



VIA Rail Canada – ProcedureCrisis Management Plan/Pandemic - 11  
**Hygiene and Sanitary Measures Guidelines**

**Procedure owner:**

**Bruno Riendeau**  
Safety & Environment

**Effective date:**

June 17, 2020

## 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

<b>Employee</b>	All employees, including full-time, part-time, contracted employees, consultants and students/interns that work from time to time for VIA Rail
<b>High Touch Surfaces</b>	Are those areas that have frequent contact with hands. Examples include (but are not limited to): doorknobs, headrests, elevator buttons, handrails, handles, light switches, edge of curtains, touch screens.
<b>Low Touch Surfaces</b>	Are those areas which minimal contact with hands. Examples include (but are not limited to): floors, walls, ceilings, mirrors.
<b>Alcohol Based Hand Rub</b>	A liquid, gel or foam formulation of alcohol (e.g., ethanol, isopropanol) which is used to reduce the number of microorganisms on hands in clinical situations when 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.
<b>Cleaning</b>	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.
<b>Sanitizing</b>	The process of removing objects and cleansing surfaces to make them more sanitary and eliminate bacteria and contaminants through cleaning and sanitizing
<b>Hand Hygiene</b>	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.



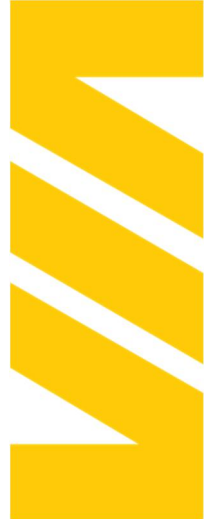
## 4 ROLES AND RESPONSIBILITIES

<b>Real Estate, Facilities</b>	<ul style="list-style-type: none"><li>• Install and maintain hand washing sinks (where applicable)</li><li>• Install and maintain alcohol-based hand rub dispensers (where applicable)</li><li>• Install and maintain barriers or signs (where applicable)</li></ul>
<b>Supervisors, Managers</b>	<ul style="list-style-type: none"><li>• Inform and instruct employees on sanitary measures</li><li>• Conduct inspections and audits to ensure employees are adhering to sanitary measures</li><li>• Provide feedback and positive re-enforcement for sanitary measures</li></ul>
<b>Employees</b>	<ul style="list-style-type: none"><li>• Follow sanitary measures and updates</li><li>• Inform their supervisor or manager if equipment requires attention or if they have a concern</li><li>• Inform and involve their respective H&amp;S committee members with any concern</li></ul>
<b>Health and Safety Committee</b>	<ul style="list-style-type: none"><li>• Recommend Health and Safety measures</li><li>• Participate in workplace inspections and audits</li><li>• Provide feedback and positive re-enforcement for sanitary measures</li></ul>
<b>Purchasing</b>	<ul style="list-style-type: none"><li>• Procure cleaning product and equipment</li><li>• (Material) Safety Data Sheets must be updated and made available</li></ul>

## 5 GUIDELINES

### 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

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- 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

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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 C) 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. Instruction in English/French and pictogram sign for how to wash 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 that it is only for the use of the employees.
5. **Hand sanitizing (Alcohol Based Hand Rub) Dispenser must:**
  - a. Be free of obstructions
  - b. Have instruction in English/ French and pictogram sign 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. Where applicable Employees will be given a personal issue of re-fillable alcohol-based hand rub bottle.
  - h. Employees are to read and understand the manufacturer's handling, storage and usage guidelines.
  - i. 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. 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**

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#### **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 (stand-alone 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, Placement of wipes in passenger lunch box

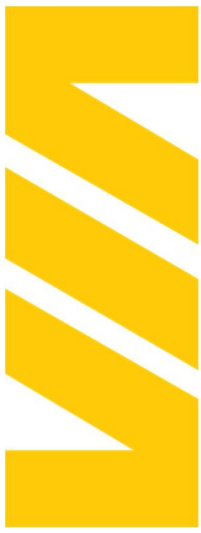
#### **Locomotive Cab**

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

#### **Food & Beverage Service on Train**

##### **Business and Economy Class / This section applies to all services once Food and Beverage Service has been reinstated**

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. Where possible, beverages must be single serve (hot and cold beverages)
3. Where possible, one employee must pour a beverage from a bottle; Re-fill of a glass, cup is prohibited
4. Citrus/ fruits as per Food Handling Directives
5. Ice-cubes as per Food Handling Directives



6. Buffet/ bulk style dispensing is prohibited (where passenger is allowed to pick up their own package i.e. chocolate, candy, chips, Tic Tac)
7. The use of cart service down the aisle is currently prohibited (subject to change). When cart service resumes, the cart layout will be modified
8. When delivering food or beverages, the employee must wear appropriate PPE when they cannot maintain the prescribed physical distance between themselves and the customer
9. Shared or re-usable items are prohibited e.g. condiments, utensils, napkin holders
10. Menus must be cleaned/sanitized before and after every use prior to passenger handling; Menus can be disposable (one use only)
11. Passengers are prohibited in the galley/service areas while service is ongoing
12. Members of a household or persons travelling together are permitted to eat together.
13. Passengers who are not from the same household must be appropriately distanced apart in order to enjoy their meal or beverages

### **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 and compliance 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. See Appendix B

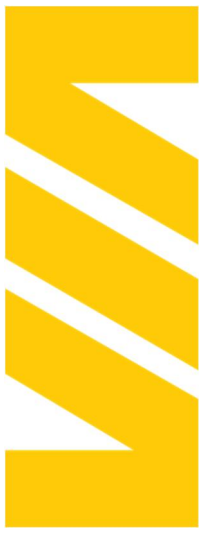
### **5.4 Train Stations**

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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**

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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 washed 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

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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

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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

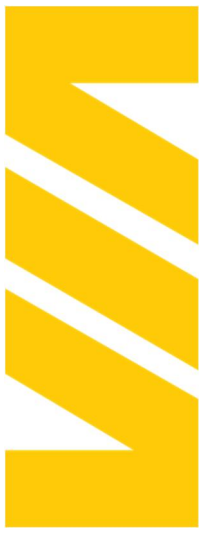
Trainers and trainees are expected to clean their training space:

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

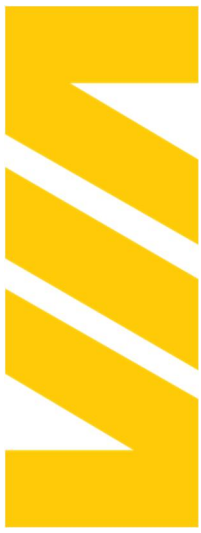
1. Employees must follow the guidelines/ training as specified by their department manager/ supervisor
2. Cleaning agent and supplies will be provided by their department manager/ supervisor
3. Employees will wear the required PPE when using a cleaning product
4. Employees must receive applicable training 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 uses 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 uses are responsible to clean their	Prior to use. After use. As required



		own surfaces such as meeting room tables and chairs	
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 Trains	All hard surfaces e.g. Galley counter tops Handrails Baggage area Used re-usable menus/ Pamphlets	Contractor or VIA Rail janitorial staff	Each station stop (passenger entrance and exit);
	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	Contractor or VIA Rail janitorial staff	As required. In intervals of anytime between 60min. to 120min.
On Board Train Washrooms	All hard surfaces, e.g. Handles Toilet push button (not toilet) Faucet handles Baby change table knob/ handle (if applicable)	CE staff when the train is en-route. EM upon servicing	As required. In intervals of anytime between 60min. to 120min.
Dining Car/Skyline Car (Ocean, Canadian)	All hard surfaces e.g. Handles, game tables, chairs, windowsills	CE staff when the train is en-route. EM upon servicing	Pre-determined intervals. Before and after every sitting. As required (depending on number of passengers)
Kitchen (Ocean, Canadian)	All hard surfaces. Any items meant for multiple uses during service	CE staff when the train is en-route. EM upon servicing	As required

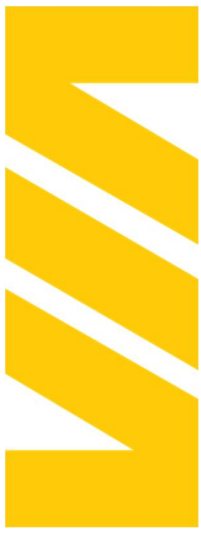




Sleeper Car	High Touch Surfaces	CE staff when the train is en-route. EM upon servicing	Pre-determined frequency
Maintenance Area Shop Floor	Common areas Tools/ Equipment	Common areas by VIA Rail janitorial staff. Tools & equipment by the user	As required. Prior to end of shift.
Mobile Equipment	Cleaning 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	Pre-determined frequency. As required
Business Lounge	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	Contractor with support from VIA station staff	Pre-determined intervals

## 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: 2019-03-25 En: 2017-08-16
T070	Bio-Clean	464381	Leather. Hard Surfaces	Car; Locomotive Interiors	Ready to use, no dilution required	Must be dispensed into spray bottle	Fr: 2019-03-25 En:
T070	Oxivir Wipes	464343	Hard Surfaces	Car; Locomotive Interiors	Ready to use	N/A	Fr: 2018-11-30 E:
T070	Oxivir -TB Spray	464383	Hard Surfaces	Car; Locomotive Interiors	Ready to use	Spray Bottle	Fr: 2018-11-30 En: 2018-11-30
T070	Amine-Z	452135	Food Service	Car; Locomotive Interiors	Dilution Required		Fr: 2018-03-29 En: 2017-09-01
	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

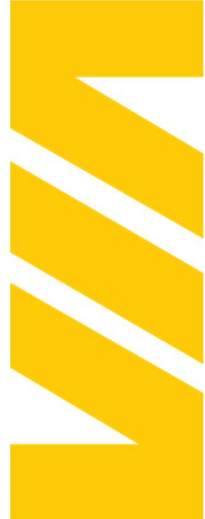
## Appendix B

### 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.)

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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 COVID-19. 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**

VIA Stock # 449148

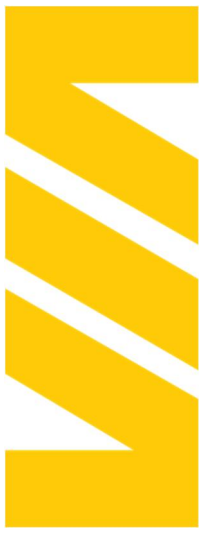


## 6.2 Associated procedures and guidelines

- Physical Distancing
- Personal Protection Equipment
- Contractors, Suppliers & Visitors
- Exposures & Transmission (Isolation, Case Management, Screening)
- Communication, Awareness & Training, Monitoring, Enforcement
- Documentation & Data Management
- T070 Disinfection
- 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, 3<sup>rd</sup> Edition. Retrieved from <https://www.publichealthontario.ca/-/media/documents/B/2018/bp-environmental-cleaning.pdf>
- En français <https://www.publichealthontario.ca/-/media/documents/b/2018/bp-environmental-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/jcyh-hand-care-program.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](mailto: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