

Conservation Areas COVID-19 Protocols

The well-being of our employees and members of the public is a top priority for CVC. With this in mind, we adhere to the following health and safety measures when working during a pandemic. Those not following these guidelines may be subject to disciplinary action.

These guidelines provide general safety measures and therefore is not an inclusive list of all work activities. Specific team's work activities are also included or referenced in this guideline. New safety measures will be added as required or requested.

This document references https://mycvc.ca/wp-content/uploads/2020/12/Safe-Working-Measures-During-a-Pandemic_v10_11252020.pdf (CVC's COVID-19 Guideline), which must be adhered to at all times. This includes but is not limited to:

1. General Precautions
 2. Building Access
 3. Vehicles
 4. Work Crews
 5. Working in the Vicinity of the General Public
 6. Contractors
 7. Deliveries
 8. Document Management
 9. Department Specific Measures
- Appendix A – How to Handrub/How to Handwash
Appendix B – How to Remove Gloves
Appendix C - Wearing Respirator Masks or Face Coverings
Appendix D - Putting on/Removing Various Personal Protective Equipment (PPE)
Appendix E – Masks 101

1. General Health and Safety Protocols Stages 1-3

- Supervisors are to demonstrate and summarize all protocols from "*Safe Working Measures During a Pandemic Health and Safety Guideline (CVC's COVID19 Guideline) – General Precautions*" to all participating staff.
- Where possible, doors within the building will be propped and remain open throughout the day. Staff are to limit activity only to necessary areas within the building.
- 'Sanitization stations' have been set-up throughout the facility in the high traffic/common areas.
- Staff are to maintain a minimum 2 metre/6 feet distance between each other. If this is not possible, staff must wear a face covering, or use a physical barrier. Observe correct procedures to ensure these devices do not cross contaminate 'clean' items.
 - VIDEO: <https://www.youtube.com/watch?v=z-5RYKLYvaw> for safe process to remove and stores face masks and shields
- Face coverings must be worn by both staff and the public while inside concession and rental buildings, as well as in shared workspaces while not seated at your designated workspace.

- Staff are not to share vehicles, equipment or tools, where possible.
- Disinfectant used shall be a rated product with anti-bacterial properties such as Lysol, or similar products and manufacturer application guidelines followed.
- A self-screening assessment is required before staff enter the workplace. Beginning Dec. 14, 2020, anyone that reports to Conservation Areas, in person, is required to do the daily self-screening assessment on [CVC's COVID-19 App](#).

2. Responding to a Suspected COVID-19 Exposure **Stages 1-3**

Recognize and assess hazards

Please refer to CVC's *COVID-19 Policy number: HR 01-04*. Specifically, *3. Experiencing potential COVID-19 symptoms while on-site* and *1. Before entering the workplace*.

3. Contractors **Stages 1-3**

- Refer to "*Safe Working Measures During a Pandemic Health and Safety Guideline (CVC's COVID19 Guideline) – Contractors*"

4. Emergency Response **Stages 1-3**

Administering First Aid

- Prior to any First Aid treatment, the First Aid provider can administer a self-screening test on behalf of the patient.
 - A self-screening test can be found: <https://covid-19.ontario.ca/self-assessment/>
- First Responders may use this tool to decide if providing First Aid is appropriate, if the patient is non-critical. For example, if the self-assessment states that it is likely the patient has COVID-19, EMS should be contacted, and staff should adhere to general precautions.

What to expect when contacting 911

- Prepare for a potential delay from all emergency response agencies (i.e., police, fire, and emergency medical services).
- Due to the current situation, emergency response agencies will have to prioritize their responses, which could mean fire alarm activations, property damage/vandalism, and non-violent crimes calls will not be considered a priority and response will be delayed.

5. Deliveries **Stage 1-3**

- Refer to "*Safe Working Measures During a Pandemic Health and Safety Guideline (CVC's COVID19 Guideline) – Deliveries*"

6. Gatehouse and Concessions Stage 1-3

General

Remind employees and visitors to respect the 2-meter social distancing recommendation.

- For high-traffic areas such as line-ups, etc. physical markings may be utilized, and obstacles should be removed to clearly demonstrate the appropriate distances and discourage breaching them.
- Erect physical barriers, such as clear plastic shields, to physically separate occupants at bottleneck points within the facilities where a 2-meter buffer cannot be established. This should be a primary control measure.
- Display signage to encourage compliance
- Where possible, encourage remote servicing and/or outdoor contactless interactions via telephone, email or “drive-thru” window.
- Encourage cash-free interactions by promoting online purchases. In stage 2, encourage cashless payment by debit, credit or online purchasing.
- Increase cleaning frequency on commonly touched surfaces like PIN pads and cash drawers.
- Create daily logs for the names, contact details and site activities of all occupants for tracking and notification purposes, if required at a future date.
- Ensure visitors and contractors are informed of the facility’s protocols, virus spread reduction measures and rules.
- One person, per shift, will be permitted in the gatehouse.
 - Refer to *10. Shared Workspaces and Meeting Rooms* for appropriate cleaning measures

Handling Paperwork and Payment

- Staff should wear disposable gloves when handling documents, payment, signing sheets and touching other materials or surfaces that may have been handled previously.
- Use alternative forms of communication:
 - Use technology for communication rather than having in-person conversations as much as possible.
 - Where possible, use technology to send and receive paperwork
- Do not share pens. Request that others use their own pen or stylus when signing.

7. Vehicle Use Stage 1-3

- Until further notice, staff are expected to adhere to the one person per vehicle rule. Vehicles shall not be shared with other staff with the following exceptions:
 - The Parks truck that will be used in the winter exclusively for snow plowing to accommodate rotating drivers on weekend per the Parks snowplow schedule.
 - Two people will be permitted in a CVC vehicle:
 - When shuttling staff from the staging area (office trailer) to the planting/restoration sites at the Jim Tovey Lakeview Conservation Area construction site.

- When taking a vehicle in to one of the Region of Peel yards for maintenance or repair drop off.
- Where two people are permitted in a vehicle:
 - Both **MUST** wear a mask or face covering.
 - If possible, drive with the windows open to maximize the air flow. Avoid using the recirculated air option for the car's ventilation; if needed use the vehicle's vents to bring in fresh outside air
 - For vehicles that have 4 doors, the passenger **MUST** sit in the back seat on the side opposite the driver.
- For vehicles such as pick-up trucks or trucks that don't have 4 full doors (e.g. extended cab trucks where the backseats have half doors), two staff in those vehicles should be avoided unless there is no other option.
 - If a vehicle is to be shared it should only be shared by the same employees to the greatest extent possible (e.g snowplowing).

For all other related guidelines, refer to "*Safe Working Measures During a Pandemic Health and Safety Guideline (CVC's COVID19 Guideline) – Vehicles*"

General Disinfection Guidelines for Vehicles:

1. Use paper towel(s) and approved disinfectant
2. Wipe down seat
3. Wipe down steering wheel
4. Wipe down gear shift and/or box
5. Wipe down the automotive head unit (stereo and information system)
6. Wipe down the rearview mirror and side mirror control switches
7. Wipe down all handles, doors and any other vehicle parts that have been touched
8. Wash hands immediately afterwards.

Note: Staff are not required to disinfect their designated vehicle after initial disinfection unless shared or serviced by another person, or if knowingly contaminated.

Fueling of vehicles

- Use appropriate personal protective equipment (PPE) from the moment you leave the cab of the vehicle. Make sure to wear gloves at all times or have hand sanitizer available to ensure proper hygiene after handling any equipment or making contact with surfaces.
- If using a shared vehicle, wipe down the gas cap before removal.
- Wipe down the pump handle and any other parts of the fuel-dispensing equipment (e.g., screen and touch pad) you may be required to touch with disinfectant wipes.
- Make payment through remote means where possible to limit exposure to other people inside the fuel station.
- Once the fuel stop is complete, remove gloves and ensure you wash your hands or use hand sanitizer.

8. Cleaning and Handling Stages 1-3

Disinfectants/Sanitizers

- Disinfectant used shall be a rated product with anti-bacterial properties such as Lysol, or similar products and manufacturer application guidelines followed.
- Clean surfaces using a detergent or general-purpose cleaner to remove soils and organic matter. Rinse the surface with water after cleaning.
- Disinfectants need to be left wet on a surface for the entire dwell time suggested.
- If soap and water are not available for handwashing, a hand sanitizer, with at least 60% alcohol, that has been approved by Health Canada should be used.

Select products		
Cleaners	Disinfectants	Disinfectant Wipes
<ul style="list-style-type: none"> • Break down grease and remove organic material from the surface. • Used separately before using disinfectants. • Can be purchased with cleaner and disinfectant combined in a single product. 	<ul style="list-style-type: none"> • Have chemicals that kill most germs. • Applied after the surfaces have been cleaned. • Have a drug identification number (DIN). 	<ul style="list-style-type: none"> • Have combined cleaners and disinfectants in one solution. • May become dry due to fast drying properties. Should be discarded if they become dry. • Not recommended for heavily soiled surfaces.

Reference: Coronavirus Disease 2019 (COVID-19): Cleaning and Disinfection for Public Settings

There are a variety of hand sanitizers that meet Health Canada’s requirements for safety, efficacy and quality and have been approved. They are listed on Health Canada’s website: <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/hand-sanitizer.html>

Hard Surfaces

To kill coronavirus on hard surfaces, follow the steps below:

Step 1: Cleaning personnel should use protective gear (PPE) to ensure that they do not expose themselves to the virus.

Step 2: A cleaner should first be applied in order to remove any dirt or debris from the surface. This must be done before cleaning or else the disinfectant may not be able to effectively kill the pathogen(s).

Step 3: Apply a disinfectant to the surface. Use a wipe or liquid disinfectant according to their label, making sure that the disinfectant is proven to kill viruses.

Step 4: Allow the cleaner to sit for the recommended dwell time.

Step 5: Let the surface air dry

Porous Surfaces

Porous surfaces and materials are usually made of softer or looser materials and therefore contain pores (i.e. leather, rubber, carpeting, clothing, and fabrics). With porous surfaces, virus and germs sink into the pores of the material where they dwell and multiply. They have to be decontaminated frequently.

To kill coronavirus on porous surfaces, follow the steps below:

Step 1: Cleaning personnel should use protective gear (PPE) to ensure that they do not expose themselves to the virus. Their entire body should be covered from head to toe by using gloves, a facemask, long shirts, pants, etc. No part of their body should be left exposed.

Step 2: A cleaner should first be applied in order to remove any dirt or debris from the surface. This must be done before cleaning or else the disinfectant may not be able to effectively kill the pathogen(s).

Step 3: If it is safe for the item (read the care instructions to be sure), soak the item in the disinfectant. Make sure it penetrates all pores and nooks and crannies of the object.

Step 4: After the recommended dwell time, remove the item from the soak.

Step 5: For drying, either let the item air dry or place it in a dryer.

Washroom Facilities

- In addition to routine cleaning of washroom facilities, an enhanced cleaning schedule will be implemented. Enhanced cleaning protocol requires a two-stage approach; cleaning then disinfection.
 - For cleaning and disinfection protocols, refer to *8. Cleaning and Handling: Hard Surfaces*
 - **Note:** Only disinfectants that have a Drug Identification Number (DIN) should be used for cleaning washrooms. A DIN is an 8-digit number given by Health Canada that confirms it is approved for use in Canada.
- Staff must wear single-use gloves and safety glasses while cleaning. A face covering may be worn while sweeping. Once PPE is on, staff should avoid touching their face or clothing.
 - Remove gloves according to *CVC's COVID19 Guideline: Appendix B – How to Remove Gloves*
 - Wash hands according to *CVC's COVID19 Guideline: Appendix A – How to Handrub/How to Handwash*
 - After washing hands, remove face covering (if one was worn)
- Washroom surfaces that have frequent contact with hands will be cleaned and disinfected, at minimum, twice per day.
- Washroom stalls, sinks and urinals will be limited to promote physical distancing.
- The number of park visitors permitted in a washroom facility, at one time, during the operating season, are as follows:
 - Terra Cotta CA
 - Main washroom: 4 people at one time
 - Island Lake CA

- Upper park washroom: 2 people at one time
 - Waterfront washroom: 1 person at one time
 - Vault washroom: 1 person at one time
- Ken Whillans R.M.A.
 - Vault washroom: 1 person at one time
- Exterior washroom doors should remain open, if possible, to reduce the number of common surface touchpoints.
- Exterior washroom windows should remain open for ventilation
- Washrooms are to remain closed to the public during cleaning
- Sweeping should be kept to a minimum, or a push-broom should be used where possible, to limit the distribution of virus droplets into the air.
- When possible, disposable cleaning items should be used (e.g. cloths, wipes etc.)
- Demarcation on the ground, outside of each washroom facility, will be implemented to encourage park visitors to form a queue within physical distancing guidelines.

9. PPE

Stage 1-3

- Refer to "*Safe Working Measures During a Pandemic Health and Safety Guideline (CVC's COVID19 Guideline) – Appendix B: How to Remove Gloves and Appendix C: Wearing Respirator Masks or Face Coverings*"

General

- Individual staff will be issued their own Personal Protect Equipment and supplies including a box of disposable gloves, facemask (if deemed necessary), and safety glasses for use by them only. Once a supply runs out or needs replacement, it will be replaced by the supervisor.
 - Note: "disposable gloves" refers to single use, impermeable latex or nitrile gloves.
 - Note: Safety (work) gloves for PPE purposes are to be worn in the usual manner and should not be used as an alternative for disposable gloves.

Guidance on PPE – Proper Cleaning, Sanitizing, and/or Disinfecting

- Refer to *Guidance on PPE (cleaning respirators) during COVID-19*: <https://www.ihsa.ca/pdfs/alerts/COVID19/guidance-on-ppe-cleaning-respirators-during-covid-19.pdf>

10. Shared Workspaces and Meeting Rooms

Stage 1-3

- Refer to "*Safe Working Measures During a Pandemic Health and Safety Guideline (CVC's COVID19 Guideline) – Building Access*"
- Wash hands before starting disinfecting protocol and once finished
- Disinfect shared workspaces before and after use
- Maintain minimum 2 metre/6 feet distance at all times from other staff (refer to "*Safe Working Measures During a Pandemic Health and Safety Guideline (CVC's COVID19 Guideline) – General Precautions*")
- Only 4 (four) people are to be in the TCCA kitchen simultaneously
- Only 2 (two) people are to be in the ILCA kitchen simultaneously

- Each surface contacted is to be wiped down with a disinfectant immediately after use, as described in *8. Cleaning and Handling*.

11. Maintenance **Stage 1-3**

General Disinfection Guidelines for Equipment or Tools:

- Refer to: *8. Cleaning and Handling – Hard Surfaces*
- Refer to: Guidance on Tool Sharing – <https://www.ihsa.ca/pdfs/alerts/COVID19/guidance-on-tool-sharing-constructor-employer-procedure-during-covid-19.pdf>
- Staff will be assigned specific tools and pieces of equipment for the entire workday, when possible. After use, refer to disinfection protocols *8. Cleaning and Handling – Hard Surfaces*.

Waste Collection

Generally, management of waste that is suspected or known to contain or be contaminated with COVID-19 does not require additional precautions beyond those already used to protect workers from the hazards they encounter during their routine job tasks in wastewater management, park waste collection, office waste/recycling collection.

Work Crews

- Refer to "*Safe Working Measures During a Pandemic Health and Safety Guideline (CVC's COVID19 Guideline) – Work Crews*"

Working in the Vicinity of the General Public

- Refer to "*Safe Working Measures During a Pandemic Health and Safety Guideline (CVC's COVID19 Guideline) – Working in the Vicinity of the General Public*"

12. On-site Interactions with the Public **Stage 1-3**

- Stand off to the side and not directly in front of the visitor
- Remind visitors to respect physical distancing, if needed.
- If possible and appropriate, communicate with visitors while inside of your vehicle.

13. Construction **Stage 1-3**

Staff should reference the following construction site health and safety resources, tips and best practices to help prevent the spread of COVID-19:

<https://www.ontario.ca/page/construction-site-health-and-safety-during-covid-19>

This includes but is not limited to:

- Refer to:
 - *5. Deliveries*
 - "*Safe Working Measures During a Pandemic Health and Safety Guideline (CVC's COVID19 Guideline) – Document Management*"
 - *8. Cleaning and Handling – Hard Surfaces*

- 7. *Vehicle Use*
 - Applies to large equipment (i.e. tractors, mini excavator)
- 9. *PPE*
- 11. *Maintenance – General Disinfection Guidelines for Equipment or Tools*
- "Safe Working Measures During a Pandemic Health and Safety Guideline (CVC's COVID19 Guideline) – Work Crews"
- "Safe Working Measures During a Pandemic Health and Safety Guideline (CVC's COVID19 Guideline) – Working in the Vicinity of the General Public"
- 12. *On-site Interactions with the Public*
- **Keep a copy of the safe work guidelines on site at all times**, and in each vehicle.
- If renting equipment is necessary, wipe down all cab areas or handles with sanitary products.
- Use one person to handle material when possible
- Staff are required to disinfect equipment after servicing or repair, while adhering to 9. *PPE* and "Safe Working Measures During a Pandemic Health and Safety Guideline (CVC's COVID19 Guideline) – Document Management"
- Site meetings/tailgate meetings should be held out outside, practicing physical distancing.
- Tasks where it is unavoidable for staff to be at least 2 meters apart for extended periods of time may require additional PPE (i.e. face coverings)
- The Site Supervisor should monitor and direct staff and visitors on site to ensure that physical distancing is observed, and safe work guidelines are adhered to.
- An upper limit of persons on a site at one time may be established, based on physical site constraints and the ability to manage safe working conditions and physical distancing.

References:

- Safe Working Measures During a Pandemic Health and Safety Guideline (CVC's COVID19 Guideline)
- Pandemic Response for Continued Operational Facilities (MARSH)
- Health and Safety Association Guidance (HSA):
https://www.news.ontario.ca/opo/en/2020/04/health-and-safety-association-guidance-documents-for-workplaces-during-the-covid-19-outbreak.html?_ga=2.81820246.1359915014.1588273049-258154600.1567784464
 - Guidance on PPE (cleaning respirators) during COVID-19
 - Best practices – Responding to a suspected COVID-19 exposure
 - Guidance on Worker Procedures Handling Paperwork
 - Guidance on Tool Sharing (Hand Tools) Constructor/Employer Procedure During COVID-19
 - Guidance on PPE (Cleaning Respirators) During COVID-19
 - Guidance on Fueling of Vehicles During COVID-19
 - Waste Collection Worker Health and Safety During COVID-19
 - COVID-19 Health and Safety Guidance for Cashiers
 - COVID-19 Health and Safety Guidance for Sales and Customer Service Representatives
- Workplace Safety & Prevention Services Guidance on Health and Safety for Maintenance and Facilities Maintenance Employees during COVID-19 (WSPS)
- Workplace Safety & Prevention Services Guidance on Health and Safety for Equipment Operators and General Labourers during COVID-19 (WSPS)

- Department Specific Protocols – Terrestrial Restoration Monitoring and Section 28 Regulations Officers (Internal documents)
- Hard-surface disinfectants and hand sanitizers (COVID-19): List of hand sanitizers authorized by Health Canada: <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/hand-sanitizer.html>
- Landscape Ontario: <https://horttrades.com/practical-suggestions-for-dealing-with-the-COVID-19-crisis>
- Construction site health and safety during COVID-19: <https://www.ontario.ca/page/construction-site-health-and-safety-during-covid-19>
- Coronavirus Disease 2019 (COVID-19): Cleaning and Disinfection for Public Settings <https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-environmental-cleaning.pdf?la=en>
- Coronavirus Disease 2019 (COVID-19) Cleaning and Disinfecting Public Spaces <https://www.canada.ca/content/dam/phac-aspc/documents/services/publications/diseases-conditions/coronavirus/cleaning-disinfecting-public-spaces/cleaning-disinfecting-public-spaces-eng.pdf>
- Responses: COVID-19 – Social Distancing in Plant Washrooms <https://www.emccanada.org/uploads/userfiles/files/COVID-19%20-%20Social%20Distancing%20in%20Plant%20Washrooms%20Responses.pdf>
- Draft HCA SWP Cleaning Washrooms 28May2020.docx
- COVID-19 Policy (HR 01-04): https://mycvc.ca/wp-content/uploads/2020/07/pol_Covid-19-Policy_f_20200729.pdf

Revision No.	Revised Section(s)	Description of Revision	Issue Date
1	Original	Release of original version	May 7, 2020
2	13	Addition of <i>Construction</i> section	May 22, 2020
3	Preamble (pg. 1)	Updated reference doc. <i>Safe Working Measures...</i> to v4	May 22, 2020
4	8, <i>Hard Surfaces</i>	Revised language in <i>Step 1</i> : full body PPE coverage not required	June 3, 2020
5	8, <i>Disinfectants/Sanitizers</i>	Table added to differentiate between cleaners, disinfectants and disinfectant wipes	June 3, 2020
6	8, <i>Washroom Facilities</i>	Section added to prepare for phase 2	June 8, 2020
7	Preamble (pg. 1)	Updated reference doc. <i>Safe Working Measures...</i> to v6	June 10, 2020
8	1, <i>General Health and Safety Protocols</i>	Masks must be worn in concession and rental buildings, safety glasses are optional when wearing a mask.	June 14, 2020

Health and Safety Guideline

9	Preamble (pg. 1)	Updated reference doc. <i>Safe Working Measures...</i> to v8	July 17, 2020
10	Preamble (pg. 1)	Appendix D and E added to <i>Safe Working Measures...</i> re: Masks and Putting on/Removing Various Personal Protective Equipment (PPE)	July 17, 2020
11	<i>2, Responding to a Suspected COVID-19 Exposure</i>	Section replaced by CVC COVID-19 Policy number: HR 01-04. Specifically, 3. Experiencing potential COVID-19 symptoms while on-site and 1. Before entering the workplace.	July 30, 2020
12	<i>1, General Health and Safety Protocols Stages 1-3</i>	Masks in shared office space, self-screening assessment tool on Teams	Dec. 18. 2020
13	<i>10, Shared Workspaces and Meeting Rooms Stage 1-3</i>	Refer to "Safe Working Measures During a Pandemic Health and Safety Guideline (CVC's COVID19 Guideline) – Building Access"	Dec. 18. 2020