



COVID-19 BEST PRACTICES

For the Safe Operation of Resource-Based Tourism Businesses in Northern Ontario





TABLE OF CONTENTS

1.0 INTRODUCTION	4
2.0 ABOUT COVID-19	5
3.0 CLEANING	6
3.1 - Cleaning Recommendations:.....	6
3.2 - Cleaning Product Recommendations:.....	7
3.3 - Common Cleaners Approved by Health Canada:	7
3.4 - Hard Surfaces:.....	8
3.5 - Soft, Porous Surfaces (rugs, carpeted floor, mattresses, pillows drapes):	8
3.6 - Clothing, Towels, Linens, and Other Laundry:.....	8
3.7 - Electronics (telephones, computers, tablets, remote controls, etc.):	8
3.8 - Vehicles, Aircraft, ATVs, Boats:	8
4.0 GUIDANCE FOR BUSINESSES AND EMPLOYEES	9-10
4.1 - If Someone in the Workplace Gets Sick:.....	10
5.0 HYGIENE PRACTICES FOR EMPLOYEES AND GUESTS ALIKE	10
6.0 GUEST COMMUNICATIONS	11
7.0 GUEST & EMPLOYEE TRANSPORTATION	12
7.1 - By Air:	13
7.2 - By Boat:	13
7.3 - By Vehicle:.....	13
7.4 - By Train:	13
8.0 CHECK-IN	14
8.1 - Entrance Doors:	14
8.2 - Check-In Area:	14
8.3 - Payment Terminal:.....	14
8.4 - Computer, Cash Register and Employee Office:.....	14
8.5 - Reusable Guest Items and Luggage:	15
8.6 - Public Washrooms:	15
8.7 - Gift Shops and Displays:	15
9.0 ACCOMMODATIONS	16
9.1 - Housekeeping Staff:.....	16
9.2 - Entrance Doors:	16
9.3 - Kitchen/BBQ (if applicable):	16
9.4 - Rooms:	17
9.5 - Washrooms:.....	17
9.6 - Houseboats:.....	17
9.7 - Outposts:.....	18
9.8 - Garbage and Recycling:.....	18
9.9 - Laundry:	18



TABLE OF CONTENTS

10.0 COMMON AREAS	19
10.1 - Entrance Doors:	19
10.2 - Kitchen and Food Handling:	19
10.3 - Dining Halls, Bars and Restaurants:	20
10.4 - Pools and Spas:	20
10.5 - Public Washrooms:.....	20
10.6 - Garbage and Recycling:.....	20
11.0 FISHING	22
11.1 - Licences:.....	22
11.2 - Boats:.....	22
11.3 - Lifejackets:	22
11.4 - Shore Lunches:.....	22
11.5 - Fish House:	23
12.0 HUNTING	23
12.1 - Licences:.....	23
12.2 - Boats:.....	23
12.3 - Field Dressing Equipment:.....	23
12.4 - Retrieving Services:.....	23
13.0 GUIDING SERVICES	24
13.1 - In a Boat:	24
13.2 - In a Vehicle:.....	24
13.3 - By ATV:	24
13.4 - By Foot:	24
14.0 RENTAL EQUIPMENT	25
15.0 CAMPING	25
16.0 MARINAS AND BOAT LAUNCHES	25
APPENDICES	27
Appendix 1-A: Infographic on COVID-19 and Preventative Measures.....	28-29
Appendix 1-B: Guidance for Businesses and Employees Infographic	30-31
Appendix 2: Working During a Pandemic Policy (Example)	32-34
Appendix 3-A: Screening Questionnaire (Example)	35
Appendix 3-B: COVID-19 Guest Code of Conduct (Example)	36
Appendix 4: Poster to Encourage Individuals to Clean Frequently Touched Surfaces and Dishes....	37
SIGNAGE AND POSTERS REFERENCED THROUGHOUT THE DOCUMENT	38
SOURCES	39

1.0

INTRODUCTION

As the Province of Ontario continues to carefully reopen the economy, we want to ensure that the resource-based tourism (RBT) industry is ready to safely open their doors to hunting and fishing enthusiasts. Operators will need to comply with enhanced health and safety expectations in the workplace to help prevent the spread of COVID-19 and to ensure the health and well being of their guests and employees, as well as comply with the regulations set forward in the Occupational Health and Safety Act.

Although hunting and fishing is not prohibited in Ontario, various recommendations have been put into place by the Ministry of Natural Resources and Forestry to ensure the health and well being of all:

- Hunt and fish locally - remember to check for local restrictions on outdoor recreational activities
- Practice social distancing (2m or 6ft apart)
- Only hunt and fish with those in your immediate household
- Do not gather in groups

As of June 5th, the following emergency orders that impact our businesses remain in place:

- Closure of outdoor recreational amenities
- Gathering restrictions - no more than 5 people
- Restaurants and bars can only provide take-out or delivery services
- Fines for individuals caught in non-compliance with any emergency order

There is no doubt that the loss of the spring bear hunt and the uncertainty of the 2020 season has caused significant impacts to the approximately 1400 resource-based tourism businesses in Ontario. In order to salvage the remainder of the 2020 season, it will be critical that all RBT businesses align with the COVID-19 emergency orders, enhanced health and safety protocols and the recommendations put forward by the Chief Medical Officer of Health, Health Canada, Transport Canada, the Ontario Ministry of Labour, Training and Skills Development, World Health Organization and the Centers for Disease Control and Prevention (CDC).

This document will help operators comply with the expectations of the Ministry of Labour, Training and Skills Development while helping to identify risks associated with various aspects of resource-based tourism businesses and implementing strategies and modifying services to prevent the spread of COVID-19.

DISCLAIMER: *This document was created using information and resources from the Government of Canada, Health Canada, Transport Canada, Government of Ontario, Public Health Ontario, World Health Organization, and the Centers for Disease Control and Prevention. Information is subject to change as these organizations learn more about COVID-19 and put forward new recommendations.*

2.0

ABOUT COVID-19

Similarly to the flu, the virus spreads from person-to-person via respiratory droplets, most frequently through close contact. Symptoms of COVID-19 include fever, cough, difficulty breathing, pressure and discomfort in the chest, muscle aches, fatigue, sore throat, runny nose, and headaches. COVID-19 symptoms may take up to 14 days to appear after exposure to the virus. High risk populations for severe illness include older adults, people with weakened immune systems and those with chronic medical conditions. If anyone exhibits COVID-19 symptoms, they should stay home and contact their local public health unit and await further instruction.

Evidence suggests that the coronavirus may remain viable for hours or days on surfaces depending on several factors such as surface type, relative temperature or humidity of the environment. The virus has been detectable up to four hours on copper, 24 hours on cardboard, and up to three days on plastic and stainless steel. The good news is that the virus is easily inactivated by disinfectants which are commonly used in the household.

SYMPTOMS INCLUDE:

- ✓ FEVER
- ✓ COUGH
- ✓ DIFFICULTY BREATHING
- ✓ RUNNY NOSE
- ✓ MUSCLE ACHES
- ✓ FATIGUE
- ✓ SORE THROAT
- ✓ PRESSURE & DISCOMFORT IN CHEST

3.0 CLEANING

In general, operators should routinely clean frequently touched surfaces such as tables, countertops, doorknobs, light switches, handles, remotes, desks, toilets, faucets, and sinks with household cleaners and disinfectants that are appropriate for the surface. Operators should ensure that the staff's WHIMIS training is up-to-date and do a review with staff if required. Read and follow the label instructions for safe and effective use of the cleaning products. Always wear disposable gloves and other appropriate personal protective equipment (PPE) such as masks, aprons and safety glasses when cleaning. If you are using reusable gloves, ID them and dedicate them for cleaning/disinfection of surfaces for COVID-19. Do not use these gloves for any other purposes. Wash hands after removing gloves.

- To view the Government of Ontario's poster on masks, [click here](#).
- To view the CDC's poster on how to properly remove gloves, [click here](#).

3.1 CLEANING RECOMMENDATIONS

- Health Canada recommends wet cleaning (damp paper towels, microfiber cloths, and mops).
- Wash cloths/mops between each use.
- Avoid dusting/sweeping surfaces to avoid airborne droplets containing the virus.
- Only use clean rags and mops with a disinfectant solution prepared in a clean container
- Wash/clean buckets between uses – do not leave residual solution in the bucket.
- Remove all visible debris using soap and water then clean surfaces with disinfecting agents.
- Start with cleaner areas and move to dirtier ones near the end.
- Follow the instructions on disinfectant labels (solution concentrations, contact time, etc.)
- Increase air circulation (windows, HEPA filtration system).
- Launder items using hot water – allow items to dry completely.
- Use garbage/recycling containers without lids or pedals to prevent hands from touching the containers – ensure the containers are lined with bags.
- Immediately remove work clothes and laundry using hot water. Allow clothes to dry completely.



The virus has been detectable up to **4 hours** on copper, **24 hours** on cardboard, and up to **3 days** on plastic and stainless steel.

3.2 CLEANING PRODUCT RECOMMENDATIONS:

Health Canada has put together a [table of COVID-19 approved disinfectants](#). These authorized disinfectants can be effectively used against COVID-19 when used according to the label directions and allow for adequate contact time. Many individuals have the tendency to 'spray and wipe' clean when the reality is that many products require to be left for a few minutes for the chemicals to effectively clean the surface. To find out which disinfectant meets Health Canada's requirements for COVID-19.

1. Locate the Drug Identification Number (DIN) on the disinfectant product label
2. Look for that number on the Disinfectants for Use Against [SARS-CoV-2 \(COVID-19\)](#) list by typing in the DIN into the search/filter box.

Multi-surface cleaners: Follow the instructions on the cleaning product label. Based on instructions, either use the full-strength or diluted solution according to product recommendations. Apply to the surface until thoroughly wet. Leave on the surface for the designated contact time required for disinfection indicated on back of the label. Wipe with a clean cloth, sponge, or mop.

Bleach solution (5%): Use 5mL of bleach per 250mL of water. Leave on the surface for a minimum of 10 minutes. Allow to air dry. Never mix bleach with any other cleaner or ammonia. Ensure bleach is suitable for the surface prior to use.

Disinfectant wipe and hand sanitizer: For surfaces, pre-clean surface then use a 60% alcohol-based wipe to thoroughly wet the surface. Allow the surface to remain wet for 10 seconds and allow to air dry. Ensure hand sanitizer has a minimum 60% alcohol base. Rub hands until dry.

3.3 COMMON CLEANERS APPROVED BY HEALTH CANADA:



- ✓ 3M Surface Disinfectant
- ✓ Bleach
- ✓ Comet Bathroom Cleaner
- ✓ Clorox Cleaners
- ✓ Fantastik Cleaner
- ✓ Hydrogen Peroxide
- ✓ Lysol Cleaners
- ✓ Maquat
- ✓ Purell
- ✓ Scrubbing Bubbles Disinfectant Cleaners
- ✓ Simple Green D Pro 3 Plus
- ✓ Spray Nine

You can purchase various cleaning products listed above through stores such as Home Hardware, Canadian Tire, Home Depot, Walmart, etc. The Government of Ontario has launched a [PPE suppliers directory](#) which you can use to find equipment and cleaning product suppliers.

3.4 HARD SURFACES:

- Clean surfaces using detergent or soap and water prior to disinfection.
- For disinfection of hard surfaces, diluted household bleach solutions or alcohol solutions with at least 60% alcohol are effective. Never mix bleach with ammonia or any other cleaner. Ensure bleach is suitable for the surface prior to use.

3.5 SOFT, POROUS SURFACES (rugs, carpeted floor, mattresses, pillows drapes):

- Clean with appropriate cleaners for those fabrics
- Use mattress, pillow, and couch covers if possible.
- Launder washable items (covers, rugs - if possible) using the warmest water setting appropriate for the items and dry items completely.

3.6 CLOTHING, TOWELS, LINENS, AND OTHER LAUNDRY:

- Wear disposable gloves when handling laundry. If reusable gloves are used, ensure they are not used for any other household purpose. Clean hands immediately after gloves are removed.
- Do not shake the laundry; this will minimize the possibility of dispersing the virus through air.
- Launder items using the warmest water setting appropriate for the items and dry completely.
- Clean and disinfect laundry hampers according to the surface cleaning recommendations above.
- When possible, use a disposable bag or a bag that can be laundered to line hampers.

3.7 ELECTRONICS (telephones, computers, tablets, remote controls, etc.):

- Use alcohol-based wipes or sprays containing at least 60% alcohol.

3.8 VEHICLES, AIRCRAFT, ATVS, BOATS:

- Clean before and after use.
- Follow surface guidelines as stated above.
- Ensure you regularly clean steering wheels, arm rests, seats, safety handles.
- Display a sign stating that the vehicle was disinfected.
- Have hand sanitizer and disinfectant wipes in vehicles.



4.0

GUIDANCE FOR BUSINESSES & EMPLOYEES

In these unprecedented times, it is important that everyone continues to practice social distancing (2m or 6ft apart), ensure the continued availability of all equipment necessary for hygiene practices (tissues, soap and water, hand sanitizer, disinfecting wipes, etc.), and to display health measures to be taken inside all frequented areas. Always clean/disinfect all work areas and other frequented areas daily and increase cleaning/disinfecting frequency as required. Always verify Transport Canada's recommendations for various methods of transportation to ensure compliance.

Businesses should identify and communicate their objectives which may include **(1)** reducing transmission among staff, **(2)** protecting people who are at higher risk for adverse health complications, **(3)** maintaining business operations, and **(4)** minimizing adverse effects on services.

Here are some additional items to consider implementing in the workplace:

- 1. Actively** encourage all employees or guests who feel unwell to stay home.
- 2. Prepare** for possible increased numbers of employee absences due to illness in employees and their family members, dismissals of childhood programs, school closures, etc.
- 3. Ensure** your sick leave policies are flexible and consistent with public health guidance.
- 4. Do not** require a doctor's note for employees who are sick with an acute respiratory illness.
- 5. Encourage** proper hygiene by placing posters to encourage staying home when sick, proper cough and sneeze etiquette, hand hygiene, etc. in areas where they are likely to be seen.
- 6. Ensure** adequate supply of tissues, paper towel, toilet paper, hand sanitizer, soap and water, and non-touch garbage and recycling containers are provided throughout the establishment.
- 7. Ensure** personal protective equipment (PPE) is available to employees (gloves, face masks, safety glasses).
- 8. Routine** clean frequently touched surfaces such as workstations, countertops, tables, doorknobs, toilets, sinks, handles, remotes, light switches, etc.
- 9. Employers** are encouraged to cross-train employees to perform essential functions so that the workplace can operate even if key staff members are absent.
- 10. Close** common areas where people have frequent contact with each other and shared objects.
- 11. Establish** a procedure to communicate information to employees and guests on your enhanced health and safety protocols and the latest COVID-19 information.
- 12. Retain** records of your customers. This will help authorities trace people who may have been exposed to COVID-19.
- 13. If an employee** or guests begins to show symptoms of an acute respiratory illness, isolate them and contact your local healthcare provider or the local public health unit and give them details of their recent travel and symptoms and await further instruction.

For additional recommendations, please view NOTO's infographics (Appendix 1-A, 1-B).
View Appendix 2 for an example of a "Working During a Pandemic" employee policy.

- To view the Government of Canada's recommendations in the workplace poster, [click here.](#)
- To view the Government of Ontario's poster on masks, [click here.](#)
- To view the CDC's poster on how to properly remove gloves, [click here.](#)

4.1 IF SOMEONE IN THE WORKPLACE GETS SICK:

If any employee or guest begins to feel ill or exhibits symptoms of COVID-19, they must self-isolate in their cabin or designated isolation area and advise the camp operator of their symptoms immediately. The camp operator will contact the local public health unit and advise them of the symptoms and await further instruction.

The Ministry of Labour, Training and Skills Development has reporting requirements for this situation. If an employer is advised that a worker or guest has tested positive due to exposure at the workplace, or that a claim has been filed with the Workplace Safety and Insurance Board (WSIB), the employers must notify the Ministry of Labour in writing within four days and the workplace health and safety committee or health and safety representative.

5.0 HYGIENE PRACTICES FOR EMPLOYEES & GUESTS ALIKE

Hygiene best-practices are our best defence against COVID-19. It is recommended that businesses place hygiene best practices signage in all frequented areas such as washrooms, cabins, and other common spaces as restrictions ease.

- Wash hands regularly with soap and water for a minimum of 20 seconds. If not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol.
- Avoiding touching eyes, nose, or mouth.
- Always clean your hands after blowing your nose, coughing, or sneezing, and after using the restroom.
- Wash your hands and clean tables and counterspace prior to eating or preparing food.
- Cough and sneeze into a tissue or the sleeve in your elbow crease.
- Place sanitizers, disinfectant wipes and tissues in prominent places around you to encourage regular cleaning.
- Avoid touching other people, including handshakes and hugs.
- Stay home if you are sick.
- Wear a mask in areas where social distancing requirements can not be met.

- To view Health Canada's signage of hygiene best-practices, [click here.](#)
- For Health Canada's signage on how to properly wash your hands, [click here.](#)
- To view the Government of Ontario's poster on masks, [click here.](#)
- To view the CDC's poster on how to properly remove gloves, [click here.](#)

6.0

GUEST COMMUNICATIONS

During these unprecedented times, regular communication with your guests is vitally important. Businesses should develop standard communications that they can share with their guests prior to and during their stay.

A week prior to the guest's arrival, operators should send their guests a questionnaire asking them about their recent travel history and if they've been exposed to, or exhibiting any symptoms of COVID-19. Operators should have their guests sign and submit these documents electronically before their arrival. If any guest answers "yes" to the questions surrounding their exposure to or symptoms of COVID-19, operators should immediately contact the guest to postpone the trip to a future date. Operators should consider creating a COVID-19 waiver to be signed by the client. Depending on your insurance policies, this may help your business in case anyone falls ill on your premises.

Upon arrival, operators should provide an orientation message welcoming guests to their facilities. This welcome message should include information on the enhanced health and safety measures taken by the business to ensure the well-being of guests and employees. Additional stipulations should be added to the code of conduct signed by guests which will advise them of any emergency orders that may impact the services available at your establishment as well as hygiene best practices, gathering restrictions and social distancing requirements that are expected to be upheld by clients. The code of conduct should also advise guests of the steps that ought to be taken if they begin exhibiting symptoms of COVID-19. Ideally, these messages should be available on your business website, included in your pre-trip communications and readily available on the premises. If possible, have guests complete and sign all necessary documentation electronically prior to their trip to avoid the use of shared pens in the establishment.

➤ [View Appendix 3-A and 3-B](#) for an example of a questionnaire and code of conduct.



7.0 GUEST & EMPLOYEE TRANSPORTATION

The vast majority of transportation methods and health and safety recommendations are regulated through Transport Canada. Operators are encouraged to regularly visit Transport Canada's website to remain up-to-date with regulation changes as a result of COVID-19. Operators are encouraged to share Transport Canada's guidelines with their guests.

Regardless of the method of transportation, consider screening all employees and guests prior to transportation. This can easily be done through a simple questionnaire asking about travel history, symptoms, and if they've been in contact with, or been identified as a close contact of someone with COVID-19 ([view Appendix 3-A](#)). For guests, this could mean sending a questionnaire a few days prior to their vacation.



7.1 BY AIR

- Clean/disinfect aircraft including frequently touched surfaces such as door handles, armrests, seats and others after each transport.
 - Have hand sanitizer and disinfecting wipes on board.
 - Ensure you install a disinfection or hand washing station near the boarding area.
 - As per Transport Canada's COVID-19 response, all passengers and staff are to wear face masks while on board the aircraft.
 - Ensure social distancing to the best of your abilities.
 - When handling guest's luggage and equipment, ensure staff wear gloves, masks, and other appropriate PPE.
 - If you are using an air service, contact them to validate the instructions that will be provided to your guests.
- To view Transport Canada's poster on air transportation requirements, [click here.](#)

7.2 BY BOAT

- Clean/disinfect the boat, including frequently touched areas such as benches, rails, and outboard motors between each transport.
 - Have hand sanitizer and disinfectant on board.
 - Encourage the use of masks during transport.
 - Ensure social distancing to the best of your capabilities.
 - When handling guest's luggage and equipment, ensure staff wear gloves, masks, and other appropriate PPE.
- To view Transport Canada's signage regarding social distancing on boats, [click here.](#)

7.3 BY VEHICLE

- Clean/disinfect vehicle, including frequently touched areas such as keys, steering wheel, shift lever and console, window buttons or levers, turn signal and wiper stalk, door handles, armrest and seats between each transport.
 - Avoid having customers travel in the same vehicle as employees. If you are travelling in the same vehicle, have guests sit in the back seat and encourage the use of masks.
 - Have hand sanitizer and disinfectant on board.
 - When handling guest's luggage and equipment, ensure staff wear gloves, masks, and other appropriate PPE.
- To view Transport Canada's poster on wearing masks in motorized transport, [click here.](#)

7.4 BY TRAIN

Trains are strictly regulated by Transport Canada. Operators should remain up-to-date with regulations and health and safety recommendations of Transport Canada and to share relevant information to their guests.

- To view Transport Canada's poster on COVID-19 rail travel regulations, [click here.](#)

The following sections will provide operators with guidelines surrounding all the different aspects of their businesses such as check-in, accommodations, common areas, and services. Operators are encouraged to move to touchless dispensers for soap, paper towel, and touchless sinks. If necessary, return to using disposable soaps/shampoos in rooms for the time being. If possible, consider installing a HEPA air filtration system. These guidelines are subject to change as new recommendations from health officials come and more information on COVID-19 becomes available.

8.0 CHECK-IN

8.1 ENTRANCE DOORS

Install a disinfection or hand washing station near the entrance. For houseboats, ensure you provide hand sanitizer on board. For outposts, ensure hand sanitizer is provided in the accommodation unit. Increase the frequency of cleaning/disinfection of door handles and frames.

8.2 CHECK-IN AREA

If you have a large check-in area, place social distancing markers on the floor to ensure spacing of 2m (or 6ft) between guests. If social distancing can not be met, consider the following option: only allow one customer at a time, and one representative per family/group. Post hygiene best practices signs in the area. Clean/disinfect the check-in desk between guests. You may also consider the installation of plexiglass or a type of plastic shield to protect your employees.

➤ To view Health Canada's signage on hygiene best-practices, [click here](#).

8.3 PAYMENT TERMINAL

Encourage your guests to pay for their vacation in full online or over the phone. If necessary, encourage the use of tap or e-transfers and avoid taking cash. Other preventative methods include using disinfectant wipes to clean the machine between use, offering disposable popsicle sticks or cotton swabs to press the buttons on the terminal, or using a plastic cover on the terminal which can easily be wiped down or disposed of between uses. Clean/disinfect the pay station after each use. Ensure staff wash their hands or use an alcohol-based hand sanitizer after handling cash or cheques.

8.4 COMPUTER, CASH REGISTER & EMPLOYEE OFFICE

Limit the number of employees at these stations. Clean/disinfect work areas daily and/or at shift changes.

8.5 REUSABLE GUEST ITEMS & LUGGAGE

Clean/disinfect all items touched by guests upon end of use or departure (i.e. keys, rental equipment, deep clean of accommodations, etc.). Ensure staff wear gloves, masks and other appropriate PPE while handling guest's luggage and equipment.

- To view the Government of Ontario's poster on masks, [click here.](#)
- To view the CDC's poster on how to properly remove gloves, [click here.](#)

8.6 PUBLIC WASHROOMS

Promote quick access to the accommodation unit and consider closing public washrooms. In the case that these washrooms must remain open, increase the frequency of cleaning/disinfection of washrooms. Post a cleaning schedule in the washroom and have staff sign when cleaning has been completed. Ensure the continued availability of all equipment necessary for hygiene measures (soap, water, hand sanitizer, paper towel, tissues, and toilet paper). Post signage of hygiene best-practices in public washrooms. Clean/disinfect all frequently touched surfaces (light switches, door knobs, stall locks, toilet handles, sinks, etc.). For outhouses, ensure an adequate supply of hand sanitizer and toilet paper is available. Disinfect door knobs and toilet seat.

- To view Health Canada's signage of hygiene best-practices, [click here.](#)
- For Health Canada's signage on how to properly wash your hands, [click here.](#)

8.7 GIFT SHOPS & DISPLAYS

Have a hand sanitizer station near the gift shop entrance. You may also provide gloves to customers while they're in the store. Place social distancing markers on the floor to ensure spacing of 2m (or 6ft) between guests. Other options include limiting the number of customers at any one time and only allowing one representative per family/group. Consider removing unnecessary displays or placing some frequently touched items behind the desk. Clean/disinfect the store daily and increase frequency as needed.



9.0 ACCOMMODATIONS

In general, ensure accommodations have an adequate supply of water, soap, hand sanitizer, tissue, paper towels, toilet paper and other products required for hygiene. If cabins have a kitchen, ensure cleaning supplies are provided for these areas as well. Include a letter in all accommodation units stating that it's been clean and additional health and safety procedures you have implemented. This will help guests feel more comfortable. It is recommended that you place signage of hygiene best practices in washrooms and social distancing reminders near exit doors.

9.1 HOUSEKEEPING STAFF

Provide personal protective equipment to staff (gloves, masks, safety glasses). Provide staff with a list of tasks and cleaning instructions to be taken inside the accommodation units (bedrooms, common areas, entrances, washrooms). Ensure staff have an adequate supply of all equipment necessary for health measures (PPE, hygiene products, cleaners and disinfectants, laundry detergent, etc.). Avoid having housekeeping staff in the accommodations during the stay of the guests. Perform a deep clean and disinfect the accommodation unit upon guest's departure and leave a cleaning confirmation note in the accommodation units for new guests.

- To view the Government of Ontario's poster on masks, [click here](#).
- To view the CDC's poster on how to properly remove gloves, [click here](#).

9.2 ENTRANCE DOORS

Increase the frequency of cleaning/disinfection of door handles and frames.

9.3 KITCHEN/BBQ (if applicable):

Clean/disinfect refrigerator door, stove, BBQ and all appliance handles and cupboard handles. Also, clean/disinfect counters, tables and chairs. Ensure that all dishware (plates, bowls, cups, pots, pans, etc.) and cutlery are clean. Post a sign in the kitchen that indicates that the dishes have been cleaned but guests may want to clean dishes before use. Another option is to have two sets of dishware and cutlery per cabin to allow for time to ensure disinfection between use. This would mean the dishware and cutlery sets would be changed upon guests' departure.

- [View Appendix 4](#) for an example of kitchen signage.

9.4 ROOMS

If possible, install washable covers on all mattresses and pillows. Remove all non-washable pillows from the room. If possible, cover fabric furniture (couches) with a couch cover or washable blanket. Remove other non-essential items from the room (books, magazines, cards, board games).

Perform a deep clean/disinfection of room spaces upon guest departure. Ensure to clean/disinfect all frequently touched surfaces (window and door handles, night stands, tables, light switches) in addition to standard cleaning. If mattresses, pillows and couches were covered, launder covers using hot water and allow items to dry completely. Spray all porous surfaces (sofas, couches, carpets, curtains) with appropriate cleaner, regardless if they were covered. Launder linens following the same laundry instructions listed above.

9.5 WASHROOMS

Ensure the continued availability of all equipment necessary for hygiene measures (soap, water, hand sanitizer, paper towel, tissues, and toilet paper). Post signage of hygiene best-practices. Clean/disinfect all frequently touched surfaces (light switches, door knobs, toilet and toilet handles, sink, shower curtain, etc.). If towels and face cloths are provided, launder items with hot water and allow items to dry completely.

For outhouses, ensure an adequate supply of hand sanitizer and toilet paper is available. Disinfect door handles and toilet seat.

- To view Health Canada's signage of hygiene best-practices, [click here.](#)
- For Health Canada's signage on how to properly wash your hands, [click here.](#)

9.6 HOUSEBOATS

Ensure the houseboat has an adequate supply of hand sanitizer, soap, water, cleaning products, tissue and toilet paper and other necessary hygiene products. Post personal hygiene measures to be adopted. If possible, provide guests with mattress/pillow covers for their sleeping spaces. Launder covers using hot water and dry items completely. Spray/clean all sofas, benches, carpets, fabrics, curtains, etc. regardless if they were covered. Clean/disinfect all frequently touched surfaces (e.g. light switches, door knobs, door handles, toilet handles, sink, shower curtain, etc.).

As per regulations, there needs to be one lifejacket per person on board. Encourage guests to bring their own lifejackets. If necessary, provide lifejackets to guests and ensure to follow the cleaning protocols as indicated under section 11.3 - Lifejackets.

- For Health Canada's signage on how to properly wash your hands, [click here.](#)
- To view the Government of Ontario's signage to remind people to clean frequently touched surfaces, [click here.](#)
- [View Appendix 4](#) for a poster to encourage individuals to clean frequently touched surfaces.

9.7 OUTPOSTS

Ensure all outpost cabins have an adequate supply of hand sanitizer, soap, water, cleaning products, tissue paper and other necessary hygiene products. Post personal hygiene measures to be adopted. Ensure all boats that remain at the outpost camps have disinfectant and cleaners on board with a cleaning checklist/recommendations for guests to follow. Recommend guests bring their own linens and lifejackets into the outpost camps and place a washable or waterproof mattress cover on cots/beds. In the kitchen post that dishes have been washed by previous guests and recommend that they wash dishes before use.

Upon guest departure, perform a deep clean of the outpost camp. Clean/disinfect all frequently touched surfaces (e.g. light switches, door knobs, door handles, toilet handles, sink, BBQ handles, etc.). For outhouses, ensure an adequate supply of hand sanitizer and toilet paper is available. Disinfect door handles and toilet seat. Launder mattress cover using hot water and allow items to dry completely. If you are using a waterproof cover, use a disinfecting cleaner and allow cover to dry completely. Follow cleaning instructions for boats as indicated under section 11.2 - Boats. If the outpost is equipped with a kitchen, follow the kitchen cleaning instructions in section 9.3 - Kitchen/BBQ.

- To view Health Canada's signage of hygiene best-practices, [click here.](#)
- For Health Canada's signage on how to properly wash your hands, [click here.](#)
- To view the Government of Ontario's signage to remind people to clean frequently touched surfaces, [click here.](#)
- [View Appendix 4](#) for a poster to encourage individuals to clean frequently touched surfaces.

9.8 GARBAGE & RECYCLING:

Provide garbage and recycling containers for each accommodation unit. Always ensure there are plastic bags within these containers. Clean/disinfect handles and lids if applicable. Clean/disinfect the entire container upon guest departure.

9.9 LAUNDRY

Line laundry hampers using a disposable bag or a washable hamper lining. Wear disposable gloves when handling laundry. If reusable gloves are used, ensure they are not used for any other household purpose. Clean hands immediately after gloves are removed. Do not shake the laundry; this will minimize the possibility of dispersing the virus through air. Launder all items, and hamper lining if applicable, with hot water. Allow items to dry completely. Clean/disinfect the hamper regularly.

10.0

COMMON AREAS

All common areas and meeting spaces where gathering restrictions and social distancing requirements can not be met should be closed. As restrictions ease, consider removing non-essential items (books, magazines, cards, board games), cover fabric furniture with covers or a washable blanket, clean/disinfect frequently touched surfaces (window handles, tables, light switches, door handles, chairs and armrests, railings) in addition to standard cleaning. If fabric furniture is covered, launder covers using hot water and allow items to dry completely. Spray all sofas, carpets, fabrics, curtains, etc. with appropriate cleaner. Ensure staff have an adequate supply of PPE and cleaning supplies as stated in section 9.1 - Housekeeping.

10.1 ENTRANCE DOORS

Install a disinfection or hand washing station near the entrance. Increase the frequency of cleaning/disinfection of door handles and frames.

10.2 KITCHEN & FOOD HANDLING

Ensure social distancing to the best of your capabilities between kitchen staff. Staff must exercise proper personal hygiene. Have staff wear masks and gloves when working. Clean/disinfect refrigerator doors, stove, cupboard handles and BBQs (if applicable). Clean/disinfect frequently touched surfaces regularly (tables, counters) as well as items that are regularly handled by staff members in the kitchen. Clean/disinfect work areas at shift changeovers and at the end of the day.

When handling food, staff should exercise proper hygiene practices by frequently washing their hands, wearing gloves and masks, and ensuring the food is prepared in a safe manner in compliance with the Ontario Food Premises Regulation under the Ontario Health Protection and Promotion Act; this includes avoiding food contamination, keeping foods at safe temperatures, as well as proper food handling, preparation and storage.



10.3 DINING HALLS, BARS AND RESTAURANTS



As of May 28th, restaurants and bars remain **CLOSED** and must offer **TAKE-OUT** or **DELIVERY SERVICES ONLY**.

In these areas, display the hygiene measures used by staff and place signage about social distancing requirements. When possible, reduce the quantity of dishes used by guests by increasing the use of disposable containers. When emergency restrictions ease, consider scheduling a meal time for individual accommodations to ensure social distancing within the dining area. Clean/disinfect the area between each scheduled dining time.

Prioritize take-out or delivery services. This can include:

- Having one (1) individual per accommodation unit pick-up the meals
- Room service-style delivery by staff
- Eliminate buffets, potlucks and self-service stations (coffee stations, breakfast stations, etc.).
- Avoid the use of salt and pepper shakers, ketchup bottles/dispensers, etc. by guests or wipe them with a disinfecting cloth after each use.

For pick-ups, place social distancing markers on the floor to ensure spacing of 2m (or 6ft) between guests. Consider the following options:

- Limit the amount of people in the area at any one time.
- Only allow one (1) representative per accommodation unit.
- The Installation of a plexiglass at the counter to protect your employees.



10.4 POOLS & SPAS



As of May 28th, all pools, spas and fitness facilities are to remain **CLOSED**.

As restrictions ease, consider the following:

- Limit the amount of people who can use these facilities at any one time.
- Schedule pool, spa and fitness facility access times for each accommodation unit.
- Clean frequently touched areas (railings, chairs, door handles, fitness equipment).
- Encourage guests to bring their own towels. If towels are provided, have a drop-off hamper nearby and follow the instructions as listed in section 9.9 - Laundry.

10.5 PUBLIC WASHROOMS

Consider closing public washrooms. In the case that these washrooms must remain open, increase the frequency of cleaning/disinfection of washrooms. Post a cleaning schedule in the washroom and have staff sign when cleaning has been completed. Ensure the continued availability of all equipment necessary for hygiene measures (soap, water, hand sanitizer, paper towel, tissues, and toilet paper). Post signage of hygiene best-practices in public washrooms. Clean/disinfect all frequently touched surfaces (light switches, door knobs, stall locks, toilet handles, sinks, etc.). For outhouses, ensure an adequate supply of hand sanitizer and toilet paper is available. Disinfect door knobs and toilet seat.

- To view Health Canada's signage of hygiene best-practices, [click here](#).
- For Health Canada's signage on how to properly wash your hands, [click here](#).

10.6 GARBAGE & RECYCLING

Provide garbage and recycling containers in all common areas. Always ensure there are plastic bags within these containers. Clean/disinfect handles and lids if applicable. Clean/disinfect the entire container regularly.

11.0

FISHING

11.1 LICENSES

Encourage guests to use Ontario's online licensing system (www.huntandfishontario.com) to purchase their outdoors card and licenses prior to arrival.

11.2 BOATS

Clean/disinfect boats before and after use by guests. Leave a note in rental boats after disinfection. Ensure boats have cleaning/disinfection products on board. When possible, provide guests with access to a single boat which they will use for the entire duration of the stay (use boat identification). Place a sign on board or near the docking area reminding individuals of social distancing. Upon guests' departure/boat return, clean/disinfect the boat, including frequently touched areas such as benches, rails, outboard motors, in addition to standard cleaning (these cleaning instructions apply to boats at outpost camps).

👉 To view Transport Canada's signage regarding social distancing on boats, [click here.](#)

11.3 LIFEJACKETS

Operators should encourage guests to bring their own lifejackets or personal floatation devices for their trip. The Life Jacket Association has put forward cleaning recommendations for lifejackets. Remember to always consult the manufacturer's recommendations. Do not use bleach or apply direct heat to lifejackets or personal floatation devices (PFD). Ideally, allow lifejackets and PFD to dry in a warm, low humidity environment away from direct sunlight for at least 72 hours before reuse. For inflatable PFD, hand wash in warm, soapy water without submerging the inflator. Rinse PFD with clean water and allow PFD to dry. Always wear gloves when cleaning.

If you must reuse your lifejackets or PFDs within 72 hours, consider the following, however you must remember that the virus may exist for up to three days on porous surfaces:

- Spray lifejackets using a 60-90% alcohol solution.
- Avoid spraying disinfectants that are detrimental to the fabric. e.g. bleach-based cleaners.
- Do not machine launder life jackets.
- Hand-wash lifejackets with hot water. Remember, most fabrics are only certifiable up to 60 degrees Celsius.
- Allow lifejackets or PFD to dry completely.

11.4 SHORE LUNCHES

Ensure staff wear gloves and masks when preparing food. Follow food handling guidelines listed in Section 10.2 - Kitchen and Food Handling.

11.5 FISH HOUSE

Install a disinfection or hand washing station near the entrance. Display instructions and measure to be taken indoors. Place signage reminding people of social distancing requirements. Place markers on the floor to ensure spacing of 2m (or 6ft) between guests. For smaller fish houses, consider the following options:

- Limit the number of guests that can be in the area at any one time
- Only allow one representative per family/group

Clean/disinfect the fish house minimum daily, and increase frequency depending on the intensity of use.

12.0 HUNTING

12.1 LICENSES

Encourage guests to use Ontario's online licensing system (www.huntandfishontario.com) to purchase their outdoors card and licenses prior to arrival. For hunters, remind guests to print their licence summary and tags prior to arriving at camp.

12.2 BOATS

For operators who rely on boats to get their guests to their moose hunting grounds or bear management areas, and for operators with outpost camps, follow the instructions listed in section 11.2 - Boats and 11.3 - Lifejackets.

12.3 FIELD DRESSING EQUIPMENT

Ensure guests and staff have paper towels and hand sanitizer on hand. Identify regularly used equipment (i.e. saw, knives, axes, tarps, etc.) and limit the use to a certain number of individuals (one or two staff members or group members depending on services). Clean/disinfect equipment upon return.

12.4 RETRIEVING SERVICES:

Ensure guides have appropriate PPE (i.e. gloves, masks, safety glasses) when retrieving game. If hunters help to retrieve/transport game, ensure they also wear gloves and masks.

13.0

GUIDING SERVICES

13.1 IN A BOAT

Have a hand sanitizer or hand washing station near the docking area. Post social distancing reminders near the docking area or on board. Ensure the guide does not share the same equipment or cooler as guests. If the guide loads the guest's equipment onto the boat, the guide should wear gloves and a mask. Each boat should have hand sanitizer, and cleaning products on board. If social distancing can not be maintained, consider providing the guide with their own boat or the use of masks on board. For boat cleaning/disinfection, follow the instructions listed in section 11.2 - Boats.

➤ To view Transport Canada's signage regarding social distancing on boats, [click here.](#)

13.2 IN A VEHICLE

Avoid having guests travel in the same vehicle as the guide. If travelling in the same vehicle, have guests sit in the back seat and encourage the use of masks. Have disinfectant/cleaning products available in the vehicle. When handling equipment, guides should wear gloves and masks. Clean/disinfect vehicle, including frequently touched areas such as door handles, armrest and seats between each transport.

13.3 BY ATV

Provide cleaning/disinfection equipment to guests. Provide guests with one ATV which they will use for the entire duration of their stay (use licence plate or other form of identification). Remind guests of social distancing requirements. If a guide handles any of the guest's equipment, they should wear gloves and masks. Clean/disinfect ATV thoroughly upon return and leave a cleaning notice on the ATV.

13.4 BY FOOT

Remind guests of social distancing requirements. Have guests transport their own equipment. If the guide must transport any of the guest's equipment, the guide should wear gloves and masks.

- To view the Government of Ontario's poster on masks, [click here.](#)
- To view the CDC's poster on how to properly remove gloves, [click here.](#)

14.0

RENTAL EQUIPMENT



Applies to all rentals (i.e. bicycles, kayaks, ATVs, boats, paddle boards, fishing rods, etc.)

Operators are responsible for cleaning/disinfecting all rental equipment before and after use. Operators are encouraged to leave a cleaning confirmation note or sticker on all rental equipment after they've been properly disinfected. Operators are encouraged to implement a rental equipment management strategy to ensure proper disinfection between usage. For larger items such as ATVs and boats, operators are encouraged to provide guests with one boat or ATV which they will use for the entirety of their stay. This can be done using the identification number or licence plate. Encourage guests to bring their own equipment if at all possible.

15.0

CAMPING

For seasonal campgrounds and trailer parks, operators are encouraged to follow the guidelines published by Camping in Ontario. This will ensure that protocols are uniform throughout the sectors.

➤ To view this document [click here](#).

16.0

MARINAS & BOAT LAUNCHES:

For marinas and boat launches, operators are encouraged to follow the official guidelines published by Workplace Safety and Prevention Services. This will ensure that protocols are uniform throughout the sectors.

➤ To view this document [click here](#).



APPENDICES

APPENDIX 1-A

Infographic on COVID-19 and Preventative Measures

APPENDIX 1-B

Guidance for Businesses and Employees Infographic

APPENDIX 2

Working During a Pandemic Policy (Example)

APPENDIX 3-A

Screening Questionnaire (Example)

APPENDIX 3-B

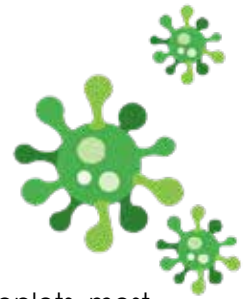
COVID-19 Guest Code of Conduct (Example)

APPENDIX 4

Poster to Encourage Individuals to Clean Frequently Touched Surfaces & Dishes

CORONAVIRUS (COVID-19)

What You Need To Know



About COVID-19:

- The virus originated in animals but mutated to spread in humans.
- Similarly to the flu, the virus spreads from person-to-person via respiratory droplets, most frequently through close contact.
- Evidence suggests that the coronavirus may remain viable for hours on surfaces.
- High risk populations for severe illness include older adults, people with weakened immune systems and those with chronic medical conditions.
- Symptoms include fever, cough, difficulty breathing, pressure and discomfort in the chest.
- Symptoms may take up to 14 days to appear after exposure to the virus.

Hygiene and Preventative Measures:

- ✓ Wash hands regularly with soap and water for a minimum of 20 seconds. If not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol.
- ✓ Avoiding touching eyes, nose, or mouth.
- ✓ Always clean your hands after blowing your nose, coughing, or sneezing, and after using the restroom.
- ✓ Wash your hands and clean tables and counterspace prior to eating or preparing food.
- ✓ Cough and sneeze into a tissue or the sleeve in your elbow crease.
- ✓ Place sanitizers, disinfectant wipes and tissues in prominent places around you to encourage regular cleaning.
- ✓ Avoid touching other people, including handshakes and hugs.
- ✓ Stay home if you are sick.

Stock Up On:

- Dried goods
- Pasta sauces
- Canned soups, vegetables and beans
- Frozen foods
- Soap
- Hand sanitizer
- Facial tissue
- Toilet paper
- Paper towels
- Plastic garbage bags
- Disposable Gloves
- Dish soap
- Laundry detergent
- Bleach
- Cleaning and disinfectant products



This collection of infographics was created by NOTO using information from the [World Health Organization \(WHO\)](#), [Centers for Disease Control and Prevention \(CDC\)](#), [Government of Canada](#), and the [Government of Ontario](#). For up-to-date information on developments surrounding the coronavirus, please visit any of the sources listed above.

CORONAVIRUS (COVID-19)

Recommendations for Cleaning and Disinfection

General Tips:

- Routinely clean frequently touched surfaces (tables, countertops, doorknobs, light switches, handles, remotes, desks, toilets, faucets, sinks) with household cleaners and disinfectants that are appropriate for the surface. *Ensure you follow label instructions for safe and effective use of cleaning products.*
- Wear disposable gloves while cleaning and disinfecting.

For Surfaces:

- ✓ Clean surfaces using detergent or soap and water prior to disinfection.
- ✓ For disinfection of hard surfaces, diluted household bleach solutions or alcohol solutions with at least 70% alcohol should be effective. *Never mix bleach with ammonia or any other cleaner. Ensure bleach is suitable for the surface prior to use.*
- ✓ For soft, porous surfaces such as rugs, carpeted floor, and drapes, clean with appropriate cleaners for those fabrics (Bissel, Rug Doctor, Lysol, etc.). If possible, launder items using the warmest water setting appropriate for the items and dry items completely.

Clothing, Towels, Linens, and Other Laundry:

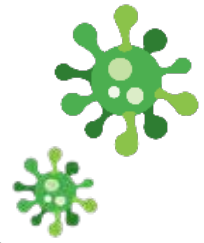
- ✓ Wear disposable gloves when handling laundry. If reusable gloves are used, ensure they are not used for any other household purpose. Clean hands immediately after gloves are removed.
- ✓ Do not shake the laundry; this will minimize the possibility of dispersing the virus through air.
- ✓ Launder items using the warmest water setting appropriate for the items and dry completely.
- ✓ Clean and disinfect laundry hampers according to the surface cleaning recommendations above.
- ✓ When possible, use a disposable bag or a bag that can be laundered to line hampers.



This collection of infographics was created by NOTO using information from the [World Health Organization \(WHO\)](#), [Centers for Disease Control and Prevention \(CDC\)](#), [Government of Canada](#), and the [Government of Ontario](#). For up-to-date information on developments surrounding the coronavirus, please visit any of the sources listed above.

CORONAVIRUS (COVID-19)

Guidance for Businesses and Employees



Businesses should identify and communicate their objectives which may include (1) reducing transmission among staff, (2) protecting people who are at higher risk for adverse health complications, (3) maintaining business operations, and (4) minimizing adverse effects on services.

Actively encourage sick employees or clients to stay home.

- Any employee who arrives to work with symptoms of a respiratory illness should immediately be sent home.
- Employees and clients who have symptoms of acute respiratory illness are recommended to stay home until they are fever and symptom free for at least 24 hours without the use of medicine.

Prepare for possible increased numbers of employee absences due to illness in employees and their family members, dismissals of childhood programs, school closures, etc.

- Employers should plan to monitor and respond to absenteeism at the workplace. Implement plans to ensure that your essential business functions will continue regardless of higher numbers in absences.

Ensure your sick leave policies are flexible and consistent with public health guidance.

- Talk with your employees about the importance of staying home when sick and encourage them to help you develop a non-punitive leave policy.
- Employers should maintain flexible policies that permit employees to stay home to care for sick family member or children. Employees should make their supervisors aware of this scenario.

Do not require a doctor's note for employees who are sick with an acute respiratory illness.

- Due to this outbreak, medical facilities may be extremely busy and not able to provide this documentation in a timely matter.

Encourage proper hygiene.

- Place posters to encourage staying home when sick, proper cough and sneeze etiquette, hand hygiene, etc. in areas where they are likely to be seen.
- Provide tissues and non-touch disposal receptacles.
- Ensure hand sanitizer, soap, and tissues are in adequate supply.
- Place hand sanitizer in multiple locations or main rooms to encourage hand hygiene.
- Ensure personal protective equipment (PPE) is available to employees (including face masks).

Routine clean frequently touched surfaces such as workstations, countertops, tables, doorknobs, toilets, sinks, handles, remotes, light switches, etc.

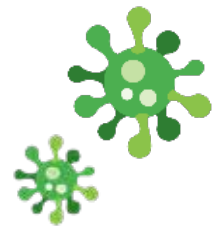
- Wipe surfaces with water and soap prior to disinfecting.
- Provide disposable wipes so that commonly used surfaces may be wiped down regularly by employees and clients before and after use.



This collection of infographics was created by NOTO using information from the [World Health Organization \(WHO\)](#), [Centers for Disease Control and Prevention \(CDC\)](#), [Government of Canada](#), and the [Government of Ontario](#). For up-to-date information on developments surrounding the coronavirus, please visit any of the sources listed above.

CORONAVIRUS (COVID-19)

Guidance for Businesses and Employees



Employers are encouraged to cross-train employees to perform essential functions so that the workplace can operate even if key staff members are absent.

Assess your essential functions and the potential impacts an infectious disease outbreak may have on your products and services.

- Be prepared to change your business practices if needed to maintain operations.
- Set up alternative suppliers, prioritize customers, or temporarily suspend some of your services if needed.
- Consider closing common areas where people have frequent contact with each other and shared objects.

Establish a procedure to communicate information to employees and business partners on your infectious disease outbreak plans and the latest COVID-19 information.

- Employees and clients may express fear, anxiety, and share misinformation. It's best that your employees and clients stay updated on the latest developments. Use sites such as the World Health Organization or the Government of Canada website.

Retain records of your customers. This will help authorities trace people who may have been exposed to COVID-19.

- If your client is coming from an area where COVID-19 is spreading rapidly, assess the risks related to their presence and consider alternate arrangements for that guest (delaying their trip, isolate them from high traffic areas, increase cleaning/disinfecting protocols, etc.)

If an employee or client begins to show symptoms of an acute respiratory illness, isolate them and contact your local healthcare provider or the local public health unit and give them details of their recent travel and symptoms.

Remember to Encourage Hygiene and Preventative Measures

- ✓ Wash hands regularly with soap and water for a minimum of 20 seconds. If not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol.
- ✓ Avoiding touching eyes, nose, or mouth.
- ✓ Always clean your hands after blowing your nose, coughing, or sneezing, and after using the restroom.
- ✓ Wash your hands and clean tables and counterspace prior to eating or preparing food.
- ✓ Cough and sneeze into a tissue or the sleeve in your elbow crease.
- ✓ Place sanitizers, disinfectant wipes and tissues in prominent places around you to encourage regular cleaning.
- ✓ Avoid touching other people, including handshakes and hugs.
- ✓ Stay home if you are sick.



This collection of infographics was created by NOTO using information from the [World Health Organization \(WHO\)](#), [Centers for Disease Control and Prevention \(CDC\)](#), [Government of Canada](#), and the [Government of Ontario](#). For up-to-date information on developments surrounding the coronavirus, please visit any of the sources listed above.

WORKING DURING A PANDEMIC

Pandemics can occur at anytime without warning. These unprecedented times call for enhanced measures to ensure the health and safety of clients as well as workers in the workplace. Employers have obligations to protect workers from hazards in the workplace as set out in the *Occupational Health and Safety Act (OHSA)* and its regulations and the directives that come from the Chief Medical Officer of Health.

While pandemic situations change rapidly, the legislation and regulations used to govern Ontario's workplaces don't. Employers must continue to comply with the *Occupational Health and Safety Act* and associated regulations, as well as public health directives issued by the Chief Medical Officer of Health. The Government may declare a State of Emergency which then enables the creation for temporary orders that employers must comply with to ensure the health and safety of their employees.

It is important that all parties in a workplace communicate their roles and responsibilities. Employers need to ensure all health and safety policies are updated and posted for all employees to see. Any employee who has a concern should raise it with their supervisor or health and safety representative. This will help ensure that the employer has taken all reasonable precautions.

PROTECTING YOURSELF AND YOUR CO-WORKERS

In this case, COVID-19 is spread through close contact. To help prevent the spread, enhance sanitation and personal hygiene practices:

- Wash your hands for 20 seconds with soap and water, or use alcohol-based hand sanitizer (70%+ alcohol).
- Sneeze and cough into your sleeve.
- Dispose of used tissues immediately and wash your hands afterwards.
- Avoid touching your eyes, nose, or mouth.
- Avoid contact with people who are sick.
- If you feel unwell, stay home.
- Disinfect frequently touched/used areas such as doorknobs, sinks, faucets, toilets, tables, remotes, light switches, handles, etc.
- Wear long sleeve shirts, long pants, gloves, masks, safety glasses and other personal protective equipment while working.
- Wear gloves when interacting with frequently touched items. Immediately remove the gloves when completed and wash your hands. Do not touch your face, phone, or any other object with your gloves on.
- Wash your work clothes immediately when you get home.
- If you begin to feel flu-like symptoms, go home and call your local public health unit for further directions.

Employers should also focus on ensuring:

- Access to soap and water or alcohol-based hand sanitizer
- Clean washroom facilities
- Sanitizing commonly touched surfaces or areas
- Avoiding the sharing of equipment (hand tools, power tools, yard maintenance equipment, etc.). If sharing is necessary, employers should ensure that there is sanitization of the equipment between use.
- Post signage on hygiene in highly traffic areas.

ENHANCED HEALTH AND SAFETY POLICIES

All employers need to post and communicate all health and safety policies to employees and contractors. Enhanced policies should cover the sanitization of sites and workspaces, how employees and contractors report illnesses, how to ensure physical distancing, and how work will be scheduled.

In order to ensure physical distancing, employers should consider:

- staggering start times, breaks, lunches
- staggering shifts (ex: extend the workday to have less people on site at any one time)
- restricting the number of people on-site and where they are assigned to work
- planning day operations through site planning to ensure physical distancing (2m +) between workers during any particular shift
- controlling site movement (ex: limiting the movement of material, limiting number of workers who can gather in one space, etc.)
- holding meetings in an outside space to enable physical distancing
- limiting unnecessary on-site contact between workers, and between workers and outside service providers, and encourage physical distancing in these areas
- placing signage on enhanced sanitization measures, hygiene practices, and physical distancing in high traffic areas

EMPLOYEE MONITORING

During a pandemic, it is important that employers track where employees have worked. If an employee tests positive, the local public health unit will ask employers to provide information on where the employee worked as well as the contact information of any other employee who may have been exposed in the workplace.

IF SOMEONE IN THE WORKPLACE GETS SICK

The Ministry of Labour, Training and Skills Development has reporting requirements for this type of situation. If an employer is advised that a worker has tested positive due to exposure at the workplace, or that a claim has been filed with the Workplace Safety and Insurance Board (WSIB), the employers must notify the Ministry of Labour in writing within four days and the workplace health and safety committee or a health and safety representative.

ACKNOWLEDGEMENT OF RECEIPT OF PANDEMIC POLICY

I, _____ acknowledge that I have received a copy of **CAMP NAME's** "Working During a Pandemic" Policy. This document outlines the goals, the policies and procedures of the business during these unprecedented times, as well as their expectations of me and my responsibilities as an employee. I further acknowledge that I have read the "Working During a Pandemic" policy and that I understand the contents set forth therein.

I acknowledge, understand and agree to comply with the policies that have been outlined.

Employee name: _____

Date: _____

Signature: _____

SCREENING QUESTIONNAIRE

Please have clients sign and submit forms prior to commencing travel.

Dear valued guest,

As a result of COVID-19, we have implemented enhanced health and safety protocols to ensure the well being of our guests and employees. If you feel unwell, have been identified as a close contact with, or have symptoms of COVID-19, please contact us to postpone your trip. Anyone displaying symptoms of COVID-19 will not be permitted to enter our premises.

Physical distancing is required at all times. Please follow all markers and instructions laid out throughout our business to ensure a minimum spacing of 2m or 6ft between individuals. Our business continues to implement recommendations from public health officials as they arise.

We encourage all guests to bring hand sanitizer and a mask. Please note, Transport Canada has made it mandatory for travellers to wear masks on planes and in commercial vehicles.

Failure to comply with physical distancing and hygiene requirements risks the closure of our facilities.

Please complete the following screening questionnaire. If you answer yes to any of these questions, please stay home, contact your local health officials and contact us to postpone your trip.

1. Have you traveled outside of Canada in the last 14 days?
2. Are you currently under mandatory quarantine as a result of recent travel or by orders of your local public health authorities?
3. Have you been identified as a close contact to an individual diagnosed with COVID-19?
4. Do you have a fever and cough?
5. Are you having difficulty breathing or feel any discomfort in your chest?

Guest Signature: _____

Print Name: _____

Date: _____

COVID-19 GUEST CODE OF CONDUCT

As of May 22nd, the following emergency orders impact our business and services:

- Wash your hands for 20 seconds with soap and water, or use alcohol-based hand sanitizer (70%+ alcohol).
- Sneeze and cough into your sleeve.
- Dispose of used tissues immediately and wash your hands afterwards.
- Avoid touching your eyes, nose, or mouth.
- Avoid contact with people who are sick.
- If you feel unwell, stay home.
- Disinfect frequently touched/used areas such as doorknobs, sinks, faucets, toilets, tables, remotes, light switches, handles, etc.



***** LIST EMERGENCY ORDERS IMPACTING SERVICES AT THE TIME *****

EXPECTATIONS

1. All guests are expected to practice personal hygiene and wash their hands frequently.
2. All guests are to comply with the gathering restrictions and social distancing requirements as set out by public health officials.
3. All guests agree to comply with the emergency orders set forward by the Province of Ontario.
4. All guests are to wear masks when travelling via plane, in company vehicles and in all areas where social distancing requirements can not be met.
5. Until emergency orders are lifted, no guests are allowed to access pools, spas, or fitness facilities.
6. Guests are to be respectful of the space of others around them.
7. Housekeeping and outpost camp guests will adhere to posted kitchen cleaning protocols during their stay.

If any guest begins to feel ill or exhibits symptoms of COVID-19, the guest must self-isolate in their cabin or designated isolated area and advise the camp operator of their symptoms immediately. The camp operator will contact the local public health unit and advise them of the symptoms and await further instruction.

I _____ acknowledge that I am to

comply with all of the items listed above during my stay at **(Business Name)**.

Date: _____

TO OUR VALUED GUESTS:

YOUR HEALTH AND SAFETY IS OF UTMOST IMPORTANT TO US.

While we have implemented enhanced health and safety protocols and have taken additional steps to ensure the well being of our guests and employees, we recommend guests take the time to disinfect **frequently touched surfaces** (door handles, fridge and oven handles, light switches) and **dishes** upon arriving at their accommodations.



Disinfect frequently touched
surfaces and dishes



Wash hands regularly and
maintain good hygiene



Social distancing
(2m / 6ft)

Remember to practice social distancing (**2 metres or 6 feet apart from other guests**), wash your hands regularly and maintain good hygiene during your stay.

If ever you have any questions, comments or concerns, do not hesitate to contact:

NAME: _____

PHONE: _____

SIGNAGE & POSTERS REFERENCED THROUGHOUT THE DOCUMENT:

Infographic on COVID-19 and Prevention/Disinfection (NOTO): <https://files.constantcontact.com/3b20163d501/b7f561af-7b43-499f-9994-ff3d460b68cd.pdf>

Guidance for Businesses and Employees Infographic (NOTO): <https://files.constantcontact.com/3b20163d501/b65da1e2-ae6a-43bc-beb0-6313bce880b4.pdf>

Clean Frequently Touched Surfaces and Dishes Poster (NOTO): <http://noto.ca/fm/COVID/NOTO%20dishes%20and%20fts%20poster.pdf>

Preventing COVID-19 in the Workplace (Government of Canada): <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/preventing-covid-19-workplace-employers-employees-essential-service-workers.html>

Hygiene Best-Practices Signage (Government of Canada): <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/help-reduce-spread-covid-19.html>

Poster on Washing Hands (Government of Canada): <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/reduce-spread-covid-19-wash-your-hands.html>

Air Travel Poster (Transport Canada): https://www.tc.gc.ca/documents/2019-2020-AA-36-POSTER_EN_V8.pdf

Social Distancing While Boating Poster (Transport Canada): https://www.tc.gc.ca/documents/2019-2020-AA-36-COVID-19_SOCIAL_DISTANCING_BOATERS_17x11_EN_V05_ACC.PDF

Bus/Passenger Vehicle Poster (Transport Canada): https://www.tc.gc.ca/documents/2019-2020-AA-36-COVID-19_10_BUS_MASKS_17X11_EN.PDF

Signage of COVID-19 Regulations for Train Travel (Transport Canada): https://www.tc.gc.ca/documents/2019-2020-AA-36-COVID-19_05_17x11_TRAVEL_BY_TRAIN_EN_R3_ACC_157155795.pdf

Reminder to Clean Frequently Touched Surfaces (Government of Ontario): <https://www.ontario.ca/page/resources-prevent-covid-19-workplace>

How to Properly Wear Masks (Government of Ontario): <https://files.ontario.ca/moh-coronavirus-face-coverings-en-2020-05-20.pdf>

How to Properly Remove Gloves (CDC): <https://www.cdc.gov/vhf/ebola/pdf/poster-how-to-remove-gloves.pdf>

Marina's and Boat Launch Protocols (WSPS): <https://www.wspss.ca/WSPS/media/Site/Resources/Downloads/covid-19-marinas-health-and-safety-guidance.pdf?ext=.pdf>

SOURCES:

Government of Ontario - COVID-19: Stop the Spread (2020): <https://www.ontario.ca/page/covid-19-stop-spread>

Government of Canada - Coronavirus Disease (COVID-19) (2020): <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

World Health Organization - Coronavirus Disease (COVID-19) Pandemic(2019): <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/>

Centers for Disease Control and Prevention (CDC) - Cleaning and Disinfection for Households (2020): <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cleaning-disinfection.html>

Government of Canada (Health Canada) - Hard-surface disinfectants and hand sanitizers (COVID-19): List of disinfectants with evidence for use against COVID-19 (2020): <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html#tbl1>

Environmental Protection Agency (Government of the USA) - Disinfectants for Use Against SARS-CoV-2 (2020): <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

Public Health Ontario - COVID-19 Public Resources (2020): <https://www.publichealthontario.ca/en/diseases-and-conditions/infectious-diseases/respiratory-diseases/novel-coronavirus/public-resources>

Transport Canada - COVID-19 measures, updates, and guidance issued by Transport Canada (2020): <https://www.tc.gc.ca/en/initiatives/covid-19-measures-updates-guidance-tc.html>

Government of Ontario (Ministry of Health and Long-Term Care) - Food Safety: A Guide for Ontario's Food Handlers (2018): http://www.health.gov.on.ca/en/pro/programs/publichealth/enviro/docs/training_manual.pdf

Life Jacket Association - COVID-19 Virus: Cleaning & Storing Your Life Jackets (2020): <https://www.lifejacketassociation.org/life-jackets/covid-19-virus-cleaning-storing-your-pfd/>

Workplace Safety and Prevention Services – COVID-19 Hub (2020): <https://covid19.wsps.ca/>



386 Algonquin Avenue, North Bay, ON P1B 4W3 • T 705.472.5552 • F 705.472.0621 • info@noto.net