Physical Distancing Guidelines

Procedure owner:	**Bruno Riendeau** Safety & Environment	**Effective date:**	June 17, 2020

1   OBJECTIVE

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

2   SCOPE

These guidelines apply:

- 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. and
- To VIA Rail Canada employees, visitors, contractors and sub-contractors.
- All employees are expected to objectively apply a Physical Distancing control measure with Due Diligence and in conjunction with the Hierarchy of Controls (appendix B). Employees are not to apply a Physical Distancing control measure for ease of convenience (I.e. wear a mask instead of a barrier to separate one from another).

3   DEFINITIONS (wording to be finalized and standardized across all document)

Employee	All employees, including full-time, part-time, contracted employees, consultants and students/interns that work from time to time for VIA Rail
Emergency	• Work requested verbally or in writing that requires a response within two hours to the facility (excluding 911 services or personnel). • The responding company or persons must complete the pre-screen questionnaire prior to entering the workspace.
Essential	Work that is essential in preserving basic business functions. For example, pre-scheduled equipment maintenance, IT server upgrade
Non-Essential	Work that is not considered to be essential in preserving basic business functions and can be postponed or rescheduled for off hours or days. For example, painting of an office wall.

4   ROLES AND RESPONSIBILITIES

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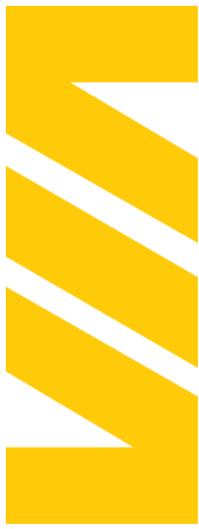
Employees	• Follow the recommendations, procedures and guidelines of public health agencies and the employer to ensure their health and safety and that of others • Upon arrival at work, ensure to always read, understand and ask for clarification, if needed, on all new bulletins and memos issued by the Management team relating to the evolving Covid-19 situation. • Contact your manager immediately and apply the self-isolation procedure if you experience symptoms associated with an infectious agent (e.g., COVID-19) • Implement the physical distancing standards • Understand and apply these instructions.
Management/ Supervisor	• Ensure employees to maintain physical distancing guidelines • Communicate these instructions to all employees (ensure follow up and guidelines are met) • Work with their employees to make their work-space safe (best practices); • Provide employee with applicable training, equipment and PPE • Co-ordinate with applicable stakeholder when a contractor enters the workspace
Facilities / Real Estate/ **Project Management**	• Supply and maintain all alcohol-based hand rub/ sanitizer dispensers • Supply and maintain all hand washing sinks • Supply and maintain all physical distancing decals, applicable signs, applicable floor markings • Co-ordinate with stakeholders when visitors, contractors and sub-contractors are to enter the workspace • Co-ordinate with employees, visitors, contractors and sub-contractors to complete the required work during off-hours (if applicable) • Co-ordinate with stakeholders when visitors, contractors, and sub-contractors are to enter the workspace • Co-ordinate with employees, visitors, contractors and sub-contractors to complete the required work during off-hours (if applicable)

5   GUIDELINES

5.1   General Guidelines

1. Physical (social) distancing is proven to be one of the most effective ways to reduce the spread of illness during an outbreak by minimizing close contact with others.

2. VIA Rail is identifying the following as Physical Distancing minimum safety guidelines to be applied at all times:

    a. Maintaining a physical distance between you, your coworkers, customers and the public

    b. Ensuring signage indicating physical distancing, warning of signs and symptoms of illness, hand hygiene and proper respiratory etiquette are installed and prominently displayed

    c. Limiting contact with people and limiting any contact time to the shortest time possible

    d. Avoiding crowded places and non-essential gatherings

    e. Promote teleworking policy

    f. Promotion of staggering work shifts to avoid gathering of employees and employees crossing paths

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g. Rethinking activities (methods, timing, sequence, etc.) that require close physical proximity or contact with people, including team meetings, safety briefings, work activities

h. Avoiding common greetings, such as handshakes

i. Closing areas such as gyms, workout spaces, meditation and spiritual areas if physical distancing guidelines cannot be maintained and if the area cannot be easily cleaned/sanitized. Note: refer to Sanitation and Hygiene Guideline

j. Installing physical barriers (e.g. plexi-glass, retractable barriers) where physical distancing cannot be maintained and, where possible and practical, in environments of high flows and interactions between people or for workspaces where there are no other existing barriers (e.g. side-by-side work desks)

Note:
- The installation of any barrier must be reviewed and evaluated based on specific environment and activities (tasks) and must be determined by the Facility management department
- Prior to installation of a barrier, a Risk Assessment (Level One) must be completed to confirm no secondary hazards are present

k. When physical distancing guidelines cannot be maintained, employees must refer to and implement other H&S guidelines and measures. When activity is completed, employees must return to safe physical distancing guidelines.

b. When applying Physical Distancing controls, see Appendix B

3. Employees, customers, visitors, contractors and sub-contractors are to abide by VIA Rail safety measures to ensure the safety of all when entering the work-space i.e. Office space, Maintenance Centre, Service Centre, Train Stations, On Board Trains, Locomotive Cab.

5.2 | All work spaces

General

1. When applying Physical Distancing controls, see Appendix B
2. Where applicable, the workspace entrance will prominently display a sign indicating the maximum occupancy per room

   For example: Main body of the office permits an occupancy of five personnel and each side office with an occupancy of one plus guest (manager and one worker from main office).

3. Excess workstations and chairs must be removed or cordoned off, where identified
4. Employees are to stay at their desk and not move desks
5. Pedestrian walk flow/directions must be identified (where approved and pertinent)
6. In areas where people may need to wait, queue or move through a line, spacing markers will be put in place to assist in safe distancing. These areas include, but are not limited to, reception desks, ticket counters, cafeteria lines, and platforms (where approved and pertinent)
7. Persons are to abide by the physical distancing guidelines and respect other persons respective space.

Meeting Rooms

1. Meeting rooms are to be used for exigent circumstances only
2. Entrances and exits must be identified (for pedestrian flow), (where approved and pertinent)
3. Hand sanitizers must be installed and identified (where possible)

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4. Shared services must be identified (e.g. photocopier rooms) for placement of hand sanitizers

Washrooms

1. Employees are to practice safe physical distancing measures when entering a washroom or rest facility as it will not be possible to have prior knowledge of current occupancy.
2. Where possible, washrooms must have a divider between urinals. If a divider cannot be installed, every other urinal must be taken out of service.
3. Where possible, every other sink must be taken out of service.
4. Where possible, an "occupied" light indicating washroom occupancy will be installed.

Change Rooms

1. Employees are to practice safe physical distancing measures when entering a change room as it will not be possible to have prior knowledge of current occupancy.
2. Employees are to clean their areas post-use (i.e. seating area after changing clothing, shower area).
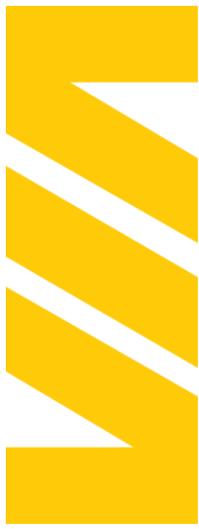
Escalators/Elevators

1. Placement of a sign indicating person capacity when utilizing an elevator (use if physical distancing guidelines can be maintained).
2. Elevator floors must be marked in order to remind people of social distancing (where possible)
3. Persons are to abide by Physical Distancing guidelines while using an escalator.

5.3	Office

1. When applying Physical Distancing controls, see Appendix B
2. Where possible, the distance between desks, tables and workstations will be appropriately spaced apart
3. Where possible, plexi-glass or other materials shall be installed to maintain physical distancing guidelines. Prior to installation, a Level One Risk Assessment must be completed.
4. Managers are encouraged to stagger work breaks and lunch hours (co-ordinate with managers and other departments).
5. Managers are encouraged to stagger start work hours (where applicable).
6. Managers are to encourage or schedule work from home shift/schedule (where applicable).
7. Identify pedestrian walk flow/ directions (if practical and applicable)
   a. Indicate proper social distancing on floor areas where there may be any waiting of queuing

5.4	Station

1. Where possible, digital signs must be installed for passenger information, pedestrian flow and destination information.
2. Where possible, retractable barriers must be installed for pedestrian flow and physical distancing.
3. Indicate proper physical distancing on floor areas where there may be any waiting or queuing
4. Where indicated, "no standing" areas must be demarcated.

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5. Placement of sign indicating person capacity when utilizing an elevator (Persons may use if physical distancing guidelines can be maintained).
6. Make P/A announcements for pedestrian flow, boarding information, safety messages (e.g. wear a mask, wash your hands, etc.).
7. Where possible, CAM will co-ordinate with Landlord for pedestrian /passenger flow; designate areas specific for VIA Rail clients

5.5 Station Lounges

1. When entering a station lounge, passengers must wash their hands (alcohol-based hand rub solution)
2. An alcohol-based hand rub dispenser must be placed at the entrance to the lounge.
3. A sign must be displayed informing the passengers that they are to adhere to Physical Distancing Guidelines from other passengers.
4. A sign must be displayed informing the passenger to wear a mask.
5. Signs must conform to section 5.10
6. Where possible, beverages must be dispensed with a touch button (e.g. vending machine type)
   a. Cleaning products will be made available to allow users to wipe touch buttons after use
7. Items that are 'buffet'/ bulk style dispensing are prohibited (e.g. stir sticks, sugar packets, whole fruit)
8. Shared or re-usable items are prohibited
9. Non-essential shared items are prohibited (e.g. magazine on rack, newspapers). These items can be given out upon request (employee is to not hand the item to the passenger but place it onto a table).
10. Baggage carts are prohibited in the Lounge area
11. Where possible, every other seat will be blocked off to aid Physical Distancing guidelines (e.g. placement of sign)
12. Unsupervised lounges: These areas are to remain closed until further notice

5.6 Maintenance Centres

1. When installing a barrier or a sign, the installation must conform to prescribed standards I.e. ISO 3864, CSA-B651 Accessible Design for the Built Environment, CSA-Z412 Office Ergonomics.
2. When applying controls, see Appendix B for a list of possible controls
3. Establish maximum number of persons per room and ensure people can enter and exit the room while maintaining social distancing.
4. Increasing distance between desks, tables and workstations, when possible.
5. Managers must stagger work breaks and lunch hours (co-ordinate with managers and other departments).
6. Managers must stagger start work hours (where applicable).
7. Managers are to encourage or schedule work from home shift/schedule (where applicable).
8. Placement of a sign indicating person capacity when utilizing an elevator (use if physical distancing guidelines can be maintained).
9. Identify pedestrian walk flow/ directions (if practical and applicable)
   a. Indicate proper social distancing on floor areas where there may be any waiting or queuing.

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5.7 | Trains

1. If the door to the galley cannot be secured by the employee, a retractable barrier/ sign/ floor marking must be placed on board the trains to prevent passengers from 'crowding' the exit when staff are opening the train doors

Boarding management:

2. OTS (SM) to use boarding management techniques based on passenger count, equipment availability and number of crew available for door opening en-route
3. The SM will ensure that a boarding plan is created prior to pre-trip briefing, maintaining the maximum number of passengers allowed per car in their plans
4. **Limit seat sales** – to reduce the total number of passengers per car.
5. **Cancel seat assignment until further notice**. (No automated seat selection)
6. **Block off seats visually**, to indicate to passenger which seats are useable (see example in Appendix A)
7. If required, employees shall apply other measures to block off seats and to provide Physical Distancing guidelines such as affixing paper (with tape) to the headrest of the blocked seats indicating "Do not occupy".

   Suggestion:

   a. Block all aisle seats and 4-seaters.
   b. Only allow people to occupy a double-seater and 4-seater at an ad-hoc basis: if they are traveling together (group of 2 – 8).
   c. SSA will remove signs to "unblock" the seats only when the passenger indicates they are traveling with someone and would like to sit next to each other.
   d. If a passenger detrains en-route, the SM must place a "blocked" sign on the seat they had occupied, so that another passenger boarding en-route will not re-occupy the same used seat.
   e. SM will keep white hatchecks above all seats that had been occupied at any point during the trip to indicate to EM colleagues which seat areas need extra sanitizing procedures.

8. **Food service and garbage collection –** use disposable gloves. Ask passenger to open table tray and place items directly on tray, avoid "handing" things over.
9. **Ticket collection, window briefings, and general inquiries** – maintain a distance by centering yourself in the aisle. Avoid bending or leaning closer to the customer. Option to wear a face mask. Do not touch the ticket/phone of the customer; the OTS employee will guide the passenger on how to display it prominently so they can scan the barcode. Alternatively, the OTS employee may "manually validate" the passenger after confirming their identity.
10. **Passenger with specific needs** – wear protective equipment (gloves and mask) as the close contact may be unavoidable (ex: assisting passenger with a wheelchair, handling their baggage, guiding a visually impaired person to their seat, etc.)
11. **Boarding & Detraining** - ask passengers to give you space in the galley & vestibule until you open the door. Train aisles should be marked with social distancing reminders to ensure passengers are aware of these requirements when detraining (see section 5.8 for further instructions)
12. **Door Briefing –** once the SSA/SM locates an ABP, ask them to follow you into the vestibule. Position yourself either in the galley or in the area between the adjoining car, to maximize your distance from the ABP while explaining the door procedures. Use your words to describe the actions for opening the doors, instead of providing a demonstration.

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13. **Commuter Passes –** After handling a commuter's pass (follow current directives), the SSA/SM must wash their hands.
14. **Common Areas-** Passengers are prohibited from congregating in the common area. They are to stay in their seat or go to the washroom.
15. **Dining Area-** Chairs/ tables must be placed/ re-arranged to maintain a physical distance between customers (installation of a plexi-glass for physical distancing requires a Risk Assessment Level One prior to installation).
    a. The dining room will be capped at a maximum capacity.
    b. Members of a household are permitted to dine together.
    c. VIA Rail employees must control access to the dining car.

5.8 | Boarding Procedures

To ensure our passengers maintain physical distancing measures during boarding and the promotion of Health and Safety, passengers will be boarded in a manner that assist with pedestrian/ passenger flow, removes potential bottle necks or queue's, and allows compliance to On Time Train Performance.

Corridor
Entering the Car (where applicable):
1. For 'manned' stations, passengers will not be allowed to form a line prior to being called to board (regardless of when they have arrived at the gate, nor shall they be allowed to line up because they are in Business Class).
2. When possible, the Service Manager will be asked to operationally to start their boarding of passengers 45 minutes in advance.
3. Where possible, Station Service Agents shall provide announcements/ directions for passengers to follow while waiting for the train arrival.
4. The Service Agent shall first call to board passengers with specific needs.
5. If assigned seat service in effect, the Service Agent shall call to board passengers travelling in the car furthest from the gate (e.g. a five car consist- car five is furthest from the gate, passengers in car five will be called forward to board, then car four, car three, car two, car one).
6. If open seat assignment, the Service Agent shall call to board passengers by destination. The Service Agent will fill a car to its designated maximum capacity with similar passenger destination (e.g. car five will house all passengers going to "destination G", then fill car four with passengers to destination "H", car three and two for destination "X"; Business Class passengers are exempted).
7. When possible and applicable, Business Class passengers will be called to board in appropriate sequence.
8. In the given moment of arriving at a station and surveying the present conditions, Service Agents/ Managers shall be given the opportunity to use their sound judgement to apply best boarding practices.
9. Predeparture announcement reminding passengers of Physical Distancing

Exiting the train
This procedure does not replace emergency evacuation procedures/ announcements
1. In addition to the arrival announcement, the SM/SSA shall remind the passengers to respect the Physical Distancing measures from one another when exiting the train
2. OTS employees shall highlight during the arrival announcement the requirement of remaining seated until the train has come to a full and complete stop

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3. Stand on the platform away from the door but maintain visual contact with the passenger, observe the passenger flow and provide oral instructions as required

Regional/Remote Locations

Entering the car (where applicable):

1. In the given moment of arriving at a station and surveying the present conditions, Service Agents/ Managers shall be given the opportunity to use their sound judgement to apply best boarding practices.

Exiting the train

This procedure does not replace emergency evacuation procedures/ announcements

1. In addition to the arrival announcement, the SM/SSA shall remind the passengers to respect the Physical Distancing guidelines from one another when exiting the train.
2. OTS employees shall highlight during the arrival announcement the requirement of remaining seated until the train has come to a full and complete stop
3. Stand on the platform (while maintaining Physical Distancing guidelines) from the door but maintain visual contact with the passenger, observe the passenger flow and provide oral instructions as required

Placement of Trains

1. Where possible, markers shall be identified at pre-determined locations along the station platform for ease of train car placement. These markers are meant to line up the car doors for ease of boarding passengers and to assist with On Time Train Performance.

Station Platforms

1. Where possible, Markers shall be identified
2. Where possible, Passenger waiting areas shall be delineated/ demarcated and shall follow Physical Distancing Guidelines (section 5.10)

5.9	Activities

Baggage Handling

Carry-On Bags

1. Employees are not to handle a passenger's personal baggage and must follow current directives.
2. If an employee is to handle a passenger's bags, the employee must wear appropriate PPE
3. If the SSA/SM must lift a passenger's baggage, they are to not do a team-lift with the passenger. Check the weight of the bag first – ensuring a physical distance – and place it on the platform or at the top of the steps (where appropriate – then allow the passenger to proceed). The SSA/SM must verbally communicate these instructions to the passenger in a polite and concise manner to ensure their safety. If an employee cannot lift the bag safely by themselves, they are to inform the passenger and call for a VIA Rail employee to complete a lift assist.

Checked Bags

1. When offloading baggage from the baggage car (bud car), employees are to complete the task with the aid of another employee. Employees must wear appropriate PPE when completing this task. Team-lifts with passengers are prohibited.

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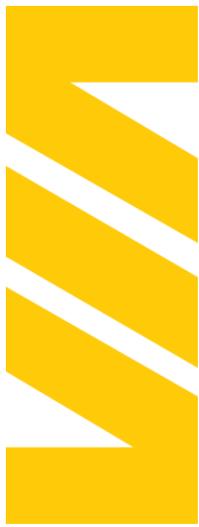
2. Passengers are to stand at a pre-determined area (in station or on the platform) and wait for direction by a VIA Rail employee to retrieve their personal belongings/ baggage. These waiting areas shall comply with Physical Distancing Guidelines (section 5.10)
3. Passengers are prohibited from entering the baggage car to retrieve or load their own personal belongings/ baggage regardless of weight or size unless directed by a VIA Rail employee.
4. Larger items such as ATV's are to be loaded by the passenger, provided the passenger follows the instructions by the VIA Rail employee, wipe down their item (e.g. handlebars), and the passenger cleans their hands prior to entering and exiting the bud car

Deliveries:

1. Stores/ reception personnel are to work in collaboration with each department and their suppliers to have contactless deliveries (where possible).
2. Where contactless deliveries are not possible, staff will take appropriate precautions as required e.g. adhere to physical distancing guidelines, wear gloves, hand hygiene, wear mask, use their own pen (not shared).
3. Employees are to sanitize/clean the area where parcels have been delivered (as required).
4. Employees are to ask for electronic documentation (paperless), for deliveries or for confirmation of delivery (where possible).

5.10 | Physical Distancing Decals, Floor Markings and Signs

1. All workplaces with a potential for line-ups, must place decals, signs, floor markings indicating a physical distance/ diameter from all angles (visible from all angles)
2. Where possible, a minimum of two decals shall be placed
3. Where possible, and if required, directional arrows must be placed indicating pedestrian flow. Directional arrows will be placed at a distance that respects the Physical Distancing requirement.
4. Where indicated, no standing areas must be demarcated.
5. Where applicable, persons must 'keep to the right' when walking along a hallway or stairwell.
    1. When installing a barrier or a sign, the installation must conform to prescribed standards I.e. ISO 3864, CSA-B651 Accessible Design for the Built Environment, CSA-Z412 Office Ergonomics
    2.1. Signs, decals and floor markings (including directional arrows) must be:
        a. Be constructed of non-slip material.
        b. Contrast colours (conform to CSA B651)
        c. Blue in colour (conform to ISO 3864).
        d. English/ French writing (where applicable).
        e. Pictograms (where applicable), (conform to ISO 3864)
        f. Size of Decals (12" or 17" diameter)
        g. Size of Arrows (12" x 17.5")
        h. Prominently displayed.

    Examples of work areas where line-ups, queues, waiting area could occur:
    - Washroom (toilet)
    - Elevator
    - Escalator
    - Entrance to building or office space
    - Baggage area

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- Ticket agent
- Designated Lunch areas
- Designated Break areas
- Train platform
- Station platform

5.11 | Implementation of the Physical Distancing guidelines

1. To best maintain a workspace that respects the Physical Distancing guidelines, a Return to Work Planning Committee (RTWPC) will be implemented to organize the number and layout of personnel in the workspace.
2. The Return to Work Planning Committee must encompass all department managers applicable to that workspace.
3. The RTWPC will incorporate a Risk Assessment (Level One) and a Health & Safety Review (member from each of the ERM and H&S group, H&S Committee member)
4. The RTWPC must identify the current VIA Rail phase:
   a. Identify the maximum number of employees per workspace.
   b. Identify minimum number (#) of employee(s) who must be physically present at a VIA Rail Office space to meet the departmental needs in the current phase.
   c. Minimum number of employees is for the restoration and recovery of departmental functions based on the acceptable level of operational performance.
5. The RTWPC shall use the Hierarchy of Controls when planning the workspace layout (Appendix B)
6. If required, the RTWPC will create 'units' and schedule these units accordingly. There are to be no exchange of workers within the group. The goal of the unit creation or workspace layout to accommodate Physical Distancing measures.
7. If employees are scheduled to be away from their place of work (i.e. due to scheduling), they are prohibited from entering the workplace without first contacting their direct supervisor.
8. If a request for modification to the workspace layout or units is not related to a simple change of personnel (I.e. Employee A for Employee B and still occupying the same workspace), a request for modification will be sent to the RTWPC, informing them of the requested change.
9. In addition to maintaining Physical Distancing, The Units are to be used for contact tracing measures if a worker should be diagnosed COVID 19 positive.

6 | SUPPORTING DOCUMENTS

6.1 | Appendices

The procedure is accompanied by the following appendices:

Appendix A:

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Appendix B

Hierarchy of Controls	Controls
Elimination	Work from home
	E-Learning/ Virtual Classroom
Substitution	Physical distance from each other
Engineering	Plexiglass or other materials (e.g. tempered glass) for creation of a barrier
	Removal of chairs, desks, cubicles, etc., to prevent the six-foot rule from being broken
	Six-foot-high, three-sided cubicle when workers are facing each other or are seated side by side
	If 'Checkerboard' office seating is implemented, a six-foot high partition must be installed between office cubicles
	Desks, tables or workspaces are to be appropriately spaced apart
	Workers are not to be seated with their backs to each other (unless a six-foot-high partition is placed between them)
	Sinks designated for handwashing purposes only
	Alcohol-Based Hand Rub Dispensers
	Decals/ Markers
	Arrows indicating pathway/ pedestrian flow
	Portable Barriers
	Cleaning Products/ Approved Usage
Administrative	Cleaning Policy/Procedure
	Return to Work Planning Committee
	Unit Creation
	Pre-Screening questions
	Staggered work shift, staggered break and lunch times
Personal Protective Equipment	Face shields
	Gloves
	Mask (non-surgical/ re-usable, surgical)

6.2 Associated procedures and guidelines

a. Hygiene & Sanitation Measures
b. Personal Protective Equipment
c. Exposure & Transmission (Isolation, Case Management, Screening
d. Contractors, Suppliers and Visitors
e. Communication, Awareness & Training, Monitoring, Enforcement
f. Documentation & Data Management
g. ISO 3864
h. CSA B651
i. CSA Z412

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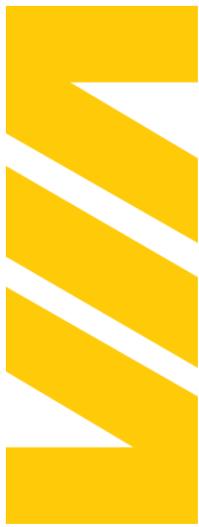
6.3   Resources

Public Health Agency of Canada site.

7   REFERENCES

- N/A

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 1.0 has been approved and is effective as of the following date:

Bruno Riendeau, Safety & Environment
Approving Authority

June 17 , 2020
Date

9.2   Change History

Version	Description of the main changes	Effective Date
1.0	*New procedure*	June 17, 2020

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