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.

Table of Contents
Scope .................................................................................................................................................. 1
Hierarchy of Hazard Control .................................................................................................................. 2
Physical Distancing/Engineering Controls ......................................................................................... 2
Administrative Controls......................................................................................................................... 3
Personal Protective Equipment (PPE) ................................................................................................... 3
Resources ............................................................................................................................................. 4
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.

Physical Distancing/Engineering Controls

- Where there is interaction with personnel a 2m (6ft) distance must be maintained, if this cannot be established a physical barrier i.e. a window with open and close capabilities (plexiglass), should be considered.
- 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

If the above recommendations are still not enough for your specific area, as a last resort, consider Personal Protective Equipment (PPE). PPE is only effective if users wear it correctly. Ensure PPE training includes the fit, use, care, putting on and taking off, maintenance, cleaning, and limitations of the PPE.

Personal Protective Equipment (PPE)

- If physical distancing is not possible then a surgical mask should be worn
- Consider disposable gloves if frequently handling items received by others
- Ensure proper procedures are followed on the donning and doffing of gloves and masks if used
- Ensure waste containers are immediately available for the disposal of personal protective equipment after usage

For more information, contact Environmental and Occupational Health Support Services (EOHSS)
Updated as of June 5, 2020
Resources

- Guidance on Health and Safety for Office Administration and Secretarial Staff during COVID-19
- 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=WD10Zj573Js
- Donning and Doffing Disposable Masks (videos)
- Public Health Ontario
- Government of Ontario
- Government of Canada

For more information, contact Environmental and Occupational Health Support Services (EOHSS)  
Updated as of June 5, 2020