



**FCPC**

Food & Consumer  
Products of Canada



# **COVID-19** **OPERATIONS BEST PRACTICES FOR INDUSTRY**

Protecting employee health and facility  
safety to ensure continued operations

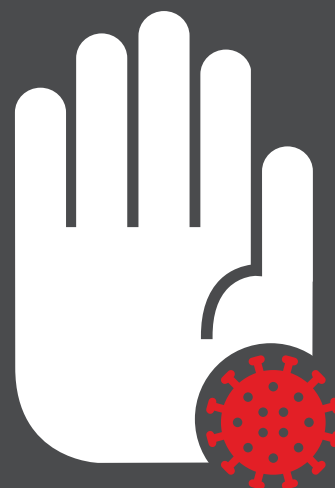


# PURPOSE

This document shares industry best practices based on member experiences and provides general information for food and consumer goods manufacturers about maintaining the health and safety of employees while continuing safe and secure business operations during the coronavirus disease (COVID-19) pandemic.

FCPC is providing this material for information purposes only. As the COVID-19 situation is evolving rapidly, updates and additional information may be issued as and when appropriate.

This document does not constitute legal or professional advice, and businesses are encouraged to consult government and health authority resources (see Appendix 1) and their own legal or professional advisors to ensure that their activities comply with all applicable laws and regulations.



## GENERAL CONSIDERATIONS

### Crisis management team

- Establish a crisis management team (CMT) with clear accountability and expectations. The CMT will be responsible for decision-making and policy implementation across the business. Identify a clear decision-maker on the team.
- Appoint an individual as the COVID-19 point person to handle communication and coordination of activities.
- Review and consider [risk-informed decision-making](#) when implementing strategies.
- Develop and implement a pandemic plan. Key elements to consider include:
  - Training and education
  - Screening protocols
  - Visitor management
  - Quarantine protocols
  - Business continuity
  - Prioritize and communicate work streams

### Supply chain

- Consider contingencies to prioritize manufacturing of core items most critical to the food and consumer goods supply.
- Establish a critical materials list for ingredients, packaging materials, and consumables that is reviewed daily; increase safety-stock where feasible.
- Actively engage with suppliers and review their business continuity plans to pressure test supply chains; define counter measures to protect supply.
- Re-visit previously identified alternate/contingency supplier information in the event that supply from their facilities is deemed necessary; ensure appropriate verification activities have been completed prior to using the supplier on a temporary basis.
- Relax on-time performance metrics for supply chain deliveries.





## Regular Internal Communication

- Establish emergency contacts and provide their mobile numbers to all employees.
- Keep all staff up-to-date on any new developments, including messaging from government and public health agencies (e.g. Public Health Agency of Canada Updates (PHAC), US Centre for Disease Control (CDC), etc.), as well as updates on company policies and practices.
- Establish appropriate cadence to keep internal teams updated on the outbreak.
- Regular check-ins with employees to evaluate morale and ensure that they are handling the stress appropriately and taking care of physical and mental well-being (including adequate sleep).

## Monitoring & Government Engagement

- Ongoing monitoring of regulatory updates/changes and health advice at national and local levels of government is critical in ensuring compliance.
- Ensure all information is being obtained from credible sources and government websites.
- Liaise with government if/where appropriate.

## Customer Impact & Actions

- Remain in close communication with customers to understand the impact on their businesses and consequently on yours.

## Market & Consumer Reactions

- Close monitoring of market and consumer reactions can help assess business risk and potentially identify short term opportunities to fill needs.

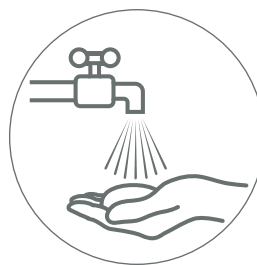




# EMPLOYEE & FACILITY HYGIENE CONSIDERATIONS

## Employee considerations

- Move to work from home arrangement where appropriate/possible.
- Ensure employees are aware of/understand and comply with infection prevention policies and practices in place in workplace/facility (see Appendix II).
- Focus on the fundamentals of good personal hygiene – use awareness posters, communications at all sites
- Encourage employees to:
  - Effectively wash hands often with soap and water for at least 20 seconds and/or use alcohol-based hand sanitizer
  - Avoid touching eyes, nose and mouth
  - Cough or sneeze into the bend of the arm or into a tissue and throw away the tissue
  - Avoid high-touch surfaces where possible
  - Do not shake hands, but use non-contact greetings like waving
  - Stay home when sick
  - Use any personal protective equipment (PPE) as directed/required
  - Keep environment clean by disinfecting frequently touched surfaces
  - Practice social distancing – keep a distance of 2 metres/6 feet between individuals
  - Follow good manufacturing practices and standard operating procedures
- Develop employee and visitor screening protocols for manufacturing sites and distribution centres (see Appendix III); develop a standard screening questionnaire. Consider incorporating health checks as a screening measure, such as daily employee temperature checks using no-touch infra-red thermometers.
- Require employees to self-isolate for 14 days if they have returned from international travel (including the U.S.A.) in the previous 14 days, or if they have come in close contact with someone diagnosed with COVID-19 or have been asked to do so by public health authorities.
- Develop protocols for actions to be taken if an employee becomes ill or is tested for COVID-19.
- Grant access only to business-critical visitors and contractors at manufacturing sites and distribution centres and keep records of all visitors.
- Evaluate practices to minimize human-to-human contact and encourage social distancing where possible: implement personal space guidelines based on health department guidelines; limit sharing of equipment between employees; limit number of individuals in one setting at one time (i.e. lunchroom, change rooms during shift changes).
- Stagger shifts to avoid overlap, including break periods, lunch hours, etc.
- Encourage the judicious use of gloves and other PPE. Maintain adequate stock and replenish as necessary (but do not over-order).





## Facility considerations

- Develop protocols and set-up quarantine rooms to use in the event team members develop symptoms or feel ill.
- Install hand sanitizer dispensers (ideally, no touch) in high foot-traffic areas such as entrances, exits, and transition areas.
- Assess inventory of cleaning supplies and disinfectants. Encourage their judicious use and re-order as necessary (but do not over-order).
- Use Health Canada [approved disinfectants](#) for use against coronavirus.
- Consider more frequent cleaning schedules for commonly-touched surfaces and higher-risk equipment.
- Identify high-risk locations/surfaces in the facility and develop sanitation standard operating procedures to ensure these locations are routinely and adequately cleaned and sanitized.
- Identify frequently-touched surfaces throughout the facility and ensure these surfaces are routinely and adequately cleaned and sanitized.
- Where reasonable, leave doors open to avoid frequent touching of door handles.

# SANITATION BEST PRACTICES

## Personal Protective Equipment (PPE)

- Face mask.
- Safety goggles to protect against splash.
- Chemical resistant, disposable coveralls.
- Chemical resistant gloves.

## Facility Control

- Close off affected areas if an employee has been confirmed positive for COVID-19.
- Wait as long as possible before commencing sanitation activities to reduce risk of exposure (24 hours or as long as practically possible).
- If possible, open exterior doors and windows to facilitate air circulation (ensure screens or other appropriate measures are in place to prevent ingress of pests).

## Post-Sanitation Precautionary Measures

- Immediately following sanitation activities, remove and properly dispose of PPE including gloves, coveralls.
- Ensure individuals involved in cleaning activities thoroughly wash hands and face.
- Disinfect all tools, equipment, and materials before removing from the contaminated area.
- Report any breaches of PPE or potential exposures to management immediately.





# MANAGING ILLNESS

## & SUSPECTED ILLNESS, CLEANING & DISINFECTION FOR COVID-19 TRANSMISSION MITIGATION

- Steps to be taken when an employee is suspected to have COVID-19
- Steps to be taken when an employee tests positive for COVID-19 (a confirmed case) or has symptoms associated with COVID-19 – cough, fever, sore throat, shortness of breath (presumptive or suspected case)
- Steps to be taken when an employee/facility visitor is exposed (in close contact) to an individual who is positive for COVID-19
- Frequent cleaning of high-touch areas

### Employee with **SUSPECTED** case of COVID-19

1. If an employee is home and exhibits symptoms associated with COVID-19, or is suspected to have COVID-19, they should report to CMT and/or supervisor immediately and contact their local public health authority. Encourage employee to get tested and follow-up with health authorities and/or health professionals.
2. The employee should not be permitted to come to work and should quarantine for 14 days; continue to check-in with the employee to understand the outcome of their testing.
3. If an employee onsite has symptoms associated with COVID-19, send the employee home immediately, or to a quarantine area if immediate medical attention is required. If medical attention is required, contact the local health department and arrange for isolated transport to a medical institution.
4. Assess level of exposure risk and take necessary actions. Speak with the affected employee if possible, via telephone or other appropriate means to obtain this information; if not able to speak directly with the affected employee, use any other sources available, such as other facility employees.
  - Identify and contact any employee(s) who have been in close proximity of the affected individual and inform them of the situation and necessary actions/next steps.
  - Close proximity is defined as:
    - Within approximately 6 feet (2 meters) of a COVID-19 case for a prolonged period of time
    - Close contact may occur while caring for, living with, visiting or sharing healthcare waiting area with a COVID-19 case or, having direct contact with infectious secretions of a COVID-19 case (i.e. being coughed on).
5. Advise these individuals to seek medical attention if they feel ill and remind them to continue to practice good hygiene standards.
5. Be transparent, communicate the situation and actions taken to address the matter to other employees. Re-iterate to employees the importance of practicing good hygiene standards.
6. Clean and disinfect the affected employee's work area, along with other commonly used locations such as lunch rooms and change rooms.
  - Close off all areas used by the affected person.
  - Ensure all necessary PPE is worn by the individual(s) tasked with cleaning duties.
  - Additional PPE may be required based on cleaning/disinfectant products being used and the risk of splash.
  - Clean and disinfect all areas used by the ill person(s), with increased focus on frequently touched surfaces (see below chart for list of high touch surfaces).
  - Be sure to wash hands immediately after completion of cleaning and removal of gloves.
  - Discard gloves and gowns used during cleaning
  - Clean using established sanitation standard operating procedures, and pay particular attention to ensure that cleaning parameters such as time, temperature, chemical concentration and mechanical action requirements are followed to ensure cleaning efficacy.



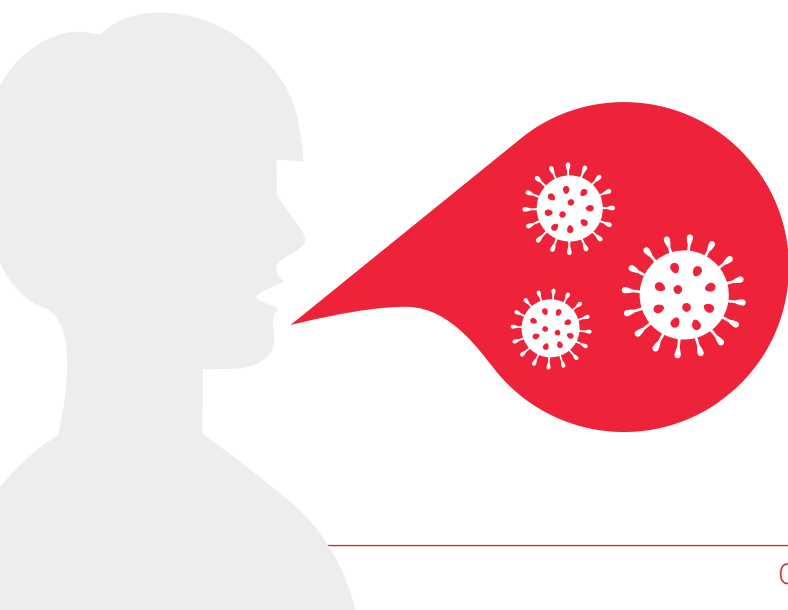
## Employee **CONFIRMED** positive for COVID-19

1. If an individual is diagnosed with COVID-19 and is onsite, send the employee home immediately, or to a quarantine area if immediate medical attention is required; if the employee is at home, do not permit the employee to come into work.
2. Refer to province or territory specific policies and recommendations, and contact local health authorities if not already engaged
3. Investigate the nature and scope of exposure risk of the confirmed positive employee to other employees. Engage public health authorities as the situation dictates.
  - Investigate to understand where the confirmed positive employee was working, and who they may have been in close proximity with.
  - Close proximity is defined by the CDC as: Within approximately 6 feet (2 meters) of a COVID-19 case for a prolonged period of time; close contact may occur while caring for, living with, visiting or sharing healthcare waiting area with a COVID-19 case or, having direct contact with infectious secretions of a COVID-19 case (i.e. being coughed on).
  - Speak with the affected employee if possible, via telephone or other appropriate means to obtain this information; if not able to speak directly with the affected employee, use any other sources available, such as other facility employees.
4. Inform other employees (and any other individuals as appropriate) of the situation. Keep the identity of the affected employee confidential).
  - Consider sending those employees who may have been in close proximity to the affected individual home to self-quarantine for 14 days.
5. Take necessary steps to protect the workplace; undertake deep cleaning and sanitation measures of the affected workspace and equipment. Follow established SSOP's and pay particular attention to ensure that cleaning parameters such as time, temperature, chemical concentration and mechanical action requirements are followed to ensure cleaning efficacy.
6. Ensure employees performing sanitation duties are wearing the necessary PPE as prescribed by the existing procedures.
7. Employees who have confirmed positive for COVID-19, and have remained in quarantine, may consider stopping home isolation under the following conditions and after consulting with local health authorities isolation under the following conditions:
  - a. If the employee has not received a test to determine if they are still contagious, they can leave home only if:
    - No fever for at least 72 hours (that is three full days of no fever without the use of medicine that reduces fevers) AND;
    - Other symptoms have improved (for example, when cough or shortness of breath have improved) AND;
    - At least 7 days have passed since symptoms first appeared
  - b. If the employee has been tested to determine if they are still contagious, they may leave home only if :
    - They no longer have a fever (without the use medicine that reduces fevers) AND;
    - Other symptoms have improved (for example, cough or shortness of breath have improved) AND;
    - They have received two negative tests in a row, 24 hours apart. Doctors should follow [CDC guidelines](https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html).

### See additional guidance at:

Public Health Agency of Canada (PHAC) - <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/health-professionals/interim-guidance-cases-contacts.html>

U.S. Center for Disease Control (CDC) - <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>





## Employee/facility visitor exposed (in close contact) to an individual who is positive for COVID-19

- Identify potentially exposed individuals (i.e. those that were in close contact with infected individual), identify level of exposure and implement necessary actions.
- Inform individuals of potential exposure as necessary and as determined by the investigation.
- Work with local authorities and the individuals' health care providers, consider if it is appropriate to quarantine, self-monitor or take a different action.

## Frequent cleaning of high touch areas

- Public health authorities recommend businesses identify and clean high-touch surfaces at the minimum once per day with a suitable cleaner and disinfectant. It is recommended to develop a checklist to ensure that all identified areas are cleaned daily.
- Examples of high-touch areas include:

### Individual Office & Conference rooms

- Door handles, push plates, thresholds and hand railings
- Light switches
- Desks, tables and chair arms
- File cabinet handles
- Trash receptacle touch points
- Telephones and keypads
- Computer, keypad and mouse



### Public areas

- Door handles and push plates
- Elevator buttons (inside and outside)
- Hand rails
- Reception desk counter
- Public phone
- Public computers
- Light switches
- Garbage bin



### Cafeteria/Dining, Locker Rooms

- Door handles, push plates, thresholds and hand railings
- Dining tables
- Counters
- Chairs and booths
- Benches
- Highchairs
- Trash receptacle touch points
- Salad bars and beverage stations
- Kettle or urn handles/ dispensing nozzles
- Lockers (inside and outside)



### Public Restrooms

- Door handles
- Sink faucets and toilet handles
- Towel dispenser handles
- Soap dispenser push plates
- Trash receptacle touch points
- Bathroom fixtures







# APPENDIX 1

## USEFUL RESOURCES

Government of Canada: [Coronavirus disease \(COVID-19\): Symptoms and treatment](#)

Government of Canada: [Know the facts about coronavirus disease \(COVID-19\)](#)

Infection Prevention and Control Canada: Covid-19 [resources](#)

Government of Ontario: [COVID-19 self-assessment](#)

Government of Canada: [COVID-19 Symptom Self-Assessment Tool](#)

Public Health Agency of Canada (PHAC): [Coronavirus disease \(COVID-19\) for health professionals](#)

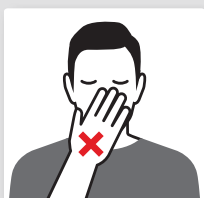
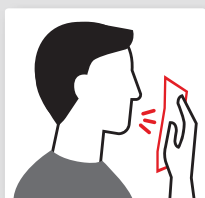
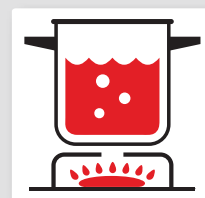
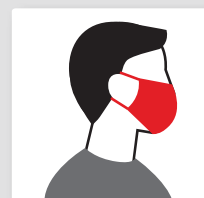
Public Health Agency of Canada (PHAC): [Coronavirus disease \(COVID-19\): Awareness resources](#)



## APPENDIX 2

## COVID-19: WHAT TO DO

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of breath****Sore throat****Headache****How to protect yourself from respiratory infections such as Covid-19****Wash your hands  
regularly!****Avoid touching  
your mouth  
and eyes****Cover your  
mouth & nose  
when sneezing****Stay two  
metres apart****Cook food  
thoroughly****Face masks  
may help prevent  
the spread****If you are feeling unwell...****Take rest.**

If you develop symptoms such as a fever or chest pain, inform a medical professional and let your Line Manager or HR Business Partner know

**If your symptoms worsen...**

- ✓ Seek medical advice. If you plan to go to a doctor's office, call in advance to let them know of your symptoms
- ✓ Inform your Line Manager or HR Business Partner who will support you with work arrangements
- ✓ Try to avoid contact with others until you seek medical treatment

**Travel Advice**

**All Countries =**  
Stop all business travel

**Return from  
International travel =**  
14 days self-quarantine

**Business gatherings, events & visitors**

**All Countries =**  
**No gatherings  
or events**

**STOP** all non-essential  
business visitors

Except for essential contractors and services,  
please stop all visitors to our sites



*Please contact your Line Manager or HR Business Partner if you have any questions*

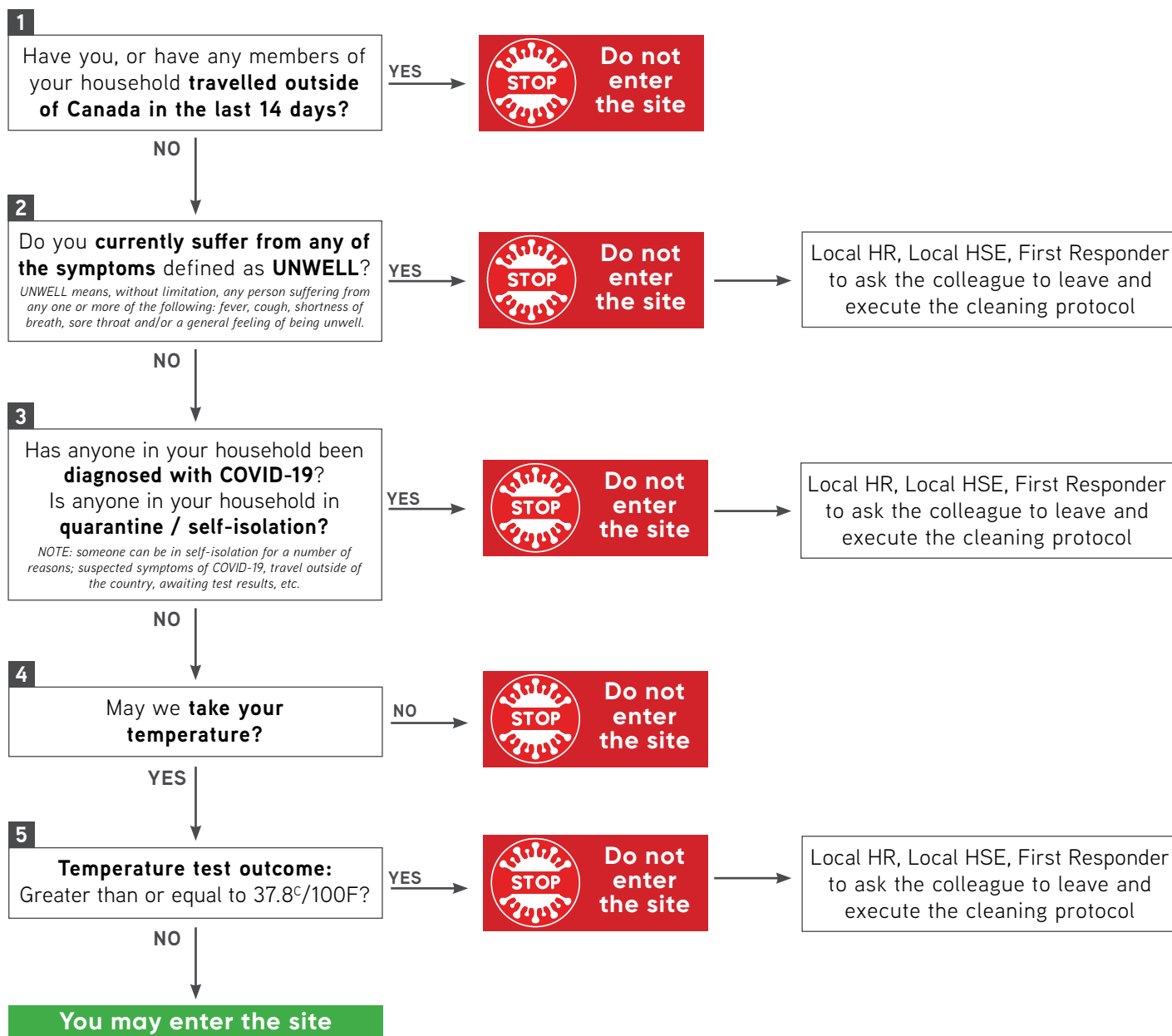


# APPENDIX 3

## SAMPLE SCREENING ASSESSMENT GUIDANCE

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For more information, see  
[fcpc.ca/covid19resources](https://fcpc.ca/covid19resources)