

Hygiene and Sanitary Measures Guidelinesv3.0

Procedure owner: Bruno Riendeau **Effective date:** May 14, 2021 Safety & Environment

1 OBJECTIVE

To promote a safe workspace during a pandemic through the implementation of Sanitary Measures, Guidelines and Standards and enable the development of specific procedure and measures for VIA's various operational activities.

2 SCOPE

This procedure applies:

- During a pandemic with an infectious agent as declared by the World Health Organization; or a state of sanitary emergency as declared by a federal, provincial or municipal public health authority;
- To all VIA Rail Canada employees.

Note: This procedure is in addition to and does not supersede standard cleaning schedules policies & procedures.

3 DEFINITIONS

Employee All employees, including full-time, part-time, contracted employees, consultants and students/interns that work from time to time for VIA Rail.

High Touch Are those areas that have frequent contact with hands. Examples include

Surfaces (but are not limited to): doorknobs, headrests, elevator buttons, handrails, handles, light switches, edge of curtains, touch screens.

Low Touch Are those areas which minimal contact with hands. Examples include (but are not **Surfaces** limited to): floors, walls, ceilings, mirrors.

Alcohol A liquid, gel or foam formulation of alcohol (e.g., ethanol, isopropanol) which is

Based Hand used to reduce the number of microorganisms on hands in clinical situations when



- Rub** the hands are not visibly soiled. Alcohol-based hand rubs contain emollients to reduce skin irritation and are less time-consuming to use than washing with soap and water. The Alcohol Based Hand Rub alcohol content shall conform to Government of Canada specifications.
- Cleaning** The physical removal of foreign material (e.g., dust, soil) and organic material (e.g., blood, secretions, excretions, microorganisms). Cleaning physically removes rather than kills microorganisms. It is accomplished with water, detergents and mechanical action.
- Sanitizing** The process of removing objects and cleansing surfaces to make them more sanitary and eliminate bacteria and contaminants through cleaning and sanitizing.
- Hand Hygiene** A general term referring to any action of hand cleaning. Hand hygiene relates to the removal of visible soil and removal or killing of transient microorganisms from the hands. Hand hygiene may be accomplished using soap and running water or an alcohol-based hand rub.

4 ROLES AND RESPONSIBILITIES


- Install and maintain hand washing sinks (where applicable).
Install and maintain alcohol-based hand rub dispensers (where applicable).
- applicable).
- Install and maintain barriers or signs (where applicable).
- Inform and instruct employees on sanitary measures.
Conduct inspections and audits to ensure employees are
- adhering to sanitary measures.
- Provide feedback and positive re-enforcement for sanitary measures.
- Follow sanitary measures and updates.
- Inform their supervisor or manager if equipment requires attention or if they have a concern.
- Inform and involve their respective H&S committee members with any concern.
- Recommend Health and Safety measures.
Participate in workplace inspections and audits.
Provide feedback and positive re-enforcement for sanitary
- measures.
- Procure cleaning product and equipment.
- (Material) Safety Data Sheets must be updated and made available.

5.1 General Guidelines

1. Adherence to hand hygiene and good hygiene and sanitary measures have been shown to terminate outbreaks, reduce the transmission of anti-microbial-resistant organisms and reduce overall infection rates.
2. VIA Rail is identifying the following as Hygiene and Sanitary Measures minimum safety guidelines to be applied at all times:
 - a. Excluding symptomatic workers from the workplace (refer to Exposure and Transmission Management Guidelines).
 - b. Having handwashing protocols and equipment installed in all workplaces, stations and rolling stock to allow frequent handwashing for employees and passengers.
 - c. Promoting the respect of proper respiratory etiquette.
 - d. When greeting others, do not shake hands or other physical contact; simply wave to each other.
 - e. Ensuring signage indicating hand hygiene and proper respiratory etiquette are installed and prominently displayed in all workplaces, stations and rolling stock.
 - f. Implementing cleaning, sanitizing and disinfection protocols for all facilities, tools, equipment and frequently touched surfaces.
 - g. Ensuring efficient operation and maintenance of the ventilation systems, according to the regulatory requirements for the type of facility/environment and the tasks performed.
 - h. Employees must wash their hands (with warm water and soap or ABHR) prior to entering the workspace (initial start to the workday). Employees are expected to wash their hands throughout their work shift.
 - i. Washing hands is to be considered as washing with warm water and soap, or, with an Alcohol Based Hand Rub (ABHR).

5.2 Hand Hygiene and Respiratory Etiquette

1. All employees must wash their hands frequently, for at least 30 seconds, before and or after touching the face (eyes, nose, mouth), after coughing, after sneezing or wiping the nose, before and after eating, and after handling something that is frequently touched
2. All employees must apply proper respiratory etiquette, including covering your mouth and nose when you cough or sneeze, and using tissues or the crook of your elbow, using single use tissues, immediately discarding used issues in the trash can, frequent hand washing and not touching your mouth or eyes with your gloved or bare hands;
3. Handwashing sinks/stations or hand sanitizing stations/equipment along with proper signage (Appendix D) must be installed at all entry/exit points (facilities, stations, L.E. Bullpen and rolling stock), including (but not limited to):
 - a. Door entrance/exits;
 - b. High Foot Traffic Touch Points;
 - c. Multiple-User Surface Touch Points;
 - d. Communal Areas.
4. **Every hand washing sink must have:**

- 
- a. Sign in Appendix D (Washing Hands);
 - b. No touch handles for water (if possible);
 - c. Easy to dispense soap;
 - d. Easy to dispense paper hand towels;
 - e. A garbage container (with easy to open no-touch lid);
 - f. Sign indicating all activities other than hand washing is prohibited (other than kitchen areas);
 - g. Be free of obstructions;
 - h. Where applicable: Install a sticker in front of the sinks in the galleys indicating only for the use of the employees.

5. Hand sanitizing (Alcohol Based Hand Rub) Dispenser must:

- a. Be free of obstructions;
- b. Pictogram sign/decals for how to use hand sanitizer;
- c. Be of a concentration over 60% alcohol;
- d. Have one of the following be made available: wipes, dispenser or bottle etc.;
- e. Have wipes available for use (where possible);
- f. Where possible, have touchless, motion detected dispensers;
- g. Employees are to read and understand the manufacturer's handling, storage and usage guidelines;
- h. Employees are to also consult the (Material) Safety Data Sheet for more information.

6. Water drinking fountains

Where possible, water drinking fountains will be placed out of service and prohibited from being used. If a water fountain is to remain in service, persons are to follow general guidelines / posted sign:

- a. Do not spit into the fountain/ bowl;
- b. Water drinking fountains are for the sole purpose of drinking water. All other activities are prohibited;
- c. Do not drink directly from the spout;
- d. Do not place the 'lip' of a cup, bottle or any other item to the spout;
- e. Persons are to wash their hands before and after touching the water fountain fixture;
- f. Persons are to fill a container (e.g. cup, bottle) from a flowing jet of water;
- g. Employees are encouraged to bring in their own water bottles;
- h. Where possible, a single use cup will be provided for use;
- i. Water fountain hardware shall be cleaned at a pre-determined frequency.

5.3 Customer Service On-Board the Train

Prior to entering train

1. Prior to the passenger entering the train, at either the station platform or at the train doors, the passenger will be required to clean their hands with an Alcohol Based Hand Rub (standalone dispenser or dispensed by the SSA/SM/ Platform Staff).



On-Board the Train

This procedure does not replace current standards, guidelines, procedures or policy for cleaning, disinfecting or sanitizing as indicated by the GOTS Section 5 Sanitation & Hygiene.

1. Non-essential, re-usable and shared items such as magazines, newspapers or games must be removed from service.
2. Pre-determined frequency for sanitizing or cleaning of high touch surfaces (e.g. galley countertops, handrails, overhead storage doors, chairs, handles, microwave, top of seats, windowsills).
3. Review of high touch surfaces. Placement of Alcohol based Hand Rub dispenser in Galley and near the washroom area (for passengers to use upon entrance to train or during travel).
4. Where applicable, wipes will be made available to passengers when purchasing food products or during meal service.


Locomotive Cab

1. Cleaning products shall be made available for use by employees.
2. Employees shall use the appropriate PPE where required.

Food & Beverage Service on Train

Business and Economy Class / Long Haul

1. Within the galley/service areas, limit the touching of serving utensils (e.g. knives, tongs, oven gloves) to one employee; These utensils must be kept separate from each utensil and from contamination.
2. Employees must establish a 'Dirty' and 'Clean' area/zone or equipment. A 'Dirty' zone is meant for items that have been handled or touched by the passenger (e.g. plates, utensils, cups). A 'Clean' zone are items originating from VIA Rail carts or kitchen. An item is permitted to go from a 'Clean' zone to a 'Dirty' zone but not vice versa.
3. Carts and/or equipment must be identified as 'Clean' or 'Dirty'.
4. Where possible, beverages must be single serve (hot and cold beverages).
5. Where possible, one employee must pour a beverage from a bottle; Re-fill of a glass or cup is prohibited.
6. Citrus/ fruits as per Food Handling Directives.
7. Ice-cubes as per Food Handling Directives.
8. Buffet/ bulk style dispensing is prohibited where passengers are allowed to pick up their own packages (no self-service for food and drinks such as chocolate, candy, chips, Tic-Tac, water, soft drinks etc.).
9. When delivering, serving food and beverages or interacting with passengers, the employee must wear appropriate PPE and source control equipment when they cannot maintain the prescribed physical distance between themselves and the customer.
10. When approaching and interacting with a passenger, an employee may ask the passenger to place their mask on

- 
11. A procedure mask and eye protection (goggles or visor covering the face up to the chin) are provided and worn by personnel performing a task that requires them to be within 2 meters of another person and where there are no physical barriers.
 12. Shared or re-usable items are prohibited e.g. condiments, utensils, napkin holders
 13. Menus must be cleaned/sanitized before and after every use prior to passenger handling; Menus can be disposable (one use only).
 14. Passengers are prohibited in the galley/service areas while service is ongoing.
 15. Where possible, passengers who are not from the same household/group travelling together must wear appropriate PPE/ source control equipment when they cannot maintain the prescribed physical distance in common service areas.
 16. All open top bottles or containers are prohibited.
 17. All items on top of the cart must be protected against contamination during movement through the train car.

Cash Transactions

Contactless transactions, cash cards, credit cards, etc. are preferred methods of payment aboard VIA Rail trains. If contactless transactions cannot be completed, VIA Rail employees are permitted to complete a cash transaction. VIA Rail employees must adhere to hand hygiene practices when completing a cash transaction. This document does not replace any document for handling cash transactions but is an addition to ensure safe handling for the employee.

1. Employees are to wash their hands (warm water & soap, or, alcohol-based hand rub) immediately after handling a cash transaction.
2. **Corridor** cash transactions, see Appendix B.
3. **Long Haul and Remote trains** cash transactions, see Appendix C



5.4 Train Stations

1. A dedicated Alcohol based hand rub / sanitizer dispenser, or a dedicated hand washing sink will be located at the main entrance.
2. Employees must wash their hands (with warm water and soap or ABHR) prior to entering the workspace.
3. Hand Sanitizers are to be placed in areas of high foot volume traffic or high touch surface areas (e.g. photocopier room, entrance to meeting areas, secondary work entrances, top or bottom of stairs).
4. Pre-determined frequency for sanitizing or cleaning of high touch surfaces (e.g. doorknobs, automated door-assist buttons, photocopiers, fridge doors, public use drawer handles, sinks, light switches, counters, hand-rails, table-tops, chairs, food contact surfaces, kitchen utensils, coffee pot handle, water kettle handle, microwave handles, touch screen).
5. Shared tools or equipment must be wiped down prior to using and when finished with the tools and prior to sharing with co-workers.
6. Mobile equipment (e.g. forklift, Motrec, pump carts, etc.) must be wiped down/ sanitized before and after every use. prior to end of shift or prior to sharing with co-workers; (same as above).
7. Cleaning products (spray bottle, wipes, etc.) must be made available for use by employees.
8. Employees are to clean their own work areas with an approved cleaning product.
9. Employees are to clean the area where they have their lunch or breaks.



5.5 Maintenance Centres

1. This procedure does not replace current cleaning standards as used by Equipment Maintenance, Servicing and Real estate.
2. A dedicated Alcohol based hand rub/ sanitizer dispenser, or a dedicated hand washing sink will be located at the main entrance; All employees are expected to enter the workplace through the main entrance.
3. Where applicable, permission will be given by the Maintenance Director for staff to enter the workplace through a secondary entrance (a hand washing sink/ alcohol-based hand rub dispenser must be made available).
4. Employees must wash their hands (with warm water and soap or ABHR) prior to entering the workspace.
5. Hand Sanitizers are to be placed in areas of high foot volume traffic or high touch surface areas (e.g. photocopier room, entrance to meeting areas, secondary work entrances, top or bottom of stairs). Water drinking stations are prohibited and are not to be used (where persons place their mouth close to the spigot). Employees are encouraged to bring in their own re-usable bottles.
6. Pre-determined frequency for sanitizing or cleaning of high touch surfaces (e.g. doorknobs, photocopiers, fridge doors, public use drawer handles, sinks, light switches, counters, hand rails, table tops, chairs, food contact surfaces, kitchen utensils, coffee pot handle, water kettle handle, microwave handles, touch screen surfaces, tools, equipment, mobile equipment e.g. forklifts, etc.).
7. Maintenance centres must have a dedicated tool wash area.
8. Shared tools or equipment must be wiped down or cleaned prior to sharing with co-workers
9. Mobile equipment (e.g. forklift, Motrec, pump carts, etc.) must be wiped down/ sanitized prior to end of shift or prior to sharing with co-workers.
10. Cleaning products (spray bottle, wipes, etc.) must be made available for use by employees.
11. Employees are to clean their own work areas with an approved cleaning product.
12. Employees are to clean the area where they have their lunch or breaks.

5.6 Office Areas

1. A dedicated Alcohol based hand rub/ sanitizer dispenser, or a dedicated hand washing sink will be located at the main entrance.
2. Employees must wash their hands (with warm water and soap or ABHR) prior to entering the workspace.
3. Hand Sanitizers are to be placed in areas of high foot volume traffic or high touch surface areas (e.g. photocopier room, entrance to meeting areas, secondary work entrances, top or bottom of stairs).
4. Pre-determined frequency for sanitizing or cleaning of high touch surfaces (e.g. doorknobs, photocopiers, fridge doors, public use drawer handles, sinks, light switches, counters, hand rails, table tops, chairs, food contact surfaces, kitchen utensils, coffee pot handle, water kettle handle, microwave handles, touch screen surfaces).

-
5. When greeting others, do not shake hands or other physical contact; simply wave to each other.
 6. Cleaning products (spray bottle, wipes, etc.) must be made available for use by employees.
 7. Employees are to clean their own work areas with an approved cleaning product.
 8. Employees are to clean the area where they have their lunch or breaks before and after.

5.7 Training Rooms

At the time of booking a training room, the trainer shall notify the person in charge of the facility where the training shall take place and confirm:

1. Cleaning staff have cleaned the training space.
2. Cleaning products are available for use by the employees.
3. Maximum Occupancy for each room.

Trainers and trainees are expected to clean their training space:

1. Employees are to clean their own work areas with an approved cleaning product.
2. Before and after use, employees are to clean the area where they have their lunch/ breaks.

5.8 Cleaning Frequency

1. Employees must follow the guidelines/ training as specified by their department manager/ supervisor.
2. Cleaning agent and supplies will be provided by their department manager/ supervisor.
3. Employees will wear the required PPE when using a cleaning product.
4. Employees must receive applicable training on how to clean, how to use the cleaning product and how to wear the requisite PPE.
5. Departments must have written documents outlining the cleaning and disinfection of areas and equipment which includes but is not limited to; defined responsibility for specific items and areas; routine cleaning; cleaning and disinfecting under additional precautions; cleaning standards and frequency.
6. The cleaning frequency indicated in this standard is an addition to the normal cleaning schedule.
7. Supervisors must support employees through ongoing observations, inspections, coaching, audits and reviewing procedures or practices to ensure compliance.
8. Supervisors must ensure employees adhere to correct use of PPE, cleaning schedule, and protocols.
9. Sanitation/ cleaning schedules must be posted in a conspicuous area.
10. All spills must be cleaned up immediately. Please follow your specific spill clean-up procedures.





Area	Cleaning Content	Owner	Frequency
Common Work Area	All hard surfaces e.g. Doorknobs Handles Countertops Handrails Chairs Tables Meeting rooms Training rooms, etc.	Shared surfaces (e.g., doorknobs, countertops) are to be cleaned by the entity in charge of cleaning (contractor or VIA janitorial staff), while users are responsible to clean their own surfaces such as meeting room tables and chairs	Minimum twice per shift in offices/ stations/ maintenance centers; As required.
Office Area Office & Maintenance Buildings	Desks Chairs (arm rests) Light switches Photocopier Touch screen Common use tools (e.g. stapler, hole punch)	Shared surfaces (e.g., doorknobs, countertops) are to be cleaned by the entity in charge of cleaning (contractor or VIA janitorial staff), while users are responsible to clean their own surfaces such as meeting room tables and chairs	Prior to use; After use; As required.
Kitchen Area Office & Maintenance Buildings	Fridge door handles Kettle Water faucet Common kitchen equipment (Workers are still expected to wash their own dishes, utensils, cups, etc. If not, all unwashed items will be immediately thrown away without warning).	Contractor or VIA Rail janitorial staff	Minimum twice per shift; After lunch break; As required.
On Board Corridor and Remote Trains (Long Haul not included)	All hard surfaces e.g. Galley counter tops Handrails Baggage area Used re-usable menus/ Pamphlets	CE staff when the train is en-route; EM upon servicing	Each station stop (passenger entrance and exit)



	<p>P/A Systems (when used) Point of Sale Overhead Bin Handles Seat Head rests Seat Arm rests Windowsills When applicable, passenger seat area once they have arrived at their destination; This is not required when arriving at their final destination</p>	<p>CE staff when the train is en-route; EM upon servicing</p>	<p>As required; In intervals of anytime between 60min. to 120min.</p>
--	---	--	--

Area	Cleaning Content	Owner	Frequency
<p>On Board Train Washrooms</p>	<p>All hard surfaces, e.g. Handles Toilet push button (not toilet) Faucet handles Baby change table knob/ handle (if applicable)</p>	<p>CE staff when the train is en-route; EM upon servicing</p>	<p>As required; In intervals of anytime between 60min. to 120min.</p>
<p>Dining Car/Skyline Car/ Service Car/ Park Car / Panorama (Long Haul)</p>	<p>All hard surfaces e.g. Handles, game tables, chairs, windowsills. Any items meant for multiple uses during service.</p>	<p>CE staff when the train is en-route; EM upon servicing</p>	<p>Predetermined intervals; Before and after every sitting; As required (depending on number of passengers).</p>
<p>Economy car (Long Haul)</p>	<p>All hard surfaces e.g. Galley counter tops Handrails Baggage area Used re-usable menus/ Pamphlets</p> <p>P/A Systems (when used) Point of Sale Overhead Bin Handles Seat Head rests Seat Arm rests Windowsills When applicable, passenger seat area once they have arrived at their destination; This is not required when arriving at their final destination</p>	<p>CE staff when the train is en-route; EM upon servicing</p>	<p>Pre-determined frequency</p>



Kitchen (Long Haul)	All hard surfaces Any items meant for multiple uses during service	CE staff when the train is en-route; EM upon servicing	As required
Sleeper Car (Long Haul)	High Touch Surfaces	CE staff when the train is en-route. EM upon servicing	Predetermined frequency
	Common Shower (where applicable)		
Maintenance Area Shop Floor	Common areas Tools/ Equipment	Common areas by VIA Rail janitorial staff; Tools & equipment by the user	As required; Prior to end of shift.
Area	Cleaning Content	Owner	Frequency
Mobile Equipment	Cleaning of common touch surfaces e.g. steering wheel, handles, buttons. Motrec type equipment/ E-Vehicles Forklift Elevated Work Platforms (genie boom, scissor lift, etc.) Pump truck Oil Pump Crane (all touch surfaces including controller)	Equipment operator	Prior to use; After use (unless sole operator, then it is prior to end of shift).
Transportation Equipment	Vehicles Front Cab	Equipment Operator	Prior to use; After use (unless sole operator, then it is prior to end of shift).
Locomotive Cab	High touch surfaces e.g. Handrails Knobs Push Buttons Levers Radio	Equipment Operator	Predetermined frequency; As required.



<p>Business Lounge</p>	<p>High Touch Areas e.g. Reception counter Check in Kiosks Waiting area chairs Door Handles Tables Back of the chairs Kitchen counter Taps Refrigerator handles Business Center</p>	<p>Contractor with support from VIA station employees; VIA Station employees</p>	<p>Predetermined intervals; Twice daily.</p>
------------------------	---	---	---

5.9 Cleaning Products, Training and Storage

1. Cleaning products must be approved for use in the workplace.
2. The (Material) Safety Data Sheet must be available for the approved cleaning product.
3. Cleaning products must be compatible for the surface, finishes, furnishings, items and equipment cleaned and disinfected.
4. The cleaning product must be used in accordance with manufacturer’s recommendations.
5. The cleaning product(s) must be active against the micro-organism encountered.
6. The cleaning product should require little or no mixing or diluting to use (I.e. be dispensed through an appropriate effective proportioner.
7. The cleaning product should be active at room temperature with a short contact time.
8. The cleaning product should have low irritancy and allergenic characteristics.
9. The cleaning product should be safe for the environment.
10. The cleaning product must be safe if it comes into contact with an employee or passenger
11. The cleaning product must be stored according to manufacturer’s guidelines e.g. fire rated cabinet.
12. The cleaning product must be disposed according to manufacturer’s guidelines
13. The cleaning product must only be applied after visible soil and other impediments to disinfection have been removed.
14. If applicable, disinfectants must have a Drug Identification Number (DIN) from Health Canada
15. The cleaning product should be a one-step cleaner.
16. VIA Rail should have a select number of cleaning products to minimize training requirement and the risk of error.
17. Employees must wear appropriate PPE when using a cleaning product.
18. Cloths must not be repeatedly immersed into disinfectant I.e. no double dipping of cloths.

5.10 Composition of Materials

1. All equipment or cleaning products as related to our rolling stock must be approved by Technical Services.
2. When purchasing equipment, the material chosen must be considered for ease of cleaning and can be effectively cleaned or disinfected; When possible, porous materials that promotes or supports microbial growth must not be purchased or used.
3. The materials chosen must also consider the cleaning product required for cleaning or disinfection.
4. Safety and Environment group must be consulted when choosing a cleaning product.
5. Surfaces, finishes, furnishings and equipment must be smooth, non-porous, seamless; easy to clean and cleanable with in-stock cleaning products (where applicable).
6. Privacy curtains must be removed, replaced, or cleaned and disinfected immediately if they become contaminated or are visibly soiled.
7. Materials that can be easily ripped, torn or damaged must not be used on-board trains; If they are to be used, they must be easily removed for cleaning or disinfection.

6 SUPPORTING DOCUMENTS

6.1 Appendices

The procedure is accompanied by the following appendices:

Appendix A:

Procedure	Product	VIA Product #	Use	Where	Application	Applicat or	SDS (date)
T070	PCS-250	464369	Leather Hard Surfaces	Car; Locomotive Interiors	Ready to use (see bottle)	Mister required (comes in bottle)	Fr: 20190325 En: 20170816



T070	Bio-Clean	464381	Leather. Hard Surfaces	Car; Locomotive Interiors	Ready to use, no dilution required	Must be dispensed into spray bottle	Fr: 20190325 En:
T070	Oxivir Wipes	464343	Hard Surfaces	Car; Locomotive Interiors	Ready to use	N/A	Fr: 2018-1130 E:
T070	Oxivir-TB Spray	464383	Hard Surfaces	Car; Locomotive Interiors	Ready to use	Spray Bottle	Fr: 20181130 En: 20181130
T070	Amine-Z	452135	Food Service	Car; Locomotive Interiors	Dilution Required		Fr: 20180329 En: 20170901
	Bleach (Sodium Hypochlorite)	231351	Hard Surfaces (door handles, tables, etc.)		Dilution Required		
	Hand Sanitizer		Hand Hygiene		Ready to Use	Bottle	
	Cleaning Cloth	452101	Cleaning Surfaces	All	N/A	N/A	N/A


Appendix B

Guidelines for Safe Handling of Cash On-Board (COVID-19)

Background: Since the COVID-19 outbreak, additional personal hygiene guidelines should be observed to ensure the health and safety of VIA Rail employees. In the exceptional occurrence where cash must be accepted as a form of payment, please exercise caution in handling the transaction using the following guidelines:

C-19 Sales (if customer only has cash):

1. Direct passenger to a seat and mention that you will be following-up with them to complete the transaction shortly (to maintain physical distancing).
2. Once passenger is seated, maintain your physical distance in the aisle, and proceed to ask customer for full name and determine fare family (ADT/SEN/CHD/etc.).
3. Follow normal procedures for calculating total amount to be paid (I.e.: call VCC for fare quote and/or to block space or use manual fare grid).

- 
4. Prepare a letter-sized envelope or Ziploc bag at your workstation (galley, seat area, etc.) This will be where you will place the customer's cash. Having this ready in advance will reduce the amount of potential contamination of your personal belongings and workspace.
 5. Don a pair of gloves.
 6. Confirm fare with passenger.
 7. If passenger does not have exact change, obtain the change from your float before touching their cash.
 8. Collect cash from passenger, and if needed, provide change to passenger.
 9. Place cash in prepared envelope or Ziploc bag.
 10. Remove gloves, and immediately wash hands.
 11. Proceed to write the C-19 document.
 12. In signature area of C-19, write "CASH".
 13. Scan the 'ADDPAX' barcode and add passenger to e-Manifest as per normal procedures.
 14. Provide customer with their copy of C-19 receipt.

The Bank of Canada has made the following statement regarding the risk of handling cash in the current pandemic situation.

"The risks posed from handling Canadian bank notes are no greater than those posed by touching other common surfaces such as doorknobs, kitchen counters and handrails. Canadians handling cash should follow the public health guidelines on COVID-19 and wash their hands as they would do for other activities".

Conclusion: The procedure outlined above is an example of how to use handwashing and the strategic use of PPE (personal protective equipment) to reduce the risk of transmission of COVID19. As the Bank of Canada suggests, handling cash is just as risky as handling or touching any other common surfaces. Therefore, using your sanitation and hygiene best practices continues to be the safest approach in the current outbreak situation. Please remain vigilant.

Appendix C

Long Haul and Remote trains

This procedure is to be used when working in tandem with another service attendant (One SSA will solely handle cash while the other SSA solely distributes Food and/or Beverages).

1. Hand washing shall be done prior to commencing service.
2. Hand washing shall be done prior to touching items other than cash or credit cards (i.e. face, mask, protective eye wear).
3. Hand washing shall be done prior to moving from one car to another.
4. The SSA that will be handling cash shall wash their hands accordingly and wear PPE if required.
5. Money (bills or coins) do not have to be placed in a zip- lock bag in between transactions.

Appendix D

VIA Stock # 449148



6.2 Associated procedures and guidelines

- a. Physical Distancing
- b. Personal Protection Equipment
- c. Contractors, Suppliers & Visitors
- d. Exposures & Transmission (Isolation, Case Management, Screening)
- e. Communication, Awareness & Training, Monitoring, Enforcement
- f. Documentation & Data Management
- g. T070 Disinfection
- h. Facilities cleaning and disinfection control plan - Covid-19.

6.3 Resources

Public Health Agency of Canada (<https://www.phac-aspc.gc.ca/>)
Infection Prevention and Control Canada (<https://ipac-canada.org/>)
Public Health Ontario (<https://www.publichealthontario.ca/>)



7 REFERENCES

- Provincial Infectious Diseases Advisory Committee (2018). Best practices for environmental cleaning for prevention and control of infections in all health care settings, 3rd Edition. Retrieved from <https://www.publichealthontario.ca//media/documents/B/2018/bp-environmentalcleaning.pdf>
- En français <https://www.publichealthontario.ca/-/media/documents/b/2018/bpenvironmental-cleaning.pdf?la=fr>
- Public Health Ontario (2009). Just clean your hands, hand care program. Retrieved from <https://www.publichealthontario.ca/-/media/documents/J/2009/jcyhhandcareprogram.pdf?la=en>

8 REQUESTS FOR INFORMATION

Questions regarding the interpretation of this procedure should be referred to the Safety & Environment team, at the attention of:

Gerardo Calitri
Advisor, Health, Safety & Environment
416-427-1963
Gerardo_Calitri@viarail.ca

9 APPROVAL AND AMENDMENT HISTORY

The person responsible for the instrument must review it once a year.

9.1 Approval

Procedure version 3.0 has been approved and is effective as of the following date:

Bruno Riendeau, Safety & Environment

Approving Authority

May 14, 2021

Date

9.2 Change History

Version	Description of the main changes	Effective Date
1.0	<i>New procedure</i>	June 17, 2020
2.0	<i>Revised procedure to include information for Long Haul, Business Lounges</i>	November 30, 2020
3.	<i>Source Control Equipment added; Passenger/ Employee interaction added</i>	May 14, 2021