

HEALTH AND SAFETY PLAN: COVID- 19

INTRODUCTION

Following the timeline of the [Province of Ontario](#) phased restart plan, and the best practices and guidelines of [Grey-Bruce Health Unit](#), [Ministry of Labour, Training, and Skills Development](#) and the [Workplace Safety and Prevention Services](#), the Saugeen Shores Chamber of Commerce has created the following Three Phased Health and Safety re-opening plan.

THREE PHASED RE-OPENING

PHASE ONE

- a. Service Ontario operations limited to three days per week, 9am to 5pm.
 - i. Limit to one visitor inside the building
 - ii. One staff member to facilitate entry at the door
 - iii. Second staff to provide services at reception desk with plexiglass barrier
 - iv. Both staff wearing non-medical face coverings / PPE
 - v. Floor markings to promote physical distancing
- b. SSCC staff work from home Monday through Friday, 9 am to 5pm, with staggered access to the SSCC building.
- c. No visitors inside SSCC building for Chamber or Tourism activities. Contactless pickup or delivery of brochures, maps, Chamber bucks and other resources when requested.

PHASE TWO

- a. Service Ontario to remain in Phase One operations until further notice.
- b. Chamber and tourism to begin walk up visitor servicing with limited hours and days.
 - i. Limited occupancy levels within the SSCC building and touch points for visitors
 - ii. Self serve kiosks, online options, and telephone calls as primary contact methods
- c. Visitors inside the building must adhere to the posted health and safety protocols which include:
 - i. Only 1 visitor at any given time.
 - ii. Use hand sanitizer upon entry.
 - iii. Wait at the barrier for assistance from a staff member.
 - iv. Use hand sanitizer upon exiting the building.
- d. Staff office hours will be staggered, and staff will need to physical distance and/or wear PPE when dealing with each other and with visitors.

PHASE THREE

- a. Service Ontario to resume full time operations.
 - i. Monday to Friday, 9am to 5pm.
 - ii. Physical distancing and other measures from Phase 1 will remain in effect
- b. Chamber and tourism to offer walk up visitor services seven days per week until September 6.
 - i. Limited occupancy levels, touch points, and other measures as listed in Phase 2 will remain in effect.
- c. Visitors inside the building must adhere to the posted health and safety protocols which include:
 - i. Only 1 visitor at any given time.
 - ii. Use hand sanitizer upon entry.
 - iii. Wait at the barrier for assistance from a staff member.

- iv. Use hand sanitizer upon exiting the building.
- d. Staff office hours will be staggered, and staff will need to physical distance and/or wear PPE when dealing with each other and with visitors.

HEALTH AND SAFETY PLAN

STAFF

All staff are required to follow the health and safety protocols listed:

1. To read, understand or seek clarification, and attest to the SSCC COVID 19 Health & Safety Policy
2. Follow the instructions posted in the SSCC building common areas.
3. Self-monitor for signs of illness and to avoid coming to work if ill, or if caring for someone who is ill (included in employee Health & Safety package).
4. Use a nonmedical face mask / PPE as provided by the employer (instructions on use included in employee Health & Safety package) and/or practice physical distancing (instructions included in employee Health & Safety package) when dealing with other staff and customers.
5. Wash or disinfect hands upon entering and exiting the SSCC building using the products supplied by the employer.
6. Disinfect commonly used areas such as the photocopier, washroom, kitchen, door handles, light switches etc using the products supplied by the employer (instructions included in the employee Health & Safety package).
7. Wash hands frequently using the instructions listed by sinks located in the bathroom and kitchen. When able to wash hands, use cleaning wipes followed by hand sanitizer.
8. To work in shifts when required as determined by the Executive Director.
9. Report any health and safety concerns to the employer immediately.

VISITORS: Chamber of Commerce

The SSCC building will not provide seating or tourism material or provide reception services to visitors. Visitors are encouraged to use self-serve options such as kiosks or go online before coming into the building.

When in-person service is required, all visitors are required to follow the health and safety protocols listed:

1. No loitering inside the building.
2. Only one visitor inside the building at a given time.
3. Use hand sanitizer upon entry.
4. Wait at the barrier for assistance from a staff member.
5. Use hand sanitizer upon exiting the building.

When providing inside assistance, staff are required to follow the health and safety protocols listed:

1. Redirect visitor to use self-service kiosk outside of the building, or to go online for information.
2. Use a nonmedical face mask / PPE as provided by the employer (instructions on use included in employee Health & Safety package) and/or practice physical distancing (instructions included in employee Health & Safety package) when dealing with customers.
3. Wash hands frequently using the instructions listed by sinks located in the bathroom and kitchen.
4. Ensure visitors are following health and safety protocols.

VISITORS: Service Ontario

The Service Ontario office will not provide waiting area services, such as seating or self-serve counter options. Visitors to the Service Ontario office of the Saugeen Shores Chamber of Commerce must line up outside due to space limitations inside the waiting area and only one visitor is allowed inside the building at a time.

To ensure safety of staff and visitors, operations under the phased re-opening plan (Phase one, section a) must be followed.

When providing service, visitors and staff are required to follow the health and safety protocols:

1. Visitors to use hand sanitizer upon entry of the building.
2. Visitors are directed to wear a facial mask when inside the building. Disposable facial masks are available if required.
3. Alternatives to face masks include re-direction to online, if possible.
4. Visitors are directed to dispose of disposable masks in the receptacle provided and to use hand sanitizer upon exiting the building.
5. Between visitors, staff to sanitize surfaces such as reception desk and door handle, as well as wash or sanitize their hands.

Additional considerations regarding facial masks:

- All entrance doors will display a poster to indicate facial masks are required to enter the building.
- Visitors are to be encouraged to wear masks but cannot be forced to do so.
- If visitors refuse to wear a mask despite being offered a disposable mask, staff are to provide accommodations such as re-direct the visitor to go online for services.
- If a visitor insists on receiving service or indicates a disability preventing them from wearing a mask, staff are to provide service to them.
- If a visitor is presenting with a cough or other sign of illness, staff may refuse entry to that visitor and redirect them to online service or to return when symptoms are resolved.
- Staff may use discretion when providing service in order to protect themselves and others from potential illness.
- If a visitor becomes agitated or uses intimidating language or behaviour, staff may refuse service and advise visitor to leave the premises. Follow up with the Saugeen Shores Police department if required.
- Staff to document the incident and advise the Executive Director or senior staff.