

COVID-19 & RE-OPENING YORK REGION: PUBLIC HEALTH RESOURCES AND GUIDANCE FOR BUSINESSES

This document was created to provide public health guidance around COVID-19 and compile useful documents as businesses in York Region prepare to re-open.

GENERAL INFECTION PREVENTION AND CONTROL:

COVID-19 is most commonly spread from an infected person through:

- Respiratory droplets generated when you cough or sneeze
- Close, prolonged personal contact, such as touching or shaking hands
- Engaging in face-to-face conversation with an infected person for more than 10 minutes
- Being in the same room with an infected person for more than 15 minutes
- Touching something with the virus on it, then touching your mouth, nose or eyes before washing your hands

Current evidence suggests person-to-person spread occurs when there is close contact.

If your employees require Personal Protective Equipment (PPE), connect with local manufacturers through the [Ontario.ca/PPE](https://ontario.ca/PPE) portal.

To mitigate the spread of COVID-19 at your workplace, the following infection prevention and control measures should be implemented:

- Practice **physical distancing**: Keep staff and customers two metres (six feet) apart
- **Wear masks**: If you cannot keep staff and customers two metres apart, encourage the wearing of two-layer non-medical masks or face coverings
- Encourage staff and clients to practice good **hand hygiene and respiratory etiquette**
 - Make soap and water and/or alcohol-based hand sanitizer available for all to use
 - Provide tissues and lined garbage bins for their disposal
- Frequently clean and disinfect high-touch surfaces like door knobs and handles, counter tops, payment terminals
- Encourage all staff to work from home when possible
- Strongly encourage all staff and clients to stay home if sick
 - Anyone with **symptoms** of COVID-19 should seek assessment at a **COVID-19 Assessment Centre**, located at the three York Region hospitals:
 - [Markham-Stouffville Hospital](#)
 - [Mackenzie Health](#)
 - [Southlake Regional Health Centre](#)
- Use available **signage** to communicate infection prevention recommendations to staff and clients

PUBLIC HEALTH

1-877-464-9675
TTY 1-866-512-6228
york.ca/covid19



GUIDANCE DOCUMENTS AND RESOURCES FROM THE PROVINCE OF ONTARIO

The Province of Ontario has released a [Framework to Reopening the Province](#) which describes [three stages](#) of re-opening and outlines the methods and principles that will be applied to businesses, services and public spaces to responsibly re-start the Ontario economy while keeping the safety of employees, business owners and clients in mind.

- The [stages](#) take a gradual, thoughtful approach to loosening emergency conditions and re-opening the economy
- Each [stage](#) will allow for different sectors to open; for example, in [Stage 1](#), businesses such as construction, specific retailers, vehicle dealerships, etc. have been allowed to re-open, if ready, and some with conditions
- The Province of Ontario has developed numerous [sector-specific guidelines and posters](#) to help guide these businesses through the re-opening process safely; please read your [sector-specific guidelines](#) thoroughly to ensure your businesses is complying with public health measures required for re-opening (see Appendix A and B, below)

SUPPORT FOR BUSINESSES

If your business is not operating at this time, both the Provincial Government and the Federal Government have set up relief programs to help support you while awaiting re-opening.

- The Government of Ontario [relief programs for businesses](#) include both financial and tax relief
- The Government of Canada [relief programs for businesses](#) include subsidies to avoid layoffs and rehiring costs, access to credit for loans and rent, among others
- The Government of Canada also has an [online tool](#) to help you find supports tailored to your specific business challenges created by the COVID-19 pandemic

WORKERS RIGHTS

Under the [Occupational Health and Safety Act](#), employers have to take precautions to keep workers safe. Workers have the right to refuse unsafe work. It is your responsibility to open your business with your employee's safety in mind. Employers and employees should work together to create a safe workplace environment. Employees with symptoms of COVID-19 must notify their employer and not remain in the workplace. Where there is the possibility of exposure to COVID-19 in the workplace, employers need to consider their obligations under the Occupational Health and Safety Act with respect to occupational illnesses and notify the Ministry of Labour, the workplace joint health and safety committee and a trade union, if applicable. Call the Ministry of Labour Health and Safety Contact Centre for further information at 1-877-202-0008. Follow your organization's policies and procedures related to workplace illness and immediately return home to self-isolate.

YORK REGION BUSINESS SUPPORTS & RESOURCES

For more information on region-specific support for local businesses visit York.ca/covid19 or:

- [Yorklink.ca](#)
- [York Small Business Enterprise Centre](#)
- Or call **York Region's Health Connection** at **1-800-361-5653** (prompt 4) to speak with a Public Health Inspector
- [Fact Sheet: Keeping Essential Workers Safe During COVID-19](#)

APPENDIX A

GUIDANCE FROM THE MINISTRY OF LABOUR, TRAINING AND SKILLS DEVELOPMENT

Sector	Guidelines / Posters	Sector	Guidelines / Posters
Agriculture sector	<ul style="list-style-type: none"> • Guidance note • Poster for employers • Poster for employees • Additional sector guidance 	Long-term care sector	<ul style="list-style-type: none"> • Poster for employers • Poster for employees • Additional sector guidance
Construction	<ul style="list-style-type: none"> • Guidance note • Poster for employers • Poster for employees • Additional sector guidance 	Manufacturing sector	<ul style="list-style-type: none"> • Guidance note • Poster for employers • Poster for employees • Additional sector guidance
Food processing sector	<ul style="list-style-type: none"> • Guidance note • Poster for employers • Poster for employees 	Restaurant and food services sector	<ul style="list-style-type: none"> • Guidance note • Poster for employers • Poster for employees • Additional sector guidance

APPENDIX B

GUIDANCE FROM HEALTH AND SAFETY ASSOCIATIONS

The following associations have released a series of technical sector guidance documents to further support employers and workers:

- [Infrastructure Health and Safety Association](#)
- [Public Service Health and Safety Association](#)
- [Workplace Safety North](#)
- [Workplace Safety and Prevention Services](#)

Sector	Guidelines / Posters	Sector	Guidelines / Posters
Agriculture	<ul style="list-style-type: none"> • Agriculture sector • Agricultural supervisors 	Auto	<ul style="list-style-type: none"> • Service managers, service technicians and other vehicle sales and service employees • Vehicle sales and service sector
Child care	<ul style="list-style-type: none"> • Childcare providers • Employers of child care centres 	Conservation	<ul style="list-style-type: none"> • Conservation and fisheries employers • Conservation and fisheries workers
Commercial industrial	<ul style="list-style-type: none"> • Commercial industrial services 	Construction	<ul style="list-style-type: none"> • Procedures for handling paperwork • Worker responsibilities • Supervisor responsibilities • Construction facility hygiene • Sharing tools (hand tools) • Personal protective equipment (PPE) • Handling and receiving packages • Lunchroom practices • COVID-19 screening (checklist) • Construction site trailers • End of shift best practices • On-site sanitation • Responding to a suspected COVID-19 exposure if you are: <ul style="list-style-type: none"> ▪ an employer ▪ a constructor
Corrections	<ul style="list-style-type: none"> • Correctional officers 	Film and TV	<ul style="list-style-type: none"> • Television hosts, technical crews and other TV and film employees • Television, film and live performance sector

Sector	Guidelines / Posters	Sector	Guidelines / Posters
Fire services	<ul style="list-style-type: none"> • Firefighters 	Food retail	<ul style="list-style-type: none"> • Stock, produce, meat or grocery associates • Food retail sector
Forestry	<ul style="list-style-type: none"> • Forestry 	Funeral	<ul style="list-style-type: none"> • Funeral jobs
General	<ul style="list-style-type: none"> • Curbside pickup and delivery services • Executives and management • Lawn care workers • Marinas • Community garden • Worker transportation to work sites • Equipment operators and general labourers 	Golf	<ul style="list-style-type: none"> • Golf course sector
Health care	<ul style="list-style-type: none"> • Food services in health care • Long-term care • Community laboratory and specimen collection centres • Physician and primary care provider employers • Acute care employers • Dental offices • Home care and community services • Personal support workers, home and care providers • Nurses in healthcare settings • Housekeeping and laundry employees in healthcare • Recreational workers in healthcare • Administration in healthcare • Paramedics 	Maintenance	<ul style="list-style-type: none"> • Maintenance and facilities maintenance employees
Manufacturing	<ul style="list-style-type: none"> • Equipment operators and general labourers • Quality control engineers and technicians • Supervisors, production and operations management • Warehouse workers, forklift operators and material handlers • Warehousing sector 	Mining	<ul style="list-style-type: none"> • Mining
Office	<ul style="list-style-type: none"> • Employers of office settings • Office administration and secretarial staff 	Parks and recreation	<ul style="list-style-type: none"> • Parks and recreation workers • Parks and recreation employers

Sector	Guidelines / Posters	Sector	Guidelines / Posters
Personal and animal services	<ul style="list-style-type: none"> • Personal services • Veterinary and pet services 	Police services	<ul style="list-style-type: none"> • Police service workers
Restaurants	<ul style="list-style-type: none"> • Restaurant servers, cooks and dishwashers 	Retail	<ul style="list-style-type: none"> • Retail sector • Cashiers • Garden centres • Retail general labour employees • Sales and customer service representatives
Social Services	<ul style="list-style-type: none"> • Social and community services (group homes) employers • Social and community services workers 	Tourism and hospitality	<ul style="list-style-type: none"> • Tourism and hospitality sector • Hotel reception, room service and front line staff • Hotel housekeeping and laundry
Transit	<ul style="list-style-type: none"> • Transit employers • Transit workers 	Transportation	<ul style="list-style-type: none"> • Shippers and receivers • Drivers and truck drivers • Mental health awareness for drivers • Precautions for drivers • Fuelling of vehicles • Handling and receiving packages • Cleaning and sanitizing inside of your vehicle • Transportation services • Rest stop hygiene • Providing truck drivers access to washrooms • Hours of service and fatigue management (for employers) • Hours of service and fatigue management (for drivers) • Commercial vehicle drivers experiencing COVID-19 symptoms in other jurisdictions
Utilities	<ul style="list-style-type: none"> • Performing powerline technician tasks • Waste collection workers 		