



CANADIAN RENTAL ASSOCIATION
ASSOCIATION CANADIENNE DE LOCATION

COVID-19

GUIDE TO SAFE BUSINESS PRACTICES

As we all try to adjust to this new “normal”, there are safety precautions that are important to consider to put in place for both your staff and your customers to lower the risk of contracting and spreading COVID-19. Below you will find guidelines as noted by Health Canada and the Canadian Centre for Occupational Health and Safety.

AS AN EMPLOYER

Establish policies to reduce the spread of COVID-19 in the workplace and make sure these are communicated and understood by employees:

- Increase communication to staff and your customers about COVID-19 and measures you are taking for prevention.
- Post signs asking ill staff or customers to stay away from the workplace.
- Post signs encouraging good respiratory hygiene, hand hygiene, and other healthy practices
- Where feasible, adjust policies and procedures to reduce social contact, such as teleworking arrangements, flexible hours, staggering start times, use of email and teleconferencing.
- Cancel or postpone all non-essential meetings or travel.
- Evaluate the workplace for areas where people have frequent contact with each other and share spaces and objects, and increase the frequency of cleaning in these areas.
- Consider ways that employees can practice physical distancing, such as increasing distance between desks, people in line-ups and workstations.
- Consider minimizing interactions between customers and your employees, such as limiting the number of customers permitted in your establishment or serving customers over the phone. Ideally, a 2-metre separation should be maintained, unless there is a physical barrier (e.g. cubicle, Plexiglas window).

Provide the necessary facilities and cleaning products to maintain a clean and safe workplace:

- Provide access to handwashing facilities and place hand sanitizing dispensers in prominent locations throughout the workplace.
- Ensure that high traffic work areas or frequently touched surfaces are cleaned and disinfected more often.
- Ensure that cleaning supplies are available for employees to clean and disinfect their workspaces.
- Provide employees with any personal protective equipment recommended by occupational health and safety guidelines, and training to ensure it is used correctly.

Make sure employees know what to do when they have symptoms:

- Consider relaxing sick leave policies for employees who are ill. This includes suspending the need for medical notes to return to work, as it reduces the burden on an already stressed health care system.
- If employees must use public transportation to come to work, consider flexible hours to allow them to avoid peak travel periods.
- Consider how employees will return home without using public transit if they develop symptoms at work.
- Prepare for increases in absenteeism due to illness among employees and their families or possible school closures.

HEALTH AND PERSONAL HYGIENE

Customers

- Consider posting and enforcing a policy denying entry to anyone exhibiting symptoms: fever/cough (Inform them via signage)
- Consider providing hand sanitizer for all customers upon entering your location

Staff

- Implement staggered start times to accommodate physical distancing
- Do not allow any staff onsite if they are sick. Establish a clear policy for what is expected when a staff members get sick, who to contact etc
- Provide separate lockers/compartments/or sealed bins/bags for employees to keep their personal belongings in (coats, purses etc). Do not allow anyone to leave anything on the premises overnight.
- Practice physical distancing by keeping more than two meters (six feet) apart from coworkers and customers as much as possible
- Stay at home if sick, or might be sick, and follow the Public Health Agency of Canada's steps for self-assessment:
- Wash hands at beginning of shift, before eating or drinking, after touching shared items, after using the washroom, after handling any cash, or credit/debit cards and machines, after touching common items, after each transaction if contact was made and at the end of their shift. Hand washing should be taking place at a minimum every 30 minutes.

PERSONAL PROTECTIVE EQUIPMENT

Use of PPE should be in line with the directive from your local Public Health officials

Masks

Wearing a homemade non-medical mask/facial covering in the community **is recommended** for periods of time when it is not possible to consistently maintain a 2-metre physical distance from others, particularly in crowded public settings, such as:

- stores
- shopping areas
- public transportation

Public health officials will make recommendations based on a number of factors, including the rates of infection and/or transmission in the community. Recommendations may vary from location to location. Non-medical face masks or face coverings should:

- allow for easy breathing
- fit securely to the head with ties or ear loops
- maintain their shape after washing and drying
- be changed as soon as possible if damp or dirt
- be comfortable and not require frequent adjustment
- be made of at least 2 layers of tightly woven material fabric (such as cotton or linen)
- be large enough to completely and comfortably cover the nose and mouth without gaping

Some masks also include a pocket to accommodate a paper towel or disposable coffee filter, for increased benefit.

Non-medical masks or face coverings should not:

- be shared with others
- impair vision or interfere with tasks
- be placed on children under the age of 2 years
- be made of plastic or other non-breathable materials
- be secured with tape or other inappropriate materials
- be made exclusively of materials that easily fall apart, such as tissues
- be placed on anyone unable to remove them without assistance or anyone who has trouble breathing

Gloves

- Avoid cross-contamination when wearing gloves. Do NOT touch your face, eyes, nose or mouth.
- Disposable gloves must be changed as frequently as applicable in order to avoid cross-contamination such as:
 - ✓ Changing tasks such as handling cash
 - ✓ When changing waste/recyclable receptacles
 - ✓ Gloves are soiled, torn or damaged
- Wash hands thoroughly before wearing the first pair of gloves, as well as every time you change the pair of gloves you are wearing

PHYSICAL DISTANCING

Customers may take some time to get used to the new requirements of physical distancing when visiting your location. It is important to make best use of both your interior and exterior space to provide the safest experience for your customers and staff.

Customer Area

- Post signage promoting physical distancing upon entry
- Determine the maximum number of customers your location can safely accommodate inside and post this number with instructions on where customers should wait if the interior is full
- If your space is small, consider only allowing one customer in at a time
- Clearly mark traffic flow in your store, as appropriate

Staff Area

- Train staff on the importance of physical distancing and how to best service customers while adhering to these measures
- Where possible separate staff members' workstations from one another
- Keep surface areas void of extra pens, clipboards, books etc in order to avoid unnecessary contact surfaces

Preparing and Maintaining your Store

- Increase ventilation and fresh air return where possible.
- Provide hand sanitizer at customer service areas, entrances and exits.
- If an item in the showroom has been touched by ANYONE, clean with a disinfectant as soon as possible.
- All pieces of equipment must be cleaned with disinfectant upon being returned. Depending on the item, customers may feel more secure to see you also disinfect prior to them taking it.
- Clean offices, lunchrooms, and workspaces at least once per day, and more often for high-traffic areas and contact surfaces. Focus on frequently touched and shared surfaces such as keys, doors, handles, carts, handrails, light switches, shelves, countertops, drawers, keyboards and mice, touchscreens, payment keypads, cash drawers, pens, tools, phones, radios, tables, chairs, and kitchen equipment.
- Clean shared equipment, phones, and tablets with alcohol or disinfectant wipes.
- Make sure washrooms are cleaned frequently, have running water, and are stocked with soap, paper towels and a plastic lined waste container. Visibly dirty hands must be washed with soap and water.

HAND SANITIZERS AND DISINFECTANTS

Health Canada has published a list of hand sanitizers that are authorized for sale in Canada. This list is updated daily;

<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/hand-sanitizer.html>

Store hand sanitizers out of reach of children (refer to ISMP Canada Safety Bulletins for a related safety alert on May 1, 2020). Never attempt to make hand sanitizer at home using alcohol intended for consumption, witch hazel or essential oils. Doing so could be unsafe and will produce an ineffective product.

Hard-surface disinfectants

Health Canada is working with disinfectant manufacturers and industry associations to inform Canadians of the products that can be used to help against the spread of COVID-19.

Coronaviruses are enveloped viruses. This means they are one of the easiest types of viruses to kill with the appropriate disinfectant when used according to the label directions.

We have published a list of hard-surface disinfectants that are likely to be effective for use against (COVID-19). This list is updated regularly.

Although they do not claim to kill viruses such as COVID-19, cleaners can help limit the transfer of microorganisms. For high-touch hard surfaces such as door handles and phones, we recommend cleaning these often with either regular household cleaners or diluted bleach according to the label directions. Use bleach in a well-ventilated area and never mix with other chemical products. To prepare diluted bleach for a solution to disinfect high-touch hard surfaces, do so according to instructions on the label or in a ratio* of:

- 250 mL (1 cup) of water per 5 mL (1 teaspoon) bleach, or
- 1 litre of water (4 cups) per 20 mL (4 teaspoons) bleach

* assuming bleach is 5 % sodium hypochlorite, to give a 0.1 % sodium hypochlorite solution

Disinfectants, household cleaners, and bleach are meant to be used to clean surfaces. Never use these products on the skin or internally (e.g. by swallowing or injecting these products) as this could cause serious harm.

Surface sanitizers

A surface sanitizer is a substance, or mixture of substances, that reduces the population of microorganisms on environmental inanimate surfaces and objects. Unlike disinfectants, surface sanitizers do not destroy or eliminate all microorganisms.

In Canada, surface sanitizers are considered pest control products. Surface sanitizers must be registered before they can be manufactured, imported, distributed, sold or used in Canada to ensure they meet Canadian health and environmental standards.

As surface sanitizers are not as effective as hard-surface disinfectants. At this time, Health Canada is prioritizing the availability of disinfectants.