

Workplace Safety & Prevention Services

Guidance on Health and Safety for Curbside Pickup and Delivery Services 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 employees engaged in curbside and/or delivery services, it is recognized that you may have contact with customers and surfaces, such as money, credit cards and products as you work. You could also potentially come in contact with droplets as a result of 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 the symptoms of COVID-19 infection. Recognize and report these hazards and use appropriate controls. Ensure that you or your co-workers stay home if you or they have symptoms.

We understand – so 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 these hazards consider the following options:

- Minimize or eliminate exposures by having customers pre-pay online or use credit, debit or e-transfer. Establish a process that minimizes time required to receive the customer and complete any curbside transaction (For example – have the customer call or otherwise notify upon arrival)

- Where possible maintain control of loading product into the vehicle. Ask the customer to remain in the vehicle and remotely open the door to limit contact with surfaces. This will aid in maintaining physical distancing and avoid unnecessary person to person interactions.
- Following completion of curbside transaction or home delivery, ensure employees wash or sanitize their hands and any surfaces.
- Do not permit customers to use their own containers, reusable bags or boxes.
- Physical distancing (staying 2 metres away from others) requires fewer persons within an enclosed space or area. Establish clear visuals to show where the designated pickup area is located and the boundaries of the pickup area. Customers should be prohibited from exiting their vehicle while they are in the designated pickup area.
- Establish a procedure for delivery to customer homes that eliminates in-person interactions (For example -drop package off at door and notify customer via call or text message of delivery completion).
- Ensure physical distancing guidelines (2 meters) are met for delivery workers (For example – if two workers are required to complete a delivery and they cannot maintain physical distancing while travelling in the same vehicle, consider the use of a second vehicle or consider installing a transparent physical barrier(s) that does not impede field of vision between driver and any passengers).
- Fresh air circulation and supply should be made available wherever possible (For example – in loading and unloading areas). Increase airflow by opening doors and windows to reduce contaminant build up.
- Increase cleaning frequency – on commonly touched surfaces like material handling equipment (steering wheels, debit machines, carts, dollies, lifts, etc.). Cleaning and disinfecting should be performed regularly and after possible exposure. Be sure to follow safe practices regarding cleaning times and cleaning agents.
- Have all employees and visitors wash their hands thoroughly with soap and water, or an alcohol-based hand sanitizer if soap and water are not available, 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.
- Provide delivery, curbside and other customer facing staff with hand sanitizer for their use only when receiving deliveries, interacting with the public etc.
- If you use a third party delivery service, ensure their training is up-to-date with the latest COVID-19 prevention knowledge as part of your contractor management process.
- Keep up to date with best practices. Consider regular times to check in with public health updates and retrain/revise practices as needed.
- Screen workers regularly for health issues. 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 Ontario Ministry of Health.

OTHER CONTROL MEASURES

- Implement all measures to ensure physical distance and separation between people.
- 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.

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