ca/ceba for an overview of the program, information on eligibility, deadlines to apply, and answers to frequently asked questions.

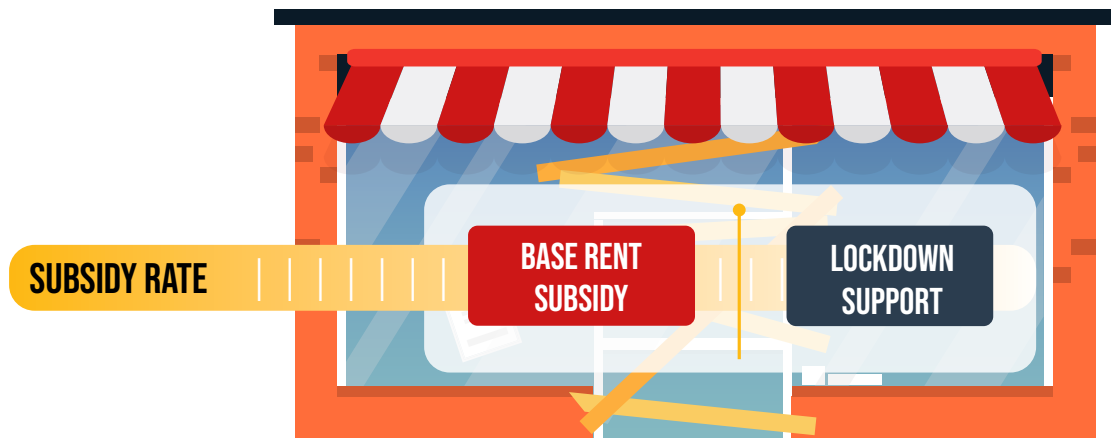


1. BETTER GOVERNMENT SUPPORT CONT'D

2. CANADA EMERGENCY RENT SUBSIDY (CERS)

We pushed relentlessly for a more accessible subsidy and we got it: rent relief is now delivered directly to you. Your landlord's involvement is **not** required!

The Canada Emergency Rent Subsidy (CERS) program will end in September. Until July 3, 2021, you can receive up to 65% rent support from the program. After that date, base subsidy rates will decrease. And, if your business has been shut down by a mandatory public health order, you could be eligible for even more support—a 25% top-up. Any revenue loss will qualify!



Visit cfib.ca/rentrelief for instructions on how to apply, how to calculate your CERS, information on eligibility, and answers to frequently asked questions.



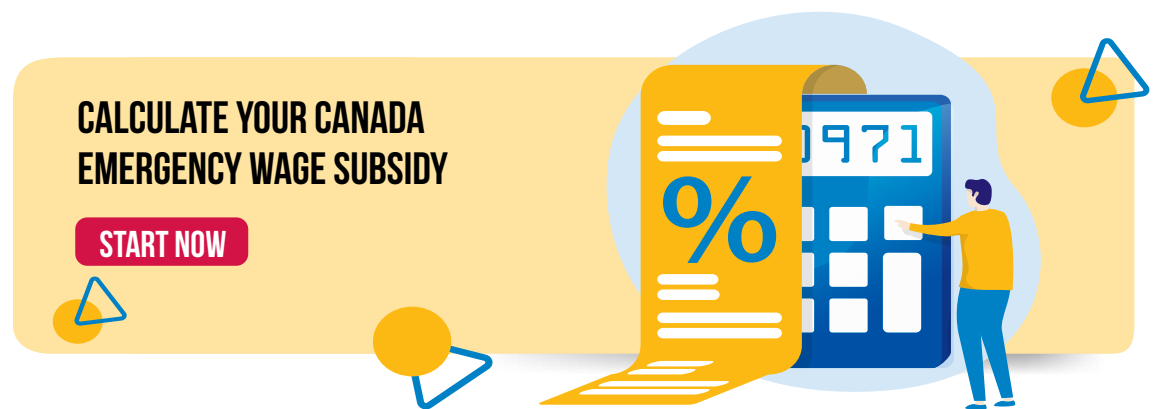
1. BETTER GOVERNMENT SUPPORT CONT'D

3. CANADA EMERGENCY WAGE SUBSIDY (CEWS)

From the start of the pandemic, we urged government to provide suitable wage support. Thanks to our efforts, your business can keep the employees you have on payroll and possibly re-hire and/or hire new workers.

The Canada Emergency Wage Subsidy (CEWS) program has been expanded and extended. The new changes may allow you to get help with your payroll, if you are experiencing a drop in revenue due to COVID-19.

From period 5 (July 5, 2020) and onwards, the program works on a sliding scale: the greater your loss in revenue due to COVID-19, the greater subsidy you will be eligible to receive. Any revenue loss will qualify!



Visit cfib.ca/cews for information on how to calculate your CEWS, application deadlines, eligibility criteria and answers to frequently asked questions.



1. BETTER GOVERNMENT SUPPORT CONT'D

4. HIGHLY AFFECTED SECTORS CREDIT AVAILABILITY PROGRAM (HASCAP)

After a year marked by COVID-19 lockdowns and restrictions, it remains important for small businesses to get more financial relief to offset operational costs. Thanks to CFIB's advocacy efforts, businesses heavily impacted by COVID-19 can access low-interest loans to finance business operations through the Highly Affected Sectors Credit Availability Program (HASCAP).



LOANS RANGING FROM \$25,000 TO \$1 MILLION

- ✓ Minimum requirement = 50% revenue loss for at least 3 months (consecutive months not required) within the 8-month period prior to loan application
- ✓ 4% interest rate and repayment term of up to 10 years
- ✓ No personal guarantee required



NO FORGIVABLE PORTION!

Don't miss out! Loans are available to businesses in all sectors!



Visit cfib.ca/hascap for instructions on how to calculate your 3-month revenue drop, information on eligibility requirements, and answers to frequently asked questions.



1. BETTER GOVERNMENT SUPPORT CONT'D

OTHER FINANCING OPTIONS AVAILABLE

Have you applied for the major support programs and need more support? Are you ineligible for these programs and looking for other options?

There are other federal and provincial support programs that can help you get your business back on track.



Visit our [Financial Support hub page](#) to learn if additional support is available for your business.

INFLUENCE CHANGE: SIGN OUR PETITION

The programs in place have helped many small businesses, but numerous others do not have access or cannot take full advantage of them because of the pitfalls of certain programs.

Make your voice heard as we continue to push the government to support your business.



CFIB.CA/COVIDPETITION

Sign our petition at
cfib.ca/covidpetition.

1 in 6 businesses at risk of closing
181,000 businesses!

2.4 million jobs are jeopardized

CLOSING

71,000–222,000 businesses are still at risk of closing due to COVID-19, in addition to the 58,000 businesses that already closed.

Source: CFIB, Canadian businesses and jobs at risk due to COVID-19, January 2021.



2. INFORMATION ON LOCAL RESTRICTIONS AND RELIEF

Financial assistance programs and public health measures are constantly changing in each province. Don't miss out on valuable information that can support your business financially and help you avoid expensive fines.

Click on your province or territory below for information on:

- Local restrictions and guidelines
- Government assistance programs, including business support grants
- Employment Standards changes
- And other helpful resources!



[ALBERTA](#)



[BRITISH COLUMBIA](#)



[MANITOBA](#)



[NEW BRUNSWICK](#)



[NEWFOUNDLAND AND LABRADOR](#)



[NOVA SCOTIA](#)



[ONTARIO](#)



[PRINCE EDWARD ISLAND](#)



[QUEBEC](#)



[SASKATCHEWAN](#)

3. EXPERT ADVICE

OUR BUSINESS COUNSELLORS CAN HELP!

Need help interpreting the rules around operating your business during the pandemic? Speak with an expert now so that you can remain compliant and avoid a fine.

We can help you understand:

- Your province's health and safety requirements for your sector and industry.
- The eligibility criteria for relief programs.
- How to manage employees in this time of crisis.
- And much more.

With counsellors in every province, your answers are a quick phone call away!

**CONTACT OUR BUSINESS HELPLINE
FOR ANSWERS TO YOUR QUESTIONS**



**1-833-568-2342
CFIB@CFIB.CA**



LAST YEAR, WE TOOK MORE THAN 78,000 CALLS

from business owners who needed help with HR and advice on the federal and provincial COVID-19 programs. Let us be your go-to source for answers to your COVID-19 business-related questions.



3. EXPERT ADVICE CONT'D

ONLINE COVID-19 FAQ

We've compiled comprehensive answers to all your COVID-19 questions based on the latest information. [Use our FAQ](#) to find information pertaining to:



BUSINESS OPERATIONS



"Business is slow. What should I do to keep business going?"

"What COVID-19 scams do I need to be aware of?"



FINANCIAL SUPPORT



"What financial support programs are available in my province?"

"What does an "arm's length" relationship mean?"



EMPLOYEE MANAGEMENT



"If my employees are laid off, can they work while receiving EI?"

"What should I do if one of my employees refuses to come to work because they're worried they will catch COVID-19?"

4. HELPFUL WEBINARS

To help your business cope with the COVID-19 pandemic, CFIB regularly hosts webinars for members.

Get updates from our team of experts, including our senior legislative staff and business resource counsellors.

During the webinars, you will:

- Learn about the latest provincial restrictions, legislation, and the most recent government announcements.
- Get updates on support programs for your business.
- Get answers to your questions on issues and programs.

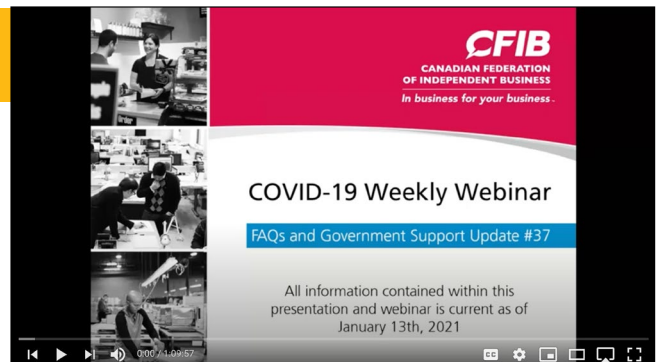
OUR WEBINARS ARE RECORDED!



[CFIB.CA/COVIDWEBINAR](https://cfib.ca/covidwebinar)

Can't watch the webinar live?
Don't worry!

Recordings are posted to our website, and slides can be downloaded via cfib.ca/covidwebinar.





5. PERSONALIZED TEMPLATES

Download our customizable templates to easily put policies in place that keep your employees, customers and business safe.

OUR TEMPLATES INCLUDE:

Ontario COVID-19 Operational Plan

While Ontario does not require an operational plan, putting COVID-19 health and safety protocols and practices in place will help keep your business safe. We've put together an operational plan that will help you keep track of everything in one place.



DOWNLOAD YOUR PROVINCIAL OPERATIONAL PLAN TEMPLATE

This file will open as a Word document

Ontario COVID-19 Worker and Employee Screening Tool

In Ontario, you are responsible for ensuring your employees are screened for COVID-19 before going to work each day. We have put together a quick video tutorial to show you how to create a free online screening tool using Microsoft Forms. [Watch our demo.](#)

You can also use the [province's online screening tool](#).

Ontario COVID-19 Customer Screening Tool & Signage

In Ontario, you may also be required to screen patrons before they enter your business. Depending on your sector and region, you may be required to post signage and actively screen customers. Use the [province's online tool](#) and this [signage](#) to comply with these regulations.

Workplace Safety Plan

It is mandatory for Ontario businesses to have a written COVID workplace safety plan in place, and to have it in a place that can be seen easily. [Use this template](#) to develop your plan.

Calling your employees back to work letter

As you prepare for reopening, recalling any staff from layoff will be your top priority. [Use this template](#) to let your employees know how they will come back to work.

"We're open" poster

Show your customers that your business is open and invite them to follow health guidelines. Find a copy of this poster in the [appendix](#) of this guide.

Sick policy

Having an [attendance or sick policy](#) is a best practice at any time. It lets your employees know their rights and responsibilities regarding time off for sickness, reducing confusion and frustration.

Telecommuting policy

COVID-19 has forced many businesses to switch to remote working very quickly. With this transition come new challenges for you and your employees. [Use this template](#) to provide guidelines for your employees, outline your expectations and address health & safety requirements.



Download all our templates at cfib.ca/covidtemplates.

6. BEST PRACTICES

It is important that you follow best practices for health and safety to keep your workplace clean and your employees and customers safe.

Some provinces may have stricter requirements than the guidelines below.

CONTACT OUR
BUSINESS HELPLINE
TO LEARN MORE



1-833-568-2342
CFIB@CFIB.CA

BUSINESS

- Keep informed of the provincial government announcements regarding closures and restrictions.
- Ensure your business continues to follow regular employment standards and occupational health and safety compliance rules; please refer to your CFIB compliance checklist (in the appendix of this guide).
- Do regular walk-throughs of your business to inspect/assess areas of risk of transmission in the workplace. This may require speaking to your Public Health authority.
- Consider changes to employee schedules to reduce the risk of transmission in the workplace, such as allowing employees to work from home or creating a rotating schedule to avoid having all employees in the workplace at the same time.
- Assess business tasks to determine if you can minimize or eliminate ones that are not essential.
- Keep employee contact information updated regularly.
- Document your financial transactions, employee pay/attendance, and all deferral/payment agreements.
- Understand symptoms: although there are a range of symptoms, the common signs are fever, cough, difficulty breathing and fatigue.
- Create a contingency plan for quarantined employees. Ensure you have backups.
- Follow required screening protocols for employees/suppliers/visitors mandated by your province.
- Create a process on how customers will pick up orders/how orders will be delivered.
- Improve air circulation in the workplace.



6. BEST PRACTICES CONT'D

CUSTOMERS

- If you are able, provide additional options for customer purchases, such as online or telephone ordering, delivery or curbside pickup, or designate in-store shopping hours for more vulnerable customers, such as seniors.
- Consider cash-alternatives for collecting payments such as debit, credit, and e-transfer.
- Mark physical distancing on the floor or assign staff to ensure physical distancing of 2 meters (6 feet).
- Minimize the number of people in the workplace following government requirements and/or guidelines concerning maximum capacity. Post signage to inform visitors.
- Post signage for best hygiene practices around the store or at the cash register.
- Communicate with your customers regularly to let them know what you are doing to keep them safe.
- Think about social media platforms that you can use to grow your customer base.



6. BEST PRACTICES CONT'D

EMPLOYEES

- Keep up-to-date with government requirements/guidelines for workplaces. Encourage your employees to provide feedback on the measures to help determine the impact on their operations.
- Consider what technological changes can be made in the workplace, such as a project management software or a time tracking software.
- Provide business updates to your employees 2 times a week to keep them posted on the ever-changing situation. Create a schedule so you don't forget.
- Consider the methods of communication available to you and your employees and evaluate if they meet your needs.
- Educate your employees on the new policies put into place to reduce risk of transmission and contamination in the workplace.
- Ensure you follow your health and safety representative and committee guidelines, as per your provincial government requirements.
- Ensure you have hand sanitizer, soap and paper towels available, especially for employees that have in-person contact with customers.
- If your employees have any health-related concerns or recommendations, encourage them to speak to their supervisor and/or health and safety rep/committee.
- Remind employees of good hygiene practices such as hand washing and not touching their face.
- As required by law, mandate physical distancing of 2 meters (6 feet) during breaks or workplace interactions wherever possible.
- Limit in-person staff or external meetings as much as possible. Consider virtual meetings and phone calls as alternatives.
- Install and maintain barriers between employees and customers, such as plexi-glass or wearable employee reminder signs to employ physical distancing.
- Train your employees on how to keep workstations clean and disinfect equipment. Areas with high traffic, such as cash registers, should be disinfected frequently throughout the day. Create and employ a cleaning process for employees to follow.
- Sanitize communal spaces like washrooms, entrances and counters that are frequently used.
- If you are able, provide a phone sanitizing station or cleaning wipes for this purpose.
- Postpone visits that are not essential to your business operations.
- Train your employees on how to use personal protective equipment (e.g., masks, face shields, etc.) properly.

7. SHOP LOCAL RESOURCES

#SmallBusinessEveryDay

Thank your customers for helping your business survive.

Through CFIB's #SmallBusinessEveryDay initiative, we are giving you tools to thank your customers and remind them how critical they are to your business's survival.

The Canadian campaign promotes fun and easy ways consumers can help businesses in their community.



Get involved: smallbusinesseveryday.ca



Poster

MAKE THE POST PROMISE

Give employees and customers the confidence to safely return to your business.

By joining the initiative, you are committing to practice these five steps to ensure workplace safety:

1. Maintain physical distance.
2. Stay home if unwell.
3. Practice respiratory etiquette, including wearing a mask when recommended.
4. Keep workplaces clean and disinfected.
5. Wash and sanitize hands.

Adopting these steps will help Canadians confidently return to your business.



MAKE THE POST PROMISE

Don't forget to display the POST promise logo in your business's storefront so customers know the steps you're taking to keep them safe.





8. PPE MARKETPLACE

LOOKING TO BUY OR SELL PERSONAL PROTECTIVE EQUIPMENT? JOIN OUR “PPE FOR SMEs” GROUP

Access to personal protective equipment (PPE) is essential.

To help you with supply management/supplier concerns, we’ve built a Facebook group to connect you directly with other businesses looking to buy or sell PPE.

FOR BUYERS

You can see all the offers from providers and contact the one that suits your needs.

FOR SELLERS

Post your offer using our template that makes it easy for buyers to find and contact you.

Don’t have a Facebook account?

You can set one up in less than a minute using any email address or mobile phone number.

Alternatively, you can email us at ppe@cfib.ca for support.





9. SAVINGS FOR YOUR BUSINESS

ACCESS EXCLUSIVE RATES

Discover discounts on practical, valuable business products and services.

From banking to payroll to shipping, CFIB has leveraged the negotiating power of its membership to provide you exceptional savings from trusted providers.



FIND OUT HOW YOU CAN SAVE \$5,000 OR MORE A YEAR.

cfib.ca/savingsbrochure



OUR SAVINGS PARTNERS



APPENDIX

INCLUDING:

- “We are open” poster
- #SmallBusinessEveryDay
“We’re Open” and
“Thank You” posters
- “Masks Required” poster
- “Maximum Capacity poster”
- Regular compliance checklist
- Employee Screening Tool
- Active Customer Screening Tool
- Passive Customer Screening Tool

COME IN, WE ARE



WELCOME BACK!

Your health and safety is our #1 priority.

We're committed to:

- Cleaning and disinfecting surfaces in high traffic areas regularly.
- Frequent handwashing for employees.
- Offering contactless debit/credit.
- Following provincial guidelines.

OUR NEW HOURS:

Thanks for dropping by! If we're at capacity, try visiting us online or give us a call to arrange pickup or delivery

 VISIT US ONLINE at

OR CALL US AT 

HELP US KEEP OUR BUSINESS SAFE.

Stay 2m apart from other customers and cough into your elbow.

Join us in creating a COVID-19 free community!

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CANADIAN FEDERATION
OF INDEPENDENT BUSINESS.

We're

OPEN



**WE SURVIVE WITH
YOUR SUPPORT**

#SmallBusinessEveryDay

**Get involved:
smallbusinesseveryday.ca**

CFIB
CANADIAN FEDERATION
OF INDEPENDENT BUSINESS
In business for your business.

Thank

YOU



**WE SURVIVE WITH
YOUR SUPPORT**

#SmallBusinessEveryDay

**Get involved:
smallbusinesseveryday.ca**

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OF INDEPENDENT BUSINESS
In business for your business.

MASKS ARE REQUIRED HERE

Thank you for visiting us. Upon entry, please wear a mask or face covering.

This mandatory policy is in compliance with the Provincial Government's Health Order.

**THANK YOU FOR HELPING
US ALL STAY SAFE.**



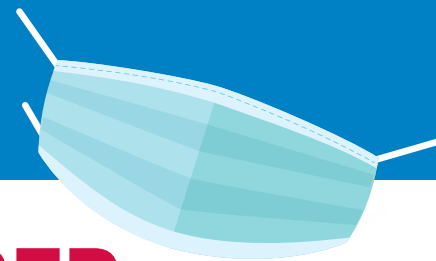
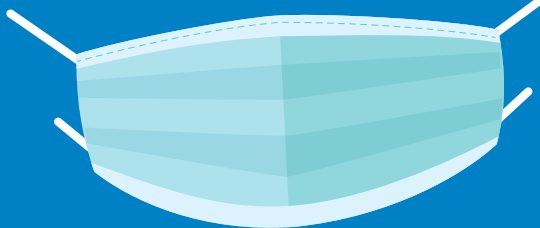
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MAXIMUM CAPACITY

PEOPLE



MASKS ARE REQUIRED

IN COMPLIANCE WITH PROVINCIAL GOVERNMENT'S HEALTH ORDER

**THANK YOU
FOR HELPING US ALL STAY SAFE**

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**CANADIAN FEDERATION
OF INDEPENDENT BUSINESS.**

IS YOUR BUSINESS IN COMPLIANCE?

Are you aware that your business is legally required to take these steps in the workplace?

- | | | | |
|--------------------------|---|--------------------------|--|
| <input type="checkbox"/> | Provide employees with a digital copy of the most recent version of the <i>Employment Standards</i> in Ontario poster within 30 days | <input type="checkbox"/> | Elect a Health and Safety representative (6-19 employees) or a Joint Committee (20+ employees) |
| <input type="checkbox"/> | Post no smoking/no vaping signs at each entrance, exit, washroom and in company vehicles | <input type="checkbox"/> | Post the WSIB's <i>In Case of Injury or Illness at Work</i> poster if you are required to register with the WSIB |
| <input type="checkbox"/> | Post the <i>Health & Safety at Work - Prevention Starts Here</i> poster | <input type="checkbox"/> | Set up a First Aid station with a fully-stocked First Aid Kit maintained at all times by a nearby First Aid-certified worker |
| <input type="checkbox"/> | Post the <i>Occupational Health and Safety Act</i> | <input type="checkbox"/> | Train workers and supervisors in basic occupational health and safety awareness |
| <input type="checkbox"/> | Develop and post an <i>Occupational Health and Safety Policy</i> to be reviewed at least annually and develop/maintain a program to implement the policy (6+ employees) | <input type="checkbox"/> | Create accessibility policies, train employees and take other actions to meet accessibility requirements |
| <input type="checkbox"/> | Prepare and post a <i>Workplace Violence Policy</i> to be reviewed at least annually and develop/maintain a program to implement the policy (6+ employees) | <input type="checkbox"/> | Follow the 10-principle code for the protection of personal information under Canada's <i>Personal Information Protection and Electronic Documents Act</i> |
| <input type="checkbox"/> | Prepare and post a <i>Workplace Harassment Policy</i> to be reviewed at least annually and develop/maintain a program to implement the policy (6+ employees) | | |

RECOMMENDED ACTION IN THE WORKPLACE

Create a policy to deal with potential workplace challenges due to the legalization of recreational cannabis. Contact CFIB for our Drugs, Alcohol and Medication Policy template today!

NEED HELP INTEGRATING NEW EMPLOYEES?

Ask about our employee handbook!

Not being in compliance could cost you!

Missing items from the compliance checklist could come with a big price tag for your business.

INFRACTION	ONTARIO SET FINE*
Not sending the Employment Standards Act poster to all employees	\$295.00
Missing No Smoking/No Vaping signage	\$300.00 (up to \$5,000 for first offence)
Missing Health and Safety Poster	No set fine**
Failing to post the Occupational Health and Safety Act (Greenbook)	No set fine**
Failing to have a Workplace Violence Policy	\$550.00
Failing to have a Workplace Harassment Policy	\$550.00
Failing to have a Health and Safety representative and/or joint committee	\$550.00
Missing WSIB poster	No set fine**
Missing First Aid Kit	No set fine**
Failing to have an Accessibility Policy	\$500.00 (up to \$2000 for first offence)
Failing to comply with personal information protection standards	Up to \$100,000

*Ontario set fines per the Ontario Court of Justice as of January 2020

**Not having a set fine means penalties are determined on a case-by-case basis.



Protect your business!

Contact our business counsellors today to review the checklist!

1-888-234-2232 or **MS.Ontario@cfib.ca**

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Office of the Chief Medical Officer of Health

COVID-19 Screening Tool for Businesses and Organizations (Screening Workers)

Version 6 – June 03, 2021

This screening tool provides advice, recommendations and instructions issued by the Office of the Chief Medical Officer of Health in accordance with subsection 2(3) of Schedule 1 and Schedule 6 in [O. Reg. 82/20: Rules for Areas in Stage 1](#), and subsections 2(3) of Schedule 1 in [O. Reg. 263/20: Rules for Areas in Stage 2](#) and [O. Reg. 364/20: Rules for Areas in Stage 3](#) made under the [Reopening Ontario \(A Flexible Response to COVID-19\) Act, 2020](#) (ROA).

The person responsible for a business or organization that is permitted to be open must ensure that **workers, including workers who have been vaccinated, are actively screened** for COVID-19 before they go to work or start their shift each day.

This screening tool is not to be used as a clinical assessment tool or intended to take the place of medical advice, diagnosis, treatment or legal advice. In the event of any conflict between this document and any applicable legislation, regulation, or orders or directives issued by the Minister of Health or the Chief Medical Officer of Health, the legislation, order or directive prevails.

The questions in this tool have been defined by the Ministry of Health. These questions can be adapted to meet the communication needs of people with learning, developmental or cognitive disabilities.

This screening tool is **not applicable** to some health care settings (for example, [long-term care homes](#)), and some non-health care workplaces (for example, [retirement homes](#), other congregate living settings, [schools and child care](#)) where existing screening requirements and tools are already in place.

Screening is not required for emergency services or other first responders entering a workplace for emergency purposes.

Active screening must take place before the worker enters the premises of the business or organization. This screening tool can be completed either online before going to work or on-site before starting the shift or workday. Screening should occur before or immediately upon arrival at the workplace at the beginning of the worker's shift or workday to minimize interactions with others. The employer must ensure that screening occurs, and the result of screening is used to determine whether the worker may enter the workplace.

A worker may only enter the workplace if they have passed the screening. Any worker who enters the workplace must continue to follow all public health and workplace control measures, including masking, maintaining physical distance and hand hygiene.

Anyone who does not pass screening must not enter the workplace and be advised that they should self-isolate, ideally at home, and call their health care provider or Telehealth Ontario ([1-866-797-0000](tel:1-866-797-0000)) to get advice or an assessment, including if they need a COVID-19 test.

Required Screening Questions

1. Are you currently experiencing one or more of the symptoms below that are new or worsening? Symptoms should not be chronic or related to other known causes or conditions.

For individuals who are 18 years of age and older:

Do you have one or more of the following symptoms?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Fever and/or chills	Temperature of 37.8 degrees Celsius/100 degrees Fahrenheit or higher
Cough or barking cough (croup)	Not related to asthma, post-infectious reactive airways, COPD, or other known causes or conditions you already have
Shortness of breath	Not related to asthma or other known causes or conditions you already have
Sore throat	Not related to seasonal allergies, acid reflux, or other known causes or conditions you already have
Difficulty swallowing	Painful swallowing not related to other known causes or conditions you already have
Decrease or loss of smell or taste	Not related to seasonal allergies, neurological disorders, or other known causes or conditions you already have
Pink eye	Conjunctivitis (not related to reoccurring styes or other known causes or conditions you already have)
Runny or stuffy/congested nose	Not related to seasonal allergies, being outside in cold weather, or other known causes or conditions you already have

<p>Headache</p>	<p>Unusual, long-lasting (not related to tension-type headaches, chronic migraines, or other known causes or conditions you already have)</p> <p><i>If you received a COVID-19 vaccination in the last 48 hours and are experiencing a mild headache that only began after vaccination, select "No."</i></p>
<p>Digestive issues like nausea/vomiting, diarrhea, stomach pain</p>	<p>Not related to irritable bowel syndrome, menstrual cramps, or other known causes or conditions you already have</p>
<p>Muscle aches/joint pain</p>	<p>Unusual, long-lasting (not related to a sudden injury, fibromyalgia, or other known causes or conditions you already have)</p> <p><i>If you received a COVID-19 vaccination in the last 48 hours and are experiencing mild muscle aches/joint pain that only began after vaccination, select "No."</i></p>
<p>Fatigue</p>	<p>Unusual tiredness, lack of energy (not related to depression, insomnia, thyroid dysfunction, or other known causes or conditions you already have)</p> <p><i>If you received a COVID-19 vaccination in the last 48 hours and are experiencing mild fatigue that only began after vaccination, select "No."</i></p>
<p>Falling down often</p>	<p>For older people</p>

For individuals who are under 18 years of age:

<p>Do you have one or more of the following symptoms?</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>
<p>Fever and/or chills</p>	<p>Temperature of 37.8 degrees Celsius/100 degrees Fahrenheit or higher</p>
<p>Cough or barking cough (croup)</p>	<p>Continuous, more than usual, making a whistling noise when breathing (not related to asthma, post-infectious reactive airways, or other known causes or conditions you already have)</p>
<p>Shortness of breath</p>	<p>Out of breath, unable to breathe deeply (not related to asthma or other known causes or conditions you already have)</p>
<p>Decrease or loss of smell or taste</p>	<p>Not related to seasonal allergies, neurological disorders, or other known causes or conditions you already have</p>
<p>Sore throat or difficulty swallowing</p>	<p>Painful swallowing (not related to seasonal allergies, acid reflux, or other known causes or conditions you already have)</p>
<p>Runny or stuffy/congested nose</p>	<p>Not related to seasonal allergies, being outside in cold weather, or other known causes or conditions you already have</p>
<p>Headache</p>	<p>Unusual, long-lasting (not related to tension-type headaches, chronic migraines, or other known causes or conditions you already have)</p> <p><i>If you received a COVID-19 vaccination in the last 48 hours and are experiencing a mild headache that only began after vaccination, select "No."</i></p>

Nausea, vomiting and/or diarrhea	Not related to irritable bowel syndrome, anxiety, menstrual cramps, or other known causes or conditions you already have
Extreme tiredness or muscle aches	<p>Unusual fatigue, lack of energy (not related to depression, insomnia, thyroid dysfunction, sudden injury, or other known causes or conditions you already have)</p> <p><i>If you received a COVID-19 vaccination in the last 48 hours and are experiencing mild muscle aches/joint pain that only began after vaccination, select "No."</i></p> <p><i>If you received a COVID-19 vaccination in the last 48 hours and are experiencing mild fatigue that only began after vaccination, select "No."</i></p>

2. Has a doctor, health care provider, or public health unit told you that you should currently be isolating (staying at home)?

This can be because of an outbreak or contact tracing, or after testing positive on a rapid antigen test.

Yes

No

3. In the last 14 days, have you been identified as a "close contact" of someone who currently has COVID-19?

Yes

No

4. In the last 14 days, have you received a COVID Alert exposure notification on your cell phone?

If you already went for a test and got a negative result, select "No."

Yes

No

5. In the last 14 days, have you travelled outside of Canada?

If you are exempted from federal quarantine as per [Group Exemptions, Quarantine Requirements](#) under the *Quarantine Act*, select "No".

If you live with someone who travelled outside of Canada, see Notes² below.

Yes

No

6. Is anyone you live with currently experiencing any new COVID-19 symptoms and/or waiting for test results after experiencing symptoms?

Yes

No

If the individual experiencing symptoms received a COVID-19 vaccination in the last 48 hours and is experiencing mild headache, fatigue, muscle aches, and/or joint pain that only began after vaccination, select "No."

Results of Screening Questions:

- If the worker answered **NO to all questions from 1 through 6**, they can enter the workplace. In the workplace, the worker must continue to follow all public health and workplace control measures, including masking, maintaining physical distance and hand hygiene.
 - In addition to following all the workplace's regular control measures, if the worker has received a COVID-19 vaccination in the last 48 hours and has mild headache, fatigue, muscle ache and/or joint pain that only began after immunization, and no other symptoms, the worker must wear a surgical/procedure mask for their entire shift at work even if not otherwise required to do so. Their mask may only be removed to consume food or drink and must remain at least two metres away from others when their mask has been removed. If the symptoms worsen, continue past 48 hours, or if they develop other symptoms, they should leave work immediately to self-isolate and seek COVID-19 testing.
- If the worker answered **YES to any questions from 1 through 6**, they must not enter the workplace (including any outdoor or partially outdoor workplace). They should inform their employer of this result and go or stay home to self-isolate immediately and contact their health care provider or Telehealth Ontario ([1-866-797-0000](tel:1-866-797-0000)) to get advice or an assessment, including if they need a COVID-19 test.
- If the worker answered **YES to question 6**, they must be advised to stay home, along with the rest of the household, until the sick individual gets a negative COVID-19 test result, is cleared by their local public health unit, or is diagnosed with another illness.
- If any of the answers to these screening questions change during the day, the worker should inform their employer of the change and go home to self-isolate immediately and contact their health care provider or Telehealth Ontario ([1-866-797-0000](tel:1-866-797-0000)) to get advice or an assessment, including if they need a COVID-19 test.
- Businesses and organizations must maintain a record of the date/time that workers were in the workplace and their contact information. This information may be

requested by [public health](#) for contact tracing. These records should be maintained for a period of at least a month.

- Any record created as part of worker screening may only be disclosed as required by law.

Note:

1. For those workers whose work responsibilities involve traveling to multiple locations as part of their work day or shift (e.g., delivery truck drivers, take-out, grocery, prescription delivery staff, etc.), it is the responsibility of the worker's employer to conduct the screening and not that of the receiving business organization or individual. However, such screening may not exempt a worker from being screened by another organization/workplace if the worker is seeking entry into different types of premises (e.g., food deliveries to a long-term care home, and to other places or households).
2. For those workers who live with an individual who has recently traveled outside of Canada or live with an individual who is self-isolating due to a high-risk exposure, they are permitted to attend work. However, they are required to stay home except for essential reasons for the duration of the contact's isolation period. Essential reasons include: attending school/child care/work and essential errands such as, obtaining groceries, attending medical appointments or picking up prescriptions.

Resources:

- [COVID-19 \(coronavirus\) in Ontario](#) webpage (find a testing location, check your results, how to stop the spread of the virus).
- Ministry of Labour, Training and Skills Development's [Resources to prevent COVID-19 in the workplace](#).
- [Screening for COVID-19: guidance for employers](#) webpage
- [COVID-19 vaccines and workplace health and safety](#) webpage

Office of the Chief Medical Officer of Health

COVID-19 Screening Tool for Businesses and Organizations (Screening Patrons)

Version 5 – June 11, 2021

This screening tool provides advice, recommendations and instructions issued by the Office of the Chief Medical Officer of Health in accordance with [O. Reg. 82/20: Rules for Areas in Shutdown zone and at Step 1](#) made under the [Reopening Ontario \(A Flexible Response to COVID-19\) Act, 2020](#) (ROA). This screening tool applies to areas in Step 1 of the Roadmap to Reopen.

The person responsible for one of the following businesses or organizations that is permitted to open (subject to conditions or restrictions) under Step 1 of O. Reg. 82/20 is required to **actively screen all persons, whether or not they have been vaccinated**, before they enter the indoor or outdoor premises of the business or organization as specified below:

Business or organization	Setting
Concert venue, theatre or cinema that is used for rehearsing or performing a broadcasted event	Outdoor
Facilities for sports and recreational fitness activities	Indoor and outdoor
Fitness and exercise classes and personal training or sports training	Outdoor
In-person teaching and instruction	Outdoor
Meeting or event spaces	Indoor and outdoor
Shopping mall	Indoor malls
Personal trainer and sports trainer	Outdoor
Photography studios and services	Outdoor
Restaurants, bars and other food and drink establishments (only dine-in services require screening)	Outdoor
Tour and guide services (including guided hunting trips, tastings and tours for wineries, breweries and distilleries, trail riding tours, walking tours and bicycle tours)	Outdoor

This screening tool is not to be used as a clinical assessment tool or intended to take the place of medical advice, diagnosis, treatment or legal advice. In the event of any conflict between this document and any applicable legislation, regulation, or orders or directives

issued by the Minister of Health or the Chief Medical Officer of Health, the legislation, order or directive prevails.

The questions in this tool have been defined by the Ministry of Health. These questions can be adapted to meet the communication needs of people with learning, developmental or cognitive disabilities.

This screening tool can be completed either in advance online or on-site before the patron enters the business or organization. If the screening is on-site, ensure that screeners receive information and instructions on how to perform this work safely. The person responsible for the business or organization must ensure that screening occurs, and the result of screening is used to determine whether the patron may enter the workplace.

A patron may be asked to re-screen in the same day when entering any of the businesses or organizations listed above.

Anyone who does not pass screening should not be permitted to enter the business or organization and advised that they should self-isolate, ideally at home, and call their health care provider or Telehealth Ontario ([1-866-797-0000](tel:1-866-797-0000)) to get advice or an assessment, including if they need a COVID-19 test.

Screening is not required for emergency services or other first responders entering a business or organization for emergency purposes.

Required Screening Questions

1. Are you currently experiencing one or more of the symptoms below that are new or worsening? Symptoms should not be chronic or related to other known causes or conditions.

For individuals who are 18 years of age and older:

Do you have one or more of the following symptoms?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
Fever and/or chills	Temperature of 37.8 degrees Celsius/100 degrees Fahrenheit or higher		
Cough or barking cough (croup)	Not related to asthma, post-infectious reactive airways, COPD, or other known causes or conditions you already have		
Shortness of breath	Not related to asthma or other known causes or conditions you already have		
Sore throat	Not related to seasonal allergies, acid reflux, or other known causes or conditions you already have		
Difficulty swallowing	Painful swallowing (not related to other known causes or conditions you already have)		
Decrease or loss of smell or taste	Not related to seasonal allergies, neurological disorders, or other known causes or conditions you already have		
Pink eye	Conjunctivitis (not related to reoccurring styes or other known causes or conditions you already have)		
Runny or stuffy/congested nose	Not related to seasonal allergies, being outside in cold weather, or other known causes or conditions you already have		

<p>Headache</p>	<p>Unusual, long-lasting (not related to tension-type headaches, chronic migraines, or other known causes or conditions you already have)</p> <p><i>If you received a COVID-19 vaccination in the last 48 hours and are experiencing a mild headache that only began after vaccination, select "No."</i></p>
<p>Digestive issues like nausea/vomiting, diarrhea, stomach pain</p>	<p>Not related to irritable bowel syndrome, menstrual cramps, or other known causes or conditions you already have</p>
<p>Muscle aches/joint pain</p>	<p>Unusual, long-lasting (not related to a sudden injury, fibromyalgia, or other known causes or conditions you already have)</p> <p><i>If you received a COVID-19 vaccination in the last 48 hours and are experiencing mild muscle aches/joint pain that only began after vaccination, select "No."</i></p>
<p>Fatigue</p>	<p>Unusual tiredness, lack of energy (not related to depression, insomnia, thyroid dysfunction, or other known causes or conditions you already have)</p> <p><i>If you received a COVID-19 vaccination in the last 48 hours and are experiencing mild fatigue that only began after vaccination, select "No."</i></p>
<p>Falling down often</p>	<p>For older people</p>

For individuals who are under 18 years of age:

<p>Do you have one or more of the following symptoms? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>Fever and/or chills</p>	<p>Temperature of 37.8 degrees Celsius/100 degrees Fahrenheit or higher</p>

<p>Cough or barking cough (croup)</p>	<p>Continuous, more than usual, making a whistling noise when breathing (not related to asthma, post-infectious reactive airways, or other known causes or conditions you already have)</p>
<p>Shortness of breath</p>	<p>Out of breath, unable to breathe deeply (not related to asthma or other known causes or conditions you already have)</p>
<p>Decrease or loss of smell or taste</p>	<p>Not related to seasonal allergies, neurological disorders, or other known causes or conditions you already have</p>
<p>Sore throat or difficulty swallowing</p>	<p>Painful swallowing (not related to seasonal allergies, acid reflux, or other known causes or conditions you already have)</p>
<p>Runny or stuffy/congested nose</p>	<p>Not related to seasonal allergies, being outside in cold weather, or other known causes or conditions you already have</p>
<p>Headache</p>	<p>Unusual, long-lasting (not related to tension-type headaches, chronic migraines, or other known causes or conditions you already have)</p> <p><i>If you received a COVID-19 vaccination in the last 48 hours and are experiencing a mild headache that only began after vaccination, select "No."</i></p>
<p>Nausea, vomiting and/or diarrhea</p>	<p>Not related to irritable bowel syndrome, anxiety, menstrual cramps, or other known causes or conditions you already have</p>

Extreme tiredness or muscle aches	Unusual, fatigue, lack of energy (not related to depression, insomnia, thyroid dysfunction, sudden injury, or other known causes or conditions you already have) <i>If you received a COVID-19 vaccination in the last 48 hours and are experiencing mild muscle aches that only began after vaccination, select "No."</i> <i>If you received a COVID-19 vaccination in the last 48 hours and are experiencing mild fatigue that only began after vaccination, select "No."</i>
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2. Has a doctor, health care provider, or public health unit told you that you should currently be isolating (staying at home)?

This can be because of an outbreak or contact tracing, or after testing positive on a rapid antigen test.

Yes

No

3. In the last 14 days, have you been identified as a "close contact" of someone who currently has COVID-19?

Yes

No

4. In the last 14 days, have you received a COVID Alert exposure notification on your cell phone?

If you already went for a test and got a negative result, select "No."

Yes

No

5. In the last 14 days, have you travelled outside of Canada?

If you are exempted from federal quarantine as per [Group Exemptions, Quarantine Requirements](#) under the *Quarantine Act*, select "No".

If you live with someone who travelled outside of Canada, see Note¹ below.

Yes

No

6. Is anyone you live with currently experiencing any new COVID-19 symptoms and/or waiting for test results after experiencing symptoms?

Yes

No

If the individual experiencing symptoms received a COVID-19 vaccination in the last 48 hours and is experiencing mild headache, fatigue, muscle aches, and/or joint pain that only began after vaccination, select "No."

Results of Screening Questions:

- If the patron answered **NO to all questions from 1 through 6**, they can enter the business or organization. In the business or organization, the patron must continue to follow all public health measures, including masking, maintaining physical distance and hand hygiene, where applicable.
- If the patron answered **YES to any questions from 1 through 6**, they should not be permitted to enter the business or organization (including any outdoor or partially outdoor business or facility). They should be advised to go home to self-isolate immediately and contact their health care provider or Telehealth Ontario ([1-866-797-0000](tel:1-866-797-0000)) to get advice or an assessment, including if they need a COVID-19 test.
- If the patron answered **YES to question 6**, they must be advised to stay home, along with the rest of the household, until the sick individual gets a negative COVID-19 test result, is cleared by their local public health unit, or is diagnosed with another illness.
- If any of the answers to these screening questions change during the day, this screening result is no longer valid and the patron may need to screen again, wherever necessary.
- Any record created as part of patron screening may only be disclosed as required by law.

Note:

1. For those individuals who live with someone who has recently traveled outside of Canada or live with someone who is self-isolating due to a high-risk exposure, they are required to stay home except for essential reasons for the duration of the contact's isolation period. Essential reasons include attending school/child care/work and essential errands such as, obtaining groceries, attending medical appointments or picking up prescriptions.

Resources:

- [COVID-19 \(coronavirus\) in Ontario](#) webpage (find a testing location, check your results, how to stop the spread of the virus).
- Ministry of Labour, Training and Skills Development's [Resources to prevent COVID-19 in the workplace](#).
- [Screening for COVID-19: guidance for employers](#) webpage.

Office of the Chief Medical Officer of Health

COVID-19 Signage Questions for Businesses and Organizations

Version 2 – February 26, 2021

This screening tool provides advice, recommendations and instructions issued by the Office of the Chief Medical Officer of Health in accordance with subsection 2(3) of Schedule 1 and Schedule 6 in [O. Reg. 82/20: Rules for Areas in Stage 1](#), and subsections 2(3) of Schedule 1 in [O. Reg. 263/20: Rules for Areas in Stage 2](#), and [O. Reg. 364/20: Rules for Areas in Stage 3](#) made under the [Reopening Ontario \(A Flexible Response to COVID-19\) Act, 2020](#) (ROA).

Under these regulations, the person responsible for a business or organization that is open must operate that business or organization in compliance with the advice, recommendations and instructions issued by the Office of the Chief Medical Officer of Health or another public health official on screening individuals.

This requirement includes posting signs at all entrances to the premises of the business or organization in a conspicuous location visible to the public that inform individuals on how to screen themselves for COVID-19 prior to entering the premises.

The questions and instruction in this document should be used by businesses and organizations that are open to develop signs to meet the requirement to post such signs at all entrances to the premises of the business or organization.

These questions and instruction can be adapted to meet the communication needs of people with learning, developmental or cognitive disabilities.

The information in this document is not to be used as a clinical assessment tool or intended to take the place of medical advice, diagnosis, treatment or legal advice. In the event of any conflict between this document and any applicable legislation, regulation, or orders or directives issued by the Minister of Health or the Chief Medical Officer of Health, the legislation, order or directive prevails.

Questions

1. Do you have one or more of the COVID-19 symptoms below?

<ul style="list-style-type: none">• fever and/or chills• cough or barking cough (croup)• shortness of breath• sore throat• difficulty swallowing• decrease or loss of smell or taste• runny or stuffy/congested nose• headache• nausea/vomiting, diarrhea• muscle aches• extreme tiredness	<ul style="list-style-type: none">• pink eye (for adults)• stomach pain (for adults)• falling down often (for older adults)
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2. Has a doctor, health care provider, or public health unit told you that you should currently be isolating (staying at home)?

3. Have you been identified as a "close contact" of someone who currently has COVID-19 in the last 14 days?

4. Have you received a COVID Alert exposure notification on your cell phone in the last 14 days (and have not been tested or waiting for your result)?

5. Have you or anyone you live with traveled outside of Canada in the last 14 days?*

* Not applicable if you or anyone you live with are exempted from federal quarantine as per the *Quarantine Act*.

Is anyone you live with currently experiencing any new COVID-19 symptoms and/or waiting for test results after experiencing symptoms?

If you answer YES to any one of the questions above, PLEASE DO NOT enter this location AND contact either your health care provider or Telehealth Ontario ([1-866-797-0000](tel:1-866-797-0000)) to get advice or an assessment, including if you need a COVID-19 test.

Employment Standards in Ontario

The *Employment Standards Act, 2000* (ESA) protects employees and sets minimum standards for most workplaces in Ontario. **Employers are prohibited from penalizing employees in any way for exercising their rights under the ESA.**

What you need to know

Public holidays

Ontario has a number of public holidays each year. Most employees are entitled to take these days off work and be paid public holiday pay. Visit Ontario.ca/publicolidays.

Hours of work and overtime

There are daily and weekly limits on hours of work. There are also rules around meal breaks, rest periods and overtime. Visit Ontario.ca/hoursofwork and Ontario.ca/overtime.

Termination notice and pay

In most cases when terminating employment, employers must give employees advance written notice of termination or termination pay instead of notice. Visit Ontario.ca/terminationofemployment.

Vacation time and pay

There are rules around the amount of vacation time and pay employees earn. Most employees can take vacation time after every 12 months of work. Visit Ontario.ca/vacation.

Leaves of absence

There are a number of job-protected leaves of absence in Ontario. Examples include sick leave, pregnancy leave, parental leave and family caregiver leave. Visit Ontario.ca/ESAGuide.

Minimum wage

Most employees are entitled to be paid at least the minimum wage. For current rates visit Ontario.ca/minimumwage.

Other employment rights, exemptions and special rules

There are other rights, exemptions and special rules not listed on this poster, including rights to severance pay and special rules for assignment employees of temporary help agencies.

Subscribe to our newsletter and stay up to date on the latest news that can affect you and your workplace. Visit Ontario.ca/labournews.

Learn more about your rights at:

Ontario.ca/employmentstandards
1-800-531-5551 or TTY 1-866-567-8893

 @ONTatwork  @OntarioAtWork  @Ontarioatwork

NO SMOKING



NO VAPING

(e-cigarettes)



Ontario



Health & Safety at Work

➤ Prevention Starts Here

Ontario's Occupational Health and Safety Act gives workers rights. It sets out roles for employers, supervisors and workers so they can work together to make workplaces safer.

➤ Improve Health and Safety:

- **Find out** about your Joint Health and Safety Committee or Health and Safety Representative.
- **Talk** to your employer, supervisor, workers, joint health and safety committee or health and safety representative about health and safety concerns.

**Call the Ministry of Labour,
Training and Skills Development
at 1-877-202-0008**

Report critical injuries, fatalities,
work refusals anytime.

Workplace health and safety information,
weekdays 8:30am – 5:00pm.

Emergency? Always call 911 immediately.

Find out more:

ontario.ca/healthandsafetyatwork



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February 2020

➤ Workers have the right to:

- **Know** about workplace hazards and what to do about them.
- **Participate** in solving workplace health and safety problems.
- **Refuse** work they believe is unsafe.

➤ Workers must:

- **Follow** the law and workplace health and safety policies and procedures.
- **Wear** and **use** the protective equipment required by their employer.
- **Work** and **act** in a way that won't hurt themselves or anyone else.
- **Report** any hazards or injuries to their supervisor.

Employers must NOT take action against workers for following the law and raising health and safety concerns.

➤ Employers must:

- **Make sure** workers know about hazards and dangers by providing information, instruction and supervision on how to work safely.
- **Make sure** supervisors know what is required to protect workers' health and safety on the job.
- **Create** workplace health and safety policies and procedures.
- **Make sure** everyone follows the law and the workplace health and safety policies and procedures.
- **Make sure** workers wear and use the right protective equipment.
- **Do everything** reasonable in the circumstances to protect workers from being hurt or getting a work-related illness.

➤ Supervisors must:

- **Tell** workers about hazards and dangers, and respond to their concerns.
- **Show** workers how to work safely, and make sure they follow the law and workplace health and safety policies and procedures.
- **Make sure** workers wear and use the right protective equipment.
- **Do everything** reasonable in the circumstances to protect workers from being hurt or getting a work-related illness.

Health and Safety Policy

The employer and senior management of _____ are vitally interested in the health and safety of its workers. Protection of workers from injury or occupational disease is a major continuing objective.

_____ will make every effort to provide a safe, healthy work environment. All employers, supervisors and workers must be dedicated to the continuing objective of reducing risk of injury.

_____ as employer, is ultimately responsible for worker health and safety. As president (or owner/operator, chairperson, chief executive officer, etc.) of _____, I give you my personal commitment that I will comply with my duties under the Act, such as taking every reasonable precaution for the protection of workers in the workplace.

Supervisors will be held accountable for the health and safety of workers under their supervision. Supervisors are subject to various duties in the workplace, including the duty to ensure that machinery and equipment are safe and that workers work in compliance with established safe work practices and procedures.

Every worker must protect his or her own health and safety by working in compliance with the law and with safe work practices and procedures established by the employer. Workers will receive information, training and competent supervision in their specific work tasks to protect their health and safety.

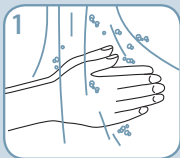
It is in the best interest of all parties to consider health and safety in every activity. Commitment to health and safety must form an integral part of this organization, from the president to the workers.

Signed: _____
President

More information - http://www.labour.gov.on.ca/english/hs/pubs/ohsa/ohsag_appx_a.php

How to handwash

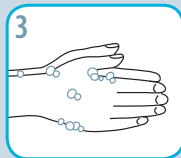
Lather hands for 15 seconds



1
Wet hands with warm water.



2
Apply soap.



3
Lather soap and rub hands palm to palm.



4
Rub in between and around fingers.

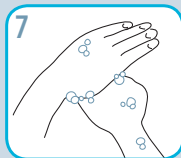
Lather hands for 15 seconds



5
Rub back of each hand with palm of other hand.



6
Rub fingertips of each hand in opposite palm.



7
Rub each thumb clasped in opposite hand.



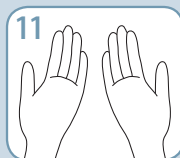
8
Rinse thoroughly under running water.



9
Pat hands dry with paper towel.



10
Turn off water using paper towel.



11
Your hands are now safe.



JUST CLEAN
YOUR HANDS

For more information, please contact handhygiene@oahpp.ca
or visit publichealthontario.ca/JCYH



Ontario

Example Workplace Violence Policy

The management of _____ (**insert company name**) is committed to the prevention of workplace violence and is ultimately responsible for worker health and safety. We will take whatever steps are reasonable to protect our workers from workplace violence from all sources. **(The workplace may wish to insert the definition of workplace violence and to list the sources of workplace violence)**

Violent behaviour in the workplace is unacceptable from anyone. This policy applies to **(the workplace may wish to list to whom this policy applies, especially if it applies to persons other than workers, such as visitors, clients, delivery persons, volunteers, etc.)**. Everyone is expected to uphold this policy and to work together to prevent workplace violence.

There is a workplace violence program that implements this policy. It includes measures and procedures to protect workers from workplace violence, a means of summoning immediate assistance and a process for workers to report incidents, or raise concerns. **(The workplace may wish to specify and expand upon the components of the workplace violence program here.)**

_____, **(insert company name)** as the employer, will ensure that this policy and the supporting program are implemented and maintained and that all workers and supervisors have the appropriate information and instruction to protect them from violence in the workplace.

Supervisors will adhere to this policy and the supporting program. Supervisors are responsible for ensuring that measures and procedures are followed by workers and that workers have the information and instruction to protect themselves.

Every worker must work in compliance with this policy and the supporting program. All workers are encouraged to raise any concerns about workplace violence and to report any violent incidents or threats. **(The workplace may wish to provide more information about how to report incidents, and may wish to emphasize that there will be no negative consequences for reports made in good faith.)**

Management pledges to investigate and deal with all incidents and complaints of workplace violence in a timely and fair manner, respecting the privacy of all concerned as much as possible. **(The workplace may wish to provide more information about how incidents and complaints will be investigated and/or dealt with.)**

Signed: _____ President/CEO Date: _____

The workplace harassment policy should be consulted whenever there are concerns about harassment in the workplace.

DISCLAIMER: The material contained in this Toolbox is for information and reference purposes only and is not intended as legal or professional advice. The adoption of the practices described in this material may not meet all the needs, requirements, or obligations of individual workplaces.

Example of Workplace Harassment Policy

The management of _____ (*insert company name*) is committed to providing a work environment in which all individuals are treated with respect and dignity.

Workplace harassment will not be tolerated from any person in the workplace (*The workplace may wish to list the sources of workplace harassment*). Everyone in the workplace must be dedicated to preventing workplace harassment. Managers, supervisors, and workers are expected to uphold this policy, and will be held accountable by the employer (*If the policy applies to other people in the workplace, they should also be listed*).

Workplace harassment means engaging in a course of vexatious comment or conduct against a worker in a workplace -- a comment or conduct that is known or ought reasonably to be known to be unwelcome (*The workplace may wish to list examples of unacceptable behaviour*).

Harassment may also relate to a form of discrimination as set out in the Ontario Human Rights Code, but it does not have to (*The workplace may wish to include information about what constitutes discriminatory harassment under Ontario's Human Rights Code*).

This policy is not intended to limit or constrain the reasonable exercise of management functions in the workplace (*The workplace may wish to include examples of work functions that would generally not be considered workplace harassment*).

Workers are encouraged to report any incidents of workplace harassment (*The workplace may wish to provide more information about how to report incidents and may wish to emphasize there will be no negative consequences for reports made in good faith*).

Management will investigate and deal with all concerns, complaints, or incidents of workplace harassment in a fair and timely manner while respecting workers' privacy as much as possible (*The workplace may wish to provide more information about how incidents of harassment will be investigated and/or dealt with*).

Nothing in this policy prevents or discourages a worker from filing an application with the Human Rights Tribunal on a matter related to Ontario's Human Rights Code within one year of the last alleged incident. A worker also retains the right to exercise any other legal avenues that may be available.

Signed: _____ President / CEO Date: _____

DRUGS, ALCOHOL AND MEDICATION POLICY

I. Policy Statement

[Insert name of Company] (hereinafter the “**Company**”) is committed to promoting the health, safety and wellness of its employees, contractors and the public. The Company recognizes and accepts the responsibility to provide Workers with a safe, healthy and productive work environment. Workers have the responsibility to report to work capable of performing their tasks productively and safely (i.e., mentally and physically fit to perform assigned tasks). Impairment from Drugs, whether legal or illegal, Alcohol and Medications can have serious adverse impact on the workplace. The Company has established this Policy in order to balance our respect for individuals with the need to maintain an impairment-free work environment.

II. Application

The present policies applies to all employees, [contractors and subcontractors] (hereinafter collectively referred to as the “**Workers**”). [Please subtract the mention to “contractors” if not applicable]

III. Responsibilities

All Workers share responsibility for maintaining a safe and productive Alcohol and Drug free workplace.

All Workers are required to perform their job safely and in strict compliance with all applicable rules, policies and procedures. In addition, every Worker is required to:

- Read, understand and fully comply with this Policy. Any questions on policy details, interpretation or implementation are to be referred to [Insert name of responsible person from HR Department or Health and Safety Department]
- Report for work Fit for Duty and remain Fit for Duty while on Company business;
- Immediately advise their supervisor of any worker suspected to be not Fit for Duty;
- Take appropriate action to minimize any safety risk and advise his/her supervisor accordingly;

It is the Manager and/or Supervisor’s responsibility to:

- Observe Worker performance and document any negative changes or problems;
- Not to transfer any Worker responsibility including control of any machinery, equipment or vehicle to a Worker suspected to be not Fit for Duty;
- Guide Workers who seek assistance for a personal problem to the appropriate resource/department (i.e. Human Resources, Employee Assistance Program) while maintaining confidentiality;

IV. Company Standards

To minimize the risk of unsafe performance due to impairment from alcohol, prescription or over-the-counter medication, or other drugs, whether legal or illegal and substances, all Workers are required to adhere to the following standards.

A. Alcohol

The following are strictly prohibited while on Company property, operating a Company vehicle or equipment, during working hours, at Company sponsored events, and whenever a Worker is representing the Company or conducting Company business:

- Reporting for duty or remaining on duty while being under the influence of Alcohol
- Consuming Alcohol during the work day including meals or other breaks
- Possessing, distributing, offering or selling Alcoholic beverages

On an exceptional basis for Company-sponsored social events, Alcohol may be served on Company premises or outside of the Company premises with the explicit approval of [insert name of responsible person] (eg. Christmas Party). Workers who are permitted to consume Alcohol on such occasions are required to exercise moderation and good judgment, and to avoid operating a motor vehicle with a blood Alcohol level above the legal standard.

B. Medications

All Workers are expected to use prescribed and over-the-counter medications responsibly. The intentional misuse of medications (for example, using the medication other than as prescribed, using someone else's prescribed medication, or combining medication and Alcohol use against direction) while on Company property, operating a Company vehicle or equipment, during working hours, at Company sponsored events, and whenever a Worker is representing the Company or conducting Company business, is prohibited.

Furthermore, Workers are required to investigate through their doctor or pharmacist whether a medication can affect safe operation and take appropriate steps to minimize associated risk and to advise their Manager or Supervisor consequently.

C. Drugs and other Substances

The following are strictly prohibited while on Company property, operating a Company vehicle or equipment, during working hours, at Company sponsored events, and whenever a Worker is representing the Company or conducting Company business:

- Reporting for duty or remaining on duty while being under the influence of any Drugs, whether legal (eg. Marijuana) or illegal;
- Consuming legal or illegal Drugs during the work day including meals or other breaks;
- Possessing, distributing, offering or selling Drugs, whether legal or illegal;

Workers who are on-call are expected to be fit for work in compliance with these standards. If an unexpected situation arises where a Worker is requested to perform unscheduled services and is unable to report to work due to impairment from Alcohol, medication or Illegal Drugs, the Worker must decline the call or request. [insert this section only if applicable]

D. Professional Assistance

Any Worker who is unable to comply with the Alcohol and Drug policy or thinks he presents signs of an addiction to Alcohol, Drugs, whether legal or illegal, or medication should seek assistance from a representative in the human resource department, their Supervisor or Manager or the Employee Assistance Program (EAP) which may be reached at [insert phone number].

V. Prevention and Investigation Procedures

A. Investigation

The Company will conduct an investigation into any suspected or confirmed violation of this Policy. A Worker may be held out of service with or without pay, depending on the circumstances, while the investigation is being conducted.

The Company reserves the right to investigate any situation where there are reasonable grounds to believe that Alcohol or Illegal Drugs are present on Company Premises or that other misconduct has occurred.

B. Alcohol and Drug Testing

Drug and Alcohol testing will only be required if there are reasonable grounds for testing, or if there has been an accident or Near Miss or Significant Incident affecting persons and/or property damage.

If a prescription drug is required by a physician or medical professional that may have the potential for impairment, drowsiness or reduced alertness, the Worker must immediately report this to their supervisor or manager. The supervisor or manager must take appropriate steps to ensure that the Worker and the workplace are safe.

i. Reasonable Grounds for Testing

Testing for the presence of Drugs and Alcohols when a Supervisor or Manager suspects a worker is unfit for duty due to impairment can be required of the Worker in the circumstance of reasonable grounds. Reasonable grounds include, but are not limited to, information established by the observation of the Worker's conduct or other indicators, such as the physical appearance of the Worker, his or her attendance record, speech, behaviour, and/or body odours which suggest the Worker, is under the influence of a substance prohibit by this policy (including withdrawal symptoms). The Worker will not be permitted to return to work until verified negative test results have been received. If the Worker refuses to comply it will be considered misconduct and a violation of this policy. Any individual failing to cooperate with reasonable suspicion testing may be subject to discipline, up to and including termination of employment.

ii. Post-Accident/Post-Incident Testing

Testing may be conducted following an accident, or following an incident at the workplace where safety precautions were violated and/or careless acts were performed which resulted in, or substantially increased the risk of, injury or harm to any person or damage to property or the physical environment. As soon as possible, following an accident or incident, the Worker shall submit to tests for substances prohibited by this policy, unless there is clear evidence that the accident and/or incident could not have been contributed by the Worker, but by an unsafe condition (i.e., structural or mechanical failure which the Worker could not have foreseen or prevented.)

VI. Policy Violations

The Company may discipline or terminate the employment of a Worker who fails to comply with the drug and alcohol policy, including failure to report for a test, delaying testing, or refusing to submit to a test. The appropriate consequences depends on the facts of the case, including the nature of the violation, the existence of prior violations, the response to prior corrective assistance programs, and the seriousness of the violation and applicable laws.

VII. Definitions

Alcohol - means the intoxicating agent in beverage Alcohol, ethyl Alcohol, or other low molecular weight Alcohols including methyl and isopropyl. It includes but is not limited to beer, wine and distilled spirits.

Alcohol and Drug Test - a test administered using technologies such as oral fluids, urine testing and hair samples analyzed by qualified personnel; in the case of urine laboratory test, samples are analyzed by an approved laboratory.

Company Business – refers to all business activities undertaken by Workers in the course of performing duties, whether conducted on or off Company premises.

Company Premises – includes but is not necessarily restricted to all land, facilities, mobile equipment and vehicles owned, leased, or otherwise directly controlled by the Company.

Drug – means any substance which may, depending on the context, include alcohol, legal drugs, Illegal Drugs or medications, the use of which has the potential to change or adversely affect the way a person thinks, feels or acts. For the purposes of this Policy, drugs of concern are those that inhibit a worker's ability to perform his or her job safely

Worker - any person engaged in work at the workplace and includes contractors and subcontractors.

Employee Assistance Programs or EAP - external services designated by the company to help workers who are experiencing personal problems such as Alcohol and Drug abuse. These programs may be available to contractors or subcontractors through their own employment relationships but are not offered by the Company. [insert only if applicable]

Fit for Duty - means that a worker is able to safely perform assigned duties without any limitations resulting from, but not limited to: the use or after-effects of Illegal Drugs, Alcohol, and/or medications.

Medication – refers to a Drug obtained legally, either over-the-counter or through a doctor’s prescription.

Reasonable Grounds - includes objective information established by observations of a Worker’s conduct or other indicators such as physical appearance, attendance record, circumstances surrounding accidents or near misses in the workplace, presence of Alcohol, Drugs and Drug paraphernalia in the vicinity of the Worker or an area where the Worker works.

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