

Guidelines/Protocols for Client Facing Areas during the COVID-19 Pandemic

Scope

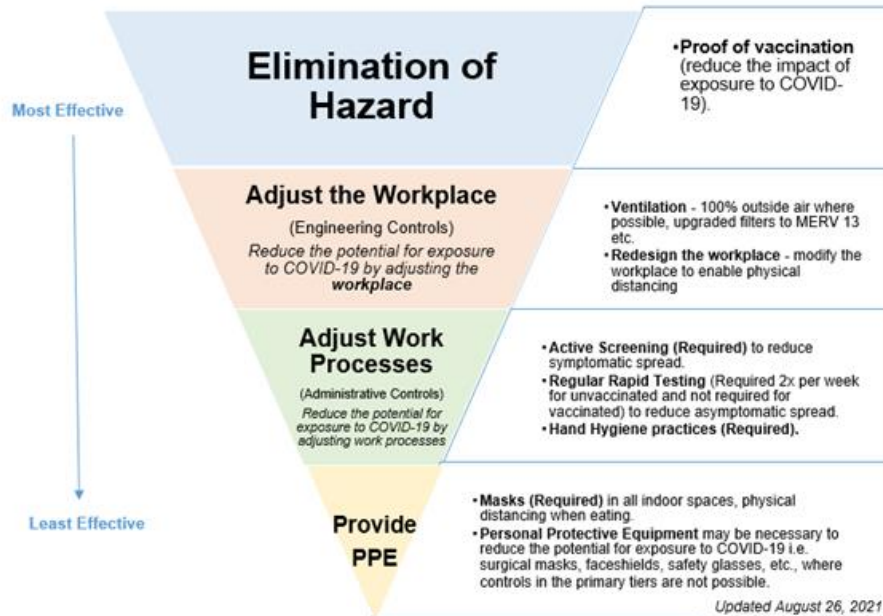
The guidelines outlined in this document will assist in the development of Standard Operating Procedures (SOPs) related to **Client Facing Areas** and will help to ensure the appropriate COVID-19 health and safety considerations for the protection of all members of the McMaster community.

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Hierarchy of Hazard Control

Hazard mitigation should always focus on implementing control measures to eliminate or reduce risk. For this purpose, the hierarchy of controls must be considered. This hierarchy can be applied to any hazard in the workplace including COVID-19. A brief overview of this concept is highlighted below.



Screening and Tracking

All employees and students must complete screening using the MacCheck digital tool within 1 hour before arriving on campus. If feeling unwell in any way they are to stop work, inform their team and supervisor immediately, and complete the [Government of Ontario COVID-19 self-assessment tool](#). The results of this tool will determine next steps for that person.

Personal Protective Equipment (PPE)/Face Coverings

Please refer to the [Guidelines/Protocols for Face Coverings and Masks During COVID-19 Pandemic](#) for information on face covering protocols while on campus.

Physical Distancing/Engineering Controls

- Where there is interaction with personnel a 2m (6ft) distance must be maintained
- Barriers are only to be considered for workstations that cannot be appropriately spaced such as client/student facing areas. Barriers do not replace the need for face coverings. If after other considerations (spacing workstations, rotational schedules, etc.) barriers

are necessary, submit a work order with Facility Services (or location-specific building services) for materials and installation.

- Floor markings should be utilized to direct individuals entering the workspace where to safely stand.
- Use physical queue line controls such as crowd control cordons at entrances, checkout lines and lines outside the entrance. Place floor markings to provide customers/clients with visible queues that support physical distancing.
- Mark "One-Way Lanes" to help guide the flow of traffic through aisles.

Administrative Controls

- Encourage individuals to minimize in-person visits
- Minimize the number of customers/clients permitted to enter at one time
- Where possible use technology to send and receive paperwork, scanning equipment, electronic proof of delivery vs physically handling paperwork
- Avoid cash transactions and accept credit or debit only
- If signing paperwork use your own pen or stylus
- Avoid touching face and wash hands frequently
- Increase cleaning frequency (using disinfectant wipes) of regularly used items like keyboard, mouse, desk, phone, debit/credit machines, checkout counters, etc.
- Immediately dispose of any disinfecting wipes after usage into appropriate waste container
- Regularly wash hands with soap and water for a minimum of 20 seconds if readily available or utilize hand sanitizer, particularly after handling items like, papers, mail or packages
- Post signs at the entrances and at checkout counters indicating no customer packaging (e.g., containers, reusable bags, or boxes) are to be placed on checkout counters. Provide clean carry-out bags for purchased products. Staff should not handle re-usable bags or pack for customers
- Discontinue all food sampling activities, including any self-serve or buffet style food services
- Curb side pickup if possible should be implemented

Resources

- Public Health Agency of Canada [Prevention and Risks](#)
- Public Health Ontario [COVID-19 Self-Assessment Tool](#)
- [Guidance on worker procedures \(handling paperwork\) during COVID-19](#)
- Donning and Doffing Disposable Gloves (videos)
 - <https://www.youtube.com/watch?v=6YybqhkIL9M&feature=youtu.be>

- <https://www.youtube.com/watch?v=WDI0Zj573Js>
- Donning and Doffing Disposable Masks (videos)
 - <https://www.publichealthontario.ca/en/videos/ipac-maskeyes-on>
 - <https://www.publichealthontario.ca/en/videos/ipac-maskeyes-off>
- [Public Health Ontario](#)
- [Government of Ontario](#)
- [Government of Canada](#)