

BEST PRACTICES TO PROTECT EMPLOYEES

The CPA is providing information on how members can ensure they have put the best protective measures in place to protect their employees. While many sites are providing generic information on employer measures to put in place, we have provided specific measures to help members set up and provide tips for workplaces.

Recommend and advertise cleaning measures

- Mandate additional and frequent cleaning of all surfaces: desks, phones, keyboards, counters, and any other frequently used surfaces.
- Provide details of these measures and reinforce frequently to provide a secure feeling of stability and control of the situation.
- Provide abundant cleaning products in all places.
- **Acquire cleaning products** and leave them in conspicuous locations. Employees constantly seeing products like hand sanitizer, disinfectant wipes, sprays and disposable towels will:
 - see that the employer is providing products that keep them safe
 - see and remember to use these products, making the workplace safer

Remember: **train** office personnel, drivers and technicians on safe practices. While everyone knows to wear gloves and avoid contact, some may not have clear thoughts on how to protect themselves.

Bulk Drivers

- Provide additional personal protective equipment (PPE). A second set will allow drivers to switch out while one set gets cleaned
- Provide medical type rubber or nitrile gloves for dexterity type work while ensuring protective layer for the driver's hands
- Add extra cleaning products and time for drivers to clean trucks before and after shift
- Encourage time between deliveries to clean driving controls
- Provide sanitizer for times when washing hands is unavailable
- Remind drivers to clean handles, steering wheels, armrests and other vehicle surfaces
- Do not split shift trucks – shared or changed trucks should have a driver cleaning period to allow for sanitizing their newly assigned vehicle.
- Stagger loading periods to thin out employee congestion during start and load periods – allowing for social distancing
- If possible, on a daily basis, call your drivers to check in and identify any issues they may be experiencing
- Provide literature on new procedures you may implement at customer delivery sites
- Frequently remind drivers that their workplace is generally an isolated position and that they should feel safe working in a quarantine type environment.

- Remind drivers to bring lunches. Restaurants and stores will be frequently closed.

Deliveries

Implement new strategies to safeguard drivers during deliveries:

- Ensure customers are aware to keep their distance, both for delivery safety and social distancing
- Require, when possible, electronic bill provision, or a reliable delivery process for paper bills. For instance, notify customers the bill will be left under the tank lid, or in a mailbox in place of providing in person.
- Ensure that deliveries are required, and not just top ups
- Provide your staff with key messages to avoid customers should a driver need to distance themselves
- Ask your drivers for tricks and for tips to improve their work conditions. They will surprise you with added helpful measures

Technicians

- Develop and train technicians on measures you have put in place to help them stay safe. Each time the training is encouraged and provided, despite complaints, employees feel you are providing safe work measures
- Provide disposable gloves during dexterity requirements to allow techs to remove bulkier gloves
- Ensure if technicians are required to enter a residence, customers understand the requirements to distance technicians from any contamination. A best practice would be to disallow entry to residences unless absolutely needed
- Provide sanitizer and encourage use before and after every job
- Allow clean time before and after vehicle use
- Remind technicians to clean tools after each job
- Provide guidance on customer interactions – how to avoid contacts
- Provide guidance on how to manage paper invoices, way bills, etc. if you are not using electronic communications (provide plastic bags to your staff allowing customers to place documents. Store these in a closed bin for 72 hours before they are processed. Ask staff to wear gloves when processing).
- Ask for their input on measures they think may help
- Check in daily even during the day and question them on their sanitary practices and any difficulties they have encountered

Office Staff

- Train on how to effectively clean work surfaces
 - Frequently wipe phone, keyboards, mouse and computer equipment
- Inform your staff 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
- Consider closing show rooms
- Whenever possible, suggest people work from home

General helpful measures

- When 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. Employees may complain, but it instils an understanding that leadership cares and that it is important to management.
- Shared vehicles should be avoided.

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