Employer Responsibilities:
If you find out a worker has been exposed to COVID-19 at work, or a related claim has been filed with the WSIB, make sure to notify the ministry and your workplace joint health and safety committee, health and safety representative and trade union. Call ministry’s Health and Safety Contact Centre at 1-877-202-0008.

Worker Rights:
Workers have the right to refuse unsafe work. If health and safety concerns are not resolved internally, a worker can seek enforcement by filing a complaint with the ministry’s Health and Safety Contact Centre at 1-877-202-0008.

Keep them safe:
Cashiers
Clerks
Cleaners and maintenance staff
Stock persons
Greeters
Sales and customer service
Security
Merchandisers

Install barriers between cashiers and customers
Provide safe place to throw out wipes, masks and gloves
Supply hand sanitizer for delivery people and customers
Limit number of customers
Minimize contact with customers

Stagger lunch times
Mark floors to space customers
Clean commonly touched surfaces
Post safety rules for staff
Assign staff to maintain distancing

Find more resources related to Retail Guidance or all resources at Ontario.ca/COVID.