



# NURSING & HOMEMAKERS INC.

2347 Kennedy Road, Suite 204, Toronto, ON M1T 3T8 • Tel: 416•754•0700 • Fax: 416•754•4014



## NHI COVID-19 Workplace Safety Plan

### 1. Important notes

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This safety plan has been developed using the workplace safety plan builder, available at [Ontario.ca/COVIDSafety](https://Ontario.ca/COVIDSafety). The safety plan builder has been designed to help all businesses establish best practices to help keep their workers and customers/clients safe from COVID-19 and other risks in the workplace.

Those responsible for this business/organization acknowledge that they must:

- Take every precaution reasonable in the circumstances for the protection of a worker.
- Follow all relevant requirements set out in:
  - [The Reopening Ontario \(A Flexible Response to COVID-19\) Act, 2020](#) (ROA), including all requirements listed in [O.Reg. 364/20](#).
  - Directives from the Chief Medical Officer of Health.
  - Local public health orders.
  - [The Occupational Health and Safety Act](#) (OHSA).
  - The [Employment Standards Act](#) (ESA).
  - Any other relevant legislation.
- Stay up to date on legal requirements as the situation evolves.

### 2. Communication and training

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Posters for workers and visitors have been put up around the workplace.

- Physical distance.
- Capacity limits.
- Screening and self-assessment.
- Wearing masks.
- Hand hygiene.

Information on changes to our plan or safety measures is provided to workers.

- By email.
- Through in person physically distanced meetings (held outdoors if possible).



Website: <http://www.nhihealthcare.com>





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- Individually in person by supervisors.

**Information on our health and safety measures will be shared with customers/clients/visitors.**

- By workers when entering the building/facility.
- On posters at entrances.
- On our website.
- Through social media.
- Through intercom announcements.

**All workers have been instructed on our COVID-19 health and safety measures.**

**We support our workers with information to help them stay safe outside the workplace as well (e.g., while commuting, on days off).**

### **3. Plan evaluation and worker engagement**

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**This safety plan is reviewed monthly.**

**When we add new safety measures, we check that they do not create any new hazards or that measures can be put in place to control new hazards.**

**We are maintaining a record of actionable feedback related to this plan, and the steps taken to address any issues.**

**We collaborate with our workers on solutions to any health and safety issues.**

**Our joint health and safety committee has been consulted about our safety plan and measures.**

### **4. Worker screening**

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**All workers are actively screened before starting each shift.**

**Asking workers the screening questions upon arrival at work verbally.**

**Screening is done before the worker comes to the workplace or outdoors at the workplace whenever possible.**



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**Workers are instructed to stay home if they are sick or have any COVID-19 related symptoms.**

## **5. Visitor screening and instruction**

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**Customers/clients are actively screened before entering the workplace.**

Asking visitors the screening questions upon arrival.

**Visiting workers are actively screened.**

Asking the screening questions upon arrival.

**Visitors are given instructions on posters at all entrances to stay out of the workplace unless they pass the self-screening questions.**

**Specific guidance is given to vendors and delivery drivers.**

Wear a mask.

Use hand sanitizer before entering the workplace.

Maintain a physical distance of at least two metres from all staff and customers whenever possible.

## **6. Limiting interactions**

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**An area has been designated for contactless pick-up of orders.**

**Start times, breaks, and lunches have been staggered to limit in-person interaction.**

**Workers have been assigned to their own dedicated work areas.**

**Contactless payment is encouraged whenever possible.**

**Extra space has been opened for workers to use for breaks and meals to limit the number of people in these spaces.**



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## 7. Crowd control

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Visitors require an appointment/reservation during peak times to minimize lines and control flow.

A worker is designated at the entrance to monitor the number of customers entering and leaving, and control/stagger customer entry to prevent crowding.

Once the capacity limit is reached, one customer will be permitted in for every customer that leaves.

We have rearranged our facility to allow for more space between people.

We stagger arrivals, departures, and breaks to reduce crowding at entrances and exits and in common areas.

Adjustments will be made to ensure we follow all local public health requirements regarding capacity limits.

## 8. Physical distancing and separation

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Supervisors will remind workers to maintain physical distancing of at least 2 metres (6 feet) between themselves and others.

Workers who must be within two metres of others will follow our rules on use of masks and personal protective equipment as described in that section.

Workers will maintain physical distancing of at least 2 metres (6 feet) at any time they are not able to wear a mask, such as for eating and drinking.

For times when people in the space are performing strenuous activities, we have arranged the space to allow for more distance between individuals.

Workspaces have been rearranged to enable physical distancing.

Lunchroom/breakroom has been rearranged to enable physical distancing.

We have established an area for lining up that starts 2 metres (6 feet) from the entrance, lobby, service counters, washrooms, elevators.



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## 9. Ventilation and air quality

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Ventilation system is maintained according to manufacturer's instructions.

Ventilation system has been adjusted to increase the amount of fresh air and reduce recirculation.

We have improved our ventilation beyond standard requirements by reviewing and where possible implementing best practice ventilation guidelines for the prevention of COVID-19 transmission.

Exhaust fans in washrooms are kept running at all times when workers are in the building/facility.

Exhaust fans in washrooms are kept running beyond operating hours.

In any spaces that don't have mechanical ventilation, windows and doors will be kept open, weather permitting.

## 10. Masking and personal protective equipment (PPE)

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Workers will remind customers/clients/visitors to wear masks properly and consistently.

Posters have been put up throughout the facility to remind customers/clients/visitors to wear masks properly and consistently.

Our workers will wear masks while in the facility.

- Cloth mask.
- Disposable non-medical mask.
- Medical masks.

Workers will wear a mask at all times when indoors in the workplace, unless alone in a private space, eating or drinking, or they require an accommodation which does not allow for wearing a mask.

Workers who must be within two metres of another masked person will wear a mask for the duration of their interaction, both indoors and outdoors.

Workers who may be required to wear a respirator have been fit tested.

Workers have been trained on the proper use of masks and PPE.



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Staff working in hot areas wearing masks have been instructed and reminded to follow measures to prevent overheating (e.g., drinking water, taking breaks, etc.).

We have medical masks available to give to clients if needed.

## 11. Cleaning, disinfecting, and hand hygiene

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Our workers have been trained to select and safely use cleaning products for their work including the use of additional PPE that may be required (such as gloves, protective clothing and/or respiratory protection).

We have developed a document with cleaning procedures and schedules.

Reminders have been posted in washrooms to wash hands often with soap and water for at least 20 seconds.

Hand sanitizer with at least 60% alcohol content has been provided at locations throughout the building.

## 12. Mental health and wellbeing

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We strive to create an atmosphere in which workers are comfortable discussing the issues that prevent them from being productive at work.

We provide information on mental health resources to our workers.

We have provided information on available leaves related to COVID-19, including the paid infectious disease emergency leave and unpaid infectious disease emergency leave.

## 13. Violence and harassment

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A violence and harassment policy has been established, which outlines how workers can report issues and how the issues will be addressed.

We do not accept violence and harassment directed towards our staff. We encourage our customers to treat our staff with respect.



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If any customers have complaints about our COVID-19 policies, they will be directed to talk to management.

Management will retain a record of all incidences of violence or harassment and will report to the authorities as necessary.

## 14. Other measures

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The volume of music (or other background noise) will be kept to a level where normal conversation is possible to discourage yelling.

## 15. Reporting a case

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If a worker lets us know that they have tested positive for COVID-19 and there is a possibility it could be related to the workplace, we report the case within four days to: (check all that apply).

[The Ministry of Labour, Training and Skills Development](#) – email: [MLTSDocIllness.notices@ontario.ca](mailto:MLTSDocIllness.notices@ontario.ca)  
(Use subject 'Attention: Director').

The workplace's joint health and safety committee.

**We report to the Workplace Safety and Insurance Board (WSIB) within three days (WSIB.ca/report) if a worker either:**

- Let us know that they have tested positive for COVID-19 and there is a possibility it could be related to the workplace.
- Is injured while working either at the workplace or at home.

## 16. Facilitating contact tracing

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**We keep track of contact information for workers to provide to the public health unit in the event of a worker or other customers contracting COVID-19.**

**We keep track of contact information for customers/clients and visitors to provide to the public health unit in the event of a worker or other customers contracting COVID-19.**

**All contact records are kept for a minimum of one month.**