

Business name 2191408 Ontario Inc.	Plan name N/A	Contact name Hollie Butcher	Contact email address hollie@heartandcrown.ca
Plan created on December 13, 2021	Plan updated on February 07, 2022	Contact phone number 613-440-3906	

COVID-19 Safety Plan

Important Notes

- » This safety plan has been developed using the workplace safety plan builder, available at Ontario.ca/COVIDSafety. The safety plan builder has been designed to help all businesses establish best practices to help keep their workers and customers/clients safe from COVID-19 and other risks in the workplace.

Those responsible for this business/organization acknowledge that they must:

- take every precaution reasonable in the circumstances for the protection of a worker
- follow all relevant requirements set out in:
 - [The Reopening Ontario \(A Flexible Response to COVID-19\) Act, 2020](#) (ROA), including all requirements listed in [O.Reg. 364/20](#)
 - Directives from the Chief Medical Officer of Health
 - Local public health orders
 - [The Occupational Health and Safety Act](#) (OHSA)
 - The [Employment Standards Act](#) (ESA)
 - Any other relevant legislation
- stay up to date on legal requirements as the situation evolves

Communication and training

- » Posters for workers and visitors have been put up around the workplace

- ✓ Physical distance
- ✓ Screening and self-assessment
- ✓ Hand hygiene
- ✓ Capacity limits
- ✓ Wearing masks

- » Information on changes to our plan or safety measures is provided to workers

- ✓ By email
- ✓ HR Downloads
- ✓ Individually in person by supervisors

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Communication and training - Continued

- » Information on our health and safety measures will be shared with customers/clients/visitors
 - ✓ On posters at entrances
 - ✓ Physical copies of our Covid-19 Health & Safety Plan are available upon request.
- » All workers have been instructed on our COVID-19 health and safety measures

Plan evaluation and worker engagement

- » This safety plan is reviewed
 - ✓ Monthly
- » When we add new safety measures, we check that they do not create any new hazards or that measures can be put in place to control new hazards
- » We are maintaining a record of actionable feedback related to this plan, and the steps taken to address any issues
- » We collaborate with our workers on solutions to any health and safety issues

Worker screening

- » All workers are actively screened before starting each shift
 - ✓ Asking workers the screening questions upon arrival at work on paper
- » Screening is done before the worker comes to the workplace or outdoors at the workplace whenever possible
- » Workers who are working offsite are actively screened using our screening procedure and must follow any screening and control measures at all work locations
- » Workers are instructed to stay home if they are sick or have any COVID-19 related symptoms

Visitor screening and instruction

- » Customers/clients are actively screened before entering the workplace
 - ✓ Asking visitors the screening questions upon arrival
 - ✓ Using the "Verify Ontario" app to confirm guests are fully vaccinated prior to being seated in the establishment.

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Visitor screening and instruction - Continued

- » Visiting workers are actively screened
 - ✓ Asking the screening questions upon arrival
 - ✓ Using the "Verify Ontario" app to confirm guests are fully vaccinated prior to being seated in the establishment.
- » Visitors are given instructions on posters at all entrances to stay out of the workplace unless they pass the self-screening questions

Limiting interactions

- » Start times, breaks and lunches have been staggered to limit in-person interaction
- » Contactless payment is encouraged whenever possible

Crowd control

- » A worker is designated at the entrance to monitor the number of customers entering and leaving, and control/stagger customer entry to prevent crowding
- » Once the capacity limit is reached, one customer will be permitted in for every customer that leaves
- » We have rearranged our facility to allow for more space between people
- » We stagger arrivals, departures and breaks to reduce crowding at entrances and exits and in common areas
- » The facility will have a maximum customer/client capacity of 99
- » The customer/client capacity limits are posted at the public entrance(s)
- » Adjustments will be made to ensure we follow all local public health requirements regarding capacity limits

Physical distancing and separation

- » Physical distancing floor markers have been installed, spaced at least 2 metres (6 feet) apart
- » Workers who must be within two metres of others will follow our rules on use of masks and personal protective equipment as described in that section
- » Workers will maintain physical distancing of at least 2 metres (6 feet) at any time they are not able to wear a mask, such as for eating and drinking

Ventilation and air quality

» Ventilation system is maintained according to manufacturer's instructions

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Ventilation and air quality - Continued

- » Exhaust fans in washrooms are kept running at all times when workers are in the building/facility
- » Exhaust fans in the kitchen are kept running at all times when workers are in the building/facility
- » In any spaces that don't have mechanical ventilation, windows and doors will be kept open, weather permitting

Masking and personal protective equipment (PPE)

- » Workers will remind customers/clients/visitors to wear masks properly and consistently
- » Posters have been put up throughout the facility to remind customers/clients/visitors to wear masks properly and consistently
- » Our workers will wear masks while in the facility
 - ✓ Cloth mask
 - ✓ Disposable non-medical mask
 - ✓ Medical masks
- » Workers will wear a mask at all times when indoors in the workplace, unless alone in a private space, eating or drinking, or they require an accommodation which does not allow for wearing a mask
- » Workers who must be within two metres of another masked person will wear a mask for the duration of their interaction, both indoors and outdoors
- » Workers who must be within two metres of any unmasked person will wear a surgical/procedure mask or equivalent or better protection along with eye protection, both indoors and outdoors
- » Workers wear appropriate COVID-19 PPE for all tasks where the worker may be within two metres of an unmasked or improperly masked person (eye protection and a surgical or procedure mask)
- » Workers have been trained on the proper use of masks and PPE
- » Staff working in hot areas wearing masks have been instructed and reminded to follow measures to prevent overheating (e.g., drinking water, taking breaks)
- » We have medical masks available to give to clients if needed

Cleaning, disinfecting and hand hygiene

- » Our workers have been trained to select and safely use cleaning products for their work including the use of additional PPE that may be required (such as gloves, protective clothing and/or respiratory protection)

- » We have developed a document with cleaning procedures and schedules
- » Reminders have been posted in washrooms to wash hands often with soap and water for at least 20 seconds
- » Hand sanitizer with at least 60% alcohol content has been provided at locations throughout the building

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Mental health and wellbeing

- » We strive to create an atmosphere in which workers are comfortable discussing the issues that prevent them from being productive at work

Violence and harassment

- » A violence and harassment policy has been established, which outlines how workers can report issues and how the issues will be addressed
- » We do not accept violence and harassment directed towards our staff. We encourage our customers to treat our staff with respect
- » If any customers have complaints about our COVID-19 policies, they will be directed to talk to management
- » Management will retain a record of all incidences of violence or harassment and will report to the authorities as necessary

Other measures

- » The volume of music (or other background noise) will be kept to a level where normal conversation is possible to discourage yelling

Reporting a case

- » If a worker lets us know that they have tested positive for COVID-19 and there is a possibility it could be related to the workplace, we report the case within four days to: (check all that apply)
 - ✓ [The Ministry of Labour, Training and Skills Development](#) – email MLTSDocillness.notices@ontario.ca (Use subject 'Attention: Director')
- » We report to the Workplace Safety and Insurance Board (WSIB) within three days ([WSIB.ca/report](https://www.wsib.ca/report)) if a worker either:
 - Lets us know that they have tested positive for COVID-19 and there is a possibility it could be related to the workplace
 - Is injured while working either at the workplace or at home

Facilitating contact tracing