

## Community Non-Profit Services and Programs

### COVID-19 Prevention Checklist

This is a summary checklist of measures to reduce the spread of COVID-19 while providing non-clinical community services and programs. For more information see Toronto Public Health's [Four Step Risk Assessment and Mitigation Guide for Community Non-Profits](#) and [Guidance for Community Non-Profit Services and Programs](#).

#### A. Universal Mask Policy

- Create a universal mask policy for your agency per as per a new City of Toronto [bylaw](#) and [O. Reg. 263/20](#), which can be based on this [sample template](#).
- Communicate your universal mask policy to all staff, clients and visitors.
- Non-medical masks or face coverings are available on-site for staff and clients at all times.
- [Masks are used properly](#) and cleaned/discarded appropriately.

#### B. Staff Health & Screening

- Staff are advised to report [COVID-19 symptoms](#) to their supervisor/manager and to stay home if sick.
- Staff are actively [screened](#) before starting each shift.
- If staff become sick with [COVID-19 symptoms](#) while at work, they are advised to go home immediately and self-isolate. Instruct them to call Telehealth at 1-866-797-0000, their health care provider or an [Assessment Centre](#) to get tested.
- Staff are trained on proper hand hygiene techniques and respiratory etiquette.

#### C. Signage at the Premises

- Signage for [COVID-19 health assessment](#), and the number of clients permitted at one time is posted at the entrance of the premises.
- Signage for [mandatory mask wearing](#) is posted at the entrance.
- Signage for [handwashing](#) and [respiratory etiquette](#) is posted at the entrance and throughout the premises.
- Floor stickers and [physical distancing signage](#) are available to remind clients to keep two metres/six feet apart from others at all times.

#### D. Number of People in the Setting

- Organized groups and social gatherings are limited to 10 people or less indoors and 25 people or less outdoors with physical distancing. Smaller spaces may require further capacity reductions to accommodate physical distancing.

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- Waiting areas are not permitted. Clients are instructed to wait outside until their scheduled appointment or program begins.
- Flexible work schedules, staggered lunch and break times are implemented to limit the number of people in the setting at one time.
- Communal kitchens and indoor dining spaces are **closed**.

#### **E. Attendance Records**

- Attendance records are maintained for staff, volunteers, clients and visitors, including: full name, telephone number, email address, date and time at the agency.
- Information is collected on a voluntary basis and can only be used for COVID-19 contact tracing, should the need arise.
- Operators are to protect the personal information collected. Records are kept for 30 days, and then shredded.
- Staff and clients are encouraged to download the [COVID Alert app](#) so they can be notified directly if they have been in close contact with someone who was contagious with COVID-19.

#### **F. Workstations**

- Workstations and equipment in use are two metres/six feet apart, or equipped with [barriers/dividers that are adequate in height](#) to ensure the protection between clients and staff.
- Hand sanitizer with 70-90% alcohol concentration is available at each workstation, and staff and clients are encouraged to use it frequently.

#### **G. Environmental Cleaning and Disinfection**

- There is enough time between client programs or appointments to ensure thorough cleaning and disinfection of equipment and workspaces.
- Work surfaces and equipment are thoroughly cleaned with soap and water before disinfection.
- Surface and equipment disinfectants are used after cleaning, and according to the manufacturer's instructions.
- Cleaning/disinfection wipes are only used for surfaces and used according to the manufacturer's instructions.
- A cleaning log book is maintained to record frequent (at least twice a day) [cleaning and disinfecting](#) of high-touch surfaces and common areas such as door handles, counters, cabinet doors, light switches, faucets, toilet handles, handrails, touch screen surfaces and keypads.
- Ventilation is increased and HVAC systems are properly maintained.

#### **More information**

For more information, visit our website at [www.toronto.ca/COVID19](http://www.toronto.ca/COVID19) or call us at 416-338-7600.