

COVID-19: Returning to Work Safely - The Essentials

Based on current knowledge, we've summarized a few of the considerations your organization should be aware of.

MANDATORY: For more in-depth guidance, you **must review and follow all provincial guidance for your industry**. You can also read Dialogue's return to work guide [here](#).

Preparatory Phase: <i>What must we do to comply with regulations and keep employees safe?</i>	On-Site Planning: <i>How must we take action to make our workplace safe?</i>	Communicating with Employees: <i>How must we prepare and educate our employees?</i>	Cleaning and Hygiene Measures: <i>How must we keep our workplace and employees safe?</i>
<ul style="list-style-type: none"> ❑ Build a team to make a plan specific to your business ❑ Set up recurring meetings to assess the situation as it evolves ❑ Obtain provincial guidance and any guidance specific to your sector of work ❑ Establish Health and Safety policies for workers ❑ Develop pre-screening procedures to determine who can safely return to work ❑ Create a process/form for all workers to state their health, daily and confidentially ❑ Designate employee(s) as "Sanitary and Logistics Agent"(a person on-site at all times when employees are present, assigned to monitor the measures in place and respond to incidents or problems which are identified) 	<ul style="list-style-type: none"> ❑ Reconfigure work areas to maintain 2 m distancing minimum and install barriers where possible (e.g. Plexiglas window or high walled cubicle). ❑ Physical modifications may be needed (e.g. keep certain doors open or adding a hands-free door opener pedal) ❑ If unable to keep minimum of 2 m, appropriate equipment must be supplied (masks, gloves, face shields, etc.) and sufficient stock be kept ❑ Appropriate clear signage and indications must be planned and installed 	<ul style="list-style-type: none"> ❑ Contact your employees well in advance of return to work. ❑ Confidentially validate who can safely return to work ❑ Provide clear and concise directives /training on how employees should behave (staying home if sick, workers to remain 2 m away from each other at all times, cleaning of individual workstations, etc.) ❑ Be sensitive to changes in their mental health ❑ Consider sending an anonymous survey to identify concerns ❑ Ensure managers are well-informed on how to support employees and on the physical and mental health resources available 	<ul style="list-style-type: none"> ❑ If an employee exhibits symptoms, they require a 14-day home isolation ❑ Exposure in the workplace obligates immediate mitigation measures, disinfection and tracing measures ❑ Supply sufficient supplies of cleaning products for all workstations, communal areas <ul style="list-style-type: none"> - Hand sanitizer (ideally a non-touch dispenser) - Hand soap and sink (ideally non-touch) - Tissues - Disinfectant wipes for surfaces ❑ Well-placed garbage bins with foot-operated lids near common contact points

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<ul style="list-style-type: none"> <input type="checkbox"/> Whenever possible, you must continue to have everyone work from home <input type="checkbox"/> Re-evaluate sick leave, vacation, and work from home policies <input type="checkbox"/> Plan ahead to make accommodations for particular situations, while respecting confidentiality and avoiding discrimination 	<ul style="list-style-type: none"> <input type="checkbox"/> Deactivate access to or restrict common areas to the maximum number of people that allows for 2 m distancing. Remove any seating that does not allow for 2 m distancing. <input type="checkbox"/> Identify spaces requiring proximity (stairwells, elevators) or single access points and determine how to manage the flow of people to maintain distance. 	<ul style="list-style-type: none"> <input type="checkbox"/> Re-evaluate employee health and concerns regularly <input type="checkbox"/> Send a company-wide communication laying out your workplace's return to work plan and the steps taken to keep your organization healthy <input type="checkbox"/> Provide an in-depth review of what changes employees can expect in the workplace <input type="checkbox"/> Remind employees of the risks associated with non-compliance (risk to themselves, their families, their colleagues and their families), as well as the legal obligation 	<ul style="list-style-type: none"> <input type="checkbox"/> If there is shared equipment, it must be indicated. Gloves or all necessary supplies to clean shared equipment must be available. Suggest cleaning before and after use of equipment. <input type="checkbox"/> Verify that all safety equipment and ventilation are functioning properly <input type="checkbox"/> Identify all high-frequency touchpoints (door handles, light switches, accessibility buttons/push plates, elevator buttons, security pass/code access points, time/punch clocks, washrooms, kitchen areas, etc.) <input type="checkbox"/> Ensure there is a frequent cleaning process in place as per norms mandated by your province or more stringently. <input type="checkbox"/> To determine if masks, other PPE or special cleaning measures are required, refer to your industry's recommendations

How can Dialogue help?

1. Medical assessments

Dialogue can perform a thorough medical assessment to any patient presenting symptoms to identify potential risk factors known to be linked to COVID-19 (as specified by federal and provincial screening protocols).

Suspected cases are kept confidential and will be directed to the appropriate health authority. Our care team is equipped to provide information to our patients in case of a suspected infection. The informational kit includes number to call, appropriate testing sites, preventative measures to avoid spreading the potential virus).

2. Mental health services

Our medical team at Dialogue has created a [guide to coping with anxiety and stress during COVID-19](#). Dialogue also offers clients and members access to mental health support through a Stress Management and Well-Being add-on program, as well as basic services in the core offering.

3. Chloe for COVID-19

Access to a [virtual medical assistant](#) to address COVID-19 related questions Canadians may have in regard to symptoms, testing centers, and more. In addition to an [FAQ](#) vetted daily by a medical committee, this free service offers the latest information from federal, provincial and territorial health authorities as the official response to the COVID-19 outbreak continues to develop.

Coming soon

Our teams are actively working on additional initiatives (e.g. a daily screening tool). If you'd like to be notified of new services or tools from Dialogue, please complete this [form](#).

Additional Resources:

- [Risk-informed decision-making guidelines for workplaces and businesses during the COVID-19 pandemic](#)
- [Return to work guide for Canadian organizations](#)
- [Chloe for COVID-19 - virtual medical assistant](#)
- <http://www.chamber.ca/resources/pandemic-preparedness/BusinessPrepGuidePanPrep2020>
- <https://www.ccohs.ca/outbreaks/>
- <https://www.cnesst.gouv.qc.ca/salle-de-presse/covid-19-info-en/Documents/DC100-2149A-Guide-Manufacturing.pdf>
- <https://www.osler.com/en/resources/regulations/2020/government-announcements-reopening-businesses-across-canada>
- <https://www.mccarthy.ca/en/insights/blogs/canadian-employer-advisor/covid-19-update-moving-forward-considerations-re-opening-physical-workplaces>
- <https://www.pwc.com/us/en/library/covid-19/assets/pwc-covid-19-reboot-return-to-work.pdf>