



# Owen Sound Ledgerock- Response to COVID 19

Presented by: Katie Croft- Human Resources & Health and Safety Manager

# Pre-emptive Approach

- ▶ In early March we stopped requirements to use hand scanners
- ▶ Increased hand sanitizer supply and accessibility, increased orders to ensure supplies were readily available
- ▶ Requirement for all employees returning from travel to self quarantine.
- ▶ Offices and work sites were closed to customers. Employees were empowered to use telephone or electronic signature processes. Contractors were limited to essential staff.
- ▶ Hand hygiene expectations were communicated and posted in all bathrooms
- ▶ Extra hand wash stations were added to the shop
- ▶ Corona Virus Policy was created covering:
  - ▶ Employees training and expectations on proper hygiene and distancing
  - ▶ Controlled access to site and office buildings
  - ▶ Return to work guidance for travelling and illnesses
  - ▶ Safe reporting of absences (HR for Coronavirus or protected leaves)
  - ▶ Communication Strategy for continued updates to all team members



# Line in the Sand

With the announcement to halt all non-essential services, we closed at the end of business day Monday March 16/20

By categorization, we remained an essential service however with uncertainty related to the viruses spread and unknown economical impacts; we committed to a 2 week shut down.

Increased volume of sanitizer and disinfectant available on site and monitored best practices developing in the industry.

Created an email network to maintain open communication with employees, while ensuring resources were provided:

- CERB and other government assistance available to employees
- Updates on findings of hazard analysis conducted onsite
- Mental health workbooks and contacts in the community to help with Mental Health issues and COVID stress
- Staffing updates while reinforcing call backs were completed based on seniority, cross functional training, and production needs.

Daily call for all managers and owner's to quickly communicate and expedite any issues.

# Building Back Up



- ▶ Staff return to site was done/ is being done slowly and gradually
- ▶ HR has completed one-on-one phone meeting with any employee, prior to allowing their return to site. This meeting allowed a review of our current COVID policy and COVID safety, a discussion on the current health of the employee, and opportunity to address any staff concerns
- ▶ Staff who communicated concerns with returning to work (underlying conditions, fear of the virus, etc.) were not pushed. We explained that the expansion of the work force will happen slowly and they would be later down the list (documenting this helps mitigate any claims of constructive dismissal and was good for engagement)
- ▶ We worked with employees as they returned to work to be observant and watch for hidden risks. All COVID related questions are directed to one phone number allowing staff a quick connection.

# The MOL Audit

- ▶ April 15/ 20- Ministry of Labor contacted Owen Sound Ledgerock to complete a desk top audit of our response to COVID safety in the workplace. This audit was completed virtually. They requested the visit take place that Friday
- ▶ In advance of the audit, pertinent documentation is provided to the MOL (i.e.: policies, training, altered SOPS)
- ▶ JHSC member(s) are required to participate. We invited one from each location. They will be questioned as to what the workers think of your safety response. If you have not included your JHSC in reviewing or helping with suggestions for COVID safety- I would pre-emptively do so
- ▶ This audit took approximately two hours
- ▶ Fun tip: any iPhone can do conference calls



# Topics Covered in Audit

- ▶ Classification of essential service; and how you classify your business.  
Determination of whether you are eligible to be open
- ▶ Review of your initial response to the COVID crisis.
  - ▶ Monitoring local conditions
  - ▶ Modified work practices
  - ▶ JHSC and senior leadership involvement the process
  - ▶ Compliance with the safety best practices released by the Provincial and Federal government
- ▶ There are more documents available now but for a preliminary risk assessment we found this helpful: <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>
- ▶ Now of course this is what is used <https://www.ontario.ca/page/resources-prevent-covid-19-workplace>
- ▶ Ensure the paperwork matches. Either have your Corona Virus policy override other workplace policies or go in and alter each workplace policy: i.e. Attendance management, Standard operating procedures etc.



# Topics Covered Continued



- ▶ Current staffing levels, shift schedule and planned expansion or change. It is best practice to alter start times, breaks, and lunches dependent on the staffing level.
- ▶ Discussion on lunchroom facilities: how are you safely separating eating areas; capacity of your lunchroom; enforcement of hygiene practices, staggering of breaks
- ▶ Discussion on bathrooms: how many available, hygiene, and other accommodations
- ▶ Discussion on increased hygiene in the facility.
  - ▶ Increased our cleaners schedule. There is no set formula so an increase in effort is what they are looking for
  - ▶ Disinfectant available throughout the facility
  - ▶ Procedure alteration to include wiping down machines and tools after each shift / change of work station . Manufacturing guidelines 5ml of bleach to 250ml of water
- ▶ Fun tip: Degreaser (often used in maintenance shops) does not serve as hygiene for the Coronavirus. If it is used then you must also ensure proper hand hygiene with soap or antibacterial gel (sanitizer)

# Topics Continued- Health Screening

- ▶ How are you educating employees on the symptoms of the Corona virus and screening employees and anyone else you allow to come on site (visitors, contractors, delivery drivers, etc.)
  - ▶ Active Screening: through a questionnaire
  - ▶ Passive Screening: through a policy and with signs posted on all entrances to remind employees coming back to the work place. Posters recommended by the MOL for posting at workplace entrances:  
<https://www.canada.ca/content/dam/phac-aspc/documents/services/publications/diseases-conditions/covid-19/coronavirus-factsheet-eng.pdf>
- ▶ What to do if an employee is sick and doesn't come to work. As well as a plan of action if an employee gets ill at work.
- ▶ Customer interactions are done by phone; contactless pick up for truck drivers, parcels delivery is completed at the front; telephone approval / signatures; limited the site to emergency contractors and adherence to social distancing



# MOL Communications and Training

- ▶ How are you communicating with employees regarding changes for COVID, updates to policies and procedures, and increased training needs?
  - ▶ If there is a centralized bulletin board you do not want people visiting the same areas. If you do team meetings/ safety huddles they do not want the contact. Hands on training with close contact is not something that should be done during this time
    - ▶ We posted the important COVID information on all entrances
    - ▶ We communicate to all employees via email to ensure they all get the same information and have ensured our safety talks are still sent out monthly and incorporated in this communication strategy
    - ▶ Training- we have fully recorded power points but are also doing power points with phone calls. For new items like handwashing, proper use of gloves and masks there are great YouTube videos you can send out and then post instructional posters in the workplace.

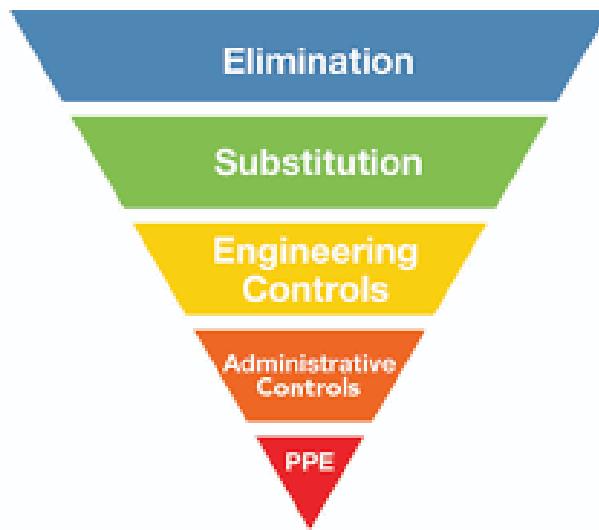


# Lessons Learned

- ▶ Ensure JHSC is involved from as early as possible. Rapidly changing information made it difficult to stay on top of. Opening the lines of communication with staff helped provide information and allowed staff to feel connected
- ▶ Ensure formal policy review. Policy changes were happening in real time; and with more information greater clarifications were required. Example: Requirement for 6m of distance between employees was later expanded to included clarification on company vehicle policy (one employee in the vehicle and disinfect before and after use)
- ▶ Ensure SOPs change. We changed some of our processes to adhere with social distancing. A safety review of the SOP and changes should have been completed.



# Follow the Process



- ▶ Follow your risk assessment process. COVID is a biological hazard in the workplace. It is transmitted through close contact (2m or 6 feet) as an airborne particulate or through touching shared surfaces and touching your face. Eliminate employee's sharing close contact and ensure that they are wiping down their equipment and have the ability to wash and sanitize their hands.
- ▶ Mask and gloves: Currently mask and gloves are only recommended by the local health unit IF you cannot maintain 2m of distance. They are not best practice. If utilized, training for donning, doffing and disposal needs to be provided.
- ▶ We have changed all of our practices to help employees enforce our social distance requirements. Emergency Maintenance work, which could require closer contact, is evaluated during the Pre-Hazard Assessment assessment and if there is risk proper PPE is assigned and video training is used.

- ▶ Instead of signatures they email it to your Management and JHSC contact and ask for a confirmation email.

Listed on their report (so most important criteria include):

- Screening measures for site- active and passive
- Information and Instruction to the Worker
- Social Distancing Measures
- Cleaning and Disinfecting

When asked for best practices or anything that could be shared to help us the MOL was only able to provide posters at that time. Standards are not developed and the inspector admitted things were changing daily there as well. Any plan has to have flexibility to expand as our knowledge to COVID response expands.

## The MOL Report

- ▶ Local Health Unit: <https://www.publichealthgreybruce.on.ca/COVID-19/Businesses-Employees-and-Organizations>
- ▶ Social distancing posters: <https://horttrades.com/assets/1587987787.CV-construction-BW-colour-EN-85X11.pdf>
- ▶ Assessments for any ill employees: [https://covid-19.ontario.ca/?utm\\_source=Google&utm\\_medium=CPC&utm\\_campaign=COVID-19&gclid=EA1alQobChMIq6mGk-fZ6QIVg8DACH3Rjwa4EAAYASAAEgKxPfD\\_BwE](https://covid-19.ontario.ca/?utm_source=Google&utm_medium=CPC&utm_campaign=COVID-19&gclid=EA1alQobChMIq6mGk-fZ6QIVg8DACH3Rjwa4EAAYASAAEgKxPfD_BwE)
- ▶ Free Legal Webinars- Hicks and Morley or Stinger LLP are my favourite
- ▶ WSIB Safety Groups
- ▶ Community Webinars- Like EMC

## Other Helpful Resources

# MOL Provided Posters



## 2019 Novel Coronavirus (COVID-19) What you need to know to help you and your family stay healthy



Wash your hands with soap and water thoroughly and often.



Cough and sneeze into your sleeve or a tissue. Dispose of tissue immediately and wash your hands.



Keep surfaces clean and disinfected.



Stay home when you are sick.

If you have a fever, cough, or difficulty breathing, please [do not](#) visit an IHSA facility.

If you are at an IHSA facility and are experiencing any of these symptoms, please do not remain onsite and contact your health care provider or Telehealth Ontario (1-866-797-0000).

Please observe the following practices while participating in any IHSA course.



Use Hand Sanitizers in the Building



Wash Your Hands



Cough or Sneeze into Your Arm or Tissue



Avoid Touching Your Eyes, Mouth and Nose



Avoid Close Contact with People Who Sneeze or Cough



Avoid Coughing and Sneezing into Your Hands



If you have symptoms, call Telehealth Ontario at:  
1-866-797-0000  
TTY: 1-866-797-0007  
Or contact your public health unit.

For more information,  
visit [Ontario.ca/coronavirus](http://Ontario.ca/coronavirus)

Paid for by the Government of Ontario



If you have any of the following symptoms:

- a fever and/or cough or difficulty breathing

### DO NOT ENTER

For all other visitors:

- Wash your hands/ use hand sanitizer
- Proceed to reception for further screening

You will be asked further questions at reception before you are permitted to enter.

If you think you may have been exposed to COVID-19,

### DO NOT ENTER THIS FACILITY.

