



# CPA GUIDE

## To Hosting a Training Session During COVID-19

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With the constant changes that are taking place across the country, we have put together some best practices that are being used throughout the training industry to protect your employees and trainees while maintaining your training capacity to support the propane industry, considered as an essential service.

Should there be measures proven beneficial, please do not hesitate to contact us so that we can share with everyone to help keep our industry personnel safe in their work practices. For any information or questions, please contact [robertloenhardt@propane.ca](mailto:robertloenhardt@propane.ca)

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## Recommend and advertise cleaning measures



- Provide clear details of these measures and reinforce these details frequently to provide a secure feeling of stability and control of the situation.
- Provide abundant cleaning products in all places.
- Mandate additional and frequent cleaning of all surfaces: desks, phones, keyboards, counters, and any other frequently used surfaces.

**ANYONE showing signs of illness should be removed from the workplace. Doubt should outweigh work requirements. This will provide employees with the knowledge that their health is as important as productivity.**

**Encourage employees to discuss their concerns and suggestions regarding any added safety measures they may feel need upgrading.**

**Reinforce that leadership is open to discuss concerns**

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## Warning

**Respect Individual Rights:** While identifying risks is paramount, employers and trainers must also ensure that they are complying with all applicable privacy and human rights laws. If health information is obtained indicating the trainee could have been exposed, employers need to make every attempt to avoid transmitting information identifying the individual but are required to notify all staff without providing specific information about who was infected or exposed.

Employers should also consider correcting any inappropriate discussion of anyone who may have been exposed either in their duties or have self-identified as having been in contact during off-duty time.

**Be Prepared for Work Refusals:** Employers and employees are aware of the right to refuse unsafe work. An employee may, in certain circumstances, refuse to work if he or she has reason to believe that there is the potential for danger or unsafe working conditions. Employers and trainers should be prepared for this possible situation and formulate ideas regarding planned responses and measures to make trainees feel better at ease when shown the added measures being put in place.



## Before Hosting a Training Session

**Stay Informed about provincial specific requirements:** Constant monitoring of the situation will help identify changes to measures implemented in the applicable province. You can consult the CPA Website and the provincial site where you plan to host a training session.

**Plan ahead:** Before conducting training consider items such as location size, to allow social distancing, and how you will conduct the practical evaluation - one-on-one with added cleaning measures required to help ensure cross-contamination is avoided. Ensure food access is available by calling local providers, if necessary.

Similar to good training practices indicating safety information such as exits and washrooms, include health provider information such as clinics and hospitals should a need arise.



## Role of employers

**Remind trainees of healthy measures in place:** Employers must provide a reminder of current information with respect to COVID-19 including common symptoms, rules for basic hygienic and preventative measures, notification and cancellation if illness is suspected.



## Role of Trainers

**Before setting up a training session:** Prior to each training session, the trainer should call or email all participants to confirm the class and confirm that no one has symptoms of COVID-19.

- **IF YES, YOU MUST REFUSE THE TRAINEE.**
- If not, the trainer should explain that additional hygiene measures will be observed.



**Any trainees should be free of symptoms, having not travelled recently, and not have been known to have been in contact with someone infected.**

**Practice Strict Hygienic Measures:** Trainers must ensure training is conducted while exercising appropriate hygienic practices. This should include, but is not limited to, frequently washing hands with soap and water, avoiding the touching of face with unwashed hands and covering mouth when sneezing or coughing. Provide trainees with access to alcohol-based hand sanitizer and ensure more frequent cleaning and sanitizing of common areas.



## Measures for Office Staff

- Train on how to effectively clean work surfaces
  - Frequently wipe phone, keyboards, mouse and computer equipment
- Inform your staff that they have to practice “Social Distancing” with colleagues and clients



- Ensure cafeteria or lunch room allow for social distancing
  - Frequently clean lunchroom room, utensils, etc.
  - Suggest to staff to bring their own utensils
- Add signs to encourage to frequently wash hands
- Provide gloves where they may be useful
- Whenever possible, suggest people work from home
- If required, conduct employee meetings outside in open air, or in larger garage or other indoor areas to ensure employee numbers and space can be maintained.



- Stress often, almost to the point of irritation the need to ensure personal hygiene practices are adequate. Some employees may complain, but it instils an understanding that leadership cares and that it is important to management.
- Avoid sharing vehicles between employees and employee car sharing.

