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ECONOMIC DEVELOPMENT  
AND CULTURE

HELPING  
TORONTO  
THRIVE AND  
GROW

**COVID-19**

# WORKPLACE GUIDANCE FOR THE MANUFACTURING SECTOR.

June 2020

## **Introduction**

- What to expect
- How COVID-19 spreads

## **Assessing risk**

### **Infection control**

- Hierarchy of controls
- Eliminate exposure
- Engineering controls
- Administrative controls
- Safe hygiene practices
- Personal protective equipment

## **Food Manufacturing and Processing**

### **City of Toronto Programs**

- Noise Bylaw

- Become a Supplier of Needed Goods and Services
- BusinessTO Support Centre
- Imagination, Manufacturing, Innovation and Technology (IMIT) Program
- Business Expansion and Location Assistance
- Business Engagement and Outreach

## **Appendices**

- A: Signage
- B: Workplace Guidelines
- C: Manufacturing Guidelines
- D: General

# INTRODUCTION

**COVID-19**

# WHAT TO EXPECT

## This webinar will:

- Give an overview of government and industry guidance specific to the manufacturing sector
- Follow Toronto Public Health's framework for risk assessment and infection control
- Help you think about what control measures might work best for your business

## This webinar will not:

- Provide fixed rules or checklists that apply to all businesses
- Provide specific, tactical measures for your specific business situation.
- Provide legal advice
- Replace advice given by public health authorities

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# HOW COVID-19 SPREADS

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Mainly spreads from close contact with an infected person when they cough, sneeze, or talk.



The virus can land on surfaces and survive for hours, but does not spread easily this way.

[Learn more about how COVID-19 spreads](#)

# ASSESSING RISK

**COVID-19**

# ASSESSING RISK

## Think about:

- How COVID-19 spreads
- How your business operates

## Write down:

- All operational scenarios
- How infection might happen

Example scenarios	Example risk notes
Employees sharing equipment	Will touch buttons, handles and controls May be in close proximity to other staff. May be handling other materials when using equipment.
Employee movements in factory	Will be sharing lunchroom. Will be sharing locker rooms. Will be sharing washrooms. Could be passing each other in corridors/hallways. Could be gathering in meeting rooms. Could be interaction with visitors in receiving area.

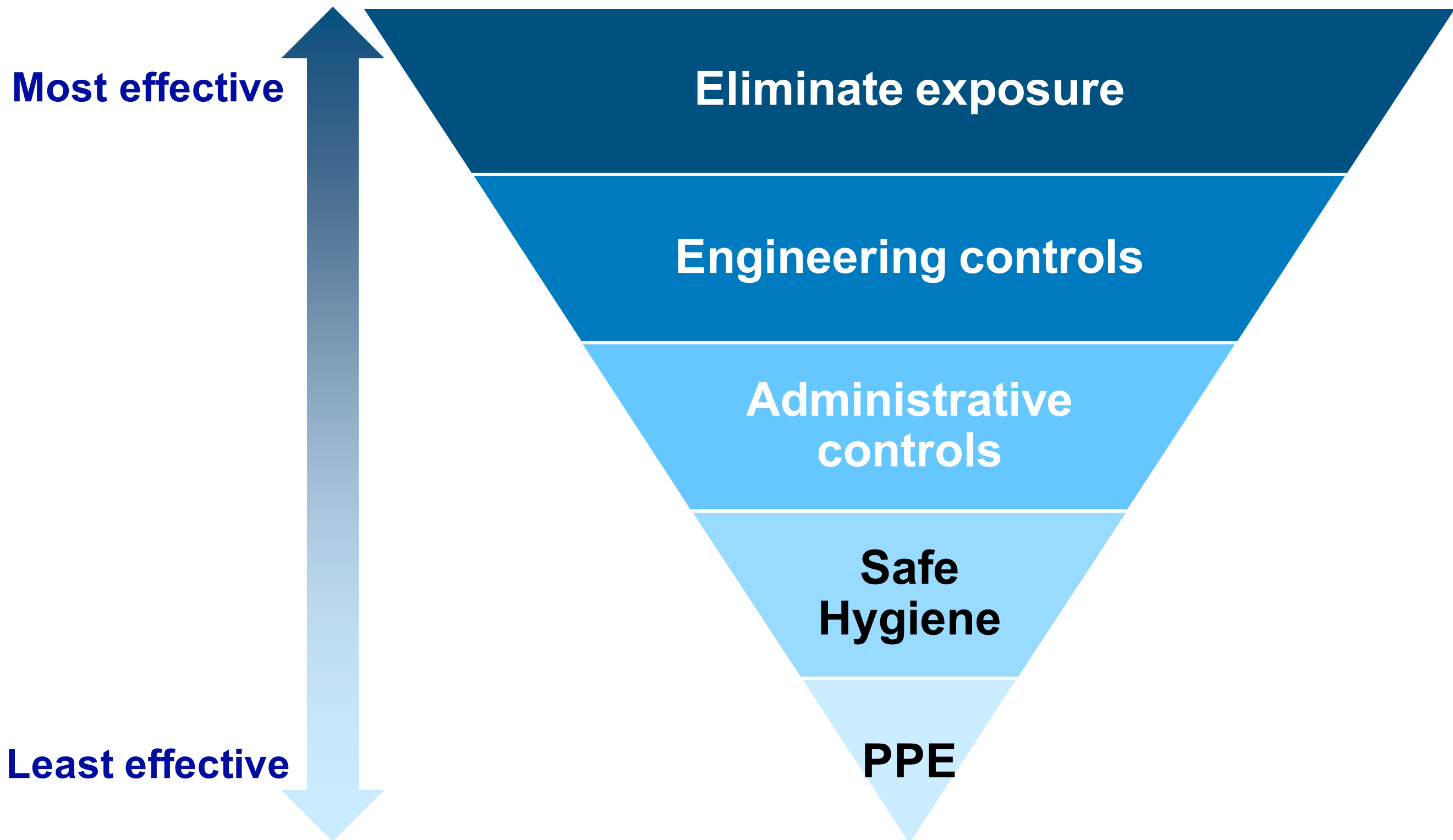
# INFECTION CONTROL

**COVID-19**



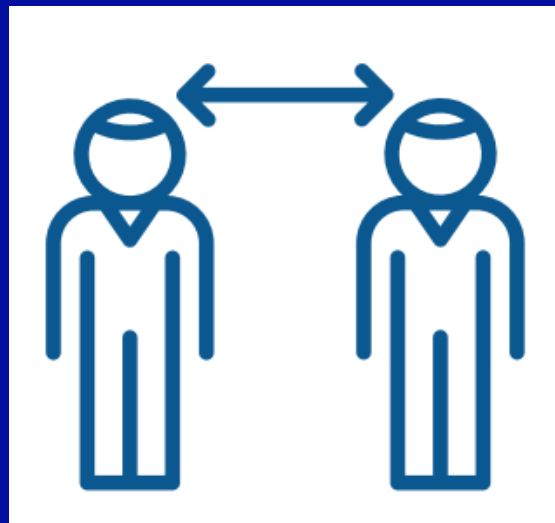
# HIERARCHY OF CONTROLS

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# ELIMINATE EXPOSURE

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# ELIMINATE EXPOSURE

**Change business practices to eliminate contact between people.**

- Employees should keep 2 metres/6 feet from other staff and visitors.
- A non-medical face mask or covering is strongly recommended if you are unable to maintain a two metres/six feet distance from others.
- Can you minimize or temporarily eliminate non-essential tasks or work from home?
- Allow office and administration staff to work remotely.
- Could you use technology to communicate or observe the workplace?
- Hold virtual meetings if possible.

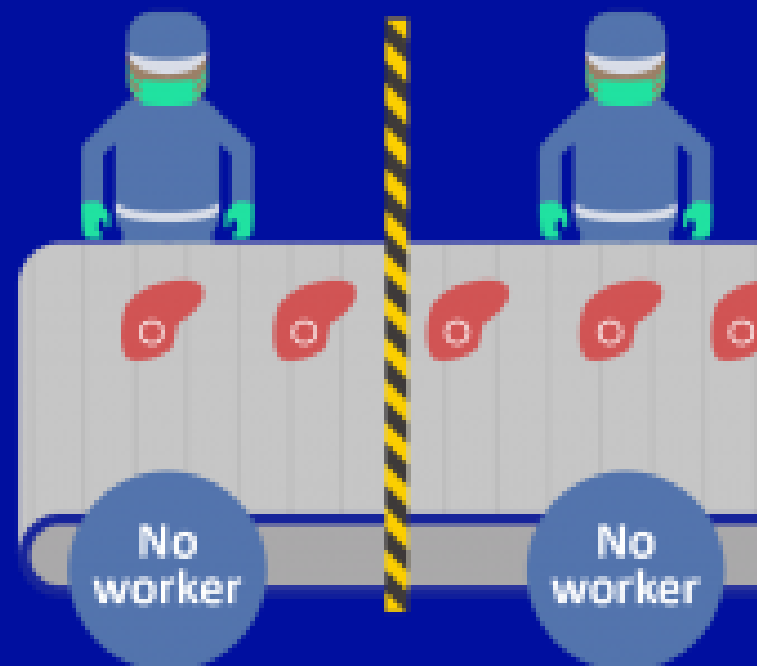
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# ELIMINATE EXPOSURE

- Control foot traffic patterns to reduce gathering at meeting points, washrooms, and other shared spaces.
- Add floor markings and barriers to manage traffic flow and physical distancing.
- Designate travel paths so workers do not have to pass each other closely (e.g., one set of stairs for up, another for down) or have workers call out before entering.

# ENGINEERING CONTROLS

COVID-19



- Engineering controls change the physical form of the workplace by adding separation and removing things that force people closer together. This is the next most effective control measure.
- Install barriers between workers where practical; this can include plexiglass.
- Could you install barriers or partitions between yourself and other people, where close contact is necessary? For example, putting up barriers like “sneeze guards” around desks or workstations that are close together or a partition between laboratory testing stations.
- Adjust seating in break rooms and common areas.

# ADMINISTRATIVE CONTROLS

COVID-19



## Considerations:

- Have you established criteria for returning to work or reintegration of staff?
- Can you stagger shifts or offer flexible work hours and schedules?
- Consider job rotation; Have fewer workers doing the same task in the same space.
- Are there tasks you can minimize or eliminated? For example, can non-essential tasks be eliminated or postponed?
- Restrict the number of people on-site and where they are assigned to work.
- Reschedule unnecessary visits by supply chain partners, vendors, service technicians, or others.



## Other considerations continued:

- Limit unnecessary on-site interaction between workers, and with outside service providers.
- Restrict interaction between employees and outside visitors/delivery drivers; contactless receiving.
- Limit the number of people working in one space at the same time and control site movement (by limiting the potential for workers to gather).
- Minimize the number of people using each piece of equipment; If possible, assign each lift truck to just one user. Between use, clean truck parts (controls, steering wheels, handrails, etc.) users may have touched.

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# ADMINISTRATIVE CONTROLS

## Screen Staff for COVID-19 Symptoms before Work?

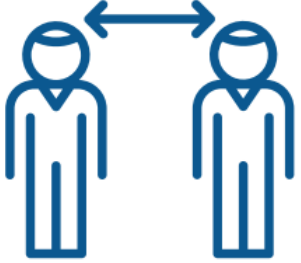
- It is strongly recommended that all staff complete a health screening questionnaire before each work shift.
- The questions can be completed on a paper-based questionnaire.
- Can be asked directly to employees and answers recorded or can be completed electronically.
- See [Sample Screening Form](#) that can be used.
- Restrict entry of visitors (truck drivers) to the site. Screen visitors prior to entry into the site for signs of illness and restrict entry. Enforce the practices above with your visitor.

# COVID-19 AWARENESS – SIGNAGE & SCREENING

**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** Public Health


Physical Distancing



**COVID-19**  
NOVEL CORONAVIRUS


Do you have any of the following:



**Fever**



**Cough**



**Shortness of breath**



**Sore throat**



**Runny nose**


**Feeling unwell**


 Have you been in close contact with someone who is sick or has confirmed COVID-19 in the past 14 days?


 Have you returned from travel outside Canada in the past 14 days?


**If you answered YES to any of these questions, go home & self-isolate right away. Call Telehealth or your health care provider.**

[TORONTO.CA/COVID19](https://toronto.ca/covid19)  **TORONTO** Public Health


Awareness

**COVID-19 NOVEL CORONAVIRUS**  
 Please complete the following questions before beginning your work today.


Name: \_\_\_\_\_  
 Date: \_\_\_\_\_ Time: \_\_\_\_\_

Do you have any of the following:


Yes ☐  
 No ☐


**Fever**


Yes ☐  
 No ☐


**Cough**


Yes ☐  
 No ☐


**Shortness of breath**


Yes ☐  
 No ☐


**Sore throat**

Yes ☐  
 No ☐


**Runny nose**


Yes ☐  
 No ☐


**Feeling unwell**

Yes ☐  
 No ☐
 Have you been in close contact with someone who is sick or has confirmed COVID-19 in the past 14 days?

Yes ☐  
 No ☐
 Have you returned from travel outside Canada in the past 14 days?

**If you answered YES to any of these questions, go home & self-isolate right away. Call Telehealth or your health care provider.**

[TORONTO.CA/COVID19](https://toronto.ca/covid19)  **TORONTO** Public Health

Screening

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# ADMINISTRATIVE CONTROLS

- Keep up with the best. Consider regular times to check in with public health updates and retrain/revise practices as needed.
- Ensure that measures you decide on are communicated to workers and enforced.
- Learn about the current health situation, service changes and economic support at City of Toronto/COVID-19.

# **SAFE WORK AND HYGIENE**

**COVID-19**

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# SAFE WORK AND HYGIENE

## Provide education and training to staff

- Train everyone on possible COVID-19 transmission points in the workplace, what steps are being taken to protect them, and how they can protect themselves. Include temporary workers in the training.

## Some considerations to think through:

- Do you have a policy for employee attendance?
- Are your policies flexible enough so that employees can stay home to care for a sick family member or self-isolate?
- Should you be flexible about needing a doctor's note?



- Clean and disinfect high-touch surfaces frequently.
  - Increase the cleaning frequency of commonly touched surfaces such as— but not limited to — forklift controls, pump trucks, employee time clocks, handrails and doors. Be sure to follow safe practices and use an appropriate cleaning agent.
  - Common areas should have soap, hand sanitizer and/or disinfectant wipes.
- Use only disinfectants that have a Drug Identification Number (DIN).

# SANITATION



- Make sure that any person required to clean has received the appropriate training plus any required personal protective equipment.
- Create a checklist of all surfaces that must be cleaned, including door and sink handles, paper towel dispensers, counter tops, wheelchair access buttons, turnstiles, kitchen equipment, elevator buttons, vending machines, and printers/photocopiers.
- Record when cleaning and disinfection has occurred.





- Enforce rigorous use of site sanitation protocols such as use of foot wear cleaning (for example, boot buddies/boot sanitizing trays)
- Consider a captive boot/personal protective equipment program to limit this equipment's use outside of the production/processing environment

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# HYGIENE



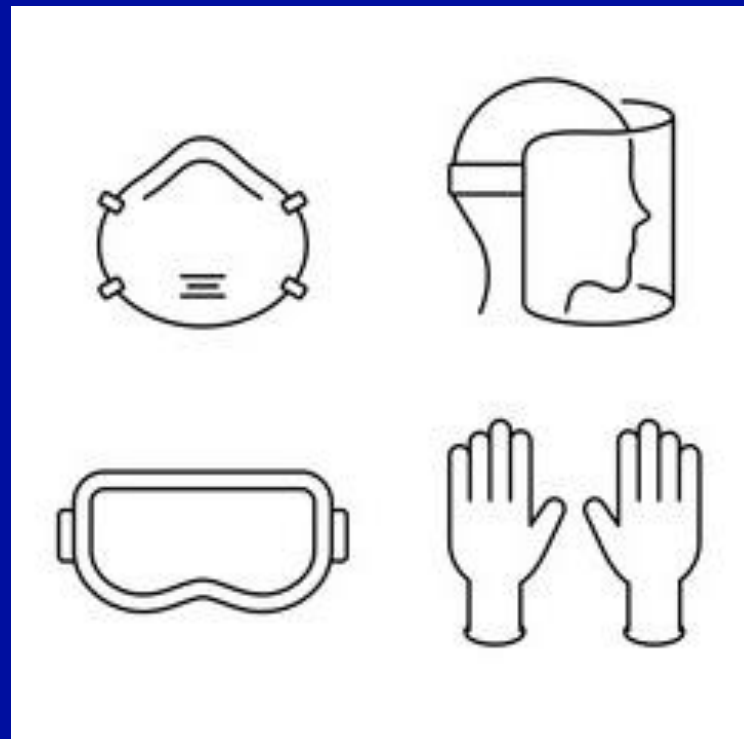
- Frequent handwashing (or using an alcohol-based 70% hand sanitizer).
- Avoid touching your eyes, nose and mouth.
- Cough or sneeze into the bend of your arm.
- Place hand sanitizer near high-traffic areas (entrance and exit doors) and near high-touch surfaces.
- Staff and public washrooms should be well stocked with soap and paper towels.



- Have all employees and visitors wash their hands thoroughly with soap and water before entering the workplace and after contact with surfaces others have touched.
- Include handwashing before breaks and at shift changes.
- Where possible, wear gloves when interacting with high-touch areas. Do not touch your face with gloved hands. Take care when removing gloves. Ensure you wash your hands after removing them.
- Wash your clothes as soon as you get home.

# PERSONAL PROTECTION EQUIPMENT

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# SOME PPE GUIDELINES

**Use personal protective equipment (PPE) if close contact is unavoidable.**



- Gloves. Disposable gloves can help limit contact with surfaces, product, etc. Have practices set up for disposal and when gloves should be changed.
- Goggles or face shields. These should be assigned to individuals and not shared, and can be reused regularly if kept clean. Ensure the goggle or face shield use does not result in workers touching their faces more often because of heat or discomfort.
- Non-medical masks or face coverings. These should be assigned to individuals and not shared, and some can be reused regularly if laundered.
- Lab coat – Lab coats can limit contamination on to clothes. Ensure appropriate disposal or laundering.

# FOOD MANUFACTURING AND PROCESSING

**COVID-19**

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# FOOD MANUFACTURING AND PROCESSING

Some additional considerations:

Eliminate Exposure

- Maintain a safe distance while handing goods and taking payment, including minimizing or eliminating handling of cash and eliminating at-the-door payment methods.
- Assign staff to ensure customers are maintaining safe physical distances in congested areas like entrances/exits and checkouts.
- Don't accept re-usable bags or containers that are to be handled by your staff.
- Increase your online or phone services.

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# FOOD MANUFACTURING AND PROCESSING

Some additional considerations:

## Engineering Controls

- Install barriers between cashiers and customers; this can include plexiglass or markings on the floor to ensure at least 2 meters between customer and cashier.

## Administrative Controls

- Depending on your space and set up, you should consider limiting the number of customers shopping at one time to reduce overcrowding.
- Plan for curbside delivery.



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# FOOD MANUFACTURING AND PROCESSING

Some additional considerations:

## Safe Work and Hygiene Practices

- Provide cashiers, drive thru operators, delivery staff and other customer-facing staff with hand sanitizer for their use only.
- Another suggestion is to assign a dedicated employee for every shift to clean and disinfect shopping carts and baskets and other high-touch surfaces between customers.

## Personal Protective Equipment

- Where possible, wear gloves when interacting with high-touch areas. Do not touch your face with gloved hands. Take care when removing gloves. Ensure you wash your hands after removing them.

# **CITY OF TORONTO PROGRAMS**

**COVID-19**

## Noise By-law and Deliveries

All retail businesses are exempt from the City of Toronto Noise Bylaw to facilitate after-hour deliveries.

This exemption will ensure retailers can receive deliveries 24 hours of a day, seven days a week to ensure essential goods remain in stock.



## Become a Supplier of Needed Goods & Services

If your business is able to supply products or medical supplies, please complete the Business Contributions Form to the City of Toronto COVID-19 Response form.



## BusinessTO Support Centre

### COVID-19: Employee Wage Support for Business

Get access to one-on-one virtual support with applications for government resources and general business advice from the City's [BusinessTO Support Centre](#).

#### Business Support Request

Contact Information		
<b>Company Name</b> <input type="text"/>		
<b>First Name</b> <input type="text"/>	<b>Last Name</b> <input type="text"/>	<b>Job Title</b> <input type="text"/>
<b>Email Address</b> <i>Example: you@website.com</i> <input type="text"/>	<b>Confirm Email Address</b> <i>Example: you@website.com</i> <input type="text"/>	<b>Mobile Number</b> <i>Example: 416-123-1234</i> <input type="text"/>
<b>Street Address</b> <i>Begin typing the company's street address and then select an option from the drop-down menu</i> <input type="text"/>		
<b>Municipality</b> <input type="text" value="Toronto"/>	<b>Province</b> <input type="text" value="Ontario"/>	<b>Postal Code</b> <input type="text"/>



## Imagination, Manufacturing, Innovation and Technology (IMIT) Program

Toronto's Imagination, Manufacturing, Innovation and Technology (IMIT) incentive helps to reduce business costs. The IMIT Program was approved unanimously by Toronto City Council and supports new building construction and/or building expansion in targeted sectors and areas across the city.

Eligible developments will benefit from a grant of 60 per cent of the increase in the municipal taxes attributable to the eligible development over a 10-year period.



## Business Expansion and Location Assistance

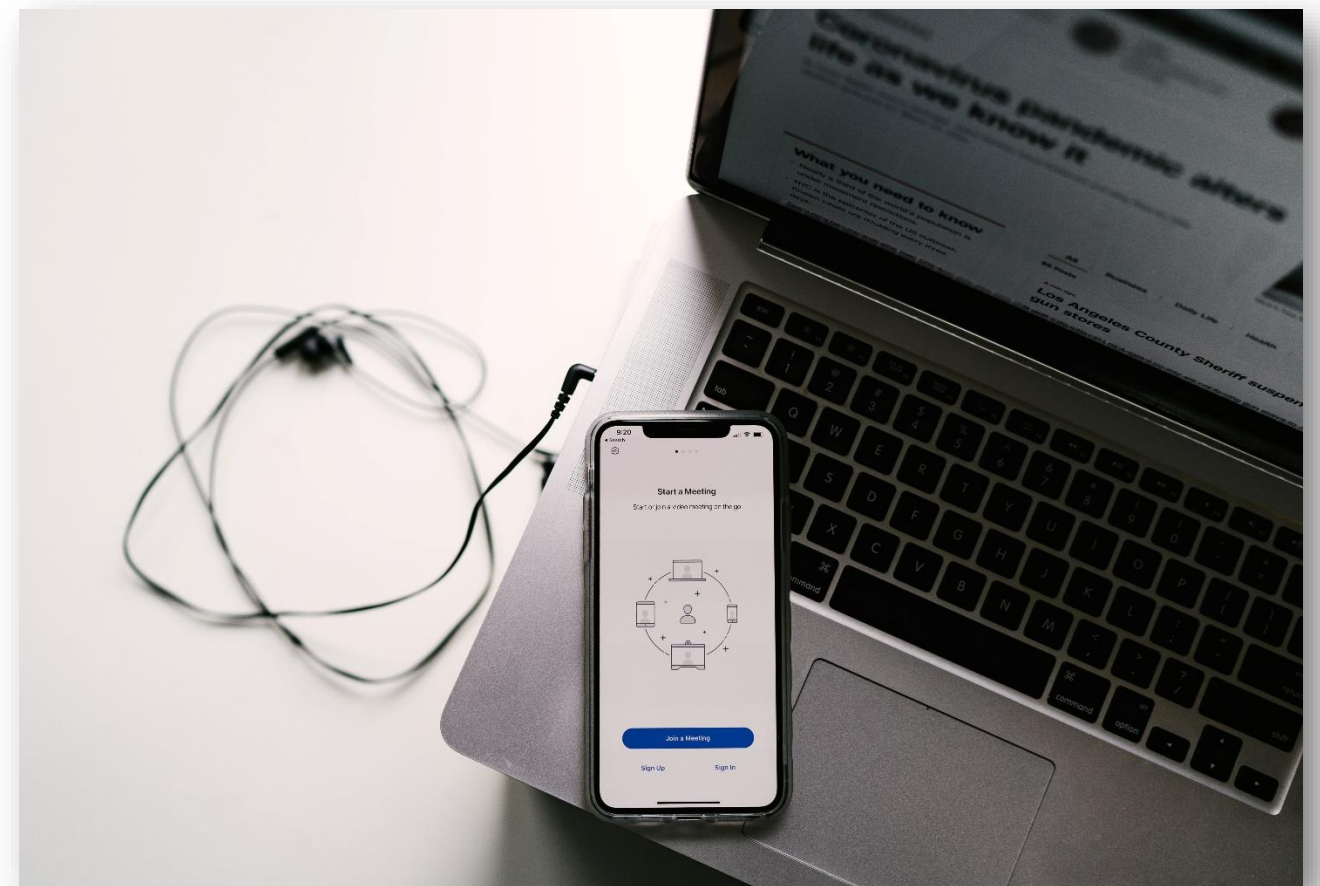
The City of Toronto's Economic Development team provides the business community with personalized, direct access to City Hall, other governments and industry initiatives through a wide range of services. Assisting with business expansion, location and relocation Toronto.





## Business Engagement and Outreach

Schedule a virtual meeting with an Economic Development Officer to discuss challenges related to COVID-19 (supply chain disruptions, access to funding, application and permit delays etc.)





# HAVE QUESTIONS?

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**Feel free to reach out to the BusinessTO Support  
Centre to get one-on-one virtual support**

[TORONTO.CA/COVID19](https://toronto.ca/covid19)

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# APPENDIX A – SIGNAGE SOURCES

## Federal signage:

- <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/awareness-resources.html>

## Provincial signage:

- <https://www.ontario.ca/page/resources-prevent-covid-19-workplace>

## City of Toronto signage:

- <https://www.toronto.ca/home/covid-19/covid-19-protect-yourself-others/community-settings-workplaces/>

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# APPENDIX B – GENERAL WORKPLACE GUIDELINES

## **Federal resources:**

- <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/guidance-documents/risk-informed-decision-making-workplaces-businesses-covid-19-pandemic.html>

## **Provincial Return-To-Business Checklist:**

- <https://www.wsps.ca/WSPS/media/Site/Resources/Downloads/Pandemic-Recovery-Return-to-Business-Checklist.pdf>

## **Municipal resources:**

- <https://www.toronto.ca/home/covid-19/covid-19-protect-yourself-others/community-settings-workplaces/>

# APPENDIX C – GENERAL MANUFACTURING GUIDELINES

## Federal resources:

- <https://www.ccohs.ca/images/products/pandemiccovid19/pdf/manufacturing.pdf>

## Provincial resources:

- <https://www.ontario.ca/page/manufacturing-health-and-safety-during-covid-19>
- <https://www.ontario.ca/page/food-manufacturing-and-processing-health-and-safety-during-covid-19>
- <https://www.wsps.ca/WSPS/media/Site/Resources/Downloads/covid-19-equipment-operators-health-and-safety-guidance.pdf?ext=.pdf>
- <https://www.wsps.ca/WSPS/media/Site/Resources/Downloads/covid-19-qa-engineers-health-and-safety-guidance.pdf?ext=.pdf>
- <https://www.wsps.ca/WSPS/media/Site/Resources/Downloads/covid-19-operations-management-health-and-safety-guidance.pdf?ext=.pdf>
- <https://www.wsps.ca/WSPS/media/Site/Resources/Downloads/covid-19-warehouse-workers-health-and-safety-guidance.pdf?ext=.pdf>
- <https://www.wsps.ca/WSPS/media/Site/Resources/Downloads/covid-19-warehouse-health-and-safety-guidance.pdf?ext=.pdf>

## Resources from Canadian Manufacturers and Exporters

- <https://cme-mec.ca/wp-content/uploads/2020/05/COVID-19-PPE-FOR-THE-MANUFACTURING-SECTOR-7may2020V2.pdf>
- <https://cme-mec.ca/wp-content/uploads/2020/04/Employee-Re-integration-Best-Practices-30apr2020V6-1.pdf>
- <https://cme-mec.ca/wp-content/uploads/2020/04/Mental-Health-27apr2020highresolution.pdf>
- <https://cme-mec.ca/wp-content/uploads/2020/04/COVID-19-SOCIAL-DISTANCING-17apr2020.pdf>
- <https://cme-mec.ca/wp-content/uploads/2020/04/Guidelines-for-Healthy-and-Safe-Operations-During-COVID-19-Pandemic-2.pdf>
- <https://cme-mec.ca/wp-content/uploads/2020/04/CME-COVID-19-Resource-Guide-v5-2020.pdf>
- <https://cme-mec.ca/wp-content/uploads/2020/05/2020-Presentation-on-Guidelines-for-Healthy-and-Safe-Operations-during-COVID-19-Pandemic-FINAL.pdf>
- <https://cme-mec.ca/wp-content/uploads/2020/03/2020-CME-Made-Safe-COVID-19-Health-and-Safety-Tips-Shipping-FINAL-WEB.pdf>
- <https://cme-mec.ca/wp-content/uploads/2020/03/CME-Made-Safe-COVID-19-H-S-Safety-Tips-Disinfection-High-Touch-Areas-FINAL-WEB.pdf>
- <https://cme-mec.ca/wp-content/uploads/2020/03/CME-Made-Safe-COVID-19-H-S-Safety-Tips-Disinfection-High-Touch-Areas-FINAL-WEB.pdf>

## **Business Support Resources**

### **Provincial:**

- <https://www.ontario.ca/page/covid-19-support-businesses>

### **Municipal:**

- <https://www.toronto.ca/home/covid-19/covid-19-economic-support-recovery-for-businesses/covid-19-business-sector-resources/business-to-support-centre/>
- <https://www.toronto.ca/business-economy/business-operation-growth/business-expansion-and-location-assistance/>
- <https://www.toronto.ca/business-economy/business-operation-growth/business-engagement-outreach/>
- <https://www.toronto.ca/business-economy/business-operation-growth/business-incentives/imagination-manufacturing-innovation-and-technology-imit-program/>

## **Become a Supplier of Needed Goods and Services Resources:**

### **Federal :**

- <https://www.canada.ca/en/services/business/maintaingrowimprovebusiness/manufacturers-needed.html>

### **Provincial :**

- <https://covid-19.ontario.ca/supply-emergency-products-help-fight-coronavirus>

### **Municipal :**

- <https://s.cotsurvey.chkmkt.com/?e=192429&h=97664A5F7BC6F30&l=en>
- <https://www.toronto.ca/business-economy/doing-business-with-the-city/searching-bidding-on-city-contracts/>
- <https://www.toronto.ca/wp-content/uploads/2020/05/9555-COVID-19-Unsolicited-Sourcing-List-05-07-20.xlsx>

**THANK YOU**

**COVID-19**

**Feel free to reach out to the BusinessTO Support  
Centre to get one-on-one virtual support**

**TORONTO.CA/COVID19**