



Pandemic Planning Guide for the Landscape Horticulture Industry in Alberta

NURSERY TRADES ASSOCIATION
landscape alberta
 *Green for Life!*



ACKNOWLEDGEMENTS

Landscape Alberta wishes to give thanks to the following organizations who contributing information helped in the compilation of this document.

Alberta Construction Association

Canadian Nursery Landscape Association

Members of the National Landscape Association Executive

Alberta Health Services

Health Canada

Wilco Contractors SW

Homescapes Complete Residential Landscaping

Version 1.0
May 5, 2020

INTRODUCTION

The *Pandemic (COVID-19) Planning Guide for the Landscape Horticulture Industry in Alberta* is intended to assist members in dealing with issues related to COVID-19. Given that the timing of this pandemic aligned with the launch of the start of the season and welcoming back many employees, it is crucial to be well informed and have an adaptable plan. COVID-19 protocols are rapidly changing, and we will endeavour to keep you informed as things change through updated versions of this guide.

In the spirit of every challenge being an opportunity, the restrictions on international travel are like attitudes post 9/11. In the year following that event, there was a strong trend to staycation and people invested heavily in their outdoor living spaces instead of travel. What a great time to garden or enjoy your backyard.

The objectives of this document are to:

- Prioritize the health and safety of workers and of their surrounding communities;
- Apply recommendations and best practices from federal, provincial, and municipal public health authorities to site procedures;
- Establish and maintain a common COVID-19 Pandemic Response Plan across our industry; and
- Foster open communication amongst stakeholders and ensure a respectful work environment.

TABLE OF CONTENTS

1. GENERAL PRINCIPLES

- 1.1. How COVID-19 is transmitted: overall guidance for protecting yourself and others.
- 1.2. Resources

2. COVID-19 PANDEMIC POLICY PLANNING

- 2.1. General
- 2.2. Definitions
- 2.3. Scope
- 2.4. Your Health and Protecting Others
- 2.5. Social Distancing
- 2.6. Access to hand washing or hand sanitizing stations
- 2.7. Hand Washing and Hand Sanitization
- 2.8. Cough / Sneeze Etiquette
- 2.9. Self-Awareness
- 2.10. Clean and disinfect frequently touched objects and surfaces
- 2.11. Communicate Basic Illness Prevention Hygiene
- 2.12. Limit size of gatherings
- 2.13. Remind everyone to stay home when they are sick and report any confirmed COVID-19 diagnosis
- 2.14. Supply Chain Audit

3. RETURN TO WORK PROTOCOL

- 3.1. Isolation following a return trip from outside of Canada
- 3.2. Isolation following the onset of any of the following symptoms: fever, cough, difficulty breathing
- 3.3. Isolation of a person who has been in close contact * with another person who has returned from traveling outside the country since March 12 and who had symptoms of fever, cough and/or breathing difficulties
- 3.4. Isolation of a person who had close contact * with a person confirmed with COVID- 19

4. PANDEMIC PLANNING FOR WORKSITES

- 4.2. Contractor COVID – 19 Prevention Procedures
- 4.3. Health Verification of Workers and Visitors
- 4.4. Site Access
- 4.5. Site Meetings
- 4.6. Deliveries preventive measures
- 4.7. Potential Virus Contamination
- 4.8. Wearing Gloves
- 4.9. Project Orientation
- 4.14. Lunchrooms / Common areas
- 4.15. First Aid Treatment

5. JOBSITE SANITIZATION MEASURES ETC

- 5.0 Handwashing

- 5.1. Hand Sanitizer
- 5.2. Cleaning and Disinfecting
- 5.3. Regular cleaning of worksite equipment
- 5.4. Frequent cleaning of tools, PPE and equipment
- 5.5. Measures for toilet facilities

6. OFFICE

- 6.1. Social distancing
- 6.2. Warning on your door
- 6.3. External workers or visitors
- 6.4. Work from home policies
- 6.5. Work from Home Cybersecurity

7. RISK MANAGEMENT

- 7.1. Steps if a Case is Suspected:
- 7.2. What to do with a confirmed COVID-19 case:
- 7.3. Other Business Considerations

APPENDICES

- Appendix A - EXAMPLE COVID-19 Health Check Questionnaire
- Appendix B - EXAMPLE RETURN TO WORK DECLARATION FORM
- Appendix C - SURFACE CLEANING SAFE WORK PROCEDURES
- Appendix D – EXAMPLE POSTERS AND SITE SIGNAGE
- Appendix E – SECTOR SPECIFIC GUIDANCE
 - Nurseries / Sod Farms / Production Greenhouses
 - Retail Greenhouses / Garden Centres
 - Lawn Care Contractors
 - Landscape Construction
 - Landscape Maintenance
- Appendix F – LETTER TEMPLATE – ESSENTIAL SERVICES
- Appendix G – COMPANY POLICY TEMPLATE
- Appendix H – RETURN TO OPERATIONS GUIDE

1. GENERAL PRINCIPLES

1.1. How COVID-19 is transmitted: overall guidance for protecting yourself and others.

At work sites, you must do everything possible to follow the advice of Health Officials.

The following is a general overview of how COVID-19 is transmitted. It is provided merely for background and to inform strategies aimed at implementing the rules set out in the balance of this document. Full details on these issues should be obtained from Alberta Health Services, Health Canada, the Centers for Disease Control and Prevention, and the World Health Organization.

- The virus is thought to spread through respiratory droplets. Respiratory droplets may be produced through a cough, a sneeze, normal breath or conversation.
- These respiratory droplets may cause viral transmission from person to person when individuals are near one another. Recent guidelines recommend that individuals should avoid working less than six feet from others for prolonged periods.
- The respiratory droplets may also land on clothing or other objects. It may be possible for an individual to contract COVID-19 by first touching a surface or object that has the virus on it and then touching their own mouth, nose or possibly their eyes. Different surfaces have different survival rates for the virus. Ranging from a few hours to over a week.

1.2. Resources

COVID-19 information: 1-833-784-4397 or phac.info.aspc@canada.ca

Public Health Agency of Canada: [website](#)

Health Canada: [website](#)

Alberta Health Services: [website](#)

Center for Disease Control: [website](#) (USA)

World Health Organization: [website](#) (worldwide)

Participants should exercise recommended practices for reducing the risk of transmission as identified by the Centers for Disease Control and Prevention, Health Canada and the World Health Organization. These include:

- Avoid touching your eyes, nose and mouth,
- Cough or sneeze into a tissue or the bend of your arm, not your hand,
- Dispose of any tissues you have used as soon as possible in a lined waste basket and wash your hands afterwards,
- Clean and disinfect frequently touched objects and surfaces, use alcohol-based hand sanitizer if soap and water are not available or not possible,
- Do not share personal items or supplies such as phones, pens, notebooks, PPE, Tablets, etc.,
- Do not shake hands with others,

- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom and before eating,
- Ensure social distancing (at least 2 metres / 6.5 feet distance) between individuals.

These general principles should be considered when applying all the practices outlined in this document.

2. COVID-19 PANDEMIC POLICY PLANNING

2.1. General

This guidance document is intended for all employers and employees working in the landscape horticulture industry in Alberta. The health and safety of all employees, trade partners, and customers is a top priority. In response to the current pandemic situation, we advise all companies develop a Site-Specific Pandemic Preparedness Plan based on the criteria below in order to reduce the risk of contracting or spreading Coronavirus (COVID-19).

Visit the Landscape Alberta website **COVID-19 Resource Centre** for the latest news and updates, as well as additional resources for your business.

IMPORTANT WARNING: Operating during the crisis involves a level of sacred trust with the public and with your employees. Limit operations that may have poor optics or could be seen by the public as non-essential. By limiting your scope to essential services through April it might lead to a more regular resumption of work in May and beyond. Ensure that all safety precautions are taken, including the modification of regular business operations to ensure safety. An outbreak or cluster of positive cases connected to a business operation is likely to cause immediate closure of your operation and perhaps the sector. Even with a case to operate, it is ultimately up to the enforcement officer and Government for final determination of what is essential.

First be good humans and employers. Really consider what part of your services are essential and low risk and that you are doing everything to ensure employees and customers are safe.

Business services deemed to be essential are not subject to public health restrictions on being operational (closure and 15 people maximum gatherings), as long as they follow all public health guidelines, including physical distancing measures, increased sanitization and other related protocols.

Who is considered Essential?

In all cases, Public Health recommendations and Occupational Health & Safety requirements must be observed and maintained. Failure to do so may still result in fines or closure regardless of essential status.

Energy and utilities

- Workers who maintain, ensure, or restore, or are involved in the development, transportation, fuel procurement, expansion, or operation of the generation, transmission, and distribution of electric power, including call centres, control and storage facilities, suppliers, utility workers, reliability engineers and fleet maintenance technicians
- Vegetation management crews and supporting traffic workers

Maintenance or vegetation management on Energy or utility sites appears to be deemed essential.

Water

- Flood and drought control operations, including dams and irrigation operations

Irrigation operations appear to be deemed essential.

Transportation

- Businesses that provide materials and services for the operation, maintenance and safety of transportation systems (road, transit, rail, air and marine) including delivery of maintenance services such as clearing snow, response to collisions, and completing needed repairs to the transportation systems
- Services stations and mechanical repair of motor vehicles, trucks and specialized equipment for industries, including unmanned air/ground vehicles

Snow operations appear to be deemed essential. Safe access to even closed businesses is likely to be seen as required.

Industrial

- Businesses that ensure global continuity of supply of aggregates to support critical infrastructure repairs and emergency response requirements (such as gravel, cement, concrete, and asphalt)

Supply of aggregates appears to be deemed essential.

Construction

- Construction work and services, including demolition services, in the industrial, commercial, institutional and residential sectors
- Construction projects and services required to ensure safe and reliable operations of critical provincial and municipal infrastructure, including transit, transportation, energy and justice sectors beyond day-to-day maintenance
- Any other construction project that can safely abide by the CMOH Public Health guidelines/directives

All landscape construction appears to be deemed essential. Note the last bullet about safely abiding by Chief Medical Office of Health Public Health guidelines/directives.

Agricultural and horticultural

- Services or businesses that farm, harvest, process, manufacture, produce or distribute food, including beverages, crops, animal products and by-products, aquaculture, hunting and fishing

All horticulture producers and retailers are essential to Albertans.

Retail

- Businesses engaged in the retail and wholesale sale of food, pet food and supplies, and household consumer products necessary to maintain the safety, sanitation and essential operations of residences and businesses, including grocery stores, supermarkets, convenience stores, markets and other similar retailers

- Hardware stores and stores that provide hardware products necessary to the essential operations of residences and businesses
- Businesses that supply and deliver remote or online ordering

All horticulture producers and retailers are essential to Albertans. Recommend limiting of products sold. Delivery and online ordering are specifically named, and many retail garden operations appear to already be adding this option.

Giftware, clothing, etc. sold at some garden centres and retail greenhouses is named as prohibited in other documents. Cafes or restaurants cannot offer service in the facility (takeout and delivery only). Educational workshops may or may not fall under the 15 people maximum gathering. Suggest either cancellation or groups smaller than 15 with physical distancing enforced.

Other essential services

- Businesses that support the safe operations of residences and essential businesses

Landscape maintenance services appear to be deemed essential.

All these descriptions and thus commentary is open to interpretation with only the Provincial Government having authority. If clarity is gained on any specific service Landscape Alberta will update industry. If you have questions about if parts of your daily operations apply or anything related to COVID-19 response, please contact the Landscape Alberta office. We are here to help you!

2.2. Definitions

COVID-19: Coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV). Coronavirus disease (COVID-19) is an infectious disease caused by a new virus that had not been previously identified in humans. (<https://www.who.int/health-topics/coronavirus>)

Self-Quarantine/Self-Isolation: To stay at home and monitor yourself for symptoms, even if mild, for 14 days and avoid contact with other people to help prevent the spread of disease in your home and in your community in the event you become symptomatic. (<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks.html?topic=tilelink#self>)

2.3. Scope

The COVID-19 Pandemic (COVID-19) Preparedness Planning Guidance Document is intended to provide guidelines for individuals visiting or working on a site or within an office or store as well as providing clear expectations on the measures to be taken in reducing the risk of contracting or spreading COVID-19.

2.4. Your Health and Protecting Others

Active participation is critical as this is a work in progress which is new territory for us all. It will be a team effort across industry so do please share any ideas or suggestions that can make it safer and contact your supervisor or HSE Manager promptly. If you have questions or concerns, please direct them to your supervisor.

The goal is to provide a safe workplace, if any person has a safety concern then sharing these is extremely important. Adherence to safety procedures is necessary as safety and health is our principle concern. Contractors and workers who do not comply with these procedures may be asked to leave the site and not permitted to return until the current situation is less acute. At the end of the day, risky behavior on the part of one put all of us in jeopardy.

Prevention procedures should be based on health monitoring, social distancing, hand hygiene, cleaning and disinfecting as well as contractor and project specific procedures to prevent the transmission of COVID-19 to workers on a project.

2.5. Social Distancing

Social or physical distancing is a technique to prevent the spread of COVID-19 by limiting close contact with others. The Public Health Authority recommends keeping a distance of 2 meters (6 ft) from each other. All workers shall observe social distancing. Social distancing measures include:

- limiting groups of workers coming together in orientation, lunch and meeting rooms, tool cribs, change rooms, smoking areas, etc.
- preventing workers from congregating at the entrance to the: project, scaffolding, washroom facilities, etc.
- restricting access to occupied work areas like trailer offices, etc.
- controlling traffic patterns – where practicable designate only up and only down stairwells or in / out gates, this avoids the potential for workers to pass each other within the social distancing space.

All operations are required to:

- communicate and reinforce self-distancing practices with their workers
- conduct regular inspections of their worker areas to verify that workers are practicing social distancing, to the best of their ability
- notify supervisors of any concerns they have for social distancing practices or work procedures
- Informational signage, warning workers of the importance of self-distancing will be installed at locations on the project where there is a potential for workers to congregate. See Appendix D for signage samples.

2.6. Access to hand washing or hand sanitizing stations

Where running water is available, additional sinks with hot and cold running water, soap, paper towels and trash bins should be available outside of breakrooms, trailers, and bathrooms.

- It is recommended to have two Hand Wash Stations per project and additional stations when the workforce exceeds 100

- Permanent plumbed sinks should be the first choice. Note: If you have access to permanent facilities on the project, then no additional hand-wash stations are required but please keep this area stocked with hand soap and one-time use paper towels. Also, maintain a regular cleaning of these facilities.
- Temporary portable wash stations are a secondary choice only when plumbed running hot and cold water are not available.
- If hand washing stations are not available, hand sanitizer is the next best option. Use an alcohol-based hand sanitizer with at least 60% alcohol.
- Hand sanitizer should also be available in common areas.
- Note: If you are unable to source supplies yourself, then notify site supervisory of office management staff who will source and alternative.

2.7. Hand Washing and Hand Sanitization

Hand washing minimizes the risk of infection. Proper hand washing helps prevent the transfer of infectious material from the hands to other parts of the body—particularly the eyes, nose, and mouth—or to other surfaces that are touched. Hands that are visibly soiled or dirty should be washed with soap and water - hand sanitizer is less effective on soiled or dirty hands. Workers are required to wash or sanitize their hands:

- at the start of their shift and before they start work
- before eating, drinking or smoking
- after using the toilet facilities
- after handling any tools or materials that may be contaminated
- at the end of the shift before they leave work

Make available hand washing and hand sanitization facilities to meet the needs of the volume of workers at the project. Informational signage, describing proper hand washing and hand sanitization techniques will be posted at hand washing and hand sanitization facilities.

Proper handwashing technique posters can be downloaded here:

<https://www.albertahealthservices.ca/info/Page14957.aspx>

2.8. Cough / Sneeze Etiquette

Workers are expected to follow cough/sneeze etiquette, which is a combination of measures that minimizes the transmission of diseases via droplet or airborne routes. Cough/sneeze etiquette includes the following:

- Cover your mouth and nose with a sleeve or tissue when coughing or sneezing.
- Use tissues to contain secretions and dispose of them promptly in a waste container.
- Turn your head away from others when coughing or sneezing.
- Wash hands regularly.

2.9. Self-Awareness (Communication and Self-Awareness?)

Clear signage is posted at entry points on the construction site and outline the commitment of the contractor to maintain health and safety measures during the COVID-19 crisis, with relevant updates from appropriate jurisdictions' public health authorities and self-identification screening tools.

- Worksite policies as they relate to the COVID-19 crisis are communicated to workers and made available on site.
- All workers exercise the following recommended practices for reducing the risk of transmission as identified by the Public Health Agency of Canada (PHAC), Health Canada, and Centers for Disease Control and Prevention:
 - Avoid touching eyes, nose and mouth with unwashed hands;
 - When coughing or sneezing: - Cough or sneeze into a tissue or the bend of your arm, not your hand; - Dispose of any tissues you have used as soon as possible in a lined waste basket and wash your hands afterwards;
 - Non-medical face-coverings (such as homemade cloth masks) should be worn as a potential mitigant to catching and transmitting the virus but are not to be treated as substitutes for proper handwashing, physical distancing, and other protective measures. Face-coverings should fit snugly and securely over the nose and mouth. Individuals must take care to refrain from touching their face-coverings while in use.

If you are exhibiting flu-like symptoms such as fever, coughing or congestion: Do not come to work;

- Contact your supervisor and your Human Resources department to let them know that you are exhibiting the symptoms; and
- Consult with AHS '811' / a healthcare professional on next steps before returning to work.

The response to the COVID-19 virus continues to change on a regular basis. All parties are required to meet current requirements and be adaptable to new initiatives when required.

2.10. Clean and disinfect frequently touched objects and surfaces

Increase the cleaning frequency of common areas on the project. Surfaces can be cleaned using a regular household cleaning spray or wipe. A formal procedure and a responsibility matrix to accomplish and maintain these practices should be determined.

- Areas to consider would include: break/lunch areas, lunch tables, microwaves, coffee machines, turnstiles, handrails, doorknobs, bathrooms, commonly used equipment such as telephones, computer equipment, coffee machines and vending machines, and all common areas.
- Consider adding foot push/pull devices to doors for hand-free access/egress especially for bathrooms.
- Increase cleanings of temporary restroom(s) and ensure that these restrooms also have hand sanitizer available.
- Have a supply of surface disinfectant, Clorox wipes (or similar), Hand Soap and Hand Sanitizer available.
- While not sustainable, for now we recommend using disposable utensils, plates, and cups. Maintain a good supply on hand. Require anyone bringing a container to rinse it themselves and take home for thorough cleaning.
- Clean and disinfect frequently all reusable PPE.

- Do not share personal items or supplies such as phones, pens, notebooks, PPE, etc.
- Use and remove PPE with care, being mindful of which surfaces may be contaminated. Individuals must clean their hands after handling any used PPE.
- Avoid common physical greetings, such as handshakes.
- Maintain a minimum physical distance of two metres from others.
- Wash hands often with soap and water for at least 20 seconds after using the washroom, when preparing food, and after blowing nose, coughing, or sneezing. If hands are not visibly soiled, and soap and water are unavailable, alcohol-based hand sanitizer can be used.

See Appendix C for checklist templates

2.11. Communicate Basic Illness Prevention Hygiene

Post signage and posters.

Post signs encouraging proper hand hygiene and stopping the spread of germs.

Post information at project entry points, break and lunchrooms, restroom facilities, on huddle/safety boards, etc.

There are many resources available online: <https://www.albertahealthservices.ca/info/Page14957.aspx> or see Appendix D.

2.12. Limit size of gatherings

- Stagger / separate stretch and flex, stand downs, and large group meetings. These should be conducted by individual crews.
- High-risk activity announcements in the morning should become a written communication that the crew leader reviews with their individual crews.
- Conduct meetings in spaces that allow for social distancing between meeting attendees. Where and when possible, maintain a 6 ft. distance from each other while gathering.
- Run meetings via conference or video call when possible. Encourage those in the same office area to call in separately versus sitting in a room together.
- Implement strategies for staggering and/or reducing density and duration of workers (stagger arrival times)
- Arrange lunch/break areas in a manner that accommodates social distancing so that all workers are not joined together in same area. Stagger lunch/break times between employees.
- Limit all visitors to site to those only essential for project continuity. If the individual has been outside the country in the last 14 days or exposed to someone who has recently tested positive for COVID-19, then they MUST leave the worksite.

2.13. Remind everyone to stay home when they are sick and report any confirmed COVID-19 diagnosis

The PHAC (Public Health Authority of Canada) recommends that workers who have a fever and respiratory symptoms stay at home until 24 hours after their fever ends (100.4 degrees Fahrenheit [37.8 degrees Celsius] or lower), without the use of medication.

2.14. Supply Chain Audit

Teams should complete a supply chain audit to identify, determine the impact and identify mitigation strategies for supply chain interruption including but not limited to the following:

- Possible shortages of raw materials
- Possible shortages of finished products
- Cost escalation of products or materials
- Any vulnerabilities to the supply chain
- Changes to delivery services or procedures

It is important to recognize that these disruptions may not be seen or recognized for weeks or months. Timely notification of potential disruptions are typically defined in our Contracts so please become acutely familiar with notification periods as soon as possible.

3. Return to Work Protocol

The health and safety of our employees, clients, and trade partners are our top priority. In order for our employees to return to work safely, a Daily Health Check Questionnaire must be completed prior to beginning or returning to work for the 2020 season.

Disciplinary action will be taken against any employee that does not comply with updated work practices and procedures as required by Alberta Health Services and Health Canada, or complete and return the Daily Health Check Questionnaire. Our goal is to ensure each individual practices the recommended social distancing and sanitization methods at work, as well as at home.

See Appendix A for Questionnaire Template.

3.1. Isolation following a return trip from outside of Canada

If the person has not had symptoms of fever, cough and/or breathing difficulties during their period of isolation (which must be equal to 14 calendar days from the return date of their trip), they may return to work.

If the person experienced any of the symptoms (fever, cough and/or breathing difficulties) during their isolation period, and they were not hospitalized for this problem, they must, before returning to work:

- No longer have a fever for at least 48 hours (without taking medication to lower body temperature);
- No longer have acute symptoms for at least 24 hours (excluding residual cough that may persist); and
- Wait a minimum period of 10 calendar days from the date of their first symptoms.

If the person experienced any of the symptoms (fever, cough and/or difficulty breathing) during their period of isolation, and they had to be hospitalized for a probable or confirmed infection with COVID-19, the latter must, before returning to work:

- Respect the above criteria; and
- Have obtained two negative tests for COVID-19 on two respiratory samples taken 24 hours apart, if public health has deemed these tests necessary for this person. A medical note will be required to authorize the return to work.

In all cases, the person must also:

- Complete a Return to Work Declaration – See Appendix B. This will need to be entered into his/her file.
- Complete the Health Check Questionnaire – See Appendix A at the worksite, which confirms the absence of any symptoms of fever, cough and breathing difficulties.

3.2. Isolation following the onset of any of the following symptoms: fever, cough, difficulty breathing

If the person had to go into isolation for this reason and has not been hospitalized for this problem, they must, before returning to work:

- No longer have a fever for at least 48 hours (without taking medication to lower body temperature);
- No longer have acute symptoms for at least 24 hours (excluding residual cough that may persist); and
- Wait a minimum period of 10 calendar days from the date of their first symptoms.

If the person experienced any of the symptoms (fever, cough, breathing difficulties) during their isolation period, and they had to be hospitalized for a probable or confirmed infection with COVID-19, they should, before returning to work:

- Respect the above criteria; and
- Have obtained two negative tests for COVID-19 on two respiratory samples taken 24 hours apart, if public health has deemed these tests necessary for this person. A medical note will be required to authorize the return to work.

In both cases, the person must also:

- Complete a Return to Work Declaration – See Appendix B. This will need to be entered into his/her file.
- Complete the Health Check Questionnaire – See Appendix A at the worksite, which confirms the absence of any symptoms of fever, cough and breathing difficulties.

3.3. Isolation of a person who has been in close contact* with another person who has returned from traveling outside the country since March 12 and who had symptoms of fever, cough and/or breathing difficulties

Anyone who had to go into isolation for these reasons can return to work after:

- Having received a COVID-19 negative test confirmation from the person returning from the trip and who had symptoms of fever, cough and/or breathing difficulties

- Complete a Return To Work Declaration – See Appendix B. This will need to be entered into his/her file.
- Complete the Health Check Questionnaire – See Appendix A at the worksite, which confirms the absence of any symptoms of fever, cough and breathing difficulties.

3.4. Isolation of a person who had close contact* with a person confirmed with COVID- 19

Anyone who has had to go into isolation for this reason, but has not experienced any symptoms of fever, cough and/or breathing difficulties, must, before returning to work:

- Make sure to respect the public health instructions which will determine the need for a COVID-19 screening test or which will state the duration of the possible contagion. To do this, the person must provide medical confirmation by a doctor who authorizes the return to work.
- Complete a Return To Work Declaration – See Appendix B. This will need to be entered into his/her file.
- Complete the Health Check Questionnaire – See Appendix A at the worksite, which confirms the absence of any symptoms of fever, cough and breathing difficulties.

** A person who has had close contact is defined as:*

- *A person who provided care to the sick person;*
- *A person who has had other similar close physical contact without the proper use of personal protective equipment (PPE);*
- *A person who has lived with or had close and prolonged contact with the sick person (within 2 meters) while he/she was contagious; or*
- *A person who has had direct contact with infectious body fluids of the sick person (who was, for example, nearby when the sick person coughed or sneezed) without wearing personal protective equipment (PPE)*

4. PANDEMIC PLANNING FOR WORKSITES

4.2. Contractor COVID – 19 Prevention Procedures

Contractors must identify which tasks may be impacted by social distancing restrictions and implement mitigation measures, for example:

- site orientations
- training
- tasks that involve two or more workers to work in close proximity. i.e. Carrying pipe or heavy materials
- restricted work locations where there is insufficient space to maintain social distancing i.e. cab of a vehicle or small room

Contractors must identify tasks where there is a potential for transmission through shared use of PPE, tools and equipment and implement mitigation measures. For example:

- PPE – face shields at cutting stations, fall protection ropes and lanyards, etc.

- tools – hand saws, chop saws, grinders, vacuums, etc.
- equipment – skid steers, forklifts, power tools, etc.

Contractors are responsible for reviewing the procedures and implementing practices that prevent the transmission of COVID -19 including for the subtrades working for them. Contractors should appoint a Safety Coordinator at each work location to ensure preventative measures are being followed.

4.3. Health Verification of Workers and Visitors

The health and well-being of workers and visitors is paramount. To protect workers and visitors and provide a safe and healthy workplace there is an increased responsibility on supervisors to be vigilant and that includes monitoring for symptoms of COVID-19.

Workers and visitors who are exhibiting symptoms of COVID 19 or are otherwise recommended to be in self-isolation or self-quarantine in accordance with recommendations of the Public Health Authority are not permitted on projects.

1. Any workers or visitors intending to access the site must complete a Health Questionnaire (see Appendix A). The purpose of the questionnaire is to verify that workers are free, to the best of their knowledge, of COVID-19 symptoms and related restrictions in accordance with Public Health Authority recommendations.
2. Supervisors should take daily attendance list of workers by name and phone contact. If there is a COVID issue later this information will be especially helpful in identifying potential exposures. Attendance lists to be stored in accordance with privacy considerations.
3. Supervisors are required to verify, at start of shift, that their workers are healthy, fit for work and to the best of their knowledge, free of any symptoms or restrictions associated with COVID-19 in accordance with the Health Questionnaire and recommendations of the Public Health Authority.
4. Operators should track their workers' health at start of shifts. If there are any significant changes in attendance or health concerns, contact HR or upper management.
5. Supervisors should verify, at end of shift, that their workers healthy, fit for work and to the best of their knowledge, free of any symptoms or restrictions associated with COVID-19 in accordance with the Health Questionnaire and recommendations of the Public Health Authority.
6. Operators should provide an update on their workers' health to HR/upper management. If there are any significant changes in attendance or health concerns notify HR/upper management immediately.

4.4. Site Access

- Post signs at all site entrances that say, "Site Sign in/out by texting Supervisor at _____".
- Site supervisor to update sign-in log regularly throughout the day to know who is at site.
- All site orientations to be done verbally without signature outside the job shack.
- No transfer of papers. Site supervisor to sign on their behalf.

All visitors will be required to fill out and sign the COVID-19 Health Check Questionnaire by the Project Manager.

Non-essential individuals (unscheduled visitors, worker's family member, etc.) are not allowed on site.

To control the volume of traffic on site, staggered work times are suggested. Workers will be strongly advised to bring their lunch and not leave site until the end of shift, unless absolutely necessary.

4.5. Site Meetings

- Maintaining a two-meter separation wherever possible between individuals (e.g., workers, volunteers, patrons) in a business at any one time.
- Restricting the number of patrons in a business or area at any one time.
- Eliminating or re-structuring of non-essential gatherings. Typically, this involves moving in-person meetings to virtual media platforms like teleconference or video conference.
- Limiting the number of people on-site to allow proper social distancing.

4.6. Deliveries preventive measures

- Delivery zones are clearly identified and limited to receivers and deliverers only.
- When possible, nothing is passed between the deliverer and the receiver (e.g. shipment documents and pens for signatures). Deliveries are unloaded solely by receivers using proper PPE, while deliverers remain in their vehicles.
- All visitors and suppliers should disinfect or wash their hands (posters + disinfectant bottles to be installed at the entrances).
- Access is limited and restricted to entrances. No traffic without permission. If any suppliers have to come to work, they must fill out and sign the questionnaire or forms

4.7. Potential Virus Contamination

In the event there is a presumptive case for COVID – 19, present on site, isolate and clean work areas / surfaces that may have been contaminated. In the event a confirmed case of COVID-19 was present on site, close the site and employ a specialized biohazard remediation, abatement company will professionally disinfect the contaminated areas.

All cleaning products and procedures should be vetted by an Industrial Hygienist Consultant to verify that they are sufficient for disinfecting COVID-19. If products or procedures are deemed unreliable, they must be discontinued.

4.8. Wearing Gloves

All workers must wear gloves in accordance with their safe work practices and rules. Wearing gloves, besides being a safety requirement, reduces the likelihood of workers touching their eyes, nose or ears reducing the potential of transmission from contaminated surfaces.

Workers should replace their used gloves frequently with new gloves and launder used gloves, if practicable, with their work clothes to prevent them from becoming potential sources of transmission.

4.9. Project Orientation

The current concerns for COVID -19 makes orientations especially important as a means of communicating with new workers the safety precautions that they must comply with for them to work on this site. It is also a point for screening workers and asking them questions about their travels and health to verify that they are healthy and not in contravention of any Public Health Authority recommendations. It is also a moment when we can reassure workers that our project is being managed for their safety, that we are taking COVID – 19 seriously and that the most important thing to us is their health and safety.

The following are changes to the orientation routine:

- Where practical, move orientation outdoors and conduct a verbal orientation – reinforce social distancing.
- If orientations are conducted in a room keep the door secure and post social distancing signage on the door to the orientation room to prevent workers from grouping outside or in the room and waiting. Disinfect used pens, tables, chairs and table after each use.
- Host multiple orientation sessions to avoid violating social distancing.

Before providing an orientation have workers and visitors complete the Health Questionnaire COVID-19 to verify that they are healthy and fit for work. Workers that are not permitted access according to the questionnaire must be turned away. As part of the verbal orientation, review:

- what is social distancing of 2 M (6 ½ ft.)
- location of hand washing and hand sanitization stations and the frequency that they are expected to clean their hands.
- location of posters and other communications
- site specific procedures for hoists, stairwells, etc.
- what we are doing at the site to promote a safe workplace and remind them that their health is important to us.
- the importance of reporting to their supervisor if they are feeling unwell and leaving the project.

4.14. Lunchrooms / Common areas

Lunchrooms are places where there is a potential for people to come to contact with each other or contaminated surfaces. The following applies:

- Post social distancing signage to remind workers to keep their distance.
- Post signage to remind workers to wash or disinfect their hands before and after eating.
- Stagger coffee/lunch breaks to reduce the number of workers in the lunchroom at the same time.
- Organize chairs and stagger seating arrangement to maintain social distancing or take lunch and coffee outside

- Remove garbage often.
- Clean and disinfect tables, microwaves and other commonly handled items frequently.
- If air circulation is a concern install negative air units and vent outside lunchroom.
- Separate PPE and clothing that is hung up in the lunchroom to avoid touching.
- Workers intending to take work clothing home should place it in a plastic bag and not remove it until it goes into the laundry to be washed – ideally separately.
- If eating your lunch outside, maintain 2 meters of physical distancing from others
- Lunch breaks may not be taken in site offices
- No sharing of lunch items
- No communal food on the work site (donuts, pizza, coffee, etc.)
- Purchasing coffee and lunch throughout the day is strongly advised against
- No food trucks are permitted at sites
- May consider policy on leaving work site for food. Bring your own lunch only during pandemic.

4.15. First Aid Treatment

Report workplace injuries to the First Aid Attendant (FAA). As a precaution the FAA will wear N95 mask or ½ mask respirator, face shield and medical gloves when treating workers for any first-aid issue.

As part of the FAA injury assessment, the FAA will reconfirm the status of the workers' health in accordance with the Health Questionnaire questions. If workers are feeling unwell or exhibiting symptoms of COVID -19 they need to inform their Supervisor ASAP.

If they are fit enough to leave the project and arrive home safely, they should go home and follow the Public Health Authorities instructions for reporting self -isolating and treatment.

If workers are travelling on public transit or in close contact with others to get to their homes and if available, we will provide sick workers with N95 masks to be worn by them to help prevent any transmission from the sick worker.

4.16 Company Vehicles

Should no longer hold or transport passengers. Vehicles should be cleaned and sanitized by the driver at the beginning and end of each day, with intervals throughout the day as needed. COVID-19 Cleaning & Sanitizing Company Vehicles and the accompanying checklists are available in Appendix C.

- No more than 1 person per vehicle
- Whenever possible, workers should travel to the site alone; however, workers may carpool with those who reside in the same household
- Workers will be required to drive themselves to, from, and between sites each day. Please talk to your insurance agent regarding

5. JOBSITE SANITIZATION MEASURES ETC

5.0 Handwashing

- All sites are now required to have hand washing stations while construction is ongoing
- Locations of handwashing stations will be posted at the site office or muster point, and updated as moved throughout the job site
- Handwashing stations will be kept clean, accessible and stocked
- Provide portable hand-washing options for mobile crews.

5.1. Hand Sanitizer

As hand sanitizer is becoming a scarce commodity, Contractors are making immediate arrangements to construct temporary sinks / handwash areas with hand soap, paper towels and garbage cans. The locations will be at various high-traffic locations.

- Each subcontractor is responsible for providing hand sanitizer for their worker's needs.
- Each subcontractor remains responsible for cleanliness in their lunchrooms.
- Each subcontractor remains responsible to provide PPE, noting that glove use is mandatory.
- Each subcontractor is responsible for disinfecting shared tools, iPads, etc. between uses.

5.2. Cleaning and Disinfecting

Conduct routine daily cleaning of hard non-porous surfaces throughout construction sites including site office trailers, lunchrooms, orientation and meeting rooms, first aid rooms, portable toilets, equipment, tools and trailers, etc.

See Appendix C for Cleaning Checklist Templates.

5.3. Regular cleaning of worksite equipment

Properly clean your offices, trailers, containers, workshops and other facilities. The frequency of cleaning each work area and surface depends on the number of people who use it, the duration of use, and the presence of any objects which people might handle with their bare hands.

Examples of surfaces that should be cleaned daily include equipment cabinets, planning boards, remotes, battery chargers, and shared tools.

"High-touch" surfaces should be cleaned and disinfected every work shift. Some examples of high- touch surfaces include:

- Doorknobs and push bars
- Coffee makers and water fountains
- Shared radios and phones
- Handrails
- Toilet flush handles
- Chemical toilets; you should also place wash stations or, at a minimum, hand sanitizers outside the door
- Refrigerator door handles

- Conference/meeting room surfaces (for example, tabletops, chairs, PC cables, markers) and
- Telephones
- Elevator buttons, an alcohol-based hand sanitizer bottle to be accessible inside the elevator with hand wipes or alcohol-based hand wipes to clean the buttons prior to each use
- Copiers and fax machines, Personal keyboards, desks, heavy equipment controls, mobile phones, and small personal tools are frequently used only by one or two people; therefore, they may be cleaned less often.

See Appendix C for Daily Cleaning Checklist Templates.

5.4. Frequent cleaning of tools, PPE and equipment

Site materials and shared tools such as drills, crowbars, wheelbarrows, jerry cans and saws, etc. should be handled with gloves and are rarely touched with bare hands. Thus, they require cleaning but do not need to be disinfected.

However, gloves can only protect when they are worn; removing and then putting them back on can cause cross-contamination.

Think about cleaning, storing, and replacing your gloves.

Marking tools with tapes or spray paint to ensure tools aren't being shared without being disinfected first.

If tools are required to be shared person to person, a thorough cleaning with a disinfectant containing more than 70% alcohol is recommended.

Remember to frequently clean all your PPE (e.g. hardhat and glasses). Before removing glasses, hardhats and/or face shields, make sure to wash your hands with soap and water for at least 20 seconds.

5.5. Measures for toilet facilities

- One employee be assigned daily to check washrooms for cleanliness and sanitize handles frequently throughout the day
- Cleaning and sanitization of the washrooms will be subjective; some sites will be cleaned and maintained by the staff, others will be outsourced for regular cleaning
- All sites will have an adequate number of washrooms as per government regulations
- Having pre-planned washroom breaks on maintenance routes or making alternate arrangements for staff.

6. OFFICE

6.1. Social distancing

Health organizations, including the Public Health Agency of Canada (PHAC), have identified social or physical distancing as one of the most effective strategies to prevent the spread of COVID-19.

All workers are required to avoid physical contact and maintain a minimum distance of 2 meters from each other. The completion of tasks where social distancing cannot be maintained should be discussed with Supervisor so that alternative plans may be arranged.

Office Staff are encouraged to work from home whenever possible and to avoid face to face meetings. All entrances will be locked, and unauthorized visitors will be turned away. Suggest each door have a list of contacts to request access.

6.2. Warning on your door:

Do not allow delivery people in your office unless they have confirmed they are in good health.

6.3. External workers or visitors

Have them complete a statement saying they are in good health before allowing them access to your premises and only when absolutely required.

See Appendix A.

6.4. Work from home policies

Our objectives are to ensure business continuity, minimize impacts on our projects, continue to serve our clients, and protect the health and safety of our worksite employees who remain on the front lines.

In practical terms:

- Offices remain open.
- Worksites remain open.
- All services for projects are still active.
- If you are at home, you can work as though you were at the office – but virtually.
- Take part in all meetings via videoconferencing or phone
- Remain available to your colleagues, partners, and clients
- If unexpected personal circumstances should impact your short-term availability, please contact your manager as soon as possible.

If you are a manager:

- Plan frequent meetings with your employees, call, text, Teams, Zoom, e-mail, etc.,
- Ensure to remain available; host regular and recurring meetings along with scheduling personal conversations,
- Be flexible, this is a challenging time, so look for opportunities to support and encourage each other.

6.5. Work from Home Cybersecurity

Working from home brings risks to your organization. Workers must respect strict security rules to ensure they don't introduce viruses to your system. With many homes having children/teenagers it is imperative that workers logout from your system every time they leave their computer.

The risk of phishing or other attacks is on the increase as the hackers are literally seeking to exploit the situation

7. RISK MANAGEMENT

7.1. Steps if a Case is Suspected:

Treat the ability to work as a privilege this year. This means being honest and forthcoming about any illnesses, as well as notifying Management of any employees not abiding new rules, policies or following personal hygiene and site sanitation recommendations in or out of the workplace.

If it is suspected that someone is sick in the Workplace, ensure protection of workplace and provide good solutions for workers.

- "Sick" means coughing or sneezing more than explainable from dust or environmental issues. It could be the common cold or the flu, either way if there is a possibility that someone is sick, they should be sent home.
- If a trade partner is suspected as sick, send them home and notify their manager.

If an employee who can work from home effectively is identified as sick they will be

- sent home and use technology to continue to work.
- If an employee who cannot work from home effectively is identified as sick, they will be temporarily laid off so they can recover.
- Anyone who goes home as sick or is sent home as sick must follow current AHS guidelines in respect of screening, testing or self-isolation

Individuals who have been potentially exposed to the virus, or who are exhibiting flu-like symptoms such as fever, tiredness, coughing, or congestion are instructed to:

- Not come to work;
- Contact their supervisor and/or human resources department;
- Stay at home and self-isolate; and
- Contact local health authorities for further direction.

Such individuals are required to follow the recommendations of the local health authority and may not return to work until given approval by the proper health authorities.

- Individuals who begin to display flu-like symptoms on site are instructed to avoid touching anything, take extra care to contain coughs and sneezes, and return home immediately to undergo self-isolation as directed by the local health authority.

- All areas on site potentially infected by a confirmed or probable case are barricaded to keep individuals two metres away until the area is properly cleaned and disinfected.

AHS Self-Assessment Tool: <https://www.albertahealthservices.ca/topics/Page17058.aspx>

7.2. What to do with a confirmed COVID-19 case:

The projections show that 30-70% of the population may ultimately get this illness. All the measures being implemented are to slow the spread to ensure the medical system has the capacity to treat those who need it when they get it. In the event of a confirmed case:

- Notify everyone by email as soon as it is confirmed. It is important to communicate well through this so you will be the first to know.
- Do not identify the individual by name, etc. to comply with privacy legislation.
- Follow the guidelines provided by Alberta Health Services

If You Have a Positive Test Result

- Regardless of when your self-isolation began, if your test results for COVID-19 are positive, you are **legally** required to self-isolate for **at least 10 days** from when your symptoms started and until symptoms have resolved (whichever is longer)
 - Self-isolation can help prevent the spread of COVID-19 by lowering the chance the virus could spread to others.
 - You **must** stay at home – do not leave your home or attend work, school, social events or any other public gatherings
 - You should avoid close contact with other people, including household members but especially seniors and people with chronic conditions or compromised immune systems
 - Wash your hands often and thoroughly, cover your cough and sneezes, avoid sharing household items and clean and disinfect frequently touched and shared surfaces.
 - You will be contacted by Public Health for information and instructions

If an employee is confirmed to have COVID-19, and it is deemed other employees may have been exposed, Alberta Health Services (AHS) may be in contact with the business to provide the necessary public health guidance. Employers should work cooperatively with AHS to ensure those potentially exposed to the individual receive the correct guidance.

7.3. Other Business Considerations

We must work together to ensure job sites remain open.

- Strong leadership to fully comply with government mandates is imperative.
- Now is the time to review your active contracts to ensure you understand payment terms and what could impact them.
- Understand your insurance coverage.

- Ensure that you understand the HR implications of any layoffs or absenteeism that may result from this situation.
- Have a process in place should any short-term site shutdown occur
- Preplan your orderly exit if an order is issued today to close one or many sites.
- If an inspector is required to sign off on your work, ensure they have an option in place in case they are unable to complete their inspections.

Our industry should be known as a safety conscious and diligent community of professionals and as we work through this situation we will learn, continuously improve and take our capabilities to new heights as we serve our customers our people and the communities that we are part of.

APPENDICES

Appendix A - [EXAMPLE COVID-19 Health Check Questionnaire](#)

Appendix B - [EXAMPLE RETURN TO WORK DECLARATION FORM](#)

Appendix C - [SURFACE CLEANING SAFE WORK PROCEDURES](#)

Appendix D – [EXAMPLE POSTERS AND SITE SIGNAGE](#)

Alberta Health Services: <https://www.albertahealthservices.ca/topics/Page17000.aspx>

Appendix E – SECTOR SPECIFIC GUIDANCE

1. Nurseries / Sod Farms / Production Greenhouses
2. Retail Greenhouses / Garden Centres
3. Lawn Care Contractors
4. Landscape Construction
5. Landscape Maintenance
6. Other

Appendix F – [LETTER TEMPLATE – ESSENTIAL SERVICES](#)

Appendix G – [COMPANY POLICY TEMPLATE](#)

Appendix H – RETURN TO OPERATIONS GUIDE

Garden Centre Canada - Guidelines

Best practice suggestions to guide you during COVID-19

There are many steps to best practices during a time of limited staff, social distancing and overall safety. Below you will find a suggested guide to best practices. Use what suits your business best. It's always best to go beyond then not have enough measures in place.

#1 You are Required

- Understand your local provincial and federal requirements. For example; If you are open for business, make sure you know the maximum allowed count of people in a closed environment. These range from Province to Province. Links are provided to your government website lists on the last page of this document.
- In many cases, if your business is engaged in retail and/or wholesale sale of pet food and supplies, you would be listed as essential (at least this portion of your store).

#2 Communication is key!

- Your entire team needs to know each of their responsibilities and emergency procedures. It includes understanding stay at home protocols if not feeling well.
- Involve your team in feedback by having daily check-ins and debriefings.
- Your customers want to know everything you are doing to keep them safe, have strong social media messaging in place, and website updates.
- Encourage shoppers to order online for delivery or curbside pickup.
- This is not the time for seasonal special, customer appreciation days, etc.
- Set up a chart to/checklist of established services which may need to be suspended during different phases of being open, example.

Service	Online	Phone-in	Open Air	Curb Side	Full Service
Free Repotting	N	N	N	N	Y
Washrooms	N	N	N	N	Y
Plant Return	N	N	N	N	Y
Accept Cash	N	N	N	Y	Y

- If you do decide to take returns at this time, have a holding return area where plants and products are in isolation for at least three days. Ideally, communicate to customers that you will address replacement after May.

#3 Cleaning and Sanitation Supplies

- Take stock of what you have and what you need, be prepared that if you do not have enough supplies, you cannot open. If you do have enough supplies and are diligent, know where they are to illustrate to authorities that you are abiding by all COVID-19 Health and Safety requirements.
- Know your Provincial Health & Safety COVID-19 guidelines.

#4 Your Team

- During work hours, a check-in team should be checking their temperature and recording date and time is taken, this is reported in their health report which would ask specific questions. You can develop one for your staff.
- Protect tills with social distancing marked locations.
- Use plexiglass at tills, map out and illustrate social distancing wait lines, including distance from cashier to the customer, and customer traffic flow.
- No cash exchange, you should have a signage at the front door to illustrate the changes.
- One staff per cashier station, only they can use this phone and till during their shift.
- Supply cashier with latex gloves and/or sanitization pumps.
- Sanitization wipes to be used to clean payment machines and counters after each use.
- Staff must be fluent with all hygiene and safety guidelines.
- Staff room signage with clear cleaning guidelines and minimal seating to allow social distancing while on break.
- Team to be aware of guidelines when bringing out goods to drop off areas.
- Have a social distance hand signal and kind verbiage to be used by all.
- Have limited hours to allow thorough cleaning and debriefing opportunities.
- If you have the staff capacity, have them a team per shift work specific days, for example, Team A works M, W, F, S etc. This will limit any exposure "if" a staff was to get sick.
- If a team member presents as ill during the day, have an emergency plan in place to get that person home, and store areas sanitized.

#5 The Outside of the Store – Keep messaging Positive and Informative!

- Have visible pickup areas for online sales and pickup with traffic arrows and signage.
- All shopping carts and baskets to be cleaned after each use, limit the amount available, if you can only have 15 people in the store at once, they only have 15 carts available.
- Have signs alerting people to social distancing, sanitization, sneeze into elbow etc
- Have more than one disinfection area in front of the store and throughout the store.
- Limit your parking stalls in your lot, use cones on every other stall, this helps keep numbers down as well as distancing.
- DELIVERIES to your STORE– have one person delegated to receive deliveries, these should all be wiped down, instruct staff not to sign paperwork, but instead record delivery person name, time of delivery etc.
- DELIVERIES to your CUSTOMER – contact the customer prior to delivery to ensure customer still wants their delivery, the customer has paid, NO cash upon delivery, the staff does have a place to put their delivery. NO physical contact, i.e. hand shake and social distancing, must be followed. Staff double checks the order and takes a picture with their phone at drop off, for your record if you feel necessary.

#6 The Inside of the Store – Keep messaging Positive

- Have signage everywhere to make people aware of social distancing, sanitization, sneezing/coughing.
- Have signage about the benefits of plants to your well-being.
- Block off items that have multiple touchpoints such as giftware, clothing, shoes and furniture; this would include large decorative containers etc. The goal here is little to know staff to customer interaction, if possible, also helps when staffing is limited.
- Have customer traffic flow arrows on signs and floor; the goal is to get in get the essential products you need and exit in a timely, organized manner.

#5 Customers in the Store – Keep messaging Positive!

- Have a store ambassador at the front of your store, with the task of allowing the allotted number of people in the store at one time and to field questions.
- Have sanitization pumps at the door.
- Doors should be automated or left a jar, minimal door touch.
- Have traffic floor lines established in the store with 2-meter social distancing spots.
- All café and restaurant options are to be closed.
- Keep an eye on washrooms if they are open a staff person will have to clean after each use, it has been suggested to close all public washrooms, and strict guidelines for staff wipe down after each use.
- No workshops or demonstrations are to take place. Develop some Youtube clips for your customers for reference.
- Children's play areas are closed *make this note on your social media, front signage and website.
- Urge customers to not bring their children and keep family units to no more than 2
- Offer special hours to seniors should be shadowed by a family member to assist with lifting etc
- Consider shopping by appointment with time limits in the store
- If you have space and can have cars drive through and shop, time to be creative.

Keep Well, Keep Safe, Keep Positive

THANK YOU!

Thank you to our members who have had input into this list and to the following organizations, whom we have borrowed information from:

- | | | |
|-------------------------|-------------------|------------|
| • Tuinbranche Nederland | AmericanHort | Chinahorti |
| • Landscape Ontario | Landscape Alberta | BCLNA |
| • CNLA | RCC | BallHort |

Provincial Government Links:

BC - <https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/essential-services-covid-19#non-health>

AB - <https://www.alberta.ca/essential-services.aspx>

SASK - <https://www.saskatchewan.ca/-/media/files/coronavirus/public-health-measures/critical-public-services-to-address-covid-19-and-allowable-business-services.pdf>

MB – <https://globalnews.ca/news/6750116/coronavirus-monday-update-from-manitoba-health-officials-2/>

ON- <https://www.ontario.ca/page/list-essential-workplaces#section-1>

QU- <https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/essential-services-commercial-activities-covid19/>

NS - <https://novascotia.ca/coronavirus/>

NB - <https://www2.gnb.ca>

PEI - <https://www.princeedwardisland.ca/en/information/health-and-wellness/essential-and-non-essential-services-covid-19>

NL - <https://www.gov.nl.ca/aesl/feature/covid-19-information-about-aesl-programs-and-services/>

Provincial Association Links

BC - <https://bclna.com/covid-19-news-update/>

AB - <https://www.landscape-alberta.com/covid-19-industry-updates/>

SK - <https://www.snla.ca/industry/news.html?news=covid19-special-briefing>

MB - <https://mbnla.com>

ON - <https://horttrades.com/covid-19-resources>

NS – <https://landscapenovascotia.org/covid-19>

NB & PEI - <http://www.landscapenb-pe.ca>

NL - <http://www.landscapenl.ca/covid-19-resources.html>



Retail

Employers must:

- Make sure workers know about the virus and how to minimize its spread.
- Set a clear policy for what is expected of workers if they get sick, have symptoms, or if an exposure is reported at the store.
- Do everything possible, under the circumstances, to protect the health and safety of workers and customers by providing adequate information, training, sanitation, and personal protective equipment.

Workers must:

- Practice physical distancing by keeping more than 2 metres (6 feet) apart from co-workers and customers.
- Continue to follow all safe work procedures. If it is unsafe to work, they should talk to their supervisor, health and safety committee or representative, and/or union.
- Stay home if they are sick or might be sick. Follow the Public Health Agency of Canada's steps for self-assessment: <https://www.canada.ca/coronavirus>
- Avoid touching their face.
- Wash their hands at the start of their shift, before eating or drinking, after touching shared items, after using the washroom, and before leaving the store. Remove jewellery while washing.

Store Sanitation

- Increase ventilation and fresh air return where possible.
- Make sure washrooms are cleaned frequently, have running water, and are stocked with soap, paper towels and a plastic lined waste container. Visibly dirty hands must be washed with soap and water.
- Provide hand sanitizer at customer service areas, entrances and exits, checkouts, and help desks.
- Clean offices, lunchrooms, and workspaces at least once per day, and more often for high-traffic areas and contact surfaces. Focus on frequently touched and shared surfaces such as keys, doors, handles, carts, handrails, light switches, shelves, countertops, drawers, keyboards and mice, touchscreens, payment keypads, cash drawers, pens, tools, phones, radios, vending machines, tables, chairs, and kitchen equipment.
- Clean shared equipment, phones, and tablets with alcohol or disinfectant wipes.
- Make sure workers understand the risks and safety precautions when using cleaning products.
- Provide workers with the personal protective equipment they need to safely use cleaning products and make sure they use them correctly.
- Dispose of used tissues, wipes, gloves, and other cleaning materials in a plastic lined waste container.
- Use disposable gloves when handling garbage.



Retail

Staff Management

- Ask all workers to check in when they arrive for work. Do not allow people on-site if they are sick or might be sick.
- Minimize contact during sign-in. Have the supervisor do roll call and sign in for people (or provide separate pens), or have people text their supervisor. Clean any sign-in devices between users.
- Make sure workers are trained to work safely before replacing the duties of others.
- Train workers on how to work with and care for personal protective equipment, and to understand its limitations.
- Minimize unnecessary visitors. Conduct meetings virtually and reschedule non-critical maintenance and service calls if possible.
- Submit all documents, such as reports and forms, electronically, or wash hands after handling papers.
- Remove shared cutlery and tableware from lunchrooms.
- Remove communal coat check areas and shared footwear or clothing. Have workers store their personal items in separate lockers or in sealed bins/bags. Provide designated uniforms that are laundered by a service or encourage workers to wear clothes that can be washed frequently.
- Stagger meetings, breaks, team talks, and orientations to minimize the number of workers in one place.
- Hold in-person meetings outdoors or in large areas that allow for physical distancing.
- Communicate corporate information electronically.
- Hold worker orientations verbally to avoid touching papers.

Store Practices and Policies

- Clearly communicate to your customers any new practices and policies that will affect their shopping or service experience. Post these changes on your website, on the front doors, and via email.
- Post a notice that customers who may be sick, have been exposed to someone sick, or have just returned to Canada should not enter the store.
- Promote home delivery, pre-ordering or reservation, or curbside pickup.
- Limit the number of customers allowed into the store at one time. Provide a waiting line area outdoors if it is safe to do so.
- Ask customers to designate one person from the family to do the shopping. The rest of the family should wait in their vehicle, or stay at home, especially children.
- Limit the time allowed in the store to discourage unnecessary shopping or browsing.
- Post signs reminding customers not to handle items unnecessarily (e.g., touching each piece of produce, sifting through bins of products).
- Add 2 metre (6 feet) markers to floors to promote distancing in aisles, line ups, and self-service cash registers. Consider creating one-way aisles.
- Clean carts and baskets with disinfectant wipes between each customer use or make disinfectant wipes available to customers before they use a cart or basket.
- Use a separate drop-off area for used carts and shopping baskets.
- Reduce the need for customers to browse and touch products and store fixtures. If possible, ask them what they need so a staff member can get the items.
- Limit the amount of stock placed out for sale to minimize contact, if possible. Let customers know that empty bins or shelves are not necessarily indicative of a shortage.
- Shorten store hours or set closure days to allow for deep cleaning.



Retail

- Set designated or assisted shopping hours for vulnerable customers such as seniors or persons who are immunocompromised.
- Encourage the use of credit and debit cards. Sanitize payment keypads and touch screens between each transaction.
- If handling cash, wash or sanitize hands after each transaction, or wear single-use gloves. Designate specific checkouts for cash use.
- Suspend the use of reusable bags, reusable cups, and travel mugs.
- Ask customers to bag their groceries.
- Install barriers at cash registers if available.
- Remove customer access to touchscreens and computers (such as terminals to check prices or stock) or sanitize them often.
- Extend or add flexibility to return policies and deadlines. Suspend returns or keep returned items in a separate area and sanitize before restocking.
- Remove materials that cannot be easily cleaned such as newspapers and flyers, demo and sample items, children's play area toys, and complimentary food and beverage stations.
- Remove customer coat check areas.

Provide mental health support to all workers, including access to an employee assistance program (EAP) if available.



For further information on COVID-19, refer to the Public Health Agency of Canada

<https://www.canada.ca/coronavirus>

Note that this guidance is just some of the adjustments organizations can make during a pandemic. Adapt this list by adding your own good practices and policies to meet your organization's specific needs.

Landscape Canada COVID-19

There are many steps to consider during a time of limited staff, social distancing and overall safety. Below you will find some suggested steps for members used by members. Use what suits your business best. You will also find a number of different links in the document which are provided to you as examples and suggestions.

#1 You are Required to:

- Understand the COVID-19 essential services verbiage that is on your Provincial Government's website. Links to relevant provincial documents are listed at the end of this document.
- Monitor information coming from provincial and federal governments, and your provincial public health/work safe authority, to ensure recommendations are being followed. Your Provincial landscape association website is also a wealth of information, see the links at the end of this document.
- Understand the rules of your province, landscaping is not listed as an essential service in any Province, yet verbiage refers to aspects of what landscapers do through maintenance for example:
Debris removal for safety, managing invasive species, inspection for safety, essential treatments to reduce spread of diseases, and or pests. Always follow your Provincial guidelines.
- Make sure you have the appropriate insurance for working during these trying times. Check in with your insurance company to double check you are fully covered. This is essential!
- Be aware of your own intuition, if you feel your team 'really' doesn't need to be in a specific area doing a specific task then don't be. This is not the time to push work limits, always air on the side of caution.
- Be responsible to keep your employees educated and safe, be sure you have the cleaning supplies you need, be prepared because if you do not have enough safety supplies (example: hand sanitizer, disinfectant wipes and individual hand tools) you cannot have your crews start their day.

#2 Communication is KEY!

Companies can't communicate enough in a situation like this. Companies must let your employees, your clients, and the public know what your intentions are at all times!

The Public

Have ample copies of signage, and notices on your social media such as your website, FB and twitter. For example: today we will be in the Oakdale area, if you see us please notice we are always working 2 meters apart, we came in different vehicles, we will not be talking to clients etc.

- Have signage on your trucks stating the protective measures you are taking daily to protect your employees and the public.

Your Clients

- Contact and get permission from clients to be serviced — preferably in a documented format such as email or other time/date stamped electronic communication.
- Send them a letter letting them know what you are doing and why BCLNA has provided an excellent example: <https://cutt.ly/Letter-to-Public>
- Contact with clients should be executed via email, phone calls, video conference, when possible, if personal contact is required, then maintain social distancing of 2 meters when on the client's property or the general public.
- Give your clients a 24 hr heads up through text, phone call or email.
- Contact all Property Managers if you are working on Strata grounds, they are the best source to get the word out to their strata councils and can have notices posted.
- Educate your employees in what to say to clients and the general public if they are approached on a job site.
- Communicate with clients about the current status of allowable work in your province.

*REMEMBER how you deal with your customers today, will resonate with them tomorrow. Be professional, be compassionate and understand their restraints and emotions.

#3 Keep your Employees educated and safe.

- Your entire team needs to know each of their responsibilities and emergency procedures. It includes understanding stay at home protocols if not feeling well, and all safety procedures such as hand washing, social distancing etc. Keep a rake length apart!
https://www.linkedin.com/posts/pacific-landscape-management_2_socialdistancing-teamorange-nalp-activity-6651895673467871232-sarV/
- Make sure your employees know all government programs to assist them financially, this often is the highest fear during such uncertain times. Keeping your teams calm and focused will help them work better physically and emotionally.
- Involve your team in feedback by having daily check-ins and debriefings through teleconference calls or zoom at the beginning and end of the day, check in on emotional mental health. Transparency is key. We are all in this to support and assist!
- Provide proper daily education and debriefing. A shorter work shift to allow crews to be able to participate in these sessions. Communicate, inform, educate, and reinforce Health & Safety and COVID-19 updates daily.
- Have your staff complete a daily health check answering a self-monitoring symptoms checklist. Ask if they have a fever, cough or are suffering from extreme tiredness, how are you mentally feeling. The FAQ's is very informative on this site:
<https://www.albertahealthservices.ca/assets/info/ppih/if-ppih-ncov-2019-staff-faq.pdf>
- If an employee has a family member at home with COVID-19, they are not to come to work, this is for everyone's health consideration.

- If a team member is at home due to COVID-19 and still on payroll, this is the time to have them work on some training.
- Crew personnel should have a common message to be able to respond to questions from the public in a professional manner. (While maintaining social distancing.)
- Enforce cleaning and sanitation protocols for all common spaces including trucks, equipment and onsite hoses. (Remember tools, handles, steering wheels, etc.)
- Provided masks and disposable nitrile gloves for use when appropriate.
- Disposable nitrile gloves for use in public areas and washrooms, make sure crew is trained in how to remove and dispose of them.
- Stagger crew start times to minimize congregation at office/shop locations and keep crew size as small as possible.
- Limit crews to ONE person per truck and have all other crew personnel drive directly to the job site or use public transit where available.
- Assign one truck to one crew and do not rotate. The person who is responsible for the truck is to sanitize it fully at the end of the day regardless if they were the only one in it. Over diligence is key.
- All vehicles must have cleaning wipes, sanitizer, extra gloves and garbage bags. Provide hand sanitizers to all staff in their own bottles if possible.
- Minimize use of shared equipment and tools, all tools are wiped down again at the end of shift. Keep tool sharing to a minimum, ideally each person has their own marked set of tools if enough are able.
- Personal Protective Equipment is not to be shared at any time including safety vests, goggles, etc. Drinking bottles are not to be shared at any time.
- Wear gloves as much as possible, removing only to eat or drink. Work gloves should be washed after each shift at home as a precaution.
- Encourage employees to bring their own lunches and take their own garbage home.
- Encourage or supply your employees with hand washing kits with; liquid soap/bar with container, sanitizer and single use towels with a zip lock bag for disposal.
- If you must work in close proximity to another for a short period of time (i.e. lifting a tree ball into a hole), wear a face mask.

*REMEMBER all eyes and ears are on your employees, be mindful of dust, noise, social distancing and bylaws.

#4 Your Shop

- If your employees are returning to the shop to drop off larger equipment and trucks. Always keep in mind that less is best. The less people at the shop the better, less touch points equals better control.
- Check with your provincial regulations as to whether your office should be closed to the public.
- Do not allow deliveries inside the shop, arrange a time to greet at a distance
- If you have a repair person in the shop limit this to one person per day, all equipment and tools to be sanitized for use the next day
- Washrooms must be sanitized after every person that uses the facility. This can be done by the staff person using the washroom or by a designated cleaner. All touch areas have to be sanitized ie: toilet seat, handle, door handles, sink taps, etc,

#5 Be Prepared!

Be prepared to shutdown at any moment. TAKE THE TIME NOW to understand what it means to your company, your customers, your employees. Ask yourself, “What can we do if you have to shut down?” Look for ways to maintain all relations, set goals for being ready to start back up, understand financial government programs for your company and employees, be diligent in understanding your cash flow, solid budget etc.

Focus on what you CAN control and influence. BE creative, be forward thinking this is a time for growth.

Keep Well, Keep Safe, Keep Positive

THANK YOU!

Thank you to our members who have had input into this list and to the following organizations, whom we have borrowed information from:

- National Association of Landscape Professional
- Canadian Nursery Landscape Association - LCC
- British Columbia Nursery Landscape Association
- Landscape Ontario

Provincial Government Links:

BC <https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/essential-services-covid-19#non-health>

AB

<https://www.alberta.ca/essential-services.aspx>

SASK <https://www.saskatchewan.ca/-/media/files/coronavirus/public-health-measures/critical-public-services-to-address-covid-19-and-allowable-business-services.pdf>

MB <https://globalnews.ca/news/6750116/coronavirus-monday-update-from-manitoba-health-officials-2/>

ON

<https://www.ontario.ca/page/list-essential-workplaces#section-1>

QU <https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/essential-services-commercial-activities-covid19/>

NS

<https://novascotia.ca/coronavirus/>

NB

<https://www2.gnb.ca>

PEI <https://www.princeedwardisland.ca/en/information/health-and-wellness/essential-and-non-essential-services-covid-19>

NL <https://www.gov.nl.ca/aesl/feature/covid-19-information-about-aesl-programs-and-services/>

Provincial Association Links

BC - <https://bclna.com/covid-19-news-update/>

AB - <https://www.landscape-alberta.com/covid-19-industry-updates/>

SK - <https://www.snla.ca/industry/news.html?news=covid19-special-briefing>

MB - <https://mbnla.com>

ON - <https://horttrades.com/covid-19-resources>

NS – <https://landscapenovascotia.org/covid-19>

NB & PEI - <http://www.landscapenb-pe.ca>

NL - <http://www.landscapenl.ca/covid-19-resources.html>



Construction

Protecting Yourself and Others

- Continue to follow all safe work procedures. If it is unsafe to work, talk to your supervisor, health and safety committee or representative, and/or union.
- Practice physical distancing by working more than 2 metres (6 feet) apart from others.
- Stay home if you are sick or might be sick. Follow the Public Health Agency of Canada's steps for self-assessment: <https://www.canada.ca/coronavirus>
- Wear gloves and do not touch your face.
- Wash your hands at the start of your shift, before eating or drinking, after touching shared items, after using the washroom, and before leaving the site. Remove jewellery while washing.
- Do not share communication devices, personal protective equipment, cigarettes, or vaping equipment.
- Do not spit on-site.
- Remove work clothes and wash them as soon as you get home.

On-site Sanitation

- Provide access to hand washing stations (even if it is a spouted water container, catch bucket for water, soap, and paper towels) or provide hand sanitizer. If hands are visibly dirty, they must be washed with soap and water.
- Clean offices, washrooms, lunch/break rooms and/or trailers, and other workspaces every day. Focus on commonly touched surfaces such as doorknobs, handles, handrails, tables, chairs, pens, tools, radios, vending machines, and kitchen equipment.
- Regularly clean shared tools, phones, and other devices with alcohol or disinfectant wipes.
- Assign one driver per vehicle, or clean shared vehicles between driver changes.

Site Management

- Minimize the number of workers at one time on-site. Stagger trades and their work locations, meetings, breaks, tool cribs, safety toolbox talks, and orientations.
- Ask everyone to check in. Do not allow people on-site if they are sick or might be sick.
- Minimize contact during sign-in. Have the supervisor sign in for people (or provide separate pens), or have people text the supervisor. Clean any sign-in devices between users.
- Submit hazard assessments and documents electronically, or wash hands after handling papers.
- Control site movement to reduce gathering at scaffolds, hoists, washrooms and other high traffic areas.
- Designate travel paths so workers do not have to pass each other closely (e.g., one set of stairs for up, another for down) or have workers call out before entering a shared space.
- Hold meetings in an outside or large space to allow for physical distancing of at least 2 metres (6 feet) between people.
- Hold verbal orientations to avoid touching papers.



Construction

Crew Management

- Maintain physical distancing, unless otherwise unsafe to do so.
 - 3-4 workers per 1000 square feet, or 10 workers per 10,000 square feet
 - Keep large job shacks to 5 people, and small shacks to 3
- Keep crews together so that they are comfortable working in closer proximity when absolutely necessary.
- Wear personal protective equipment (PPE) such as a respirator, face shield, gloves, and long-sleeved shirts, if appropriate and available. Train workers on how to work with and care for PPE, and to understand its limitations.
- Discuss with crews how to perform work safely while maintaining distance. Modify production schedules if necessary.
- Make sure workers are trained to work safely before replacing the duties of others.
- Consider multiple shifts to help keep distance between workers and to accommodate those with caregiving needs.
- Make sure workers on-site have the necessary skills and training to operate equipment, perform first aid, supervise, etc.

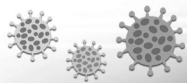
Provide mental health support to all workers, including access to an employee assistance program (EAP) if available.



This guidance was developed with assistance from the Alberta Construction Association <http://albertaconstruction.net/>

For further information on COVID-19, refer to the Public Health Agency of Canada <https://www.canada.ca/coronavirus>

Note that this guidance is just some of the adjustments organizations can make during a pandemic. Adapt this list by adding your own good practices and policies to meet your organization's specific needs.



Agriculture

Protecting Yourself and Others

- Practice physical distancing by staying more than 2 metres (6 feet) apart from others, during both working and off-hours.
- Continue to follow all safe work procedures. If it is unsafe to work, talk to your supervisor, health and safety committee or representative, and/or union.
- Wash your hands at the start of your shift, before eating or drinking, after touching shared items, after using the washroom, and before leaving work areas.
- Wear gloves and do not touch your face.
- Do not share personal items such as communication devices, cigarettes, vaping equipment, eating utensils, clothing, grooming products, or towels.
- Do not share personal protective equipment that is intended for your use only.
- Only wear reusable personal protective equipment after it has been cleaned and sanitized between users.
- Do not spit on-site.
- Remove and wash your work clothes as soon as you arrive to your room. Take a shower at the end of your shift.
- Self-monitor your health condition daily.

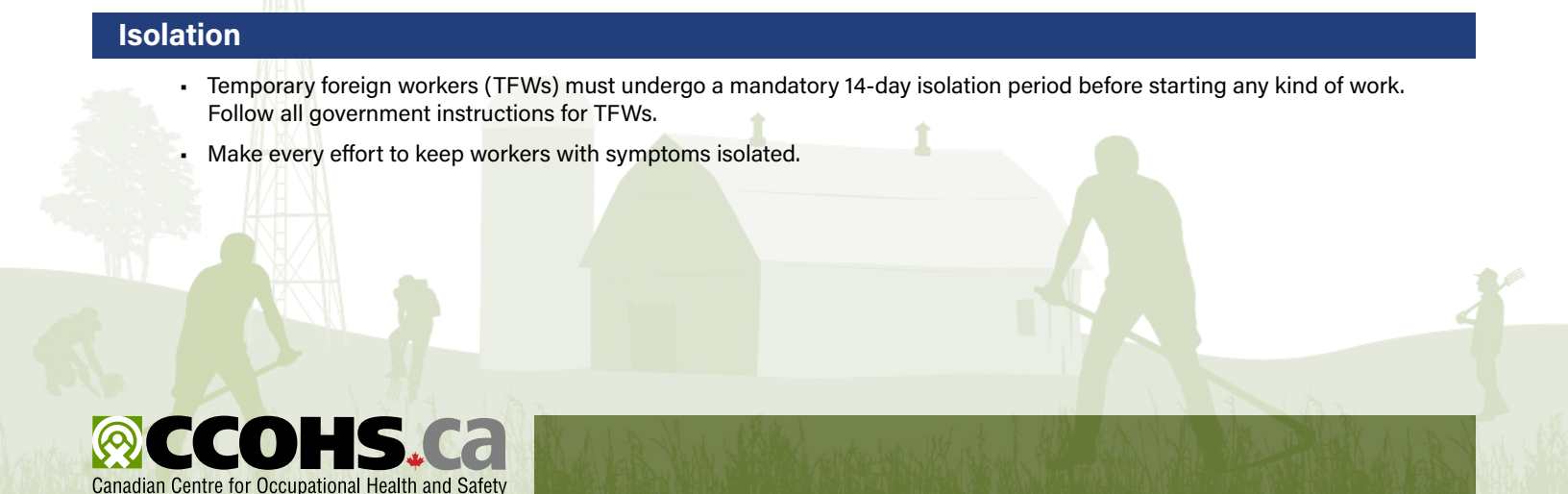
If You Have COVID-19 Symptoms

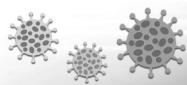
If you have a cough, fever, sore throat, difficulty breathing or any other screening criteria:

- Immediately self-isolate in a separate space or designated area, with your own bathroom if possible.
- Immediately notify your supervisor or most appropriate contact, who will:
 - Notify their public health agency for further assessment and guidance.
 - Call 911 or emergency services if symptoms are life threatening.
 - Arrange for food and other essential items to be delivered to you, with appropriate precautions for delivery and pick up of items.

Isolation

- Temporary foreign workers (TFWs) must undergo a mandatory 14-day isolation period before starting any kind of work. Follow all government instructions for TFWs.
- Make every effort to keep workers with symptoms isolated.





Agriculture

Transportation

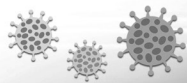
- Assess workers for symptoms before they use group transportation such as a bus, van, or truck to get to and from the work site. Anyone that is symptomatic should be isolated.
- Assign one driver/operator per vehicle.
- Do not allow passengers to crowd together when getting in and out of the vehicle.
- Passengers should be spaced apart as much as possible, such as seating in a staggered pattern. Use multiple or larger vehicles, as necessary, to maintain distancing.
- Consult your public health agency to determine the best approach for getting symptomatic individuals to a safe setting without putting others at risk.

Sanitation

- Provide access to hand washing stations (even if it is a spouted water container, catch bucket for water, soap, and paper towels) or hand sanitizer dispensers in prominent locations throughout the team/worker accommodations and work sites. If hands are visibly dirty, they must be washed with soap and water.
- Clean offices, washrooms, kitchens, lunchrooms, trailers, workspaces, and other shared spaces at least once a day. Focus on commonly touched surfaces such as pens, tools, radios, vending machines, tables, chairs, handles, handrails, kettles, microwaves, light switches, sink and shower taps, toilet flush levers, etc.
- Use household disinfectants, or a mixture of 5 mL of bleach (5% sodium hypochlorite) and 250 mL of water. Make sure the solution is in contact with the surface for at least 1 minute.
- Clean shared tools, phones, and tablets with alcohol or disinfectant wipes between users, or wear gloves if cleaning is not practical.
- Clean vehicles between users (keys, steering wheel, gear shift, controls, vents, belts, seats, interior and exterior door handles, etc.).
- If someone experiencing symptoms has left the team/worker accommodations, thoroughly clean their bunk area. Contain and wash their towels, sheets, and clothing separately as soon as possible. Wash or sanitize any hard surface items such as personal eating utensils and work equipment.

Site Management

- Adjust production outputs and schedules to reflect any necessary changes.
- Upon arrival each day, check-in and assess all workers using screening criteria. Isolate any person with symptoms and conduct a further assessment.
- Minimize contact and crowding during sign-in. Have the supervisor sign in for people (or provide separate pens), or have people text the supervisor. Clean any sign-in devices between users.
- Hold meetings in an outside or large space to allow for physical distancing of at least 2 metres (6 feet) between people.
- Hold verbal orientations to avoid touching papers.
- Submit hazard assessments and other documents electronically, or wash hands after handling papers.
- Stagger meetings, equipment distribution, breaks, safety talks, and orientations to minimize the number of workers gathered in one place.
- Control site movement to reduce gathering at vehicles, washrooms, and other high traffic areas.
- Increase the spacing between workstations or install barriers between them.



Agriculture

- Designate travel paths through field rows, building aisles, and to/from goods collection points, so workers do not have to pass each other closely, and have workers call out before entering a shared space such as a work shed or barn.
- Limit sharing of equipment where possible, and clean or sanitize between users.
- Assign each worker their own labelled equipment where possible.

Team Management

- Provide daily reminders and education to all staff about COVID-19 prevention, signs and symptoms. If possible, provide this information in additional languages for TFWs.
- Maintain physical distancing, unless otherwise unsafe to do so.
- Keep the same team members together in accommodations, transportation, and work sites so that they are comfortable working in closer proximity when absolutely necessary, and to reduce contact spread.
- Provide personal protective equipment (PPE) such as a respirator, face shield, gloves, and long-sleeved shirts, if appropriate and available. Train workers on how to work with and care for PPE, and to understand its limitations.
- Discuss with the teams how to perform work safely while maintaining distance.
- Make sure workers are trained to work safely before replacing the duties of others.
- Evaluate work rotations and schedules to limit worker interaction.
- If there are fewer workers at a given time in an area, make sure trained supervision, first aid, and fire/safety watch persons are present if applicable.

Residence Recommendations

- Each person should have their own room, if possible.
- If sleeping areas are shared, the bunks must be at least 2 metres (6 feet) apart, and oriented head to toe. The number of bunks in sleeping areas may need to be reduced. Bunks might need to be relocated; additional sleeping areas may need to be built or re-purposed from other uses. Protective barriers such as curtains can be installed between bunks.
- Make sure all sleeping areas, kitchens, cafeterias, washrooms, and other shared accommodations have adequate ventilation and are cleaned frequently. Ideally, cleaning can be done at least daily by the occupants.
- Wash sheets, towels, and clothing frequently.
- Use physical distancing strategies for all common areas. Consider closing non-essential common areas, if practical.
- Use safe food handling practices to reduce handling of shared food and utensils (e.g., do not use self-serve buffets, have servers dish food, etc.).
- Set up direct deposit, internet, and phone access so workers can manage their funds, buy personal supplies, and communicate with family without leaving the farm.
- Ideally arrange for all supplies to be delivered. However, if it is necessary to travel into the community, designate a single shopper for the entire team or farm.

External Support Services, Visitors, and Customers

- In all cases where an external service provider must visit the farm, maintain physical distancing as much as possible, minimize exposure of farm family and crew, wear masks and gloves if needed, provide hand washing facilities to visitors, and sanitize the work area before and after the external service provider does their work.
- Consult with veterinary services before they arrive on-site about their own sanitation and isolation procedures and requirements. Minimize the number of farm workers who are needed to assist, while still maintaining animal handling safety.



Agriculture

- Communicate with delivery or trade services about your physical distancing requirements, and also work with those services to assist with their requirements. Methods of delivery of feed stock, fuel, and other bulk supplies may vary by supplier.
- Minimize contact with transportation services when shipping farm produce and livestock as much as possible. If selling produce directly to customers from a farm store, follow the federal and provincial guidelines for COVID-19 controls as required for retail and grocery stores.

Provide mental health support to all workers, including access to an employee assistance program (EAP) if available.



For further information on COVID-19, refer to the Public Health Agency of Canada

<https://www.canada.ca/coronavirus>

Note that this guidance is just some of the adjustments organizations can make during a pandemic. Adapt this list by adding your own good practices and policies to meet your organization's specific needs.