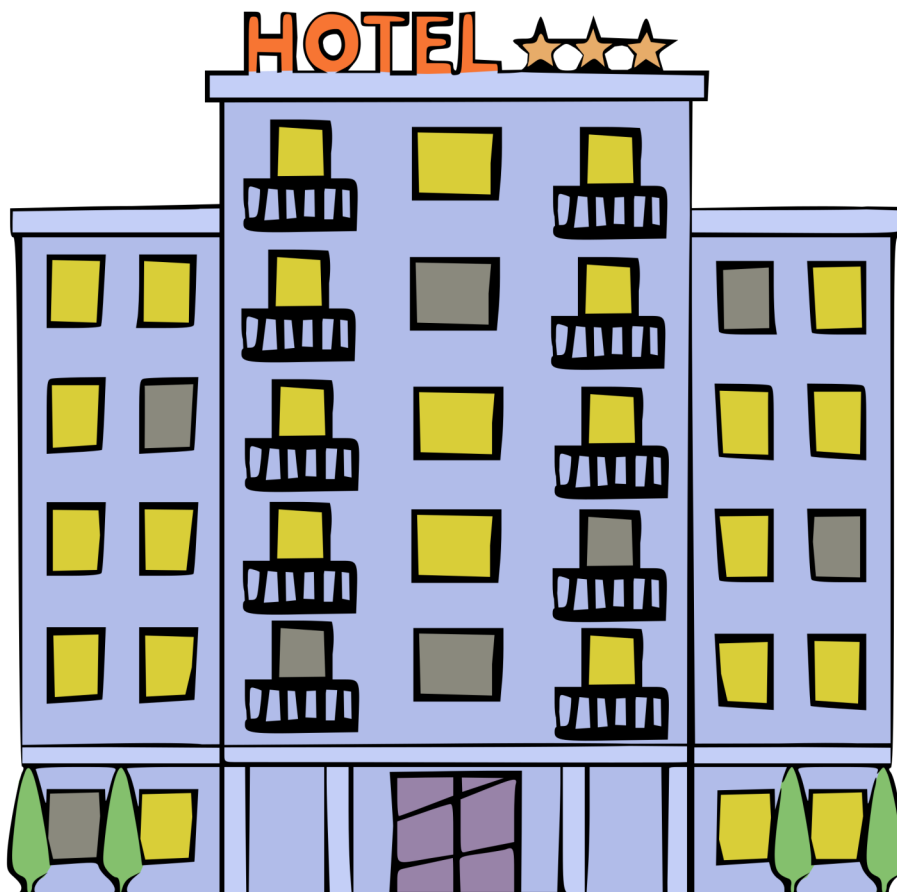


CORONAVIRUS DISEASE 2019 (COVID-19)

Guidance for the Hospitality Industry



What is Coronavirus disease 2019 (COVID-19)?

Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person. The virus that causes COVID-19 is a novel coronavirus that was first identified during an investigation into an outbreak in Wuhan, China.



Can people in Canada get COVID-19?

Yes, COVID-19 is spreading from person to person in parts of Canada. Risk of infection with COVID-19 is higher for people who are close contact of someone known to have COVID-19, for example healthcare workers, or household members. Other people at higher risk for infection are those who live in or have recently been in an area with ongoing spread of COVID-19.

How does COVID-19 spread?

The COVID-19 virus is thought to spread mainly between people who are in close contact with one another (within about 2 meters) through respiratory droplets produced when an infected person coughs or sneezes. It is also possible for a person to get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes,



“To prevent stigma and discrimination in the workplace, use only the guidance described below to determine risk of COVID-19. Do not make determinations of risk based on race or country of origin, and be sure to maintain confidentiality of people with confirmed COVID-19. There is much more to learn about the transmissibility, severity, and other features of COVID-19 and investigations are ongoing.”

RECOMMENDED STRATEGIES FOR EMPLOYERS

Actively encourage sick employees to stay home!!

Employees who have symptoms of COVID-19 are recommended to stay home and not come to work until they are free of fever, signs of a fever, and any other symptoms for at least 48 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants). Employees should notify their supervisor and stay home if they are sick.

If a worker is showing SYMPTOMS of COVID-19 (fever, cough, or difficulty breathing)...



While at work,
send them
home
immediately



Before work, tell
them to **stay**
home to avoid
spreading it to
others

...and keep in touch with workers to stay up to date on their condition

Resources for Employers

Please see appendix for the following resources:

Pandemic Planning Control for Coronavirus (COVID-19)
Worker Refusals
Question and Answers
Coronavirus Background

BUSINESS CONTINUITY RECOMMENDATIONS

- Develop a formal protocol for implementing delegations of authority. Organizations should plan for a least 2-levels of leadership backup where possible; 3-level system is preferable
- Identify critical functions/positions that might be effected due to an absence of employees
- Plan for an absenteeism rate of up to 30-40%; consider cross training employees for critical functions
- Identify the areas of work that can be completed off-site or from home
- Develop an isolation plan for employees, guests and visitors
- Update guests if an employee or employees have been isolated due to exposure or illness. Transparency is key in the confidence in the continuity of your organization
- Operate with a minimal face-to-face contact between employees and guests
- Identify triggers for action on operations
- Have a plan for when a Government Quarantine is put into place
- Have a plan should your organization cease operation/be shut down



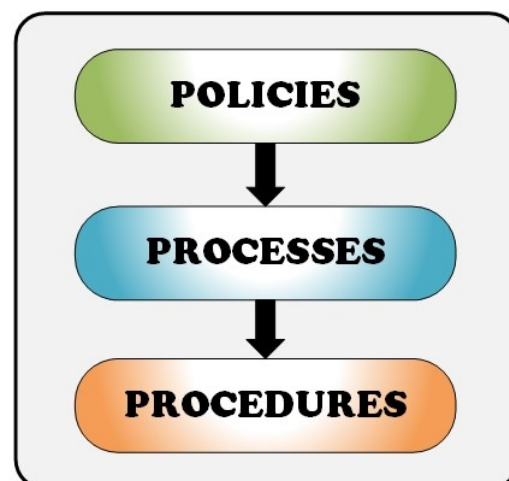
POLICIES AND PROCEDURES

Ensure that your sick leave policies are flexible and consistent with public health guidance and that employees are aware of these policies.

Do not require a healthcare provider's note for employees who are insulating due to symptoms of COVID-19 to validate their illness or to return to work, as healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely way.

Employers should maintain flexible policies that permit employees to stay home to care for a sick family member.

Employers should be aware that more employees may need to stay at home to care for sick children or other sick family members than is usual.



HAVE YOU CREATED YOUR PANDEMIC PLANNING CHECKLIST???

No, refer to the COVID-19 Pandemic Planning Checklist

SPREAD THE WORD NOT THE GERMS!

Place posters that encourage staying home when sick, cough and sneeze etiquette, and hand hygiene at the entrance to your workplace and in other workplace areas where they are likely to be seen.



Provide tissues and no-touch disposal receptacles for use by employees.

Instruct employees to clean their hands often with an alcohol-based hand sanitizer that contains at least 60-95% alcohol and wash their hands with soap and water for at least 20 seconds.

INFORMATION FOR EMPLOYEES

What if I have already returned to work but should have been isolated?

You should inform your employer as soon as possible that you have recently travelled to a high risk location/area, or had contact with a confirmed case, and isolate yourself for the remainder of the 14 day period.

If you go on to develop symptoms of COVID-19:

Immediately isolate yourself from others in your home and call your usual doctor, local hospital or 811 Health Line and tell them you may have novel coronavirus infection and follow further instructions from a medical professional.

Do you have resources for home?

Create a household plan:

- Talk with people who need to be included in your plan
- Plan ways to care for those who might be at greater risk
- Create an emergency contact list
- Create an action plan for self-isolation
- Create a plan should your children's school/daycare become closed
- Plan for potential changes at your workplace

For more information:

<https://www.cdc.gov/coronavirus/2019-ncov/community/home/get-your-household-ready-for-COVID-19.html>



PREVENTING THE SPREAD OF INFECTION

What can be done in the workplace and by individuals to prevent spread of COVID-19?

There is currently no vaccine to prevent COVID-19. However, there are general principles organizations and individuals can follow to help prevent the spread of COVID-19, such as:

In the workplace:

- Routine cleaning and disinfection of frequently touched objects and surfaces (e.g. telephones, keyboards, door handles, desks and tables).
- Promote hand hygiene by making sure that staff, contractors, and visitors have access to hand washing facilities and providing alcohol based hand sanitizer in prominent places.
- Ensure any dishes and cutlery in shared kitchen areas are cleaned thoroughly with detergent and dried thoroughly before being stored for re-use.
- Avoid leaving food and snack items (e.g., chip bowls, open sandwiches) exposed and open for communal sharing unless individually wrapped.

Individuals should:

- Wash hands often with soap and water; or use alcohol based hand sanitizer.
- Avoid touching eyes, nose and mouth with unwashed hands.
- Wherever possible, avoid direct contact with people that have a respiratory illness and avoid using their personal items such as their mobile phone.
- Cover coughs and sneezes (nose and mouth) with disposable tissues, then dispose of these in the nearest waste bin after use. And then wash your hands/ use Alcohol Based Hand Sanitizer.

Should people be wearing facemasks?

The use of face masks is not recommended for the general population. There is no evidence of benefit to support the use of facemasks outside healthcare environments. Face masks may be advised for those diagnosed with or suspected to have COVID-19 to reduce spread of infection.

Should post, packages or food sent from risk areas be managed differently?

There is no need to change how mail, packages or food received from risk areas is handled. Continue to follow existing risk assessments and safe systems of work. There is no perceived increase in risk from handling post or freight from specified risk areas.

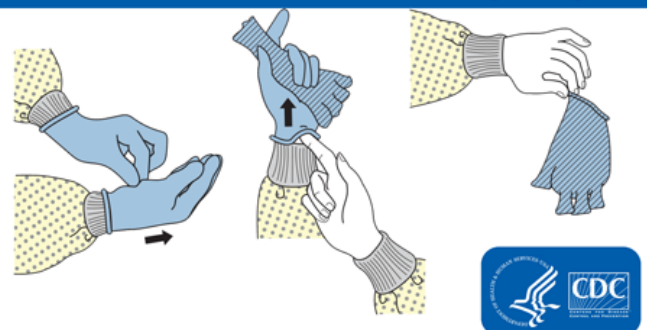
PERSONAL PROTECTIVE EQUIPMENT (PPE)

Personal Protective Equipment (PPE) is specialized clothing or equipment worn by an employee for protection against infectious materials. It should serve as a last resort that should not replace any other risk control and infection control measures. However, sufficient stock of PPE should be kept to ensure its provision to protect employees from exposure to infectious agents in the workplace

- Ensure everyone is aware of the procedures regarding PPE and that staff are trained on correct use, removal and storage
- Cleaning staff should avoid close contact with guests who have self-isolated. They should wear gloves while cleaning, and use an alcohol-based hand sanitizer before and after wearing gloves. As an added precaution, your cleaning staff may wish to wear a surgical mask while cleaning the room. Before entering the room, cleaning staff may inquire if people are well, and ask them to put on a surgical mask.
- Whilst the appropriate use of PPE may offer some protection to clothes from contamination, during the pandemic encourage staff to change out of work uniform and clothing before travelling home. Work clothes that are washed at home can be washed in a domestic washing machine
- Used PPE can be disposed of in domestic waste, preferably in tied black bags. There is no need for non-healthcare settings to introduce clinical waste procedures for the disposal of PPE during an influenza pandemic

HOW TO SAFELY REMOVE PERSONAL PROTECTIVE EQUIPMENT (PPE)

- Outside of gloves are contaminated!
- If your hands get contaminated during glove removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Using a gloved hand, grasp the palm area of the other gloved hand and peel off first glove
- Hold removed glove in gloved hand
- Slide fingers of ungloved hand under remaining glove at wrist and peel off second glove over first glove
- Discard gloves in an waste container
- Wash your hands thoroughly



GENERAL CLEANING GUIDELINES

If a risk assessment of the setting indicates that a higher level of contamination may be present, then the need for additional PPE such as n95 mask should be considered.

Guest Rooms

Rooms should be maintained at a reasonable standard of cleanliness.

Cleaning should start in the clean areas and progress to the dirty areas.

All surfaces should be cleaned at least daily with detergent and water or disinfectants (e.g., 1 in 99 diluted household bleach (5.25%) solution), if necessary.

Frequently touched area such as escalator handrails, elevator control panels or door knobs should be cleaned more often subject to the frequency of use.

Hands should be washed after undertaking cleaning activities.

Supervisors should undertake regular monitoring to ensure that existing hygienic standards are strictly observed.

Waste

All consumable waste items that have been in contact with the individual, including [used tissues](#), to be put in a plastic bag, double bagged and disposed of in an appropriate manner.

Hotel Lobby

Regularly wash and wipe building entrances, door knobs/ handles with detergent and water, or 1 in 99 diluted household bleach (5.25%) solution, if necessary.

Public Toilets and Toilets of Guest Rooms

Clean public toilets with 1 in 99 diluted household bleach (5.25%) solution frequently.

Every public washroom should be equipped with liquid soap, paper towels or hand dryer(s).

Clean toilets of the guest rooms at least once a day. Wipe the rim, seat and lid of the toilet bowl with 1 in 99 diluted household bleach (5.25%) solution, rinse with water and then wipe dry.

CLEANING AND DISINFECTION

- Once a possible case has left the premises, the room/area where the person was placed/isolated should remain out of use until it has been cleaned with detergent and disinfectant.
- Any public areas where a symptomatic individual has only passed through (spent minimal time in) e.g. corridors, not visibly contaminated with any body fluids do not need to be further decontaminated beyond routine cleaning processes.
- All shared spaces e.g. lobbies, pool changing rooms should be cleaned with detergent and disinfectant in accordance with this section.
- The person responsible for undertaking the cleaning with detergent and disinfectant should be familiar with these processes and procedures.
- Environmental cleaning and disinfection should be undertaken using disposable cloths and mop heads using standard household detergent and disinfectant that are active against viruses and bacteria.
- All cloths and mop heads used must be disposed of and should be put into waste bags.



“Follow manufacturer’s instructions for dilution, application and contact times for all detergents and disinfectants.”

In the event of a blood and bodily fluid spillage:

- keep people away from the area
- Use a Spill Kit if available, using the PPE within the kit or PPE provided

DON'T FORGET THOSE PHONES

Disinfect phones and other handheld devices frequently. Limit the amount of employees sharing devices.



PERSONAL HYGIENE OF FOOD HANDLERS

Keep all parts of bodies, clothing, hands and nails clean at all times. Nails should be kept short and unpolished. Cover wounds on hands completely by suitable waterproof dressings. Perform proper hand hygiene frequently and as required. Wear mask when handling food and disposable gloves especially when handling ready-to-eat food.

Refrain from spitting, chewing, eating, sneezing or coughing over unprotected food or food contact surface, touching ready-to-eat food with bare hands, sitting, lying or standing on any surface liable to come into contact with food, tasting food with fingers, touching hair or other parts of bodies when inside food preparation areas as that may result in contamination of food.

Food handlers suffering or suspected to be suffering from any symptoms of COVID-19 disease should immediately report their symptoms to the management, self-isolate and/or seek medical advise.

UTENSILS AND EQUIPMENT

Food contact surfaces of equipment and utensils should be properly maintained, kept clean and sanitized between uses. Non-food contact surfaces of equipment should be properly maintained and kept clean.

Cleaned equipment and utensils should be properly stored.

HOW LONG CAN THE VIRUS SURVIVE ON SURFACES

This depends on a number of factors, e.g. the surface the virus is on; whether that surface is exposed to sunlight; environmental conditions such as temperature and humidity; and exposure of the surface to decontamination products e.g. detergents and disinfectants.

Under most circumstances, the amount of infectious virus on any contaminated surfaces is likely to have *decreased significantly by 72 hours*.



SIGNS AND SYMPTOMS OF COVID-19

Those who are infected with COVID-19 may have little or no symptoms. You may not know you have symptoms of COVID-19 because they are similar to a cold or flu.

The most significant symptoms are the sudden onset of:

Fever

Fatigue

Cough

Shortness of breath or difficulty breathing

Other symptoms may include:

Aches and pains

Nasal congestion

Runny nose

Sore throat

Diarrhea

The incubation period (time between contact with the virus and the onset of symptoms)

Symptoms commonly begin to appear around five days after exposure, however they may take up to 14 days.

The infectious period (how long you are infectious to others)

People are most infectious soon after they develop symptoms though they can continue to spread the virus, for e.g. through coughing and sneezing, for up to five days. People become less infectious as their symptoms subside. Individuals with confirmed COVID-19 infections should be self-isolated for a minimum of 14 days.

CARING FOR GUESTS

Caring For Non-Infected Guests

Staff caring for guests who do not have COVID-19 may benefit from wearing surgical masks, but only when coming into close contact (within one meter) and only if the guest has flu symptoms. Masks should not be worn continuously by staff and should not be seen as a substitute for hand hygiene and other basic precautions.

If staff are concerned about the condition of a guest, or if a guest requests access to medical advice, advise them to phone the Saskatchewan 811 HealthLine for advice and an initial assessment of symptoms in the first instance. If they are very ill, staff may need to contact 911 on the guest's behalf.

If staff members need to enter the room where a guest is present and has symptoms of influenza (e.g. to deliver a room service meal), as best as possible they should avoid close contact (within one meter) with the guest, and clean their hands with soap and water afterwards.

Guests Who Are Self-Isolating

If a guest is actively self-isolating in a hotel room, staff members should avoid entering the room. Communication with the guest should take place over the phone to agree on arrangements for room service, and linen and laundry supply. Such items should be left outside the room for the guest to collect and deposit for collection. As far as is possible staff should avoid close contact (within 2 meters) of self-isolating and/or symptomatic guests and clean their hands with soap and water or alcohol based hand sanitizer.

“Communication with the guest should take place over the phone to agree on arrangements for room service, and linen and laundry supply.”



CHECK YOUR MENTAL HEALTH!!

The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people and communities. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children.

Everyone reacts differently to stressful situations. The emotional impact of an emergency on a person can depend on the person's characteristics and experiences, the social and economic circumstances of the person and their community, and the availability of local resources. People can become more distressed if they see repeated images or hear repeated reports about the outbreak in the media.

People who may respond more strongly to the stress of a crisis include:

- People who have preexisting mental health conditions including problems with substance use
- Children
- People who are helping with the response to COVID-19, like doctors and other health care providers, or first responders

Reactions during an infectious disease outbreak can include:

Fear and worry about your own health status and that of your loved ones who may have been exposed to COVID-19

- Changes in sleep or eating patterns
- Difficulty sleeping or concentrating
- Worsening of chronic health problems
- Increased use of alcohol, tobacco, or other drugs

Coping with these feelings and getting help when you need it will help you, your family, and your community recover from a disaster. Connect with family, friends, and others in your community. Take care of yourself and each other, and know when and how to seek help.

Things you can do to support yourself:

Avoid excessive exposure to media coverage of COVID-19.

Take care of your body. Take deep breaths, stretch or meditate. Try to eat healthy, well-balanced meals, exercise regularly, get plenty of sleep and avoid alcohol and drugs.

Make time to unwind and remind yourself that strong feelings will fade. Take breaks from watching, reading, or listening to news stories. It can be upsetting to hear about the crisis and see images repeatedly. Try to do some other activities you enjoy to return to your normal life.

Connect with others. Share your concerns and how you are feeling with a friend or family member. Maintain healthy relationships. Maintain a sense of hope and positive thinking.

Contact CMHA Saskatchewan Division

1-800-461-5483 306-525-5601 (in Regina) contactus@cmhask.com

WHO TO CONTACT:

CALL THE SASKATCHEWAN HEALTHLINE

811

The Public Health Agency of Canada
Coronavirus Information Line:

1-833-784-4397

DO NOT go, or send a worker to a healthcare facility before calling the Healthline, or calling ahead to the facility. For the safety of everyone, appropriate accommodations will be made in preparation for arrival.



For updated information as we know it,
please refer to

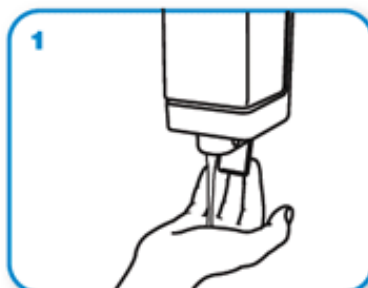
www.servicehospitality.com



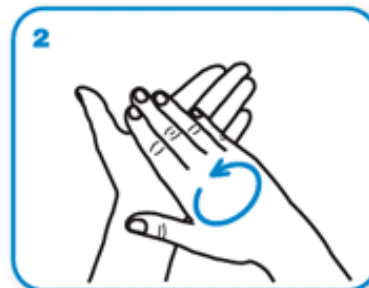
HAND WASHING TECHNIQUE



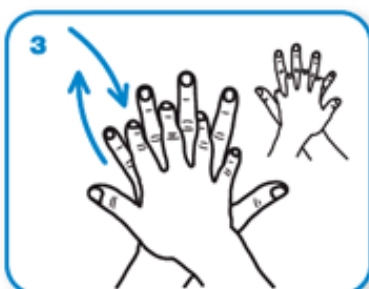
Wet hands with water



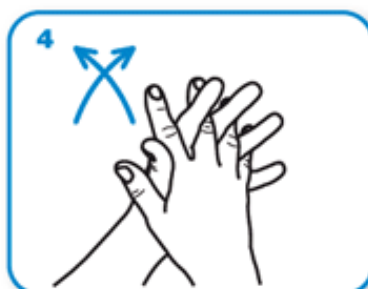
apply enough soap to cover all hand surfaces.



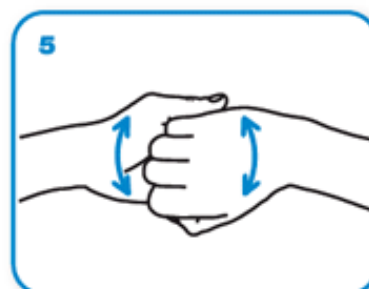
Rub hands palm to palm



right palm over left dorsum
with interlaced fingers
and vice versa



palm to palm with fingers
interlaced



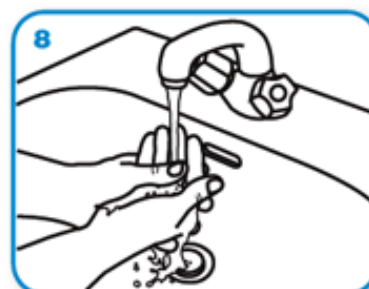
backs of fingers to opposing
palms with fingers interlocked



rotational rubbing of left thumb
clasped in right palm
and vice versa



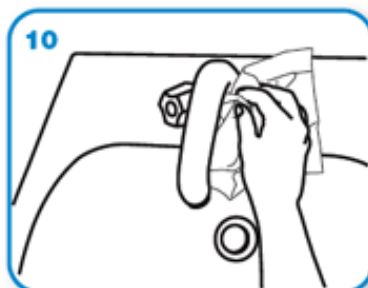
rotational rubbing, backwards
and forwards with clasped
fingers of right hand in left
palm and vice versa.



Rinse hands with water



dry thoroughly with a single
use towel



use towel to turn off faucet



...and your hands are safe.

COMMONLY USED TERMS

Person-to-person:

There are several different ways to contract a virus like COVID-19. Person-to-person spread means the virus has been transmitted due to close contact between people, whether the interaction involves actual physical contact or just a cough or sneeze in close quarters.

Social Distancing:

A way of preventing the spread of contagious illnesses, as suggested by the World Health Organization. "Social distancing" doesn't mean staying inside. It means keeping a generous amount of personal space -- minimum three feet -- in between yourself and anyone who is coughing or sneezing. This will prevent you from inhaling the majority of the droplets expelled by coughing or sneezing, which can carry the virus.

Coronavirus:

The coronavirus is actually not one type of virus; it is a large family of viruses that also includes SARS and other minor to major respiratory illnesses. Coronaviruses can be spread between animals and people, as we have seen with this current strain.

COVID-19:

COVID-19 is the specific illness related to the current epidemic. The acronym, provided by the World Health Organization, stands for "coronavirus disease 2019," referring to the year the virus was first detected. The name of the virus is SARS-CoV-2.

Epidemic:

An epidemic is a situation where a disease spreads rapidly among many people, and in a higher concentration than normal. It is on a smaller scale, however, than a pandemic. The global COVID-19 outbreak is considered to be an epidemic, though there are fears among governments and medical communities that it could become a pandemic.

N95-respirator:

Many people have turned to the use of facemasks or respirators to ward off the disease. Facemasks are simply a physical barrier, while respirators tend to be tighter fitting and have an element of air filtration. N95 respirators have been cleared for use by the general public, though the CDC and other health officials have cautioned people against wearing them in their daily lives except under specific circumstances.

Outbreak:

An outbreak is a higher-than-normal rate of occurrence of a disease. The terms epidemic and pandemic are often used to describe the magnitude or nature of an outbreak or series of outbreaks. In other words, think of outbreak as the building block of several other coronavirus-related terms.

Pandemic:

A pandemic is a worldwide spread of a disease. This is a higher order of magnitude than an epidemic. In other words, an 'outbreak' is the occurrence of disease cases in excess of what's normally expected; an 'epidemic' is more than a normal number of cases of an illness, specific health-related behavior or other health-related events in a community or region; and a 'pandemic' is basically a global epidemic.

FREQUENTLY ASKED QUESTIONED

What is coronavirus?

Coronaviruses come from a large family of viruses that are commonly found in people and animals.

Where does coronavirus come from?

The coronavirus virus was first reported in Wuhan, China and has now made it's mark on an international level.

How does coronavirus spread?

Coronavirus spreads by human-to-human contact. When a person comes into close contact with another who is infected the virus can be passed on through droplets from the nose and mouth when a person coughs and sneezes or contacting contaminated objects and surfaces before touching your eyes, mouth and nose.

What symptoms should I be looking for?

Coronavirus is a respiratory illness that targets the eyes, nose and mouth. Basic symptoms to be aware of are fever, sore throat, cough, runny nose and difficulties breathing. Symptoms may arise from 2 to 14 days after exposure to the virus.

What's the best way for companies to control the spread of coronavirus and for all members to protect themselves?

- Washing your hands with warm water and soap for a minimum of 20 seconds.
- Use hand sanitizer.
- Practice proper respiratory hygiene.
- Ensure hands are clean before touching eyes, nose and mouth.
- Disinfect your work environment and living space frequently.
- Avoid social interaction with a person who is sick.
- Self-isolate yourself if you're not feeling well.
- Avoid travelling to infected destinations.
- Stay informed with the latest news and updates on the coronavirus.

What does an employee do if they're experiencing any symptoms of coronavirus?

- Inform their supervisor immediately.
- Self-isolate at home.
- Avoid social interaction.
- Receive medical assistance. Call ahead of time before visiting your doctor.
- Resort to using personal protective equipment such as wearing a new face mask every day.
- Do not return to work until you're clear of all symptoms and feeling better.

How does this affect our work life?

Our work life can be affected by schedules, work location, number of meetings or collaboration, increased distance between employees, possible closures, and other dynamics that can be altered to limit the transmission of the corona virus.

FREQUENTLY ASKED QUESTIONED—CONTINUED

What can employer's do to keep their workplace safe in a pandemic situation?

- Develop and implement an action plan.
- Alter current policies and procedures as needed to maintain a safe work environment.
- Communicate with your team to ensure all team members are familiar with COVID-19, Symptoms, risks, prevention strategies and action plan.
- Ensure a clean and hygienic workplace.
- Encourage hygienic practice in the workplace by providing hand washing stations and hand sanitizer.
- Encourage personal hygiene practices such as cough and sneeze in a tissue or the bend of your elbow.
- Consider working from home and sending employee's home when sick.
- Reduce in person interaction with staff and customers.
- Make personal protective equipment available.

Can an employer order an employee to go to a doctor if an employee is sick?

- Employees should stay home or go home if they have symptoms of coronavirus infection.
- Managers shouldn't hesitate to send employees home who show symptoms of the virus.
- Employees who have had exposure to an infected destination should stay home for 14 days until their symptoms pass.

Do we avoid things like lunch meetings, conferences or mass gatherings?

If you are asked or advised by your employer/manager/supervisor to cancel or postpone meetings or work outside the regular work location, then it is best to follow the requests of your employer.

Should I let my employees take business trips?

An employer must determine if the destination of their employee is identified as an infected location and if the employee is put at risk travelling to their destination before granting and declining travel. An employee has the legal right to refuse unsafe work.

Do I need a coronavirus sick policy?

Sick policy allows you to manage sick absence.

Sick policy strictly clarifies what an employee is entitled to when sick.

Can I participate in social interaction after work with my colleagues?

Stay informed with coronavirus updates to determine if social interaction puts you in risk of contracting the coronavirus.

Can my work close due to the coronavirus?

A risk assessment will need to be completed to determine if the threat of the coronavirus is strong enough to warrant closing a place of work.

FREQUENTLY ASKED QUESTIONED—CONTINUED

What can I do if someone I care for contracts the coronavirus?

- Inform your supervisor immediately.
- Monitor yourself for symptoms.
- Stay home and avoid social interaction if symptoms arise.

Are there antibodies I can take for the COVID-19?

Unlike bacteria, viruses don't respond to antibiotics.

How long does the virus live on surfaces?

Evidence support the life span of COVID-19 isn't clarified. Studies suggests viruses can linger on surfaces anywhere between a few hours to several days.

It's important to properly disinfect surfaces frequently to kill the virus and to prevent it from spreading.

How often should I clean surfaces or disinfect my environment?

It's important to maintain and clean and hygienic work environment and living space by disinfecting objects that may be touched frequently. Items that can't be easily cleaned should be removed.

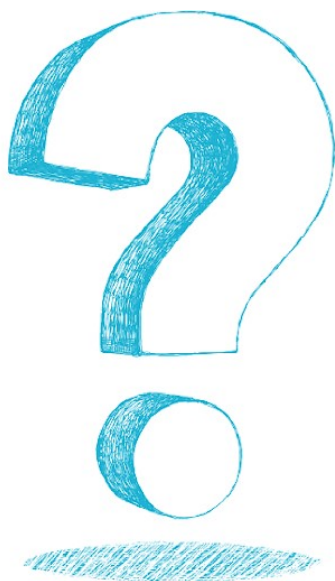
Do we have a legal obligation to protect workers from infection?

As an employer, you must have the best interests of your employees in mind to prevent current and future exposure to risks to your employees.

Can an employer tell their employee's if a member is infected with coronavirus?

If there is a confirmed case of coronavirus in the workplace the employer should inform the rest of the employees. The employees should be informed due to their possible exposure to the virus.

The employer should identify the coronavirus case and not the infected individual. It should be up to the employee to share that information.



CORONAVIRUS BACKGROUND

Coronavirus History:

On December 31, 2019, the World Health Organization became familiar with the active infection spreading in Wuhan, China. On January 7, 2020, it was confirmed this disease was the first of its kind and is now known as COVID-19. The coronavirus was first reported in China and has now made its mark on an international level.

What is the coronavirus?

The coronavirus (COVID-19) is a new disease that is a part of a large family of viruses that are commonly found in people and animals. Human coronavirus is exchanged by respiratory droplets and close interaction with people with the infection. The nose, throat and lungs are the primary targets for human coronavirus.

Symptoms:

Coronavirus is measured on a scale of mild to severe. Symptoms to be mindful of are fever, sore throat, cough, runny nose and difficulties breathing. A severe case of coronavirus can cause pneumonia, acute respiratory syndrome, kidney failure and life-threatening outcomes. Coronavirus symptoms may become visible 2 to 14 days after being exposed to the virus. If you feel you have any of these symptoms, see a health care provider.

Treatments:

There is no concrete cure or vaccine for the coronavirus. There's a good chance with mild coronavirus your body will run its course and recover on its own. Symptoms of the coronavirus are treatable with medical attention.

Coronavirus Prevention:

In order to protect ourselves against coronavirus it's important to take care of ourselves. By washing our hands with warm water and soap, sanitizing your environment, avoid touching your eyes, nose and mouth and practice proper respiratory hygiene to prevent spreading germs. It's wise to separate yourself from situations that can affect your health and others around you such as avoid physical interaction with people who are sick, stay home if you're sick and take care of your body and overall health.

Risks to Canadians:

When it comes to age and health status there's a risk to people of old age, people who have medical conditions and people who have weaker immune systems. Canadian travelers are at risk of catching or spreading the coronavirus depending on their destination.

Canada's Support:

The Canadian Government has the best interests of their nation in mind when it comes to thinking about their health and safety. The Government of Canada and the Public Health Agency of Canada are keeping strict tabs on the growth of the coronavirus in other countries. Multiple organizations have provided resources and information about the coronavirus to educate and prepare Canada for what the future may hold. The Canadian Government is working endlessly on receiving new information and research to provide the public with updates.

COVID-19 WORK REFUSALS

Under the Occupational Health and Safety Regulations employers and workers share the responsibility of protecting the health and safety of workers, this includes the responsibility to work and act safely on the job.

Employees can refuse to do any specific job or task if they have reasonable ground to believe that it is unusually dangerous to themselves or another person. An unusual danger could include:

- A danger that is not normal for the job
- A danger that would normally stop work
- A situation for which the worker is not properly trained, equipped, or experienced to do

If an employee refuses to come to work or carry out a job duty due to fear of contracting the Coronavirus (COVID-19), employers must respond by carrying out an investigation and, if applicable, take action to eliminate the danger.

To determine whether the refusal is reasonable employers must follow the steps to resolving a work refusal:

- The worker informs the supervisor of the refusal and the reasoning for it
- The worker and supervisor involve the OH&S committee co-chairpersons
- A full committee investigation and vote are completed
- The Occupational Health and Safety Division is contacted

Additional Information:

Reliable information on COVID-19 can be accessed on the Government of Saskatchewan website:

<https://www.saskatchewan.ca/government/health-care-administration-and-provider-resources/treatment-procedures-and-guidelines/emerging-public-health-issues/2019-novel-coronavirus>

By law, workers who have exercised a work refusal are entitled to their regular wage and benefits during the investigation. Reprisal, including termination against the worker involved is prohibited.

Additional information on the Right to Refuse Dangerous Work can be found in Division 5 of the Saskatchewan Employment Act:

<http://www.worksafesask.ca/wp-content/uploads/2019/06/OHS-Legislation190611.pdf>

PANDEMIC PLANNING CONTROL FOR COVID-19

SAMPLE PLAN

Purpose

[Employer] has a duty to protect its workers from exposure to infectious viruses and illnesses that they may contract while performing their work duties. [Employer] commits to being diligent in our efforts to select the most effective control methods and to ensure that best practices, as described in this exposure control plan (ECP), are followed in our workplace.

Employer Responsibilities

- Identify and assess work processes that could lead to worker exposure to [specify infectious illness or leave generic].
- Ensure that the materials and other resources required to implement and maintain this ECP are readily available where and when they are required—for example, materials such as personal protective equipment (PPE) and resources such as worker training.
- Conduct a periodic review (at least annually) of the effectiveness of the ECP. Include the OH&S Committee in the process, which should include a review of available control methods to ensure they are selected and used when practical.
- Ensure that all necessary equipment and PPE are used as required by the ECP.
- Ensure that supervisors and workers are educated and trained to an acceptable level of competency.
- Maintain records of training, fit-test results, team talks and inspections (e.g., for equipment, PPE and work methods or practices).
- Investigate all exposure incidents, including near misses.

Supervisor Responsibilities

- Ensure that workers have received adequate instruction on the hazards associated with exposure to [specify infectious illness or leave generic].
- Select and implement appropriate control measures, including PPE.
- Direct work in a manner that minimizes and controls the risks to workers.
- Liaise with other supervisors to ensure a safe work environment.

Worker Responsibilities

- Attend educational sessions provided by [Employer].
- Use assigned PPE in an effective and safe manner.
- Follow established work and decontamination procedures as directed by your supervisor.
- Report unsafe conditions and acts to your supervisor.
- Make sure you know how to report exposure incidents.
- Report any flu-like symptoms immediately.

Infection Control

[Employer] expects employees who contract the flu or have been exposed to infected family members or others to stay home and seek medical attention as necessary and appropriate. [Employer] expects such workers to notify their supervisor as soon as possible of exposure or illness. At [Employer]'s discretion or the direction of outside authorities, [Employer] can require the isolation and quarantine of any infected employees who come to work despite exposure or need for medical attention.

PANDEMIC PLANNING CONTROL FOR COVID-19

SAMPLE PLAN CONTINUED

Personal Protective Equipment

[Employer] maintains on site adequate supplies of recommended personal protection equipment, such as face masks, eye protection, rubber gloves, and anti-bacterial hand gels and wipes, which [Employer] can require workers to use. [Employer] encourages all employees to speak with their personal physician about types and proper use of personal-protection equipment in the home.

Family & Medical Leave

[Employer] shall place on family and medical leave any workers who fall ill with the virus or must be absent from work to care for an infected family member in accordance with applicable Saskatchewan employment standards laws. Such employees must notify [Employer] as soon as possible of need for family and medical leave. Employees may use accrued paid annual and sick leave in lieu of unpaid family and medical leave.

Employees who are under quarantine or are still contagious but able to work, may be permitted to work from home, where operationally feasible.

Business Travel

[Employer] makes all reasonable efforts to eliminate the need for travel by taking advantage of technology. Generally, in the event of an influenza pandemic, travel on [Employer]'s behalf is immediately suspended and limited to a select group of essential personnel who have obtained required travel authorizations from [Employer] and, if necessary, outside authorities.

Special Needs and Accommodations

[Employer] is required by law to notify first-responders about employees with medical conditions that could be compromised because of an influenza pandemic. Medical conditions that are identified as risk factors include cardiovascular disease, diabetes, hepatitis B, chronic obstructive pulmonary disease, chronic kidney disease, and cancer.

[Employer] urges such employees to confidentially self-identify to their supervisor so that we are aware of and can prepare for you to receive any special medical expertise you might require if you become severely ill on the job. Supervisors will maintain the confidentiality of any information you provide, making it available solely on a need-to-know basis and only when needed by emergency responders.

EAP Services

[Employer]'s employee assistance program (EAP) services remain available to you to the extent practicable and reasonable during an influenza outbreak, including assistance for yourself or ill family members, respite care, psychological and emotional support during a pandemic, including assistance and support following the death of an infected family member.

Signs and Symptoms of Flu

Signs and symptoms of pandemic flu may be the same as the ordinary flu but may be more severe and cause more serious complications.

APPENDIX F:

PANDEMIC PLANNING CONTROL FOR COVID-19 SAMPLE PLAN CONTINUED

The most significant symptoms are the sudden onset of:

- Fever
- Cough or shortness of breath

Other symptoms may include:

- Headache
- Tiredness
- Chills
- Aching muscles
- Sore throat
- Runny nose
- Sneezing
- Loss of appetite

Incubation period (time between contact with the virus and the onset of symptoms)

Most estimates range from 1-14 days, most commonly around five days.

The infectious period (how long you are infectious to others)

People are most infectious upon development of symptoms, though they can continue to shed the virus, for example in coughs and sneezes, typically for up to five days. People become less infectious as their symptoms subside and once symptoms are gone (without the use of symptom-reducing medicine), they are considered no longer infectious to others.

If Flu Symptoms Are Present

If you feel ill while at work, report it immediately to your supervisor. Do not simply carry on working.

If you develop symptoms while not at work:

- Stay at home
- Do not go to work until you are fully recovered
- Stay in contact with your Supervisor on the progression of your illness
- For advice and an initial assessment of symptoms, contact the Saskatchewan 811 HealthLine

Business Continuity

[Employer] must develop a formal protocol for implementing delegations of authority. Organizations should plan for a least 2-levels of leadership backup where possible; 3-level system is preferable. Identify critical functions/positions that might be affected due to an absence of employees.

[Employer] should have a plan for an absenteeism rate of up to 30-40%; consider cross training employees for critical functions. Identify the areas of work that can be completed off-site or from home.

Develop an isolation plan for employees, guests and visitors

Update guests if an employee or employees have been isolated due to exposure or illness. Transparency is key in the confidence in the continuity of your organization.

Operate with a minimal face-to-face contact between employees and guests.

Operate effectively if key employees are absent from work.

Identify functions that can be done off-site or from home.

COVID-19

Pandemic Planning Checklist

Preparing for a pandemic influenza is a critical step in protecting the health and safety of your employees as well as limiting the negative impact on your business, and the community. This checklist will guide you in identifying important activities which can be carried out to best prepare for pandemic influenza.

IDENTIFY AND MITIGATE RISKS OF A PANDEMIC ON YOUR BUSINESS:				
Imple- mented	In Progress	Not Started		Responsibility
			<p>Elect a pandemic coordinator and/or team with specific roles and responsibilities to prepare and respond to a pandemic.</p> <p>Identify essential employees and outside contractors, suppliers and services required to maintain operations for each location (succession planning – every essential role should have a back up and decision-making guidelines).</p> <p>Train and prepare a secondary workforce who can provide support to the primary operation of your organization (cross-training).</p> <p>Develop a plan for situations likely to result in an increase or decrease in demand for your products or services (e.g. restrictions on public gathering places)</p> <p>Determine the potential financial impact that a pandemic could have (consider different situations that would affect products / services)</p> <p>Determine the potential impact on business-related travel.</p> <p>Plan for large absence, consider when will portions of the business be shut down and who will be responsible for making that decision.</p> <p>Identify reliable pandemic information from reputable sources (e.g. World Health Organization, Government of Saskatchewan).</p> <p>Make a list and copies of your company's fundamental corporate records including:</p> <ul style="list-style-type: none"> • Accounting (payables, receivables) • Records of assets • Inventory • Insurance policies • Contracts and agreements • Banking records • Property documents (leases, deeds) • Personnel records • Signing authorities • Mailing lists • Other important documents 	

COVID-19

Pandemic Planning Checklist Continued

IDENTIFY AND MITIGATE RISKS OF A PANDEMIC ON YOUR EMPLOYEES AND CUSTOMERS:

Imple- mented	In Progress	Not Started		Responsibility
			<p>Communicate the importance of employees staying at home if they think they are ill.</p> <p>Prepare for and allow employee absences due to illness (personal / family), quarantines, closures etc.</p> <p>Set up infrastructure to allow employees to work from home when they cannot report to work.</p> <p>Create guidelines to limit or discontinue face-to-face contact among employees and between employees and customers.</p> <ul style="list-style-type: none"> • Postpone face-to-face meetings and unnecessary travel. • Ship packages or deliver them electronically as opposed to hand delivered. • Set up infrastructure for telephone or video meetings. • Create protective barriers between staff and customers when possible (e.g. a window). • Create small working units, or stagger shifts to minimize number of contacts. • Allow time between shifts to enable sufficient cleaning of all areas. <p>Encourage annual influenza vaccinations for employees.</p> <p>Encourage self-screening and quarantine for employees.</p> <p>Provide ample infection control supplies and required personal protective equipment for all employees and customers at all locations.</p> <p>Assess employee access to healthcare, mental health and social services during a pandemic. Make improvements as needed.</p> <p>Identify the requirements of employees with special needs and modifications needed in your pandemic preparedness plan.</p>	

CREATE AND IMPLEMENT PANDEMIC INFLUENZA POLICIES:

Imple- mented	In Progress	Not Started		Responsibility
			<p>Policy for employee compensation and sick-leave due to a pandemic, including return to work for employees who are no longer infectious after illness.</p> <p>Policy for flexible worksite and work hours (work-from-home).</p> <p>Policy for prevention of influenza spread at the worksite (handwashing etiquette).</p> <p>Policy for employees who have been exposed to pandemic influenza.</p> <p>Policy for travel restrictions to affected geographical areas.</p> <p>Policy for withdrawing employees working in or near an affected area (outbreak area).</p>	

COVID-19

Pandemic Planning Checklist Continued

CREATE AND IMPLEMENT PANDEMIC INFLUENZA POLICIES: Continued				
Imple- mented	In Progress	Not Started	<p>Policy for mobilizing and ceasing the company's response plan.</p> <p>Policy for adjusting business operations, including shutting down of business).</p>	Responsibility
COMMUNICATIONS:				
Imple- mented	In Progress	Not Started	<p>Create an emergency communications plan, be sure to include all key contacts and backups. Review and revise this plan periodically (plan may be practiced through practice drills).</p> <p>Develop an up-to-date list of all employees for communication purposes.</p> <p>Analyze and enhance (as needed) information technology and communications infrastructure to support employee remote access.</p> <p>Circulate information and resources to all employees regarding your pandemic preparedness and response plan (e.g. information packages, signage).</p> <p>Create or determine a platform for communication of pandemic status and actions to employees, customers, vendors, suppliers etc. (internal and external communications plan).</p> <p>Prepare for crisis communications or media relations, provide training if necessary.</p> <p>Create a backup of all essential business information.</p>	Responsibility
MANAGEMENT:				
Imple- mented	In Progress	Not Started	<p>Create a plan for decision making.</p> <p>When to stay open.</p> <p>When to close to the public.</p> <p>When to close completely.</p> <p>Who will make these decisions, who will be their backup.</p>	Responsibility
COMMUNITY COLLABORATION:				
Imple- mented	In Progress	Not Started	<p>Collaborate with local organizations and agencies (share pandemic plans and ways the organizations can contribute to the community during a pandemic influenza).</p> <p>Share best practices with organizations in the community to be better prepared as a whole.</p>	Responsibility



Protect yourself and
others from getting sick
Wash your hands

If you're sick stay home



CORONAVIRUS PREVENTION

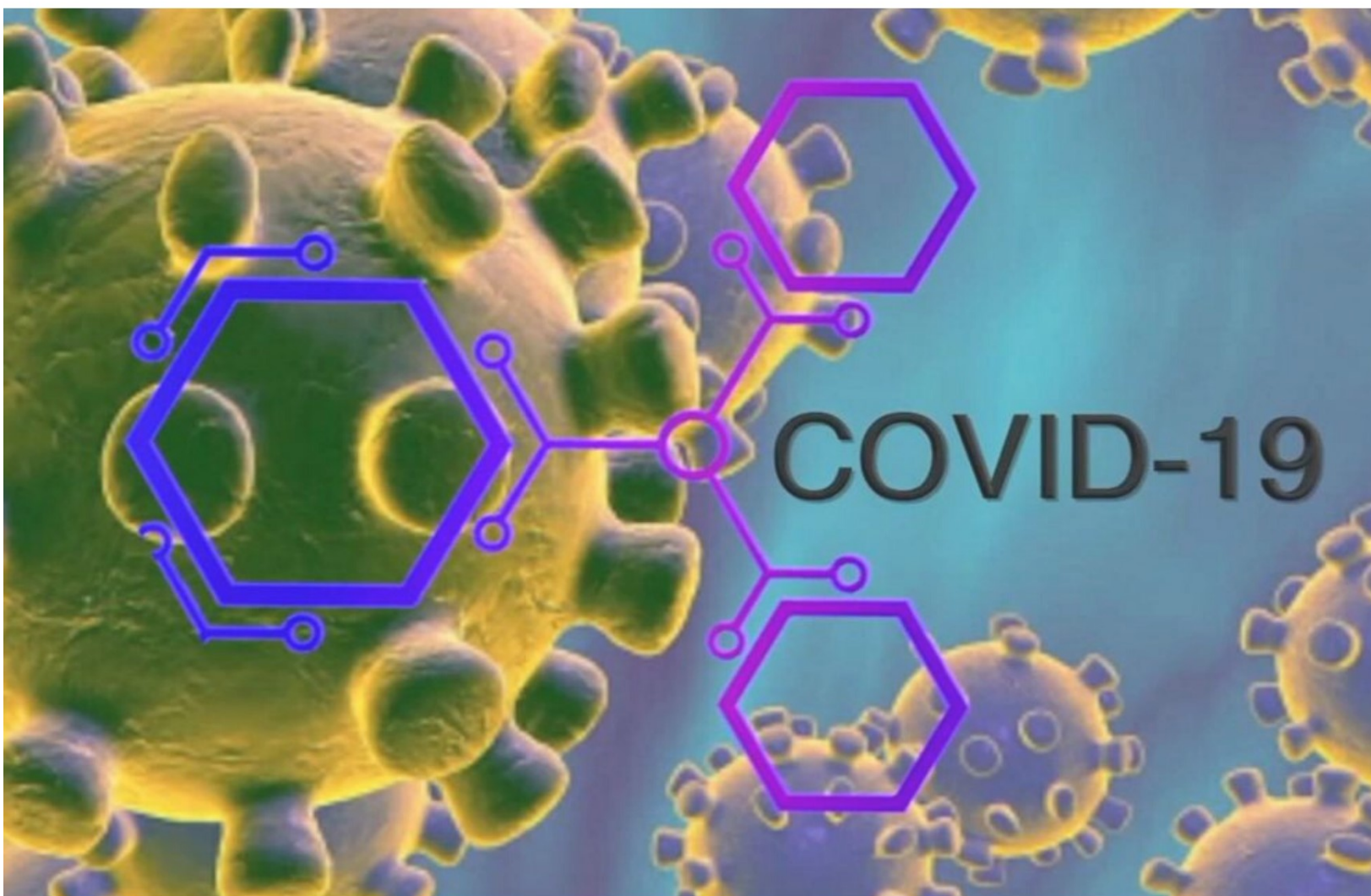
Reduce the Risk

Disinfect often



Avoid close contact
with people who are sick

BE INFORMED
BE PREPARED
BE SMART
BE SAFE



For more information on Coronavirus
contact us at
info@servicehospitality.com



Facts

Symptoms include fever, cough, and shortness of breath. They can also include a runny nose and sore throat.

The virus typically appears 2-14 days after exposure.

It spreads primarily from person to person via coughs, sneezes and close contact.

COVID-19 VIRUS

Avoid Getting Sick

Cover coughs and sneezes, wash your hands often with soap and water for at least 20 seconds.

Avoid touching your eyes, nose or mouth with unwashed hands.

Avoid close contact with people who are sick.

If You Get Sick

Call your doctor or 811 if you have any concerns.

Stay home except to get medical care, get plenty of rest; drink adequate fluids.

Inform your supervisor immediately if you have been experiencing symptoms or have travelled overseas recently.



For more information on coronavirus contact us at info@servicehospitality.com