

Guidelines and Responsibilities

Employee/Public relations at Ferries during Covid-19

Commitment: The Ministry of Highways and Infrastructure (MHI), is trying to minimize the potential risks/hazards associated with the potential infection of Covid-19 to employees and the public.

Purpose: To provide a process that identifies the risks arising from Covid-19 and to outline standard operating procedures which address safety and potential hazards by offering controls of potential hazards.
To put forth guidelines when working with the public in areas that may be potential infectious

Covid-19 awareness

- is believed to be spread by respiratory droplets;
- symptoms are mild to severe respiratory illness with symptoms of fever, cough or shortness of breath;
- at this time there are no treatments or vaccines;
- practice good hand hygiene and coughing techniques; and,
- routine cleaning/disinfecting of equipment and environment.

PPE:

- Follow Health Canada's recommendations on PPE.
(<https://www.canada.ca>)

Note: If you are a healthy individual, the use of a mask is not recommended for preventing the spread of COVID-19 (recommendation from Health Canada)

Guidelines:

Post signs requesting public to stay in the vehicle at all times, except in an emergency;

Signs should be placed at:

- the stop location at the top of the landing, on both sides of the crossing; and,
- locations on the Ferry that would be obvious to the public.

Use hand signals to guide traffic on to the Ferry.

If an employee is required to have a conversation with the public:

- be brief and to the point;
- advise person to stay in the vehicle;
- if public persists on exiting the vehicle, advise that it's for their safety to stay in or return to their vehicle;
- practice physical distancing at all times (no less than 2 meters or 6 FT);
- disinfect any area that may have been potentially infected; and,
- after the employee's shift, employee must disinfect any area that may infect the employee taking over the next shift. Follow the disinfecting of equipment SOP found on [mhisafety](#)

RESPONSIBILITIES:

Manager shall:

- ensure resources are available to acquire required signs; and,
- ensure guidelines are followed.

Supervisor shall:

- ensure signs are installed at appropriate locations;
- ensure signs are maintained;
- educate employees on the guidelines;
- advise manager of insufficiencies as identified and correct as needed; and,
- ensure adequate sanitizing products are on site.

Employee shall:

- read, review, understand and follow guidelines;
- ensure signs are visible and in good condition; and,
- report any concerns to their supervisor.