

## Strategies to Increase Physical Distancing and Spread Reduction for Community Partners

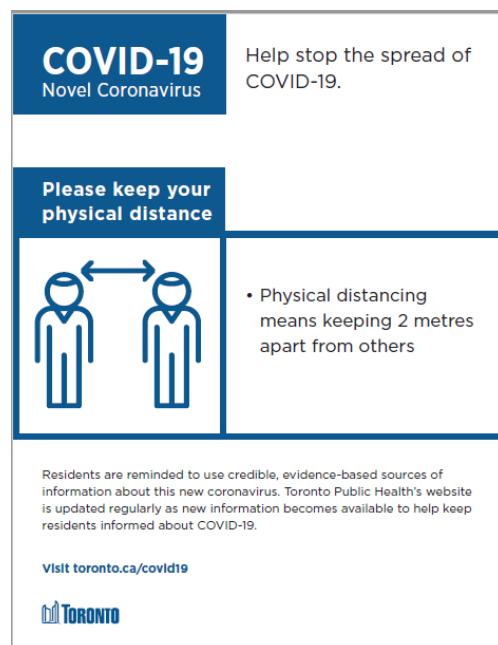
The purpose of this document is to increase public/client and staff messaging to improve awareness and implement physical distancing to reduce virus spread for community-based organizations. Various strategies and recommendations are presented. They can be adapted to suit your environment.

### Public Facing Services

Investigate ways to reduce public traffic into the Facility to reduce the exposure of potential risk. Provide or increase online or phone services, increase information on websites to reduce general inquires and/or review services to determine what is essential. For those providing face to face services consider the following:

### Strategies Through Communication

- Ensure physical distancing posters are posted in all entrances and near reception/greeting counter  
<https://www.toronto.ca/wp-content/uploads/2020/03/8efd-COVID-19-Social-Distancing-WEB.pdf>
- Where individuals enter facilities, screen prior to entry through self-screening posters or staff verbally screening at the entrance. Where possible, prevent symptomatic individuals from entering the facility and provide options for service provision by an alternative means.
  - Screen Questions:
    - Have you been diagnosed with COVID-19?
    - Are you experiencing any of the following symptoms (fever, cough, respiratory difficulties/issues with breathing, runny nose, sore throat)?
    - Have you have travelled outside of Canada within the last 14 days?
    - Have you had contact with anyone who has been diagnosed or suspected to have COVID-19 symptoms in the last 14 days?
    - If YES to any of the questions, please refer them to their primary care provider or Telehealth (1-866-797-0000).



The poster is titled "COVID-19 Novel Coronavirus" and "Help stop the spread of COVID-19." It features a section titled "Please keep your physical distance" with an illustration of two people standing apart with a double-headed arrow between them. Below the illustration, it states "Physical distancing means keeping 2 metres apart from others." At the bottom, it provides a URL "visit toronto.ca/covid19" and the Toronto logo.

**COVID-19**  
Novel Coronavirus

Help stop the spread of COVID-19.

**Please keep your physical distance**

Physical distancing means keeping 2 metres apart from others

Residents are reminded to use credible, evidence-based sources of information about this new coronavirus. Toronto Public Health's website is updated regularly as new information becomes available to help keep residents informed about COVID-19.

visit [toronto.ca/covid19](https://toronto.ca/covid19)

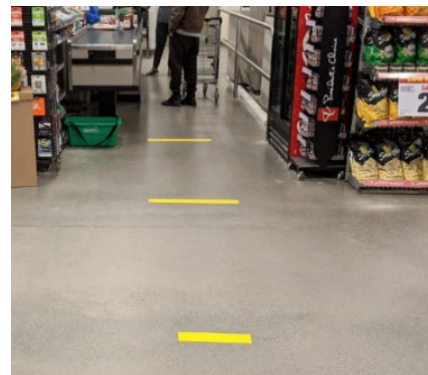
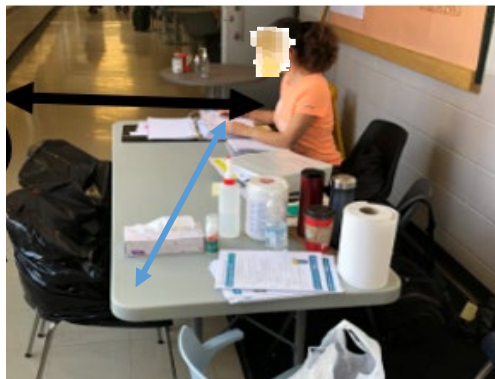
**Toronto**

- When public/clients enter facility, staff located at the entry should greet clients and reiterate the physical distancing message in various ways:
  - Hi there, welcome, just a reminder that everyone is being asked to stay two metres (6 feet) apart to keep you safe.
  - Hi, don't forget to try and keep two metres (six feet) away from other people to avoid getting sick
- If available and where applicable use public announcement (PA) systems to broadcast physical distancing reminders to both staff and public.
- Ask staff to speak with public/clients about physical distancing, this will also act as a reminder to the staff providing these instructions

### Strategies Through Physical or Process Changes

#### **Front entrance or reception**

- For reception or intake counters use physical barrier such as a stanchion, chairs or tables with sign indicating the need to maintain physical distancing. If possible install Plexiglas barrier between staff and public. Place tape or circles on the floor to signify where public should stand as they wait in line to aid in physical distancing. As well where they should stand when interacting with staff.



- When a physical barrier is not feasible and documents/objects are exchanged between staff and public; staff and public can stand diagonally across the counter. The location where public should stand should be marked on the floor to maintain the 2 metres (6 feet) distance. Documents can be placed towards middle of the counter for the member of the public to receive, or for staff to collect. Use tape on the floor/counter and signage to signify process.
- Remove non-essential items from front-counter that the public/clients/staff may touch. This will reduce the need to disinfect those items.
- If hand sanitizer is available to the public, it should be located to promote flow of movement away from staff designated areas at least 2 metres away (6 feet). Place bottle on small tables away from staff or insert wall mounted dispensers. Ensure signage is clean to make public aware of location.



- If facility has multiple hand sanitizing locations, consider having a standard identification system (signage colour and icon) to promote awareness for recognizable sanitation locations within the facility.



- In waiting rooms remove or tape off chairs to promote physical distancing for the public
- When receiving deliveries, have a designated location (perhaps a table) at least 2 metres (6 feet) away from front-facing staff to allow packages to be dropped-off or picked-up. Ensure proper signage is on the table asking couriers to leave/pick up items from table.
  - It is recommended that sign-off/receiving documentation be suspended if procedures allow or modified to eliminate or reduce the high touch surfaces.
  - Where pens are needed for signatures, have **two buckets for clean and 'used' pens**. Avoid public self-serving from buckets and have staff hand out pens which can then be disposed in the 'used' bucket. Disinfect pens prior to re-use. This should also be practiced when different staff are operating the front desk.



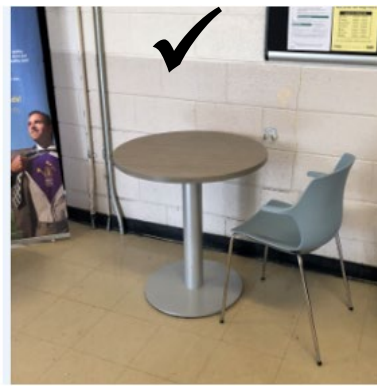
- Wipe down high touch surfaces frequently.

- In between and always at the end of handling any material follow proper [hand hygiene](#), as this is the first line of defense against infection.
- Encourage the following prevention strategies:
  - Avoid touching your face, nose or mouth with unwashed hands
  - Practice proper etiquette, such as sneezing and coughing into your arms
  - Maintain physical distancing of two metres or more
  - Stay home if you are sick

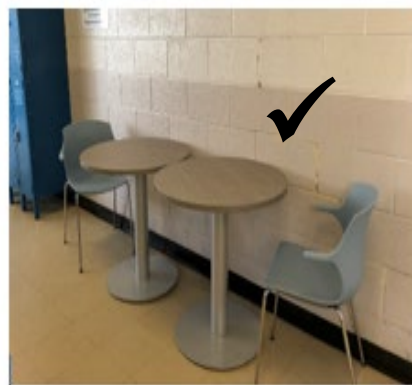
### Public interactions beyond service counters

Modifying Furniture arrangement for public or staff to increase physical distancing

- Eliminate seats in reception areas, common/lunch rooms where physical distancing cannot be achieved



- Reduce the number of seats and increase forced spacing where possible to promote two meter/six feet distancing.



Minimize the option of client self-service to reduce the spread between clients

Minimizing opportunity for community spread between public should not be forgotten as a means to reduce the potential spread of the virus to staff. The fewer clients that contract the virus, the lower the potential risk for staff as well.



Supplies, food, clothes etc. should be dispensed by staff to maintain single person touch products (i.e. shelter environment). Staff should sanitize prior to dispensing food, supplies etc. and wear gloves which have not touched other surfaces. Placing items out for self-selection by clients must be avoided

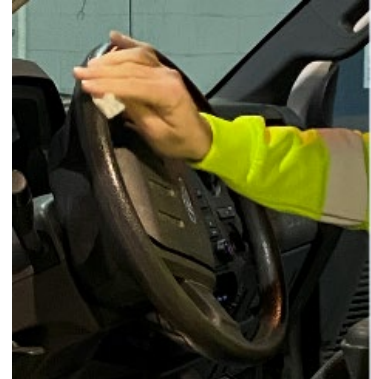
- Where self-service does remain, wipe down surfaces and high contact areas frequently (e.g., kettle handle) and place only small quantities of the items out at a time with frequent top ups (limit cups, sugar packs, tea bags etc.)
- Remove hard to wipe/clean surfaces, fabric cushions, magazines.
- Eliminate or reduce non-essential items in public and staff areas to reduce the items that need to be disinfected.



## Off-Site Staff Deliveries/Visiting Clients

### Operating a Vehicle

- [Wipe down](#) high touch areas in the vehicle such as steering wheel, controls, door handles, rear view mirror, seat belt buckle, keys etc.
- Where possible have only one staff member in the vehicle at one time to maintain physical distancing.
- Where feasible and safe, provide additional vehicles to reduce the number of workers in one vehicle.
- If driver and co-worker are in the same vehicle, where possible, the driver and passenger positions should remain the same for the duration of the shift.
- Try to use seating arrangements that provide the greatest amount of separation between workers.
- Ensure that driver and passenger(s) avoid facing each other while talking.



### Delivery/Pick-up





- If possible, call clients to inform and confirm delivery/pick-up
- Try to avoid using hands to open doors or press buttons, if possible, utilize arms, elbows, feet, hip, automatic doors etc.
- Wear gloves if available (ensuring they are [removed and disposed of correctly](#)) or wash your hands frequently
- When making a delivery place package at door/reception and knock/buzz apartment, step back at least two metres (six feet) from door
  - Clients may want to have a discussion or have questions, when speaking ensure two metres (six feet) distance is maintained.
- When picking up items:
  - Determine if they can be placed in a secure common area.
  - Avoid talking while in close contact. Try to communicate beforehand (e.g., by telephone)
- Where possible, before returning to your vehicle wash your hands, then limit touching of surfaces, or use hand sanitizer/wipes, or safely remove your gloves before you drive to your next location. In between and always at the end of handling any material follow proper [hand hygiene](#), as this is the first line of defense against infection.



## In the workplace – non-public-facing environments

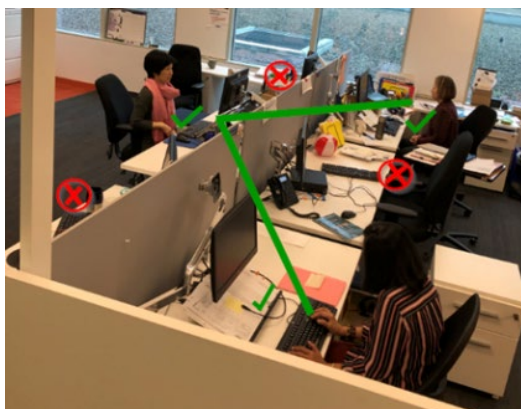
Where possible allow staff to work from home. Where staff are required to work in the workplace consider the following strategies and recommendations.

- Post [physical distancing](#) and [other safety precautions posters](#) at staff work area and rest area (reception counters, supervisor offices, staff washrooms, elevator, staff lunchrooms or lounge areas).

<b>COVID-19</b> Novel Coronavirus Help stop the spread of COVID-19.	<b>COVID-19</b> Novel Coronavirus Help prevent the spread of germs and protect yourself from COVID-19 and other respiratory viruses.	<b>COVID-19</b> Novel Coronavirus Help prevent the spread of germs and protect yourself from COVID-19 and other respiratory viruses.	<b>COVID-19</b> Novel Coronavirus Help prevent the spread of germs and protect yourself from COVID-19 and other respiratory viruses.
<b>Please keep your physical distance</b>  • Physical distancing means keeping 2 metres apart from others	<b>Wash Your Hands</b>  • Wash your hands often with soap and water or use an alcohol-based hand sanitizer. • Avoid touching your eyes, nose, and mouth with unwashed hands.	<b>Cover Your Cough</b>  • Cover your cough or sneeze with a tissue, then immediately throw the tissue in the garbage and wash your hands. • If you don't have a tissue, sneeze or cough into your sleeve or arm.	<b>Physical Distancing on Elevators</b>  • Keep 2 metres apart from others • Limit number of people per elevator
<small>Readers are reminded to use credible, evidence-based sources of information about this new coronavirus. Toronto Public Health's website is updated regularly as new information becomes available to help keep readers informed about COVID-19. visit <a href="https://toronto.ca/covid19">toronto.ca/covid19</a> Toronto</small>	<small>Readers are reminded to use credible, evidence-based sources of information about this new coronavirus. Toronto Public Health's website is updated regularly as new information becomes available to help keep readers informed about COVID-19. visit <a href="https://toronto.ca/covid19">toronto.ca/covid19</a> or call 416-398-7600. Toronto</small>	<small>Readers are reminded to use credible, evidence-based sources of information about this new coronavirus. Toronto Public Health's website is updated regularly as new information becomes available to help keep readers informed about COVID-19. visit <a href="https://toronto.ca/covid19">toronto.ca/covid19</a> or call 416-398-7600. Toronto</small>	<small>Readers are reminded to use credible, evidence-based sources of information about this new coronavirus. Toronto Public Health's website is updated regularly as new information becomes available to help keep readers informed about COVID-19. visit <a href="https://toronto.ca/covid19">toronto.ca/covid19</a> Toronto</small>

## Workstations

- Encourage staff to wash their hands as they arrive at work. [Wipe down](#) work surfaces (desk, computer keyboard, mouse, phone, drawers etc.) before and after shift. Remind them to maintain the recommended physical distancing of two metres/six feet while working and socializing.
- Consideration must be given to the distance of occupied workstations. To estimate the distance of staff use the centre of the seated placement from one worker to the centre of seated placement of the adjacent second worker. This distance must be a minimum of two metres/six feet or have a barrier that is above head height.



### Staff Working Together

- Remind staff to maintain two metres of physical distance while talking/working with others. Post signs in work areas, uses tape on floor or surface to help designate individual space



- Have staff meetings in larger areas or have multiple staff meetings with fewer staff
- Stagger the start times of staff to reduce the number of staff at the beginning and end of the shift
- Provide multiple workspaces or areas to distance staff.



### Alternative to face-to-face meetings to increase physical distancing

- Investigate employers capacity to use:



- Telephone discussions or conferences
- Simple text communication
- Virtual meeting, sharing screens, training/webinars etc.

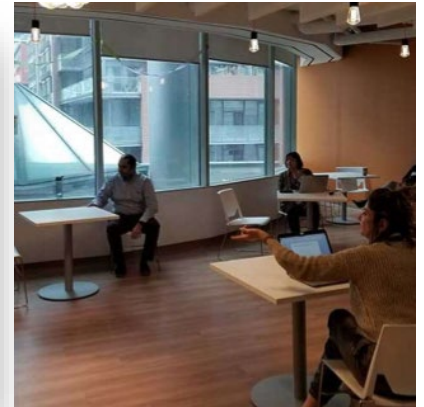
### Shared Common Areas (Kitchens, lounge, washrooms, meeting rooms)

- Limit the number of staff and/or seated locations in an enclosed area such that two metre/six foot distances can always be adhered to. Remove seats and/or post capacity signs at the entrance and around room to inform staff. Areas may include: lounges, kitchen, meeting rooms, photocopy and supply rooms



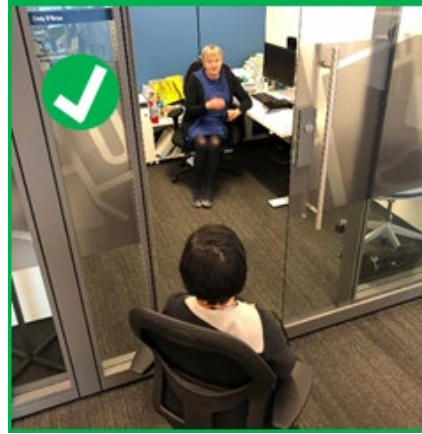
Oak Meeting Room  
Capacity During  
Covid19 Pandemic is  
**4 People.**

Please keep chairs  
distanced 6 feet apart and  
follow room signage. If  
possible schedule meetings  
by Webex



- In Supervisor offices, ensure clear floor space to allow for increased distancing when two staff are conversing in the space or have staff member sit outside of office





- Ensure common areas have soap, hand sanitizer and/or disinfectant wipes. If wipes are not available, general disinfectants can be used.
- Ensure custodial staff are cleaning high touch areas and replenish soap in all handwashing stations.
- Custodial staff may increase cleaning and disinfection of common areas (e.g., chairs, tables) and high touch surfaces (e.g., door handles, faucets, light switches, cabinet doors etc).
- Sharing of food should be avoided to ensure hands are not touching multiple items.
- In between and always at the end of handling any material, follow proper [hand hygiene](#), as this is the first line of defense against infection.
- Encourage the following prevention strategies:
  - Avoid touching your face, nose or mouth with unwashed hands
  - Practice proper etiquette, such as sneezing and coughing into your arms
  - Maintain physical distancing of two metres or more
  - Stay home if you are sick



### We are in this together

- If there are specific tasks where physical distancing cannot be implemented, staff and management should work together to come up with possible solutions, such as alternative ways to complete the task, halting non-essential tasks, additional tools, changes in procedures, etc.

## Appendix A – Tips for General Cleaning

### Cleaning and Disinfecting During COVID-19

Routine cleaning and disinfection of common areas and high-touch surfaces is critical in reducing the spread of COVID-19 in workplaces. Depending on circumstances at this time, cleaning of these workplaces may be performed by custodial services staff and/or staff who work in the area.

High-touch general areas that require regular cleaning and disinfecting include:

- Washrooms (toilets, urinals, sinks, faucets, stalls, walls, fixtures, handles, doors, push plates and soap dispensers)
- Cafeteria (food preparation surfaces, tables and chairs)
- Drinking fountains
- Entrances (door handles, knobs, glass and accessible push buttons)
- Interior doors and handles
- Elevators (doors and walls, call and indicator buttons, hand railings, mirrors)
- Stairs (handrails and bannisters)
- Light switches, thermostats
- Copier and printer buttons
- Front desk and lobby surfaces, digital displays and kiosk

High-touch personal areas that require regular cleaning and disinfecting include:

- Desks, computer keyboards and mouse
- Phones
- Chair arms
- Cabinet and file drawer handles
- Servery (faucets, taps, countertops and cupboard handles and surfaces, microwave, refrigerator, coffee pots, kettles)

Cleaning involves the removal of visible dirt from surfaces while disinfection is the use of a chemical to destroy germs on surfaces. Disinfection is most effective when surfaces are cleaned first before a disinfectant is applied.

Where possible, provide disinfectant wipes to staff to use on commonly used surfaces (i.e. desks, work surfaces, fleet vehicles, etc.). Please note that disinfectant wipes have both cleaning and disinfection properties.

If disinfectant wipes are not available, general disinfectants, such as chlorine bleach or hydrogen peroxide in the liquid form, can be diluted and applied with a rag/towel. Avoid spraying the product to prevent splashes to the eyes. Follow the manufacturer's label and/or Safety Data Sheet (SDS) for appropriate PPE (gloves, glasses, etc.).

Effective disinfecting can be achieved using a general disinfectant, as long as the minimum contact time is achieved (note: surfaces should appear visibly wet). Follow the

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manufacturer's label for instructions on contact time. A list of effective disinfectants is available online:

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

Promote good hand hygiene in all workplaces, as this is the first line of defense against infection.

Ensure hand soap is available and replenished at all handwashing stations and where handwashing isn't possible, provide staff with hand sanitizers that contain at least 70 per cent alcohol concentration.