



Returning to Work during the Pandemic COVID-19

Manager's Guide for Training Employees – General

Purpose

The purpose of this Manager's Guidance is to help you implement protective and preventative measures in the workplace. Further materials and guidance specific to your operations will be provided separately.

Delivered by: The manager or supervisor responsible for the outlet, business or service

Deliver to: All employees

When to deliver:

- Prior to re-opening the outlet, business or service
- Prior to re-opening after the outlet, business nor service has been closed due to an exposure or an outbreak

Materials included in this guide

General

- General Guidance handout to employees;
- Posters:
 - Do not enter / symptoms poster;
 - Handwashing poster;
 - Physical distancing poster;
- Appropriate use and disposal of non-medical masks and gloves;
- Protection of workspace and Cleaning procedure and schedule;
- Wellness and Preventing Stigma ;
- Frequently Asked Questions.

Steps

Conducting a session

1. **Gather** employees prior to re-opening.
2. **Respect principles** of physical distancing.
3. Provide hand sanitizer lotions to all.
4. Distribute a copy of the General Safety Measures handout material to all employees.
5. Distribute a copy of the handout material specific to your service as well – see other training modules on the OHS web site at [insert link]

Manager/supervisor Speaking Notes:

Introduction:

Say: The purpose of this session is to give specific instructions to all employees on the safety measures that will be in place in our outlet, business or service.

Principles

Say: The organisation values your safety and the safety of the communities we serve. This is the reason for this training.

Say: This training is general in nature, it applies to all, and you will receive further information about some things particular to your specific workplace.

Personal protection

Point to the first box on General Guidance handout.

Explain that the prevention of infection begins with each of us.

Say: The most efficient method for prevention is maintaining physical distancing. This means you should remain two meters from other people.

Say: This will include:

- coming to and from work;
- in the lunch room;
- during meetings;
- on coffee/smoke breaks.

Add any other physical distancing practices, which may be appropriate to this group of employees.

Tell employees that physical distancing will make conventional greetings such as handshakes and fist bumping impossible. Tell them they will continue to greet people and show respect but will now need to use other methods to do so. This may include

- Wave, with an open hand
- Eye contact, when speaking
- Hand on heart

- Head bow
- Smile and greet verbally

Handwashing

Say: To do a good job, we should wash our hands for 20 seconds with soap and water. Dry hands with an air dryer or paper towels, as available. To avoid touching a potentially dirty faucet with clean hands, use the paper towel to turn off the taps before throwing it out. Likewise, the paper towel can be used to turn the door handle when leaving the washroom, prior to disposing of it.

Say: Instructions regarding handwashing will be posted in the washroom as a reminder. You are asked to follow the instructions.

Indicate: For added convenience, sanitizing hand-rubbing lotion will be available at certain locations. Indicate to employees where this lotion will be available. Indicate to employees that instructions regarding hand rubbing will be posted near the dispenser.

Optional: You may wish to dispense some lotion at this time to employees and review with them the hand rubbing procedures on the relevant General Guidance handout.

Protection of one's own workspace

Point to the second box on the information sheet.

Tell that all employees must keep their own workspace safe, including the tools they handle.

Tell employees that they will need to clean their work tools prior to handling them, using hard surface cleaner.

Explain that this includes telephones, keyboards, and any other objects they handle during their work.

Name the approved cleaning products they must use.

Optional: If you have them at hand, **show** employees the product.

Indicate clearly to employees where the cleaning products are located in the workplace. If the products are nearby, **point** to where they are located and say out loud what you are pointing at to help them understand what you are talking about.

Protection of shared workspace and cleaning procedure

Say : Everything we share with others must also be made safe.

Tell employees that there are many things in the workplace that are shared with co-workers and clients/customers/patrons.

Say that this can include things such as

- Countertops and desktops
- Light switches
- Door handles and knobs
- Beer taps and bar guns

- Payment systems/keypads
- Workstation keyboards
- Shared telephones
- Chair armrests and backs
- Golf cart steering wheels and handholds
- Hand tools
- Shared pens
- Handrails and grab bars

While listing the objects, **point** to all the ones nearby that you and the employees can see.

Explain that prior to another person handling or touching something which is shared in the workplace, it should be cleaned using surface cleaner.

Manager to determine their cleaning procedure schedule based on their outlet, business or service, Refer to the OHS framework for guidance.

Say: Follow the cleaning procedure established.

- For surfaces that are touched by clients like key pads, counters, door handles, etc clean after each use.
- For surfaces that are not touched frequently, clean every 2 hours
- Where you see a cleaning schedule and you have been assigned to cleaning duties, please complete the cleaning schedule located in the area that you have cleaned.

Use of medical masks and gloves

Explain that you cannot assume that a person entering your workspace wearing either gloves or a mask has been using them correctly, is not carrying any infectious disease, or that their gloves or mask are not contaminated.

Explain that wearing a mask can lull people into a false sense of security and make them forget basic rules such as not touching their face.

Say: In the case of people wearing gloves, clean surfaces they have touched as if they had done it with bare hands. Do this regardless of whether this person is a co-worker, a client, or anyone else.

Say: in the presence of masks, behave as if the person did not wear protective items, maintain physical distancing, and clean as you would otherwise.

Say: If you want to use your own mask and gloves, you may do so but they have to be appropriate for the workplace with no offensive graphics, words must be clean and approved by management. Please be aware that wearing your own mask, the better level of protection is washing your hands frequently, not touching your face, eyes, mouth, nose, and physical distancing. Read carefully and apply the instructions provided for putting on and removing your mask and gloves and take good care of those.

Say: Optional if you have been directed to wear mask and gloves provided by the employer: The employer has provided you with masks and gloves and they are for your protection because your work involves close proximity with clients and visitors where you may not always be able to maintain the 2

metres distance. Read carefully and apply the instructions provided for putting on and removing your mask and gloves and take good care of those.

Recognizing signs and symptoms

Show employees the box on the General Guidance handout.

Explain that symptoms of COVID-19 seem a lot like the flu, and so may be underestimated. However, because they are a lot like the flu, they are easy to recognize.

Explain that because in some people, the symptoms seem very bad while they only appear to be mild in others, it is easy to misjudge how serious the case may be.

Tell employees that people who have had COVID-19 have complained of these symptoms. We can use them as a good indicator of possible infection.

- Fever – a body temperature of 37.8 degrees Celsius or higher. People with a fever sometimes also complain of chills or appear to be sweating.
- Dry cough – COVID-19 affects the lungs, causing coughing.
- Difficulty breathing – COVID-19 causes symptoms similar to pneumonia, an infection of the lungs that makes breathing difficult.

Say: Because it takes several days from the moment someone is infected with the virus until the moment when symptoms begin to show, we must remain cautious and continue to practice preventive measures.

Respond as the Situation Arises

Say: If you feel unwell, stay home. If you are at work, let your manager/supervisor know immediately.

Say: It is very important that if you notice that anyone, including a co-worker, a client, or a patron seems unwell and shows these symptoms, you must let your manager/supervisor know immediately so they may take action.

Stress that speed is important when reacting and informing managers/supervisors.

Ask that employees remain calm and supportive. Be respectful towards a person who may have sneezed or coughed due to other reasons.

Explain that leadership is one of our shared values. Ask them to demonstrate their leadership by following these rules and encouraging others to follow them as well.

Help with preventative measures

Show the employees the box on the General Guidance handout marked as Help with Preventative Measures

Say: You can help avoid infection and help stop the spread of COVID-19 by ensuring that you follow all these steps, and helping make sure that all preventative measures are in place.

Ask employees to inform managers and supervisors in situations such as:

- Protective equipment is damaged or missing
- Cleaning supplies run out
- Measures cannot be implemented

Wellness and avoiding Stigma

Say: It could be stressful to come to work and return home and be worried about bringing the virus home. We understand this. You can reach our Employee Assistance Program, an info sheet to contact them in in your package (make sure that each employee has an EFAP pamphlet).

Say: if you are worried or there is anything that you are not comfortable with, please come and see me to discuss. Your safety and wellbeing is my priority

Closing

Thank employees for their attention and support.

Remind them that they can share concerns with you or with other members of their leadership.