

## EMPLOYEE GUIDELINES & CONTROL

Dear proprietor;

This document has been assembled from resources provided by the WHO (World Health Organization), the Government of Canada and the Government of Ontario. It's goal is to provide general guidance in terms of monitoring your staff and ensuring safety measures for your crew and customers.

Beyond this content, proprietors are reminded to utilize Bowl Canada's Best Practices document for operations under the Covid-19 pandemic. Additionally, Bowl Canada has recognized Restaurants Canada's Best Practices document as a guideline for managing F & B at your facility.

The following are general points regarding prevention as well as actions to take once (or if) a member of your team is suspected, or confirmed, of having contracted the Coronavirus.

Additionally, you'll find a template of an Employee Guidelines policy you can have all your staff sign to confirm they are on board with monitoring, preventing and recognizing infections in your facility.

And lastly... you'll also find a daily Fit-For-Shift questionnaire which you are recommended to have all your staff sign in with prior to each shift.

### General Prevention

There are many things that workplaces can do to prevent the spread of COVID-19 among its staff, particularly by facilitating proper hand hygiene, respiratory etiquette and physical distancing, such as:

- Provide access to handwashing and have available alcohol-based hand sanitizers at multiple, prominent locations in the workplace.
  - Ensure there are enough supplies on hand for proper hand hygiene, including pump soap, warm running water and paper towels or hot air dryers.
  - If possible, consider adding alcohol-based hand sanitizer stations throughout the workplace to supplement hand washing. Portable hand sanitizer bottles should also be provided to workers at their work stations if they interact directly with customers. Alcohol-based hand sanitizers with 70% alcohol or higher should be used.
  - Workers should conduct hand hygiene between every interaction with customers.
- Non-touch, lined waste disposal receptacles for use by workers and customers should be provided throughout the workplace.
- Implement physical distancing (maintaining a distance of at least 2 metres or 6 feet from other people), to the greatest extent possible. This could include:
  - Permitting flexible hours and staggering start times, breaks, and lunches or staggering days that workers are in the workplace.
  - Providing physical barriers, such as plexiglass dividers.
  - Marking out a distance of 2 metres or 6 feet between seats and seating areas to ensure physical distancing in common or shared spaces and lines (i.e., reception areas, meeting

- rooms, waiting rooms, grocery lines, kitchenettes, elevators, offices and other work spaces).
    - Admitting fewer customers at a given time.
    - Dedicating specific hours to high-risk populations, including those over 65 and with disabilities.
  - When physical distancing cannot be maintained, employers may implement the use of face coverings as source control (e.g., non-medical masks or cloth masks).
  - Encourage contactless methods of payment (tapping credit or debit cards) instead of cash.
    - If cash payments are made, workers should wash or sanitize their hands every time after handling cash.
    - The credit/debit machine should be disinfected frequently throughout the day.
  - In addition to routine cleaning, and disinfecting of customer areas between groups, common area surfaces that have frequent contact with hands should be cleaned and disinfected several times per day and when visibly dirty. Special attention should be paid to commonly touched surfaces in such as doorknobs, elevator buttons, light switches, toilet handles, counters, hand rails, touch screen surfaces, and shared materials, equipment, workstations, keypads, etc.
  - Place clear, visible signage at all entrances and within the workplace reminding workers and customers about the signs and symptoms of COVID-19, what to do if they feel unwell and how to protect themselves (e.g., physical distancing, hand hygiene, etc.).
  - If the risk of COVID-19 cannot be sufficiently reduced by other methods, PPE may be required. If PPE is to be used, employers must provide adequate training on the care, use and limitations, including how to put on and take off; and when to perform hand hygiene.
  - Any additional requirements of your local authorities must be observed
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## **What to do when an employee reports Coronavirus Symptoms**

- Clean and disinfect any surfaces that may have been touched by the ill employee as soon as possible
- Provide your Provincial Health Authority with contact information of exposed employees and customers to assist with contact tracing
- Follow public health guidance on additional preventive measures
- Support employees who are required to be absent from work due to resumed illness or close contact with a confirmed case of COVID-19
- Maintain confidentiality of employees' personal health information.
- Report to the Ministry of Labour, Training and Skills Development and Workplace Safety and Insurance Board (WSIB) if you have been advised that one of your employees has tested positive due to exposure at the workplace.
- Communicate with employees and business partners early and often to ensure accurate information is being shared

## *Add Bowling Centre Logo or Letterhead*

### **EMPLOYEE GUIDELINES UNDER THE COVID-19 PANDEMIC**

\_\_\_\_\_ has developed the following guidelines to ensure the safety of its employees. Our team is a top priority, and the better we are able to manage ourselves, the better prepared we are to ensure the safety of our other priority...our customers.

All staff must understand and comply with the infection prevention policies and practices in place here at \_\_\_\_\_. Please read the following carefully and sign where indicated to confirm you understand and will follow these guidelines to ensure your protection and the protection of all our staff and customers.

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#### **How COVID-19 spreads**

When someone who has COVID-19 coughs, or exhales, they release droplets of infected fluid. Most of these droplets fall on nearby surfaces and objects (tables, telephones, etc.). People may catch COVID-19 by touching contaminated surfaces or objects – and then touching their eyes, nose or mouth. If they are standing within one meter of a person with COVID-19 they can catch it by breathing in droplets coughed out or exhaled by them. In other words, COVID-19 spreads in a similar way to flu. Most persons infected with COVID-19 experience mild symptoms and recover. However, some go on to experience more serious illness and may require hospital care. Risk of serious illness rises with age: people over 40 seem to be more vulnerable than those under 40. People with weakened immune systems and people with conditions such as diabetes, heart and lung disease are also more vulnerable to serious illness.

#### **Fit-For-Shift Questionnaire**

Each member of the team **MUST** complete the Fit-For-Shift Questionnaire prior to commencing each shift worked. The Questionnaire helps us track potential issues and keep all other staff and our customers safe in the event one of us contracts Covid-19. Should you be aware of symptoms before coming in to work, do not come in. Stay home and call in to advise us of your situation at the earliest opportunity. Then contact your local Public Health Authority to determine your next steps.

For those who are fit for their shift, once completing the Fit-For-Shift Questionnaire, team members are asked to keep the following top of mind throughout their shifts during the Covid-19 pandemic.

#### **Keep your hands clean**

- Wash your hands often (target every hour) with soap and water for at least 20 seconds.
- If soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose and mouth.
- Cough or sneeze into the bend of your arm.
- Avoid touching surfaces people touch often.
- Instead of a handshake, give a friendly wave or elbow bump.

- Use the provided Personal Protective Equipment (PPE) as directed, which may include face masks, gloves, face shields, etc.

## Keep your environment clean

Use appropriate products to clean and disinfect items like your desk/workstation, phones, keyboards and electronics, cash registers, keypads, elevator buttons, customer service counters and restaurant tables more often, especially when visibly dirty. If they can withstand the use of liquids for disinfection, frequently touched electronics such as phones, computers and other devices may be disinfected with 70% alcohol (e.g. alcohol prep wipes).

## Keep your distance

- Keep a distance of 2 metres between you, your coworkers, and customers.
- Increase distance between desks, tables and workstations where possible.
- Reduce activities that require close physical proximity or contact with people, such as team meetings.
- Limit any contacts closer than 2 metres to the shortest time possible.

## If you develop symptoms of COVID-19 while at work;

If you develop symptoms while on shift, separate yourself from others and advise management (from a safe distance). You should then go home after explaining the symptoms which have presented. Avoiding use of public transit if possible, and contact your local Public Health Authority and follow their advice.

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I have read the Employee Guidelines under the Covid-19 Pandemic as above and agree to apply these, and all other policies and procedures provided, to help ensure my personal safety, the safety of my fellow team members, and the safety of our customers at \_\_\_\_\_

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Employee Name in Print

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Signature

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Date

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Telephone

Centre logo

# FIT-FOR-SHIFT QUESTIONNAIRE

Date; \_\_\_\_\_

All employees are required to sign in on this sheet prior to beginning their shift for the day. This practice will help ensure your safety as well as the safety of your fellow team members at \_\_\_\_\_, and ultimately the safety of our customers.

*Symptoms of Covid-19: Fever, cough, difficulty breathing, sore throat or trouble swallowing, runny nose, loss of taste or smell, nausea, vomiting or diarrhea*

Employee Name	Have you been in close contact with someone who is sick or has confirmed Covid-19 in the past 14 days?	Have you been outside the province in the past 14 days?	Do you have any of the Symptoms as listed above	If you have symptoms, please detail here and speak with management immediately.
	Yes / No	Yes / No	Yes / No	
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