

Business name RISE: Resource Centre for Independent Living	Plan name COVID-19 Workplace Safety Plan	Contact name Tammy Gould, Executive Director	Contact email address tgould@risercil.ca
Plan created on March 03, 2022	Plan updated on N/A	Contact phone number 705-746-6996	

COVID-19 Safety Plan

Important Notes

- » This safety plan has been developed using the workplace safety plan builder, available at Ontario.ca/COVIDSafety. The safety plan builder has been designed to help all businesses establish best practices to help keep their workers and customers/clients safe from COVID-19 and other risks in the workplace.

Those responsible for this business/organization acknowledge that they must:

- take every precaution reasonable in the circumstances for the protection of a worker
- follow all relevant requirements set out in:
 - [The Reopening Ontario \(A Flexible Response to COVID-19\) Act, 2020](#) (ROA), including all requirements listed in [O.Reg. 364/20](#)
 - Directives from the Chief Medical Officer of Health
 - Local public health orders
 - [The Occupational Health and Safety Act](#) (OHSA)
 - The [Employment Standards Act](#) (ESA)
 - Any other relevant legislation
- stay up to date on legal requirements as the situation evolves

Communication and training

- » Posters for workers and visitors have been put up around the workplace

- ✓ Physical distance
- ✓ Screening and self-assessment
- ✓ Break safety protocols
- ✓ hand-sanitizing stations
- ✓ Capacity limits
- ✓ Wearing masks
- ✓ Hand hygiene

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Communication and training - Continued

- » Information on changes to our plan or safety measures is provided to workers
 - ✓ By email
 - ✓ Individually in person by supervisors
 - ✓ Through in person physically distanced meetings (held outdoors if possible)
- » Information on our health and safety measures will be shared with customers/clients/visitors
 - ✓ By workers when entering the building/facility
 - ✓ On our website
 - ✓ by workers when performing work duties in client's homes (home visits)
 - ✓ On posters at entrances
 - ✓ Through social media
- » All workers have been instructed on our COVID-19 health and safety measures
- » We support our workers with information to help them stay safe outside the workplace as well (e.g., while commuting, on days off)

Plan evaluation and worker engagement

- » This safety plan is reviewed
 - ✓ Weekly
- » When we add new safety measures, we check that they do not create any new hazards or that measures can be put in place to control new hazards
- » We are maintaining a record of actionable feedback related to this plan, and the steps taken to address any issues
- » We collaborate with our workers on solutions to any health and safety issues

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Worker screening

- » All workers are actively screened before starting each shift
 - ✓ Having workers use the [online worker screen tool](#) and email their result to tgould@risercil.ca
 - ✓ Asking workers the screening questions upon arrival at work verbally
 - ✓ Asking workers the screening questions upon arrival at work on paper
 - ✓ Having workers use our custom app/screening tool (which asks all questions required by the Ministry of Health)
- » Workers are screened using rapid antigen testing/at home self-testing biweekly
- » Screening is done before the worker comes to the workplace or outdoors at the workplace whenever possible
- » Workers who are working offsite are actively screened using our screening procedure and must follow any screening and control measures at all work locations
- » Workers are instructed to stay home if they are sick or have any COVID-19 related symptoms
- » - Unvaccinated workers must use the rapid antigen testing/at-home self-testing (3 times per week - Mon, Wed & Fri)- Fully vaccinated workers do not have to use the rapid antigen testing unless they have symptoms for which they must self-isolate for 5 days, and only afterwards can they return to work upon having a negative test.

Visitor screening and instruction

- » Customers/clients are actively screened before entering the workplace
 - ✓ Prompting visitors use the [online patron screen tool](#) and show their results before entering the building/facility
 - ✓ Asking visitors the screening questions upon arrival
 - ✓ Having visitors use our custom app/screening tool (which asks all questions required by the Ministry of Health)

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Visitor screening and instruction - Continued

- » Visiting workers are actively screened
 - ✓ Having visiting workers use the [online worker screen tool](#) and email their result to tgould@risercil.ca
 - ✓ Asking the screening questions upon arrival
 - ✓ Having visiting workers use our custom app/screening tool (which asks all questions required by the Ministry of Health)
- » Visitors are given instructions on posters at all entrances to stay out of the workplace unless they pass the self-screening questions
- » Specific guidance is given to vendors and delivery drivers
 - ✓ Wear a mask
 - ✓ Use hand sanitizer before entering the workplace
 - ✓ Maintain a physical distance of at least two metres from all staff and customers whenever possible
 - ✓ Answer the screening questions upon arrival

Limiting interactions

- » All workers who can are performing their work remotely
- » An area has been designated for contactless pick-up of orders
- » Start times, breaks and lunches have been staggered to limit in-person interaction
- » Workers have been assigned to their own dedicated work areas
- » Contactless payment is encouraged whenever possible
- » The same workers are scheduled to work together for all shifts (placed in cohorts)
- » Extra space has been opened for workers to use for breaks and meals to limit the number of people in these spaces

Crowd control

- » Visitors require an appointment/reservation during peak times to minimize lines and control flow

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Crowd control - Continued

- » A worker is designated at the entrance to monitor the number of customers entering and leaving, and control/stagger customer entry to prevent crowding
- » Once the capacity limit is reached, one customer will be permitted in for every customer that leaves
- » We have rearranged our facility to allow for more space between people
- » Whenever possible we have more payment points open to limit the number of people in lines
- » We stagger arrivals, departures and breaks to reduce crowding at entrances and exits and in common areas
- » The facility will have a maximum customer/client capacity of 10
- » The customer/client capacity limits are posted at the public entrance(s)
- » Adjustments will be made to ensure we follow all local public health requirements regarding capacity limits

Physical distancing and separation

- » Supervisors will remind workers to maintain physical distancing of at least 2 metres (6 feet) between themselves and others
- » Physical distancing floor markers have been installed, spaced at least 2 metres (6 feet) apart
- » Workers will maintain physical distancing of at least 2 metres (6 feet) at any time they are not able to wear a mask, such as for eating and drinking
- » For times when people in the space are performing strenuous activities, we have arranged the space to allow for more distance between individuals
- » Workspaces have been rearranged to enable physical distancing
- » We have established an area for lining up that starts 2 metres (6 feet) from the entrance, lobby, service counters, washrooms, elevators
- » Physical barriers have been installed in areas where it is not possible to maintain physical distancing
- » Physical barriers have been installed at these locations: Office, Board Room, and Common Area

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Ventilation and air quality

- » Workers are encouraged to take breaks and eat meals outdoors whenever possible
- » We contacted the landlord to make sure that the ventilation is working properly and is well maintained
- » Exhaust fans in washrooms are kept running at all times when workers are in the building/facility
- » Exhaust fans in washrooms are kept running beyond operating hours
- » In any spaces that don't have mechanical ventilation, windows and doors will be kept open, weather permitting
- » We have taken steps to identify poorly ventilated areas and make changes

Masking and personal protective equipment (PPE)

- » Workers will remind customers/clients/visitors to wear masks properly and consistently
- » Posters have been put up throughout the facility to remind customers/clients/visitors to wear masks properly and consistently
- » Our workers will wear masks while in the facility
 - ✓ Cloth mask
 - ✓ Disposable non-medical mask
 - ✓ Medical masks
 - ✓ Respirators
- » Workers will wear a mask at all times when indoors in the workplace, unless alone in a private space, eating or drinking, or they require an accommodation which does not allow for wearing a mask
- » Workers who may be required to wear a respirator have been fit tested
- » Workers have been trained on the proper use of masks and PPE
- » Staff working in hot areas wearing masks have been instructed and reminded to follow measures to prevent overheating (e.g., drinking water, taking breaks)
- » We have medical masks available to give to clients if needed

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Cleaning, disinfecting and hand hygiene

- » Our workers have been trained to select and safely use cleaning products for their work including the use of additional PPE that may be required (such as gloves, protective clothing and/or respiratory protection)
- » We have developed a document with cleaning procedures and schedules
- » Reminders have been posted in washrooms to wash hands often with soap and water for at least 20 seconds
- » Hand sanitizer with at least 60% alcohol content has been provided at locations throughout the building

Mental health and wellbeing

- » We strive to create an atmosphere in which workers are comfortable discussing the issues that prevent them from being productive at work
- » We provide information on mental health resources to our workers
- » We have provided information on available leaves related to COVID-19, including the paid infectious disease emergency leave and unpaid infectious disease emergency leave
- » Contact Information for local Muskoka-Parry Sound Community Mental Health Services (CMHA):
Bracebridge Office 173 Manitoba Street, Suite 202, P1L 1S3 Phone: 705-645-2262 | 1-800-245-5036
Huntsville Office 8 Crescent Road, Unit B3, P1H 0B3 Phone: 705-789-8891
Parry Sound Office 60 James Street, Suite 201, P2A 1T5 Phone: 705-746-4264 | 1-866-829-7049
Sundridge Office 87 Main Street, P0A 1Z0 Phone: 705-384-5392 | 1-866-829-7050

Violence and harassment

- » A violence and harassment policy has been established, which outlines how workers can report issues and how the issues will be addressed
- » We do not accept violence and harassment directed towards our staff. We encourage our customers to treat our staff with respect
- » If any customers have complaints about our COVID-19 policies, they will be directed to talk to management
- » Management will retain a record of all incidences of violence or harassment and will report to the authorities as necessary

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Remote workers

- » Information has been provided to remote workers on how to set-up an ergonomic home office
- » Workers have been instructed to notify their supervisor if they have any concerns about their home office, such as ergonomic or safety concerns
- » Virtual ergonomic assessments with an ergonomist are available for workers if requested
- » Regular communication and team meetings are scheduled with remote workers

Other measures

- » The volume of music (or other background noise) will be kept to a level where normal conversation is possible to discourage yelling

Reporting a case

- » If a worker lets us know that they have tested positive for COVID-19 and there is a possibility it could be related to the workplace, we report the case within four days to: (check all that apply)
 - ✓ [The Ministry of Labour, Training and Skills Development](#) – email MLTSDocillness.notices@ontario.ca (Use subject 'Attention: Director')
- » We report to the Workplace Safety and Insurance Board (WSIB) within three days (WSIB.ca/report) if a worker either:
 - Lets us know that they have tested positive for COVID-19 and there is a possibility it could be related to the workplace
 - Is injured while working either at the workplace or at home

Facilitating contact tracing

- » We keep track of contact information for workers to provide to the public health unit in the event of a worker or other customers contracting COVID-19
- » We keep track of contact information for customers/clients and visitors to provide to the public health unit in the event of a worker or other customers contracting COVID-19
- » All contact records are kept for a minimum of one month