TORONTO
People, Equity & Human Rights

People & Equity
Occupational Health & Safety

Physical Distancing and Touchpoint Reduction:

COVID-19 Strategies for Returning to the Workplace

June 12, 2020
Prepared by OHSWC/Ergonomics Team

Table of Contents

OHS Physical Distancing and Touchpoint Reduction Strategies

The "Hierarchy of Controls" is a top-down framework used in occupational health & safety to identify and implement measures to control hazards progressively using the most effective means to the least effective means. Applying this approach to the hazard of "*COVID-19 Transmission"* provides an outline of recommended strategies and the order in which they should be considered.

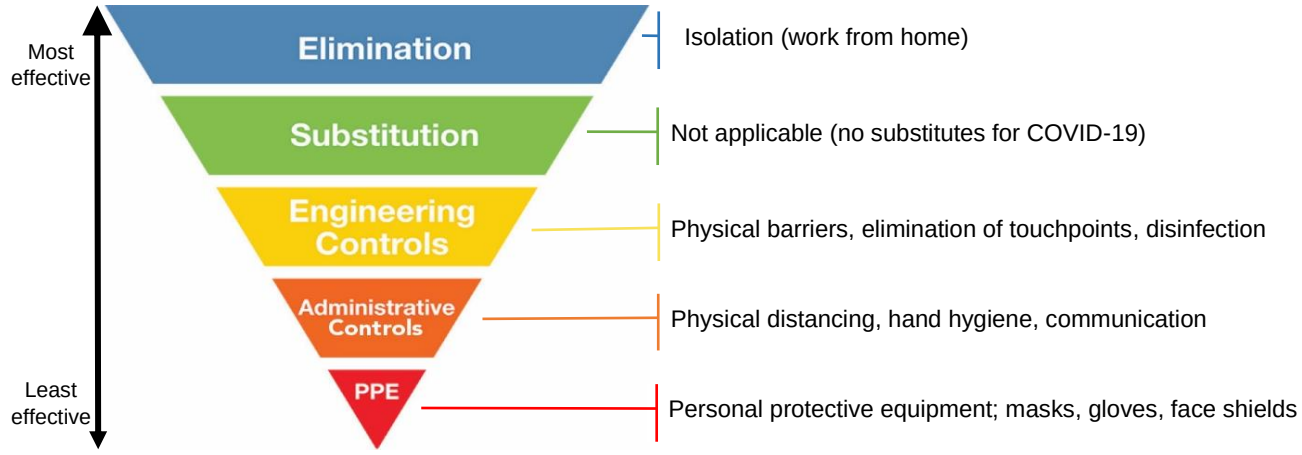


Figure 1.0 Hierarchy of Controls for COVID-19
Based on Recommendation of Hazard Prevention and Control (NIOSH/CDC)
https://www.cdc.gov/niosh/topics/hierarchy/default.html

Strategies for the reduction of viral spread presented in this document focus on physical distancing and touchpoint reduction. Strategies are grouped into six (6) categories with the most effective solutions found at the top and additional measures provided where 'elimination' is not feasible. All six (6) strategy categories are applicable to each functional area, with the first two (2) strategies presented in this document as overarching general strategies.

Strategy categories for physical distancing and touchpoint reduction

- Eliminate/reduce in-person attendance
- Deliver critical messaging
- Determine occupancy limits
- Control for close movement
- Restrict close access to Staff
- Eliminate/reduce touchpoints

Eliminate / reduce in-person attendance

Eliminate or reduce non-essential, in-person attendance whenever possible (Staff or Public access). This is the most effective means of reducing community spread and touchpoint transmission.

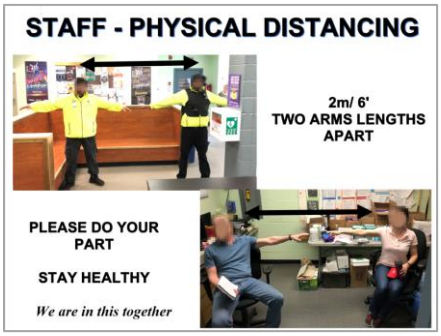
- Provide public services with improved web based information, increase online and/or phone services, consider paper based drop off or self-service kiosks.
- Where feasible, close entrances and use an intercom system to pre-screen attendants (pre-existing systems or installed wireless call box systems).
- Designate Public entry hours to commence after Staff entry periods, stagger operational hours of multiple public services provided at the same facility, consider hours of operation for evenings and weekends when fewer Staff are present.
- Reduce Public movement within a facility and in elevators with temporary re-location of frequently accessed public services to lower floor levels or closer to entry points.
- Permit entry only to the individual in need of service unless a companion is required as an accommodation.
- Promote the use of stairs for access to low floor levels where stairways are wide enough to accommodate bi-directional passage with distancing or where one direction flow has been designated for entry and exit using different stairwells.
- Restrict the use of elevators for access to higher floors which are not accessible by escalators unless required as an accommodation.
- For Staff returning to the workplace consider multiple work shift schedules, rotational access, staggered Staff entry and exit times, etc.
- Return Staff to alternative office space within the Division which may be closed to the public, vacant or less dense in order to spread out staff.
- Cancel non-essential training or develop e-learning modules. Where essential training continues, use larger training rooms or smaller participant groups and remove interactive and group exercises which cannot be performed with distancing.

Sample intercom/camera equipment and process to eliminate entry of non-essential individuals

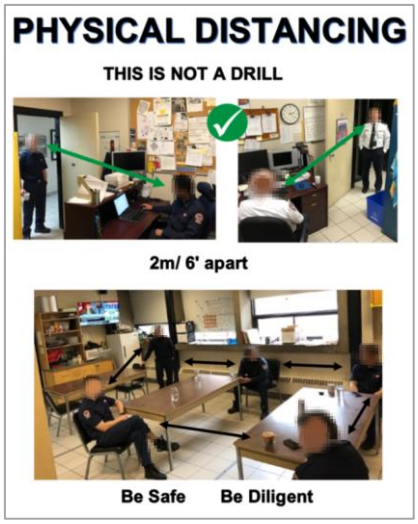
Deliver critical messaging

Prioritise posting of critical messages that relate to procedural instructions, physical distancing and directional movement specific to the functional area, followed by general information/precautionary posters as applicable.

- Be selective when posting information to avoid an overabundance of multiple visual stimuli and avoid poster fatigue.
- Ensure critical messaging on the poster is large enough to be clearly visible to readers with varying acuity at a distance relative to movement towards the functional area.
- Post occupancy limits with specified maximum occupancy numbers clearly labeled, as well as directional flow indicators for designated entry, exit, movement patterns and standing positions as needed.
- Supplement posted messaging with active messaging, particularly where behaviours require re-enforcing. Use multiple opportunities to re-iterate the message:
    - Staff positioned at entry points welcoming and reminding entrants of key procedures or specifically directing queue formation and movement flow.
    - One on one Staff instruction and/or in meetings/tailgate sessions.
    - Broadcast voice messages, text or email messaging.
    - Use of public announcement systems (PA) where available.
- Use local Staff and area photos to create more personalized workplace messaging or foster Staff creativity for new ideas such as badges or stickers to be worn, workplace jingles and other positive messaging.



Sample workplace specific poster: Shelter, Support & Housing

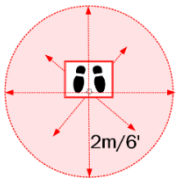


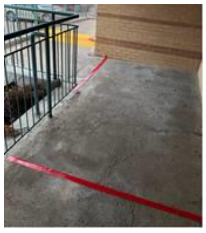
Sample workplace specific poster: Fire Services

Sample non-City badge

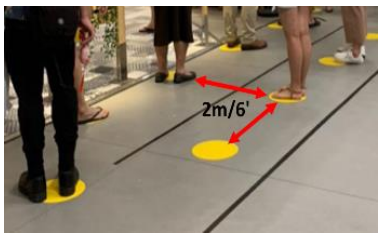
Entrance Areas

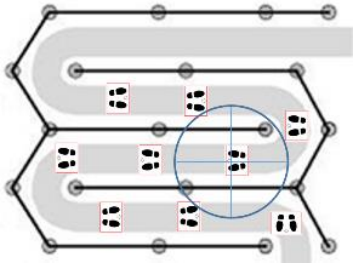
General Entrance and Common Areas

Determine occupancy limits	• Where functions occur in an entrance area (screening, registration, etc.), establish occupancy limits based on the ability to position each individual a minimum 2m/6' apart in every direction from another. Occupancy limits for entrance areas may be more applicable in smaller facilities compared to larger Civic Centre throughways.
	 
	• Limit admittance to the entrance area using posted occupancy limits, Staff verbally directing entrants or adequately labelled line-up formations and movement instructions.
	• Where seats exist in an entrance area but are not operationally required remove seats completely or restrict access to the seats.
	  • For seated waiting rooms refer to considerations outlined in the Special Note: Seated Waiting Areas.
	  • Modify the location of seats, remove seats completely, stack seats, turn seat openings away from entrants, or restrict access by placing a barrier in front, taping off the seat and/or using signage.
	  ▪ Tape seats between armrests or from backrest to seat front to more effectively block usage (compared to an "x" on the seat)
	 
	Seats taped to discourage use
	• Where seating is necessary, modify the location of seats to ensure seated position is a minimum of 2m/6' from other seated or standing individuals and where possible distanced from aisles. Seat widths are typically 61cm/24" wide and do not provide sufficient distance when access to alternating seats is allowed.
	  
	Rearrange available seats with 2m/6' distancing
	 
	Aternating seats is unsufficient

	• Avoid the use of multi-seat benches where possible. Where seating is required or cannot be removed, limit access by more than one person using tape or posted signage. Where seating is not required, implement measures to restrict use.  ✘  • Where outdoor seating is provided in proximity to an entrance area remove or restrict access to non-essential seating to discourage congregation and reduce potential touchpoints.
Control for close movement	• Where entry to a location may be slow and line-ups are anticipated, provide visual markers on the ground, wall or other means to clearly identify where the line should form and a minimum of 2m/6' distancing between marked standing positions. ○ Various methods can be used to denote line formations including tape, removable floor stickers, traffic cones, stanchions, chairs or other barriers and markers.          Various methods and styles directional flow and standing distance

- Ensure 2m/6' distancing is achieved in every direction between individuals in a queue, particularly where a high density of traffic is anticipated.

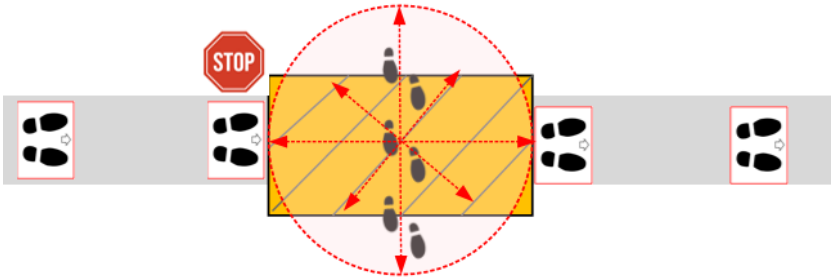




- Where distance requirements cannot be met within a queue, consider vertical barriers between individuals such as mobile panels or plexiglass shields (standing barriers should reach ~2m/78.5" high).

Sample vertical plexiglass barrier

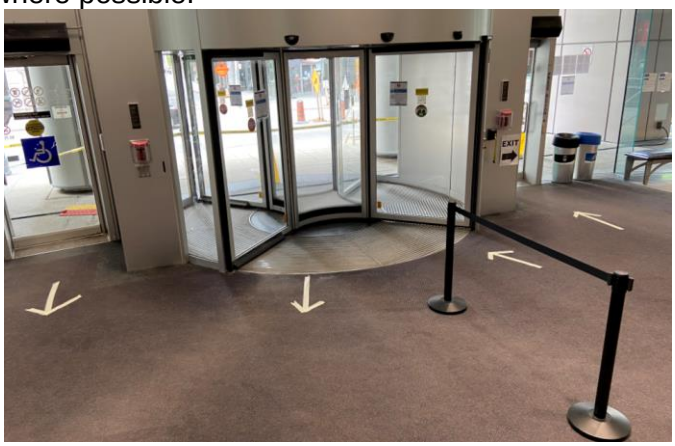
- Where long entry line-ups cross paths with directional movements, designate an unobstructed 'corridor' or 'lane' through the queue. The corridor should be 2m/6' on either side of the passing individual (4m/12' clear passage width).
  - Use pylons, floor markings, Stop signs, and other notifications to inform queuing individuals to not block the intersection and proceed only when clear.



- Where multiple entrances are available, consider designating separate entrances for staff and public to reduce close interaction.
  - Provide return to workplace protocols to staff (email, phone or verbal) prior to dates of return to increase awareness of required entry procedures.
  - Update public web page notifications, posted directions and emailed instructions as applicable to reflect designated public entry points to the facility.

- Increase staff and public messaging at all applicable entry points (ground, concourse and parking). Where needed, provide additional onsite verbal messaging, particularly at the onset of new procedures.

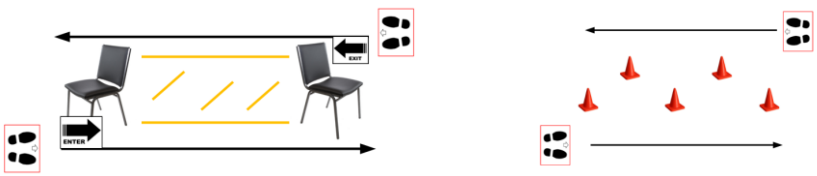
- Designate separate entrances for incoming and outgoing movement
  - Where several doors may be grouped together, designate entry and exit points where there is the farthest distance between the doors to minimize proximity to others.
  - Revolving doors which are not hands free should be restricted from use where possible.



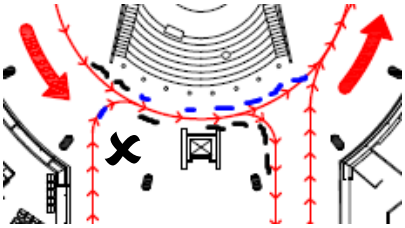
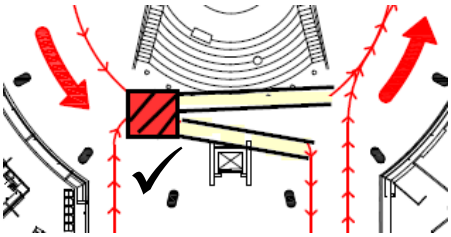
Floor markings, stanchions and directional postings used to establish single directional flow on entry and exit

- Within the facility, design traffic flow in a single direction to prevent interspersed movement. Use directional messaging on the walls or floors to provide non-verbal iteration of required flow of movement. Where needed, provide additional verbal messaging, particularly at the onset of new procedures.
  - Where there is a natural flow of traffic in a particular direction, align directional paths with this flow.

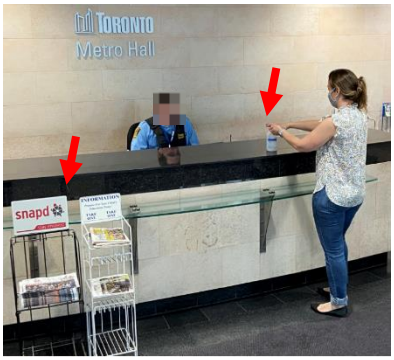
- Where two-way traffic is required, a minimum 2m/6' should be maintained between passing individuals.
  - Implement physical barriers or separation identifiers combined with floor markings to prevent adjacencies in bi-directional paths (stanchions, chairs, pallets, desks, pylons).

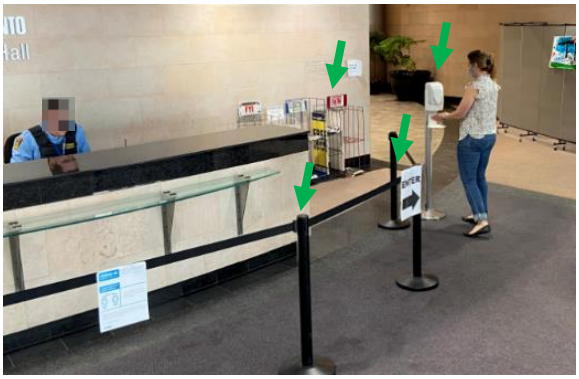


Sample use of chairs and floor markings, or staggered pylons to create a buffer zone between opposed directional paths

	○ Where 2m/6' distancing cannot be achieved between high volume two directional traffic, consider using vertical barriers between movement paths such as mobile panels or plexiglass shields (standing barriers should reach ~2m/78.5" high). Sample use of vertical barrier where bi-directional passage does not provide a 2m/6' gap between passing individuals  • Where possible, eliminate cross-over of foot traffic and movement that occurs within the minimum distance of 2m/6'. ○ Where cross-over of directional paths are unavoidable, use visually evident neutral crossing zones where individuals can alternate passage in either direction.   • Where deliveries are a continual operational function (Civic Centres) consider designating a separate entrance into the facility. ○ Vehicular deliveries should be reviewed to ensure designated routes align with the desired drop-off/pick-up locations if modified.
Restrict close access to staff	• Remove non-essential staff from work locations within entrance areas which are accessible to others. • Where locating Staff within entrance areas is essential (reception, security, attendants), implement measures to maintain 2m/6' distancing or provide barriers at interface locations. • Promote the flow of movement away from the Staff to prevent unnecessary closeness. Remove or relocate items adjacent to the Staff which entrants seek access to such as information boards, handouts, hand sanitizer (if provided), drop boxes and so forth.

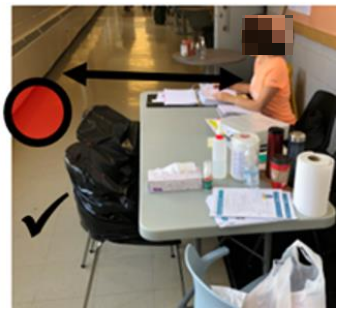
Items placed near work areas draw individuals close to Staff

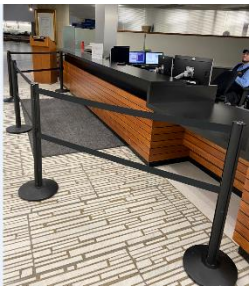




Modify traffic flow away from Staff by moving accessed items, posting directional messaging and using physical barriers

- Where interaction with stationed Staff is necessary, implement physical barriers to prevent approach within 2m/6'. Tape and floor markers are typically ineffective to prevent proximity to desk/table fronts which are typically less than 1m/3' in depth. Use physical barriers such as stanchions, chairs, secondary tables, pylons, etc.





Various physical barriers used for effective distancing

	• Where essential interactions cannot maintain 2m/6' distancing, use mobile panels, plastic curtains or protective barriers (plexiglass shields) between the individuals which extend to approximately 2m/78.5" for standing interactions.    Various styles of plexiglass/acrylic type barriers
Eliminate/ reduce touchpoints	• Eliminate door opening touchpoints where possible ○ For very high traffic areas consider modifying barrier free door controls with "wave" controls to eliminate any touchpoint during entry and egress. ○ Caution must be exercised with propping doors open. Doors entering public corridors, stairwells or around service/mechanical rooms are fire doors and must not be propped open. This is a violation of the Ontario Fire Code and imposes a safety hazard. ○ Where touchpoints cannot be eliminated, encourage, use of an elbow or covered hand to activate controls and clean/disinfect regularly.  • Suspend individual sign-in or sign-off requirements where possible. ○ Eliminate or modify requirements for shared use of pens, kiosks and keyboards. ○ Consider alternative methods to capture required data such as: ▪ One staff recording data instead of each individual entrant ▪ Have the entrant text/email the information at check-in ▪ Use verbal recording of data (voice to text in windows10) ○ Where alternative 'sign-in' procedures are not possible provide single use tools which can be disinfected between users. For example, have a supply of pens to be individually handed out by one staff, dropped into a bin after single use and disinfected prior to re-use or used a covered keyboard which can be disinfected.   Implement disinfecting strategies for shared pen and keyboard use

- Eliminate client self-service to handouts or items.
  - Where hand-outs/items must be available and provided to clients, consider providing items individually or placing only small quantities of stock out at a time with frequent top ups. Provide instruction to remove only those items needed and to not return unwanted items.

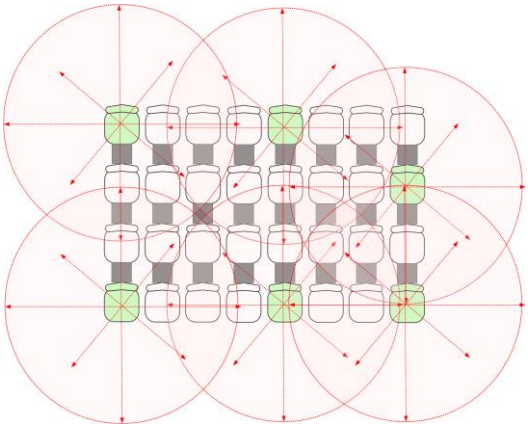
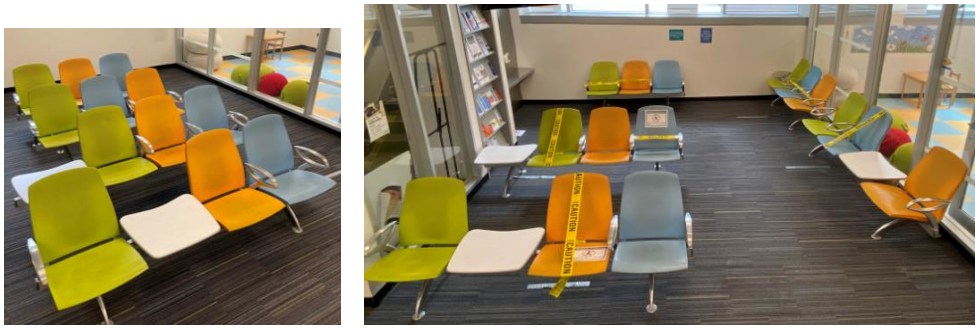
Sample non-essential handouts which can be removed and provided to clients as needed

- Remove all non-essential/hard to clean items from the entrance area.
  - Reducing excess items reduces potential touchpoints (points of transmission) and also reduces the areas which must be regularly disinfected.
  - Remove hard to clean items such as magazines, fabric cushions, table cloths, children's toys (as applicable).
  - If non-essential/ hard to clean items cannot be completely removed, consider relocating them, using tape and notifications or using tarp-like coverings to restrict access.

- Where queue numbering systems are used for 'first in first out' (FIFO) servicing, use paper based dispensing systems which do not require staff interaction and where assigned numbers are disposed of following use. Where wireless paging systems are used, develop a means for individual retrieval of the pager while preventing close interaction to Staff (left out at a distant surface) and without contaminating other devices (spread apart). Pagers should be dropped off into a container and disinfected prior to re-issue to another user.

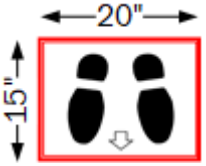
- Where high touch, shared surfaces remain, clean and disinfect areas regularly. Common touchpoints in an entrance area may include areas such as:
  - Door handles, door frames (waist to shoulder height), door areas around a handle, card swipe areas, barrier free buttons, static hand rails, escalator hand rails, counter front edges, sanitizer stations, etc.
  - Refer to the Disinfection Guidelines for additional information and resource links (Guidelines pending).

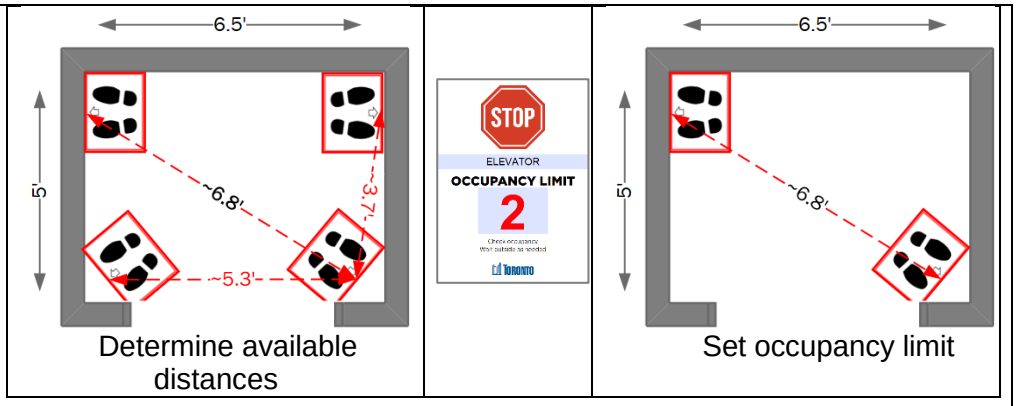
Seated Waiting Areas

Determine occupancy limits	• Where waiting times are minimal, discontinue the use of waiting area seats and have individuals stand while waiting for service (this reduces touchpoints, reduces disinfecting and may reduce wait times). Reserve select seats for individuals requiring accommodations. • Where seating is required due to wait times, determine maximum seating assignment which complies with 2m/6' distancing in every direction. This will significantly reduce the number of available seats but is necessary to meet distancing requirements.  Consider distancing in every direction from the seated individual.  Example of moveable seats re-positioned and taped to comply with distancing • Seat assignment will depend on each seat size and the distance between seats (adjacent and for/aft). A seating plan may be helpful to determine allowable seating occupancy for large areas. ○ It is important to note, that allocation of more than 2 seats per row cannot be achieved unless seating is numbered and service is provided based on a "first in first out" (FIFO) system. If this is not adhered to, an individual may be in the middle of a row and need to pass in front of another seated individual to exit.

	○ Occupancy patterns may be achieved with varying layouts. Where possible assign seats which are not directly adjacent to busy passageways without incorporating distancing measures. • Restrict access to seats by removing seats completely or restricting access (place barrier in front, tape off the seat and/or using signage). If taping off seats, tape between armrests or from backrest to seat front to more effectively block usage (compared to placing an "x" on the seat. ○ Do not assume that restricting only alternate seats is sufficient, most seats are up to approximately 61cm/24" wide and therefore typically require 2 or more blocked seats between allowable seats.  Insufficient spacing between alternating seats.

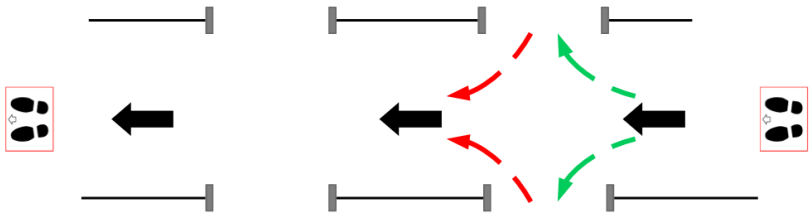
Elevators

Determine occupancy limits	• Determine occupancy limits for elevators based on the internal dimensions of each specific unit and the ability to maintain 2m/6' distancing. • Use an approximate standing location of 51cm/20" wide by 38cm/15" deep to represent one individual with the face located near the front centre of the standing block.  • In most instances, it is recommended that standing locations be positioined so that ocupants do not stand in a direction facing other occupants. This also helps to move faces farther apart. • Use a measuring tape, scaled drawings or mathematical equations to approximate face to face distance between individuals. A distance of 2m/6' should be achievable to permit more than one individual use the elevator at one time. Example: This 2m/78" wide by 1.5m/60" deep elevator footprint can achieve a 1.8m/**6'** distance in only one orientation. The resulting occupancy limit is 2 with individuals standing in a direction away from each other.

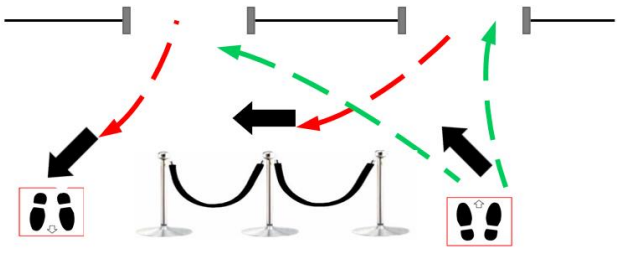


Control for close movement

- Where possible, designate flow of movement in one direction into and out of the elevator area to prevent interspersed movement.
  - Use directional messaging on the walls or floors to provide non-verbal iteration of required flow of movement.
  - Refer to the Poster Collection for sample templates.
  - Where needed, provide additional verbal messaging, particularly when procedures are newly implemented.



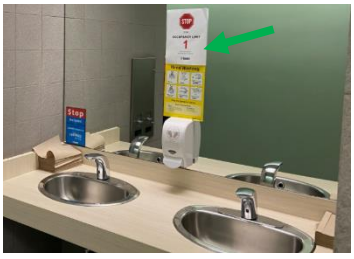
Two-sided elevator layout with two entry/egress points, showing single directional flow to enter and exit area



One wall elevator bank with single open access, showing single directional flow to enter and exit area

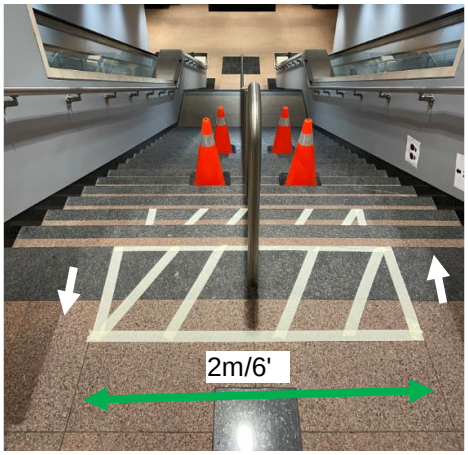
	• Where there is a natural flow of traffic in a particular direction, align directional paths with this flow (these should also align with entry/exit doors if directional flow is also designated for these). • Where more than one (1) standing location exists in an elevator, entrants should be informed to enter, select a floor and then proceed to fill the rear standing locations first in order to allow unobstructed entry and floor selection by others.

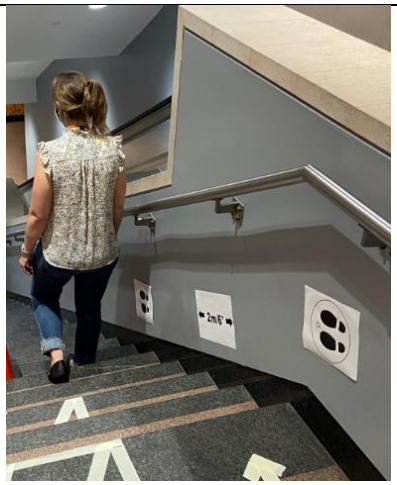
Washrooms

Determine occupancy limits	• Washroom stalls have vertical barriers to support adjacent use, however, the occupancy of a washroom must be based on the overall ability to move around the washroom area with 2m/6' distancing. • As a starting rule of thumb, use half the number of stalls as the occupancy limit. Where there is an odd number of stalls, round up the number only if there is ample space to allow for movement within the washroom area (width of passage to get to stalls, floor space around sinks, change tables and entranceways, etc.). • Post washroom occupancy limits at the entry to the washroom (preferably on the door) as well as within the entrance passageway. • Where urinals exist, determine occupancy of 1 person for every 2m/6' distancing. This number can be added to the occupancy number determined for stalls in the same washroom. For example, a washroom with 3 stalls and 3 urinals would have a total washroom occupancy limit of 2 to 3 (1-2 stalls depending on movement space and one urinal). • Regardless of the overall washroom occupancy, additional occupancy notices should be posted specifically at the sink and urinal area to identify maximum number of simultaneous users based on 2m/6' distancing. •  

	Re-iterated occupancy limit posting on entry and secondary posting of location specific occupancy limit

Stairwells/Escalators

Control for close movement	• The promotion and use of stairs to access one to six levels is expected to increase, particularly from ground level where significant elevator wait times are anticipated. • Where a stairwell width can accommodate 2m/6' distancing, bi-directional movement can occur and should be marked to identify the 2m/6' buffer between paths. Consider using traffic cones or tape markings to distinguish 'lanes'.  Bi-directional stairwell with examples of buffer markings using floor tape and pylons • Provide visual cues on the sides of the stairwell to illustrate direction of flow as well as at least one indicator of a 2m/6' length to assist with distancing estimations. Floor decals may be used, however at least one wall (vertical) placement is recommended so that view of the indicator is not blocked by someone standing on the information and is easily viewed when looking upwards on ascent. Wall postings are also beneficial for escalators where floor markings are not easy.



Wall postings providing a visual distance marker for individual spacing

- Where stairwell width does not provide 2m/6' distancing implement strategies to minimize interspersed and close movement. Consider factors such as the frequency of use (and by whom), density of use, time periods of heaviest traffic, landing space and number of alternative means available for vertical travel. Optional strategies may include:
  - Designating single direction travel for a stairwell when 2 stairwells are available (separate up and down directions).
  - Restricting time periods for single directional travel to ease elevator line-ups (for example – up only direction from 7am to 9am and down only from 3pm to 6pm).
  - Designating the stairwell as a caution area warning individuals that bi-directional movement occurs within 2m/6'.

Sample types of stairwells with less than 2m/6'

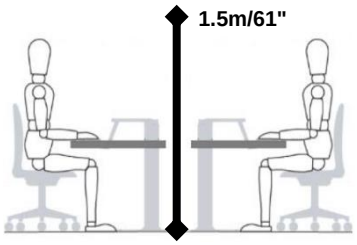
Office Areas

Workstations and General Areas

<table>
<tr>
<td>Determine occupancy limits</td>
<td>
<u>WORKSTATION OCCUPANCY DETERMINATIONS</u>

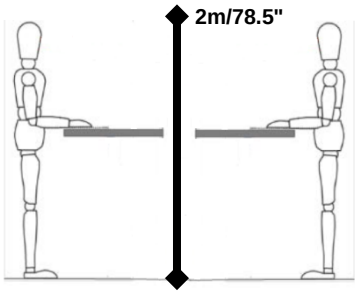
For workstations, measure the distance between the centre of the seated/standing individual when performing typical work. A minimum distance of 2m/6' should occur in all directions or have an appropriate barrier as applicable.

Workstations which are assigned and do not achieve the 2m/6' distancing should have vertical barriers between workstations based on the typical posture (sitting/standing) used for regular operational demands. Pending further support for vertical dispersal patterns, the male 99th percentile head height is used as a barrier target height.

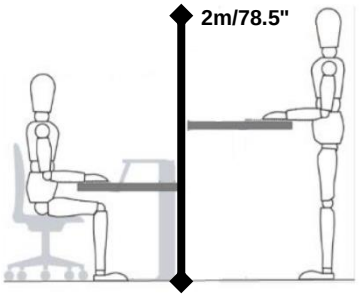


Barriers: Vertical Height

Barrier height for fixed seated interactions (face to face) should be a minimum of ~1.5m/61" high.

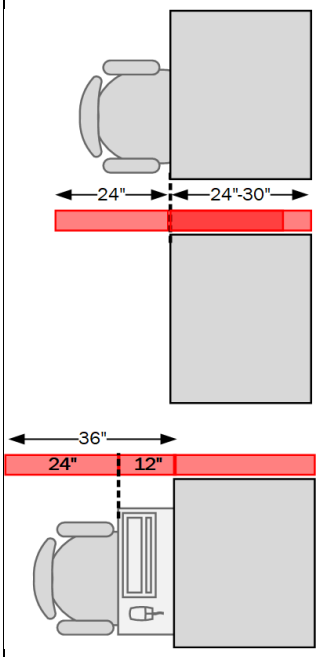


Barrier height for standing interactions should be a minimum of ~2m/~78.5" high regardless if both individuals are standing or one is seated.



Where sit to stand options exist the standing height barrier (2m/78.5") should be achieved either by a fixed height barrier or a barrier which raises with the workstation. Where standing height barriers do not reach ~2m/78.5", Staff should discontinue standing postures during COVID required precautions.

</td>
</tr>
</table>



Barriers: Horizontal depth

- Side to side barriers between seated or standing Staff should extend horizontally forward the depth of the desk (up to 76cm/30”) and rearward a minimum of 61cm/24" from the worker edge of the desk. The height of the barrier should commence at desk height and extend vertically up from the desk surface to the applicable seated (1.5m/61") or standing (2m/78.5") barrier height.

- Side to side barrier where keyboard platforms extend from a surface require an additional 30cm/12" horizontal length; 1m/36" total horizontal barrier from desk edge.

Individual enclosed offices and high panelled cubicles

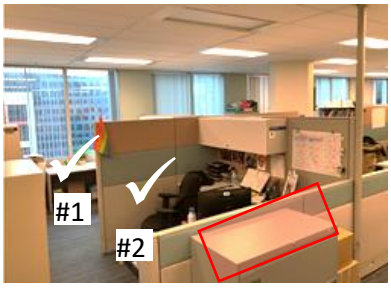
- Individual enclosed offices may be used for seated and/or standing work without restriction. Individual cubicles enclosed with tall partitions (>1.5m/61") may be used without restriction for seated workstations. Where standing postures are assumed for operational purposes and cannot be temporarily restricted to sitting, panel heights should be approximately 2m/78.5" high.

Sample acceptable barriers for individual enclosed cubicles: seated work

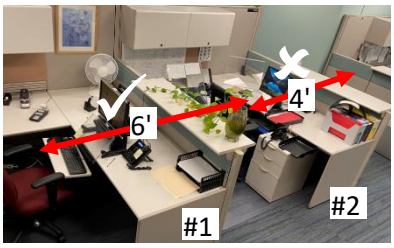
Shared space: Mixed height barriers between workstations

- Workstations with mixed height barriers require further review to determine whether or not they should be used.

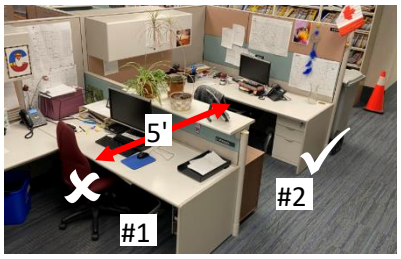
- Prioritise assignment of workstations with higher panels and those not adjacent to high traffic areas which cannot comply with distancing.



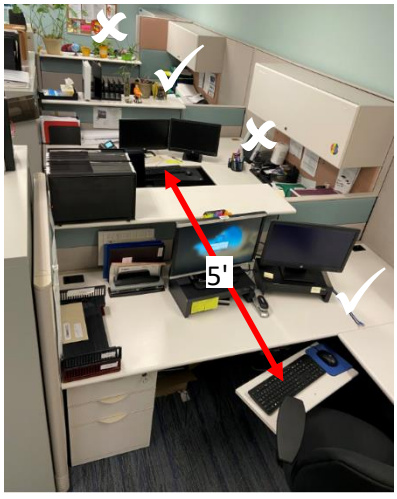
Example 1
Workstation #1 and #2 are separated with a high barrier and the file in front of #2 is rarely used, providing a barrier to approaching the low panel. Both Workstations can be assigned for use.
If the file unit is frequently accessed this should be reviewed.



Example 2
Workstation #1 and #2 are 6' apart, but #2 is only 4' from a bi-directional highly used aisle. Workstation #1 can be used but #2 should not be used. If necessary, a plexiglass or other barrier could be used at between workstation #1 and the aisle.



Example 3
Workstation #2 has a tall barrier blocking a high traffic aisle. Workstation #1 and #2 are only 1.5m/5' apart with a barrier less than 1.5m/61" high. Either workstation #1 or #2 can be used, both may be used if station #1 uses a keyboard platform increasing the distance between the positions.



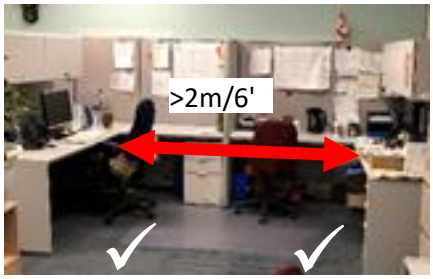
Example 4
The distance between each of the seated locations in this row of four (4) workstation is only 1.5m/5' (including the use of keyboard platforms). Two of the 4 workstations may be used simultaneously in an alternating pattern.

Shared space: Low and no barriers between workstations or multiple workstations within an enclosed area

- Where low or no panels/barriers exist between workstations take further action to establish 2m/6' distancing such as:
  - Reposition free-standing workstations a minimum 2m/6' apart.
  - Within cubicle pods, review the potential re-location of keyboard platforms along surfaces to increase distancing if this does not compromise other ergonomic considerations.

- Where distancing cannot be achieved stagger assigned workstations by restricting use of adjacent work areas.
  - Assign work attendance based on staggered occupancy of workstations (rotate daily/weekly).
  - Implement 'hoteling' or a shared desk approach to maintain distancing.
  - Use seat restriction posters based on operational needs. Moveable posters can be used to vary seat layouts as needed for various work shifts.

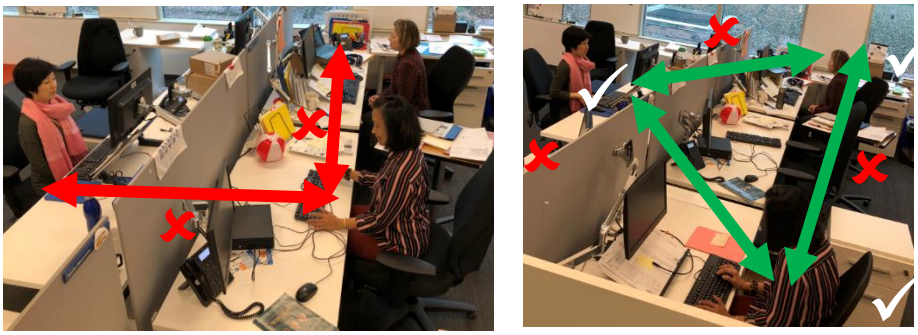
Example 1
These workstations are >2m/6' apart so both can be designated for use. Placing a barrier like a cart or chair between the workstations could be an added reminder stay out of each other's space.



Example 2
These worker stations are greater than 2m/6' apart and do not face each other. Distancing requirements are met for computer work, but may need further review if side surfaces are used regularly for paper work (not 2m/6' apart).

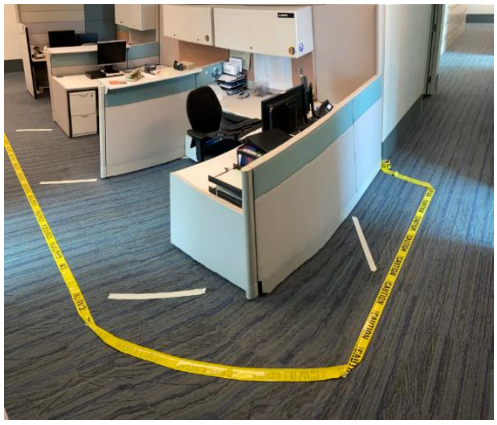
Example 3
These workstations are less than 2m/6' apart and although the vertical barrier between them is high enough for seated work, it extends only to the desk edge and not 61cm/24" from the desk (between the workers). One of the 2 workstations may be assigned.

- Where OMP desk bench exists eliminate use of face to face seating and adjacent seating within 2m/6'. Use diagonal placement as applicable.



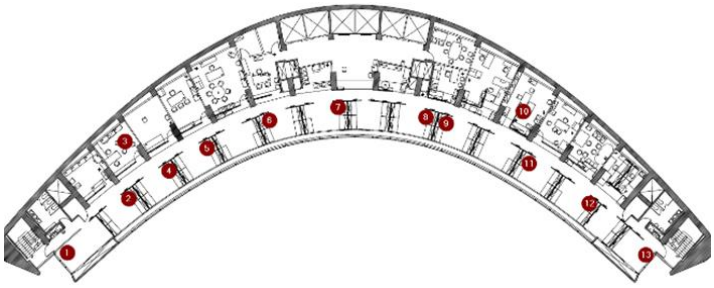
In OMP settings, avoid face to face and adjacent seating, use staggered seating arrangements

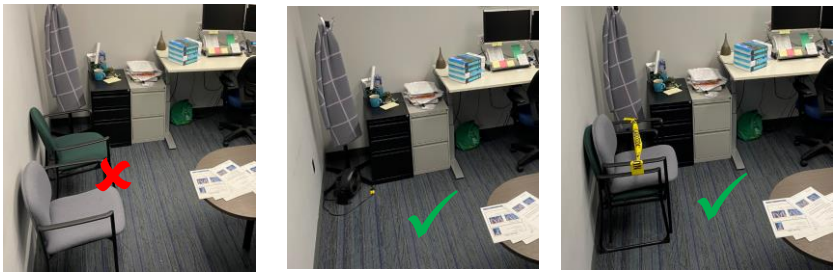
- Where passage occurs within 2m/6' to a seated, review the factors relating to the required passage and implement potential control measures as needed.
  - Review the frequency of passage, whether it is the same or various Staff, whether passage is brief or prolonged to complete additional functions, whether alternative paths can be taken, the frequency and duration of the occupied seat adjacent to the passageway etc.
  - Consider various solutions such as; not using the workstation, moving the workstation, placing pathway markers in wide aisles to promote increased distancing or using vertical barriers.



Sample of taped area around workstation to promote movement farther away from the seated worker.
Remove not essential items from the passageways and add posted communication as applicable.

- Where available, use of a floorplan may facilitate determination of overall occupancy limits and preferred seat assignment strategies. Floorplans for fixed seating arrangements may be shared with Staff to improve awareness of strategies and arrangements.

	 Sample City Hall floorplan seating arrangements based on Divisional needs and compliant spacing.
Control for close movement	• Design traffic flow in a single direction to prevent interspersed movement. This is particularly important in high traffic and narrow passages. Use directional messaging on the walls or floors to provide non-verbal iteration of required flow of movement. Where needed, provide additional verbal messaging, particularly at the onset of new procedures. ○ Review of floorplans may facilitate the development of effective flow diagrams to coordinate intended movement patterns. ○ Share floorplans with Staff to increase awareness of directional plans.  Sample floorplan used for reviewing directional options. • Where cross-over of directional paths are frequent, multi-directional, use visually obvious neutral crossing zones where individuals can alternate passage in either direction. • Use wall posters or floor markings to highlight the required direction of travel. Reiterate directional flow messages verbally and /or with email reminders.
Restrict close access to staff	• Where individuals regularly have staff approaching their desk or general area, implement strategies to prevent others from approaching within 2m/6' of the worker. ○ Temporarily prohibit entry to enclosed office areas by partially closing doors, using posters and additional messaging to staff.



Remove or prevent access to visitor chairs within the workspace

- Use physical barriers which prevent encroachment towards the desk: i.e. extra chairs, small tables, tool cart, or plants.
- Use floor taping, posted messages and re-iterated verbal messaging to 'stay back' and maintain physical distancing.
- Create local workplace specific posters using photo images of staff, specific scenarios and required directives.

Sample use of physical barriers to prevent approach within 2m/6'.

Workplace specific images used in local messaging

Use of floor tape for restricted approach messaging

Eliminate/ reduce touchpoints	• Eliminate door opening touchpoints where possible.
	  ○ Where flip up, retractable file unit doors are used regularly, leave the file doors open throughout the shift.
	  ○ Caution must be exercised with propping doors open. Doors entering public corridors, stairwells or around service/mechanical rooms are fire doors and must not be propped open. This is a violation of the Ontario Fire Code and imposes a safety hazard.
	Sample room doors and file unit doors propped open 
	  ○ Where touchpoints cannot be eliminated, encourage use of an elbow of covered hand to activate controls, increase hand washing messaging and increase cleaning/disinfecting of common touch areas.
	
	• Eliminate self-service to supply areas
	  ○ Limit control of supply cabinets/supply rooms to one or two staff to minimize cross contamination of multiple users.
	  ○ Where supplies cannot be controlled, consider placing only small quantities of stock out for access at a time with frequent top ups.
	
	• Remove all non-essential/hard to clean items from workstations and general office area.
	  ○ Remove non-essential items from desks, tops of file units, counters, meeting rooms, copy areas and throughout the office area in general. Reducing excess items reduces potential touchpoints (points of transmission) and also reduces the areas which must be regularly disinfected.
	  ○ Remove hard to clean items such as magazines, journals, fabric cushions, etc.
	  ○ Where non-essential/ hard to clean items cannot be completely removed, consider relocating them, using tape and notifications or using tarp-like coverings to restrict access.
	
	• Where desk sharing occurs (same desk used by different staff), all non-essential items should be removed from the desk surface to facilitate disinfecting between each user. Common/potential touchpoints at a shared workstation may include:
	  ○ keyboard, mouse, monitor frames, writing utensils, speaker volume controls, chair armrests, control levers, printer control pad, paper tray hand inset, lid lifter, TV controller, telephone handset, telephone keypad, PA system controls, workstation surface, drawer handles, accessories (stapler, pencil holders, hole punch,

	in/out trays), binders, lamp bases and controls, room light switches, door handles, file unit handles.  Sample shared workstation common touch areas • Encourage staff to wash their hands as they arrive at work, and practice good hand hygiene throughout the work shift. Refer to the Disinfection Guidelines for additional information and resource links (Guidelines pending).

Copy/Print Area

Determine occupancy limits	• Where printers/copiers are in enclosed rooms establish occupancy limits based on the ability to position individuals a minimum 2m/6' apart in every direction from each other while using the copier(s) and performing other operations within the area. Where multiple copier/printers exist, reposition copy/printers to comply with distancing or alternatively restrict access to adjacent equipment.  Spread multiple copier where possible or limit occupancy • Where copy/printer equipment are located in narrow or galley passageways, designate traffic flow in one direction only and post directional instructions. Establish occupancy limits based on the ability

to position individuals a minimum 2m/6' apart in every direction from each other.

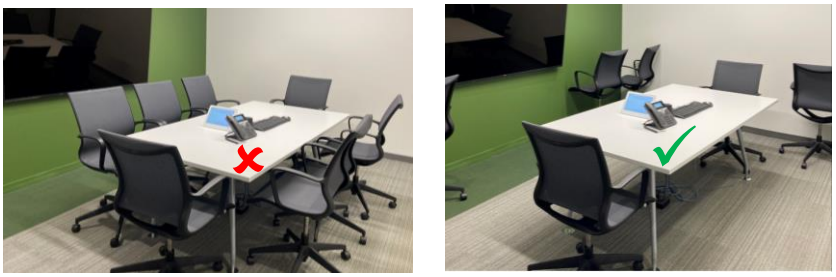
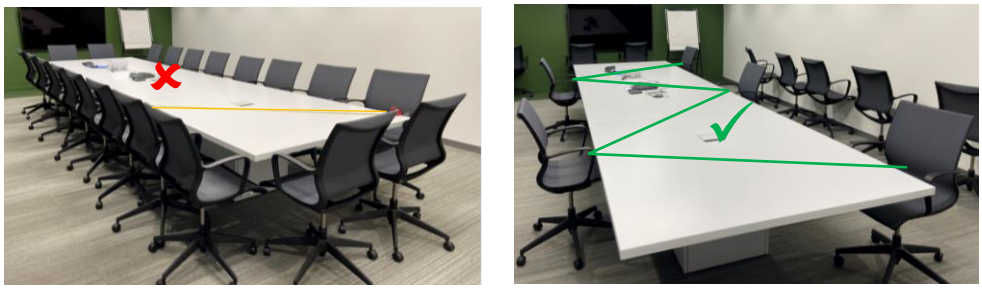
Sample copy room occupancy limit and single directional galley area

- Reduce or eliminate traffic to shared copy/print equipment located adjacent to staff workstations by redirecting staff to alternate printers or relocating copy equipment to farther distanced locations (shut down or limit access to printers that are not compliant with 2m/6' distance requirements).

- Common touchpoints should be disinfected regularly. If disinfecting supplies are not located near copy/print equipment provide information on where central disinfecting supplies are located.

Workplace specific posters can be created and posted based on local needs

Meeting Rooms

Determine occupancy limits	• Determine occupancy limits based on the ability to position individuals a minimum 2m/6' apart in every direction from each other while seated at the table. Use a measuring tape or generous estimations based on the potential position of staff in the room. It is not uncommon to have seated occupancy reduced to one quarter (1/4) or less of the original capacity to comply with distancing requirements. • Where meeting tables are not a minimum 2m/6' wide, assigned seating should not position staff directly across from each other.  Sample meeting room occupancy of 8 reduced to a limit of 2  Measuring tape used to occupancy determination from 20 to 5, with zigzag formation to prevent face to face seating less than 2m/6' apart. • Post occupancy posters at meeting room entrances as well as inside each room. Use seat restriction posters within the room to designate seat-restricted areas. • Excess chairs and surfaces should be removed from the area (preferred). If removal is not possible, items should be gathered in a grouped area, pushed to the side or alternately arranged to restrict access (caution or other tape around the items, physical barriers, tarp-like coverings, posters, etc). • Consider adding a buffer time to the start and end of booked meetings to eliminate crossing over of staff exiting and entering meeting rooms.

Training Areas

Determine occupancy limits	• Determine occupancy limits based on 2m/6' distancing in every direction. Use a measuring tape or generous estimations based on the potential position of staff in the room. • Spread tables and chairs apart to establish required distancing where possible. Assign only one participant per 5' table and increase gaps between tables to achieve 2m/6' between seated participants.   Sample training room layouts • Additional distancing should occur between the Trainer and first row of seated participants for added precaution as the interface is direct face to face and may occur over the length of the training session. • Remove excess chairs and surfaces from the area (preferred). If removal is not possible, items should be gathered in a grouped area, pushed to the side or alternately arranged to restrict access (caution or other tape around the items, physical barriers, tarp-like coverings, posters, etc). • Training participants should occupy the same seat throughout the duration of the session.

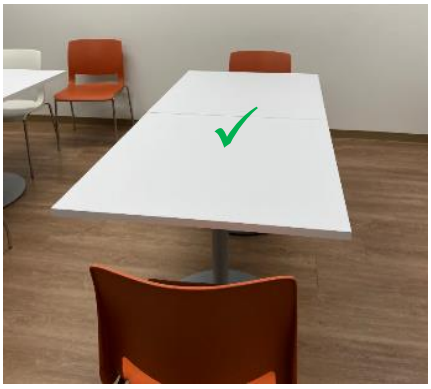
Kitchens / Kitchenettes

Eliminate / reduce in-person attendance	• Suspend (eliminate) in-person attendance to Staff kitchen areas where feasible and not required.
	  ○ Closing-off Staff kitchen areas may be more applicable when dealing with an 'outbreak' situation and significant control over shared touchpoints and food is critical.
	
	• Where eliminating attendance is not feasible, minimize occupancy to shared kitchen areas.
	  ○ Implement lunch/break schedules, time limits or multiple sittings for served meals as appropriate for operational needs.
	  ○ Use additional space (indoor and outdoor if available) to reduce the number of Staff using small kitchen areas.
	  ○ Encourage staff to prepare lunches that do not require use of a kitchen area (does not require refrigeration or heating).

Deliver critical messaging	• Prioritise posting of critical messaging that specifically relates to information needed in the kitchen area.
	  ○ Emphasize hand washing prior to touching shared appliances.
	  ○ Post movement indicators (arrows) where designated in/out or flow of traffic direction has been deemed necessary.
	  ○ Post room occupancy limits (specifying occupancy numbers) at entry as well as within the kitchen area.
	  ○ Where seating locations are designated to comply with distancing, use posters or visual marking to indicate restricted or allowable sitting areas.

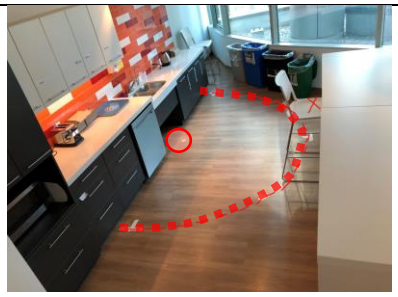
Determine occupancy limits	• For kitchens with seating, determine appropriate table/chair orientation to maximize occupancy with compliant 2m/6' distancing.
	  ○ Arrange tables and chairs to maximize occupancy with distancing. Use a measuring tape to approximate face to face distances.
	  ○ Table surfaces which are less than 2m/6' in depth should not have chairs positioned directly across from each other.
	  ○ Where behavioural re-enforcement is required, consider adhering posters to the sides of tables (not to table tops as this obstructs surface cleaning), posters on walls with specific photo images for chair set-up or taping boundary lines across the table surface.

Sample lunchroom seating modifications to impose 2m/6' distancing



- Remove excess chairs and surfaces from the area.
  - If removal is not possible, implement methods to restrict use of the chairs such as; stack chairs, turn chairs to face walls, group stacked chairs to one corner, drape chairs with caution or other tape, place chairs behind physical barriers, top with tarp-like coverings, post seat restriction signage or alternately arranged to restrict access.

- Where standing functions are performed and occupancy boundaries are not visually obvious, use a measuring tape to lay out markers on the floor. Select a centre-point to estimate where an individual would stand at a sink, fridge, dishwasher, microwave or other typical function and use tape to mark off 6' distances away from the centre point.

	  Floor tape showing 6' radius of distancing needed at the sink and the need to remove/relocate the table and chair in this scenario. • Post combined overall occupancy limits at entry and within the kitchen area. Where needed, particularly if behavioural compliance is low, post additional section specific occupancy limits (i.e. Sink and dishwasher area limited to 1 person at a time only). Prop doors open to eliminate touch points where possible.  
Control for close movement	• Where there is the possibility of Staff lining–up to access the kitchen area, provide visual markers on the ground/wall to clearly identify where the line should form and 2m/6' distancing. • Where two or more entry points exist create one direction of flow. This is likely to be more applicable or necessary in galley-style kitchens/serveries with narrow passages.  Galley kitchenette with single directional signage

	• Review of floorplans may facilitate the development of effective flow diagrams to coordinate intended movement patterns. • Where there is a natural flow of traffic in a particular direction, align directional paths with this flow. • Clearly label entrances and exits with posters or floor markings to highlight the required direction of travel.
Restrict close access to staff	• Where workstations/touch down stations are located within kitchen/lunchroom area relocate the workstation elsewhere, restrict access to the workstation or implement measures such that other Staff in the kitchen remain 2m/6' away from the seated staff location. ○ Implement physical barriers to prevent close approach, use floor marking to denote boundaries and/or post signage to remind other staff to stay back. ○ Implement scheduled times for access to the kitchen and restrict access to the working Staff during those time periods. This small space has a kitchenette directly behind the computer workstation. Occupancy for this room is 1, which is insufficient to allow both a seated worker and Staff accessing the kitchenette at the same time. 
Eliminate/ reduce touchpoints	• Eliminate door opening touchpoints where possible. ○ Caution must be exercised with propping doors open. Doors entering public corridors, stairwells or around service/mechanical rooms are fire doors and must not be propped open. This is a violation of the Ontario Fire Code and imposes a safety hazard. ○ Where touchpoints cannot be eliminated, encourage use of an elbow of covered hand to activate controls, increase hand washing messaging and increase cleaning/disinfecting of common touch points (door handles, door frame near handle, etc.). • Remove all non-essential items from the kitchen area. ○ Remove hard to clean items such as magazines, fabric cushions, as applicable.

- If non-essential/ hard to clean items cannot be completely removed, consider relocating them, using tape and notifications or using tarp-like coverings to restrict access.
- Consider bagging TV controllers to improve ease of disinfecting.

- Eliminate self-service / buffet style food sharing/dispensing.
  - Where food dispensing is required, assign one individual to dispense the pre-packaged or dished foods.
  - Where self-serve is operationally necessary, consider individually packaged items, space portions to allow for retrieval without touching adjacent items, place only small quantities of stock out at a time with frequent top ups.

- Where appliances are available for shared use consider strategies to reduce contact and/or cross contamination such as:
  - Wash hands prior to and after touching anything in the kitchen.
  - Use paper towel or covered hand to grasp items, depress coffee decanter, open doors/cupboards, etc.



Multiple shared appliances used at various facility kitchens

- High frequency or shared touchpoints should be disinfected regularly to reduce transmission of the virus. High touch points in a kitchen may include such areas as:
  - Entrance door handles/and areas around the handle, drawer knobs, dishwasher hand pull area, taps, stove controls, microwave control pad, refrigerator handle, area around handle and door edge, TV controls, compost or garbage lids, small appliances, chair seat, back rests and grab points etc..


Kitchen cleaning/disinfecting should include shared chair touchpoints

Disinfecting kit available from 338-FRED (3733)

  - Refer to the Disinfection Guidelines for additional information and resource links (Guidelines pending).