

Workplace Safety & Prevention Services

Guidance on Health and Safety for Restaurant Servers, Cooks and Dishwashers During COVID-19

OVERVIEW

During the COVID-19 (coronavirus) outbreak, we all need to do our part to keep workers, customers and the public safe and healthy so we can stop the spread and prepare to reopen the province, when we are ready.

Below is a set of resources, tips and best practices to help employers and employees prevent the spread of COVID-19 and work together to reopen the province.

Employers and workers in Ontario have certain duties and rights under the Occupational Health and Safety Act (OHSA) and its regulations. Employers should also review and follow any applicable directives and guidance coming from the Chief Medical Officer of Health and Ministry of Health.

Learn more about:

- [workers' rights](#)
- [employers' responsibilities](#)
- [Duties of Employers and Other Persons](#)

BEST PRACTICES

We know that every workplace is unique which makes it so important that every workplace assess functions carried out by their workforce to ensure they take action to protect against the hazards presented by exposure to COVID-19.

Practicing physical distancing (staying 2 metres away from others), minimizing contact with droplets of mucous or saliva, keeping hands, surfaces and objects clean, and preventing contact with potentially infected people – are all critically important measures. Other information on how you can protect yourself is available on ontario.ca/coronavirus.

We have provided some recommendations below for your consideration. Please keep in mind that introducing any new protective measures should be done as part of a full review of other workplace hazards - not just COVID-19. Employers should consult with Joint Health and Safety Committees/Health and Safety Representatives on measures to protect workers in the workplace.

Some workplaces may already have some existing controls in place that may help reduce the risk of exposure to workers, so regular 'check-ins' on the effectiveness of controls is highly recommended.

RECOGNIZE HAZARDS AND ASSESS RISK

For cooks, dishwashers and servers, we recognize that you will have contact with co-workers and customers, as well as surfaces, such as counters, containers and money, as you go about your work. You could potentially come in contact with droplets from these interactions. COVID-19 can travel in respiratory droplets that are released into the environment by laughing, coughing or sneezing.

Take a look at where you might minimize those risks within your workplace. Consult public health information to learn more about the symptoms of COVID -19 infection Recognize and report hazards and use appropriate controls. Ensure that you or your co-workers stay home if you or they have symptoms. Employers may also wish to reach out to their local public health unit to assist with planning.

It's important to take a look at where you can possibly minimize those risks within your workplace. Take a look at the controls below to see how they may assist you.

CONTROLS

To protect yourself from some of the risk of exposure to COVID-19, consider the following options:

Keep Informed and Communicate

- Communicate that it is not permitted for anyone to enter the business if individuals have symptoms of COVID-19. For example, install clear signage throughout the workplace.
- Screen staff regularly for health issues. This may include reminders to customers on websites and via telephone messages. If anyone develops symptoms of COVID-19, implement procedures for reporting the illness and keeping the worker away from others. For further guidance on screening procedures, consult the Ministry of Health.
- Ensure that illness reporting requirements are well communicated in the workplace through training and signage.
- People who are sick or have signs of illness (e.g. fever, coughing, runny nose, tiredness, shortness of breath) **must self-isolate**, notify their employer and call a doctor or healthcare provider.
- Update the business voicemail, email, social media, website and other external communications, and create a visible sign for your door to inform customers of changes to the business operations.
- Employers need to train workers on possible COVID-19 transmission in the workplace, review what steps are being taken to protect them, and how they can protect themselves, including frequent hand washing, sanitizing items and surfaces more frequently, following tool disinfection procedures, and not touching their face.
- Ensure that measures you decide on are well communicated.
- Follow all municipal and local public health warnings, directions and recommendations related to COVID-19.
- The Government of Canada has more information about [food handling safety and COVID-19](#).
- Pre-authorized visitors to your establishment (e.g. food supply delivery, hood cleaning), should call ahead and schedule a time for service or drop-off time. Limit the number of visitors at any one time to reduce interactions. Designate and provide signage for a specified area where the interaction will take place.

Eliminate or Minimize Exposure

Physical Distancing

- Consider tasks that can be minimized or eliminated. For example, payment be cashless with transactions by debit, credit or e-transfer.
- Consider having customers ordering by phone or App with pick up at curbside or on an interior table at a scheduled time or have customer call notifying of their arrival.
- Consider limiting the number of people in a workspace at one time. Safely limiting the number of access doors and people allowed inside.
- Consider installing physical distancing signage and desired direction of flow throughout the business depending on the size of the facility, including the entrance area outside the premises if appropriate to ensure customers/staff maintain a physical distance of 2 meters.
- Limit the number of workers working in one space so that they can distance themselves from each other by:
 - Staggering shifts, and break times so they do not congregate in common spaces.
 - Scheduling more time for cleaning.
 - Consider job rotation. Have fewer workers doing the same task in the same space.
 - Practicing physical distancing during breaks.
 - Where possible, have their workstations or equipment positioned to maintain the physical distance.

Hand Hygiene

- Ensure all hand-washing facilities are available and in good working order.
- Proper handwashing is key. Workers should be trained in the proper hand washing technique and avoid touching their face. Extra handwashing is a good idea for everyone – and when that's not possible, a hand sanitizer with minimum alcohol content of 60% should be used frequently.
- Encourage workers and visitors to wash their hands before entering the workplace, after contact with others, or with surfaces others have touched. Be sure to include handwashing before breaks, at shift changes, after making or receiving deliveries etc. Be sure to keep an adequate supply of soap, paper towels, etc.

Disinfection and Sanitizing

- Encourage workers to maintain clean and sanitized work stations, debit machines, PIN pads, cash registers, counters, and other equipment.
- Provide disposable sanitizing wipes and avoid use of shared sanitation methods. Consider having them available near the entryway, waiting areas, at reception and other high-traffic areas. Frequently monitor and maintain available supplies.
- Provide a safe place for individuals to dispose of used sanitizing wipes. Empty and clean waste containers on a regular basis.
- Surfaces that come in contact with customers must be disinfected prior to and after each customer service.
- Pay particular attention to frequently touched surfaces and common areas, such as entrances, door knobs/handles (both sides), dispensers, water taps, counters, and washrooms (public/employee), diaper changing stations.
- Increase the cleaning frequency of the workplace, including areas such as change-rooms, lockers, washrooms and equipment (i.e. tools, knives, mops, brooms, buckets etc.). Visibly dirty surfaces should be cleaned with soap and water before disinfection. One-step cleaner-disinfection products could also be considered. Be sure to use appropriate cleaner and disinfectants for the job and follow safe use practices as indicated on the Safety Data Sheets. Public Health Ontario offers more information on cleaning and disinfection protocols.
- Where possible, assign workers to ensure staff and customers are utilizing sanitizing materials, following physical distancing protocols.
- Make every reasonable effort to obtain a supply of hand sanitizer for the business.

Other Control Measures

- Consider placing barriers in place between yourself and the people or product you have to interact with. (i.e. only working through a drive-thru window with open/close capability between interactions or using a 'sneeze guards').
- Shared drinking water fountains must be avoided.
- If using a third party delivery service, ensure they are up-to-date with the latest COVID-19 prevention knowledge and are following safe practices.
- Implement all measures to ensure physical distance and separation between people.
- Ensure risk management and operational plans include pandemic plans. These plans should include identification of decision makers, roles and responsibilities, access to medical care, plans for quarantine and/or transportation to medical facilities. They should also include communications planning, such as: who is the point of contact, medical contacts, internal and external communication plans, and staff contact information, suppliers, and community services.
- The risk management plan should also identify what to do if staff are not available to conduct time-sensitive work when not enough employees are available to do the work because of illness.
- For any soiled uniforms, laundry etc. , minimize shaking and disturbance; If possible, arrange to ensure the laundering of items using the warmest appropriate water setting for the items and dry items completely and clean and disinfect hampers or other carts for transporting laundry and sanitation equipment.
- Where appropriate, safely work/meet in outdoor spaces.
- Where appropriate, recommend ventilating spaces by opening doors.

In addition to the above recommendations, your workplace should consider protective equipment as part of a complete hazard assessment. Equipment is only effective if people understand its limitations and wear it correctly. Workers need to be trained in the fit, use, storage, cleaning, maintenance and limitations of the protective equipment that they wear. Workers must use protective equipment as required by their employer.

If physical distance and separation cannot be maintained, workers should have protective equipment consisting of surgical/procedure mask and eye protection (goggles or face shield).

EVALUATE

COVID-19 has presented challenges workplaces have never encountered before. Keep in mind that any adjustments made today may need readjusting tomorrow. Look at preventative measures on an ongoing basis, and adjust them if they are not working well enough or causing other issues. For example, are people doing what they've been asked to do? If not, what is preventing them from doing so? Can you make adjustments and improve?

For anyone who thinks they may have been exposed to or are experiencing symptoms of COVID-19, please start by visiting the Ministry of Health and Long-Term Care website and taking a [self-assessment](#). Please do not visit an assessment centre unless you have been referred by a health care professional. Do not call 911 unless it is an emergency.

For additional information, refer to [Health Canada's website on COVID-19](#).

RESOURCES

Stay updated with daily government updates:

- [Government of Ontario](#)
- [Government of Canada](#)
- [Public Health Ontario](#)

Ontario government and agency-issued resources about COVID-19

The [Ontario Ministry of Health](#) is providing consistent updates on the provincial government's response to the outbreak, including:

- status of cases in Ontario
- current affected areas
- symptoms and treatments
- how to protect yourself and self-isolate
- updated Ontario news on the virus

[Public Health Ontario](#) is providing up-to-date resources on COVID-19, including:

- links to evolving public health guidelines, position statements and situational updates
- synopsis of key articles updating on the latest findings related to the virus
- recommendations for use of personal protective equipment
- information on infection prevention and control
- testing information
- other public resources

The Ontario government is supporting employers by setting up a portal to assist them in finding supplies and equipment through the [Workplace PPE Supplier Directory](#).

OTHER COVID-19 RESOURCES

[Health Canada](#) outlines the actions being taken by the Government of Canada to limit spread of the virus, as well as what is happening in provinces and communities across the country. It also maintains a live update of the number of cases by province.

The [World Health Organization](#) is updating the latest guidance and information related to the global outbreak and spread beyond Canadian borders.

It also provides the most up-to-date information on:

- current research and development around the virus
- a COVID-19 situation “dashboard”
- emergency preparedness measures
- live media updates on the spread of the virus

This resource does not replace the *Occupational Health and Safety Act* (OHSA) and its regulations, and should not be used as or considered legal advice. Health and safety inspectors apply the law based on the facts in the workplace.

For more information visit www.wsps.ca/COVID19

NOTE: This document is intended for informational purposes only to provide an overview of the potential hazards posed in the workplace due to COVID-19. It is not intended as medical advice, to provide a comprehensive risk assessment for all workplaces, or to replace any legislated workplace safety obligations. Due to the ongoing evolution of the situation in Ontario and around the world, this document may be used as a guide for Employers in addition to guidance delivered by public health authorities such as the [World Health Organization \(WHO\)](#), [Ontario Ministry of Health, Public Health Ontario](#) and the [Centers for Disease Control and Prevention \(CDC\)](#).” Any use which is made of this document by any Employer, or any reliance on or decisions to be made based on it, are the responsibility of the Employer. WSPS and its partners, officers, directors, employees, agents, representatives, suppliers and service providers accept no responsibility for any errors or omissions in content or for damages of any kind or nature suffered by any Employer or any third party as a result of use of or reliance on this communication.