

Collingwood Occupational Health & Safety

	COVID-19 Case Management	SOP : HS-EP-06
		Revision: 2
		Date: 06-Oct-20

1. Purpose:

To provide guidance in the event an employee:

- feels they may have been exposed;
- has symptoms of COVID-19;
- has been identified as a close contact by any Public Health Authority with a person who has a confirmed case of COVID-19; or
- is a probable or confirmed case of COVID-19 as defined below;

2. Scope:

This procedure applies to all Town employees working on-site at facilities owned or maintained by the Town and/or having contact with other employees, contractors or the public.

3. Definitions:

Asymptomatic: is when a person is not experiencing any symptoms.

Close Contact: is when a person has had a high-risk exposure to a confirmed or probable case during the infectious stage. This includes household, community and healthcare exposures.

Confirmed Case: is a person with laboratory confirmation of COVID-19 infection who may or may not have developed symptoms.

Infectious Disease Emergency Leave: is a leave of absence due to the COVID-19 situation.

Probable Case: is a person (who has not had a laboratory test) with symptoms compatible with COVID-19

AND:

- traveled to an affected area (including inside of Canada) in the 14 days prior to symptom onset; OR
- had close contact with a confirmed case of COVID-19; OR
- lived in or worked in a facility known to be experiencing an outbreak of COVID-19 (e.g., long-term care, prison).

OR,

- a person with symptoms compatible with COVID-19 AND in whom laboratory diagnosis of COVID-19 is inconclusive.

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Self-Monitor: is when a person

- monitors their temperature and respiratory health for COVID-19 symptoms
- avoids places where they cannot easily separate themselves from others if they become ill
- avoids social visits to areas with highly vulnerable individuals
- follows Public Health Ontario guideline on [How to Self-Monitor](#)

Self-Isolate: is when a person avoids all unnecessary contact with other people to prevent the spread of the virus, following the Public Health Ontario guideline on [How to Self-Isolate](#).

Symptomatic: a person with at least one symptom of COVID-19, even mild and atypical symptoms.

Public Health Authority: A governing body that administers and deliver's public health care to all Canadian residents, such as the Simcoe Muskoka District Health Unit (SMDHU).

4. Procedure:

4.1. General

- 4.1.1. Employees are required to Self-Screen daily prior to entry into any Town facility or when working with other employees, contractors or the Public.
- 4.1.2. Follow these guidelines from Public Health Ontario on [How to Self-Isolate](#) and [How to Self-Monitor](#).
- 4.1.3. Following a COVID-19 test, employees will adhere to the [follow-up instructions for individuals tested for COVID-19](#)
- 4.1.4. Contractors are asked to notify the Town in the event of a positive COVID-19 case in the workplace.

4.2. COVID-related Work Absence:

- 4.2.1. In recognition of the increasing pressure on our medical clinics and hospitals due to the global health emergency:
 - medical proof of illness due to COVID-related symptoms is not required
 - Test results are available [online](#)
- 4.2.2. The Town will support employees with sick leave benefits, using the usual pay code for sick time, in the following circumstances:
 - Time spent receiving a COVID-19 test
 - Time spent in self-isolation while waiting for a test result when self-isolation is required.

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- Time spent in self-isolation following a positive test result.

4.2.3. Employees that do not have sick leave entitlements may be able to claim the Employment Insurance or support from other programs.

4.2.4. See Appendix A for the Absence Management Procedure

4.2.5. The Town will not discuss any testing or assessment that employees are undergoing with regards to COVID-19 if an employee:

- is self-isolating and does not have any COVID-19 symptoms
- chooses to get tested and does not have any COVID-19 symptoms

4.3. What to do if an employee feels they have been exposed to COVID-19:

4.3.1. This section applies to an employee who:

- Feels they may have been exposed to COVID-19; **and**
- Has not been identified as a high risk contact of a case by the Health Unit; **and**
- Are not experiencing any symptoms of COVID-19;

4.3.2. The employee is advised to:

- notify their Supervisor;
- complete the [COVID-19 Self-Assessment](#);
- if recommended in the assessment, arrange for a COVID-19 test as soon as possible. Testing centres can be found at [COVID-19 Testing Locations](#);
- self-monitor. The employee is not required to self-isolate while waiting for test results.

4.4. What to do if an employee has symptoms of COVID-19:

4.4.1. This section applies to an employee who:

- is experiencing any symptom of illness and
- has not been identified as a high risk contact of a case by the Health Unit.

4.4.2. An employee who has symptoms of COVID-19 does not meet screening requirements and may not enter the workplace.

4.4.3. The employee shall:

- notify their Supervisor immediately;

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- complete the [COVID-19 Self-Assessment](#);
- if recommended in the assessment, arrange for a COVID-19 test as soon as possible. Testing centres can be found at [COVID-19 Testing Locations](#).
- After testing, follow the recommendations in the [follow-up instructions for individuals tested for COVID-19](#) provided by the SMDHU, or as directed by the Health Unit or a medical practitioner.

4.4.4. The employee can return to work once they have received a negative COVID-19 test result **and** are 24 hours symptom free.

4.5. What to do if an employee is a Close Contact case of COVID-19:

4.5.1. A person is a Close Contact case when:

- identified and contacted by Public Health in response to a confirmed case; or
- they have had high-risk exposure to a confirmed or probable case during the infectious stage.

4.5.2. If an employee believes they have had a Close Contact exposure to someone who is a Probable or Confirmed case of COVID-19, the employee will:

- contact their Supervisor immediately;
- self-isolate;
- arrange for a COVID-19 test as soon as possible. A referral is not needed to get a test. Testing centres can be found at [COVID-19 Testing Locations](#); and
- continue to self-monitor. If symptoms develop, the employee will be considered a Probable Case. Refer to section: What to do if an employee has a Probable or Confirmed case of COVID-19.

4.5.3. The Supervisor will contact the Department Head, the Human Resources Manager and the Health & Safety Coordinator immediately.

4.5.4. The Department Head and/or the Human Resources Manager will contact the CAO.

4.5.5. Once the employee receives their results, they will report them to their Supervisor.

4.5.6. For a positive result, refer to section: What to do if an employee has a Probable or Confirmed case of COVID-19.

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4.5.7. For a negative result:

- If identified as a Close Contact by the Health Unit, the employee must continue to self-isolate for 14 days after the employee last had contact with the case.
- If not identified as a Close Contact by the Health Unit, and if no symptoms are apparent, the employee must self-monitor but may return to work.

4.6. What to do if an employee has a Probable or Confirmed case of COVID-19:

4.6.1. In the event an employee tests positive for COVID-19 or is a Probable Case as defined, the employee must inform their Supervisor and self-isolate.

4.6.2. The employee will not be permitted in the workplace until they have been cleared by a Public Health Authority.

4.6.3. The Public Health Authority is responsible for contact tracing and will contact any employee who may have had close contact.

- Note: Public Health uses time based clearance (not tests) for most cases now as the PCR test can pick up dead virus for weeks after the person is no longer infectious. They use 14 days after symptom onset as long as the person is improving and afebrile (no fever).

4.6.4. Once the workplace is notified by the employee or Public Health of the positive case in the workplace, the Supervisor is responsible for ensuring that the Department Head, the Human Resources Manager and the Health & Safety Coordinator are contacted immediately.

- Note: It is suggested to call Public Health before any action is taken and advice provided to staff to ensure everyone is providing the same messaging.


4.6.5. The Department Head and/or the Human Resources Manager will contact the CAO.

4.6.6. The Department Head or the Human Resources Manager will send notification to applicable Supervisors who may have staff (including deployed, redeployed, contractors, sub-contractors and other entities that share the facilities) in the workplace. Refer to: 4.6.10 regarding communication to staff.

4.6.7. The employee will cooperate with the Town and Public Health to identify close contacts and follow the direction from Public Health and their Supervisor.

4.6.8. The Supervisor will contact the Public Health Authority to receive advice and assist in identifying contacts the infected employee had in the workplace.

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4.6.9. The Supervisor will keep the Department Head, the Human Resources Manager and the Health & Safety Coordinator informed about all communication and recommendations from the Public Health Authority.

4.6.10. The Department Head and CAO are responsible for:

- Determining an appropriate plan for business continuity and to use any resources they have available including Human Resources, Health & Safety, JHSC, and Public Health.
- Determining who to contact. Notifications to employees who had close contact with the COVID-19 positive individual will be conducted by the Public Health Authority, as they deem appropriate.
- Determining how to proceed with cleaning and disinfecting the affected facility (refer to section: Cleaning and Disinfecting of the Employees Work Area).
- Determining if the affected facility will need to be closed and coordinating with employees to work remotely if possible.

4.6.11. Staff are provided the following communication by their Supervisor or Department Head, as appropriate in the circumstances:

- The Management team has been notified that an individual has tested positive for COVID-19 in this workplace. The individual is at home in self-isolation. Upon notification, the Management team worked with the individual and public health to investigate and identify all individuals that may have been in close contact with the person.

The Public Health Authority has identified and contacted anyone considered as a close contact of the person with COVID-19. If an individual has not been contacted by public health, they would not be considered a close contact of a confirmed case.


A close contact is a person who had high-risk exposure to a confirmed or probable case during the infectious stage. This includes household members and anyone who was in close proximity (less than 2 m) for a prolonged period of time (more than 15 minutes).

An assessment and individual plan was completed by Public Health and management.

Diligence with screening, physical distancing and hand washing remains.

We will be completing an initial disinfecting of surfaces immediately and a deep cleaning is being scheduled.

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The Department Head and the CAO have been contacted and a plan in terms of continuing operations is being discussed. We understand this is a very difficult situation. Please contact your supervisor if you have any questions and remember that our Employee and Family Assistance Program is available to you at 1-877-234-5327 or www.aspiria.ca.

4.6.12. The Supervisor will ensure that reasonable steps are taken to protect the privacy of the employee

4.6.13. If it is determined that the employee contracted COVID-19 through the course of employment, there is an obligation to complete the notifications for a workplace illness.

- The Supervisor will send any documentation (i.e. form 8) to the Health & Safety Coordinator.
- The Health & Safety Coordinator will initiate a WSIB claim for occupational illness.
- This will then prompt the obligation for the Employer under Sec 52.2 of the Occupational Health & Safety Act (OHSA) to inform the applicable Joint Health & Safety Committee, Unions and the Ministry of Labour, Training and Skills Development (MOLTSD). This reporting will be completed by the Health & Safety Coordinator.

4.6.14. There is no obligation to report a confirmed case of COVID-19 to federal or provincial health authorities, if it was not contracted in the workplace. The medical professional who received the diagnosis has the obligation to report the positive test result to provincial health authorities.


4.7. Cleaning and disinfecting of the employee's work area:

4.7.1. The Supervisor and/or Department Head will consult with the Fleet & Facilities Coordinator and the Health & Safety Coordinator regarding cleaning and disinfection procedures. Public Health Ontario guidelines for [Cleaning and Disinfection of Public Settings](#) are to be followed. The Department Head and the CAO will be updated on the approach to be taken to ensure consistency.

4.7.2. The Supervisor of the affected employee will identify the locations, tools, equipment, and vehicles that need to be isolated and considered for cleaning and disinfection..

4.7.3. Cleaning products and procedures used to clean and disinfect a workplace must meet the Health Canada's requirements and [approved list](#), Public Health Ontario's [Cleaning and Disinfection for Public Settings](#) guidelines, as well as any guidance from the Public Health Authority.

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4.7.4. If employees are required to be sent home while cleaning and disinfection occurs, they will continue to be compensated on the basis of their regular work hours. Effort will be made to expedite the cleaning and disinfection process, however in the event employees are displaced from their work area for more than 24 hours, alternate work locations may be considered if practical.

4.7.5. Employees may be required to remain out of the workplace for the period of time if recommended by health professionals, and the related right of the employer to enforce that requirement for ill employees and those who have been exposed to a highly contagious communicable illness where that restriction is necessary to protect other employees.


5. Relevant Documents

- 5.1. Incident Report and Investigation Procedure
- 5.2. Incident Report and Investigation Form
- 5.3. Back to School Memo COVID-19 September 4, 2020

6. References:

- 6.1. [Ontario's Self-Assessment \(COVID-19\)](#)
- 6.2. [Health Canada](#)
 - 6.2.1. [Health Canada - List of hard-surface disinfectants for use against coronavirus \(COVID-19\)](#)
- 6.3. [Ministry of Health](#)
- 6.4. [Public Health Ontario](#)
- 6.5. [Simcoe Muskoka District Health Unit \(SMDHU\)](#)
 - 6.5.1. [SMDHU – Partners and Municipalities](#)
 - 6.5.2. [SMDHU – Tested Now What Handout](#)
- 6.6. [Centres for Disease Control \(CDC\)](#)
- 6.7. [Ontario Occupational Health & Safety Act](#)
- 6.8. [O. Reg. 364/20: Rules for Areas in Stage 3](#)

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6.9. [Employment Standards Amendment Act \(Infectious Disease Emergencies\), 2020.](#)


7. Revision History

Sections	Revision Notes	Rev	Date
All	New procedure	0	02-Jun-2020
Title Scope Definitions Procedure References	<p>Document number added to header.</p> <p>Title change "COVID-19 Probable and Confirmed Cases" to "COVID-19 Case Management".</p> <p>Expanded on who the document applies to.</p> <p>Removed "Contact Case"</p> <p>Added/Changed Who Should Go for a Test; Symptomatic and Asymptomatic; Who can now take a test; SMDHU guidelines; separated Close Contact case from Probable case; combined Probable and Confirmed cases as per SMDHU guidelines; example communication to staff; How long COVID-19 can remain active on surfaces and CDC cleaning guidelines.</p> <p>Moved Who to Notify and Reporting sections to applicable cases.</p> <p>Added SMDHU (Tested, Now What?); Health Canada and CDC links.</p>	1	18-Jun-2020
Purpose Scope Definitions Procedure Relevant Documents References	<p>Added "feeling symptoms of" and "been exposed to" COVID-19</p> <p>Minor wording change from "workplaces" to "facilities"</p> <p>Defined Symptomatic, Asymptomatic and Infectious Disease Emergency Leave; Matched Close Contact definition with Ontario government definition</p> <p>Added a General section; Added online test results link; Added contractor notification of positive results; Added a COVID-related Work Absence section; Added a What to do if an employee feels they have been exposed to COVID-19 section; Added a What to do if an employee has symptoms of COVID-19 section; Added a link to COVID Testing Locations; Cleaning procedure revised; Rearranged sections to remove repetitive sections where possible.</p> <p>Back to School Memo</p> <p>Added Employment Standards Amendment Act; O. Reg. 364/20: Rules for Areas in Stage 3</p>	2	06-Oct-20

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APPENDIX A

Absence Management Procedure

Situation	Absence Management Procedure
<p>Showing Symptoms or Close Contact * - Isolation</p>	<p>Employees are required to have a COVID test if they are symptomatic or have been advised to do so by a health care professional or Public Health.</p> <p>Employees will work remotely where possible until COVID test results are back.</p> <p>Those that are working remotely would use their regular work code(s).</p> <p>Those that are unable to work remotely would use work code 1CV19 until COVID test results are back.</p>
<p>Positive for Illness - Isolation (COVID-19)</p>	<p>Permanent full-time employees would follow the regular sick leave/Short-Term Disability (STD) procedure.</p> <p>All other employees that do not have sick leave entitlements may be eligible for Employment Insurance sick leave benefits.</p> <p>Employee must be symptom free for 24 hours prior to returning to the workplace.</p>
<p>School Exposure Management – Isolation Requirements up to 14 days as directed by Public Health.</p> <p><i>(this could be due to a child being home because of a potential exposure at school,</i></p>	<p>Compensation Sources (in order of access)</p> <ol style="list-style-type: none"> 1. Remote work, where possible 2. Personal Emergency Leave Days (max 2 per year from sick leave entitlements) if not already utilized <i>(if home with child/dependent)</i>

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Situation	Absence Management Procedure
<i>or a dependent has been exposed or had close contact etc.)</i>	3. Alternate shift/hours 4. Lieu Time 5. Vacation Time 6. Leave of absence without pay OR 7. Deemed Infectious Disease Emergency Leave per Employment Standards Act (may qualify for Employment Insurance Benefits)
Travel outside of Canada - Isolation	Current Travel Restrictions on Canada.ca indicate a 14 day isolation period for anyone entering /returning to Canada. For non-essential Travel, compensation options are as follows: 1. Remote work, where possible 2. Lieu Time 3. Vacation Time 4. Leave of absence without pay For Travel that has been determined to be essential, please reach out to HR.

***Close Contact is defined as:**

- provided care for a COVID-19 positive person (including health care workers, family members or other caregivers), or who had other similar close physical contact (e.g. intimate partner) without consistent and appropriate use of recommended personal protective equipment, OR

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- who lived with or otherwise had close prolonged contact (within 2 metres) with a case while the case was symptomatic and not isolating, OR
- had direct contact with infectious body fluids of a case (e.g., was coughed or sneezed on) without the appropriate use of recommended personal protective equipment.

OR

As determined by Public Health.