



A Solenis Company



Restaurants  
Canada

The voice of foodservice | La voix des services alimentaires



# SEASONAL ILLNESS PREVENTION TOOLKIT

A Guide for Canadian Restaurateurs



# MESSAGE FROM KELLY HIGGINSON

The foodservice industry is an economic engine. Restaurants across the country generate \$95 billion in sales (accounting for 4% of Canada's GDP), employ 1 million people, and serve 22 million customers each, and every day. As a foodservice operator, you have a lot on your plate. We all hope a crisis never happens, but experience shows that it pays to be prepared.

In the restaurant industry, the health and safety of everyone we serve and all those we employ is always mission critical. This is just as true now as it was before the emergence of COVID-19. As we have seen over the last few years, our industry is vulnerable to many different crises that could lead to significant traffic declines, staffing shortages and business challenges.. You can help

mitigate the damage to your business by having contingency plans in place before a crisis hits.

The information provided is generic and must be customized to the needs of individual companies. You are encouraged to check this document and the sources we cite for the latest information and updates.



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# WHY YOU NEED A PLAN

The flu spreads easily from person to person and can be more present than ever in the late fall and winter. It's impossible to predict when a crisis such as influenza hit your business, but since the beginning, foodservice operators in Canada have faced business interruptions due to a number of situations. For example:

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## ANIMAL DISEASE OUTBREAKS

BSE (mad cow disease)  
Avian influenza (H5N1 and H7N9)

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## FOOD-BORNE ILLNESS

Salmonella  
Norovirus  
E.coli  
Listeria

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## HUMAN DISEASE OUTBREAKS

Seasonal Influenza  
Pandemic Influenza (note: this is not the same as seasonal influenza)

- H1N1

Coronavirus

- SARS CoV (Severe Acute Respiratory Syndrome)
- MERS CoV (Middle East Respiratory Syndrome)
- COVID-19 (caused by SARS-CoV2)

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## NATURAL DISASTERS

Snowstorms  
Ice storms  
Floods  
Wildfires  
Hurricanes

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## INFRASTRUCTURE ISSUES

Power blackouts  
Boil-water advisories

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This guide is not intended to address each scenario, but to provide general information and broad recommendations to help you think about how a crisis could impact your business, and what you can do to mitigate the damage, manage through the crisis, and resume normal operations as quickly as possible.

# 5 STEPS FOR SEASONAL ILLNESS PREVENTION

If you take some time now to create your plan, you'll save time and worry later, when a crisis happens. Many of these steps can and should be completed well before you need to put them into action.

## 1 GOVERNANCE

Identify a crisis/health coordinator or team and assign roles and responsibilities.

## 2 BUSINESS IMPACT ANALYSIS

Do a business impact analysis to determine if you should stay open or shut down temporarily during a crisis situation.

## 3 READINESS

Prepare and train your staff to implement your crisis plan.

## 4 RECOVERY

As the crisis subsides, assess the impact on your staff, customers, supply chain and business, and formulate a plan to move forward.

## 5 BUSINESS CONTINUITY

**Operations:** Consider delivery and other channels for serving your customers if they can't come to your restaurant.

**Finances:** Secure access to emergency financing to meet shortfalls during a crisis.

**Products and Supplies:** Identify critical inputs (e.g. food supplies, hydro, fuel) you will need to keep your business running; make plans to ensure availability of essential supplies.

**Human Resources:** Set up a system to protect, monitor and track the health and safety of staff.

**Communications:** Have emergency communication mechanisms to stay in touch with employees, suppliers, customers, health authorities, media, etc.

**Preparedness:** Protect your business by adhering to a proper hand hygiene program and having a crisis plan procedure and checklist for heightened situations.

# CLEANING, SANITIZING & DISINFECTING

Both your staff and guests must know that your restaurant is practicing accurate safety, sanitation, and health procedures to ensure their welfare. Diligent and frequent cleaning and disinfection of environmental surfaces is a key component in a comprehensive seasonal illness prevention strategy.<sup>1</sup>

## Use of Approved Cleaning Products

Per guidance under development from the Public Health Agency of Canada:

- Use only approved hard-surface disinfectants that have a Drug Identification Number (DIN). A DIN is an 8-digit number given by Health Canada that confirms the disinfectant product is approved for use in Canada.
- Please verify Diversey's product labels for use directions and claims.

## Clean First & then Disinfect or Sanitize.

Cleaning is a 2 step process. The most important step is the cleaning step. Dirty surfaces are covered with clusters of germs call biofilm that resist disinfectants. These germs have to be removed before a chemical can effectively kill off any remaining viruses or bacteria.

## Difference between Cleaning, Sanitizing and Disinfecting.

### **CLEANING:**

To remove dirt or debris by physical and/or chemical means.

### **SANITIZING:**

A mixture of substance(s), that reduces the bacterial population on environmental surfaces and inanimate objects by significant numbers due to the antimicrobial action of the active ingredient(s), but does not destroy all bacteria.

### **DISINFECTING:**

A mixture of substance(s), capable of destroying or irreversibly inactivating pathogenic (disease-causing) and potentially pathogenic microorganisms, but not necessarily bacterial spores, present on environmental surfaces and inanimate objects due to the antimicrobial action of the active ingredient(s).

<sup>1</sup> Diversey Influenza Guide 2023



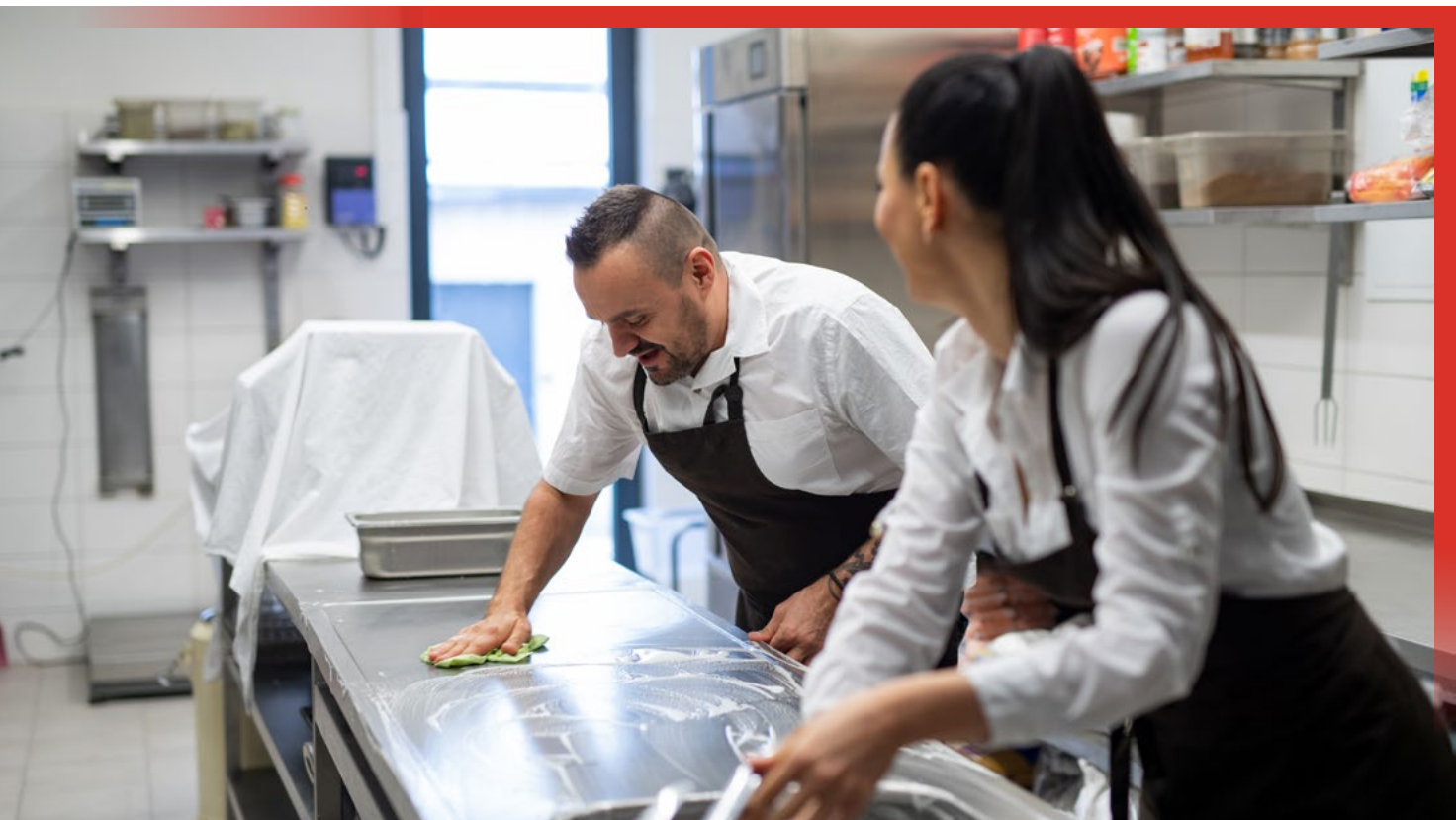
## Procedures

- Clean and sanitize food contact surfaces.
- Clean and disinfect all other surfaces.
- Update cleaning schedules and logs to reflect increased disinfecting for high touch areas including door handles, front of house counters, restrooms as well as in the back of house.
- Clean and disinfect shared equipment such as kitchen equipment, credit card machines, point of sale stations, safety vests, headsets, etc. after every use.
- Clean and disinfect any other equipment by suppliers and subcontractors including dollies, and janitorial equipment.
- When cleaning tables between every seating, any cutlery, salt and pepper shakers, sauce dispensers, or other items must be removed and cleaned.
- Make hand sanitizer available for staff and guests.

## Key Touch Points

High risk infection areas need to be cleaned and disinfected on a regular basis to protect against pathogen spread. These key touch points include areas where traffic is high, bodily spills may be frequent or where there is a generally low level of hygiene.

- Clean all areas frequently, as to your standard cleaning procedures.
- Maintain excellent hand hygiene.
- Use a disinfectant with a virucidal/bactericidal claim to disinfect frequently touched surfaces.
- Manage laundry, kitchen utensils, and medical waste in accordance with safe routine procedures.



# HEALTH & PERSONAL HYGIENE

Ensure your staff and guests know that your top priority is their health and safety.

Seasonal illness can spread in different ways including:

- person to person when you are close to someone who coughs or sneezes (direct transmission)
- contact with contaminated surfaces or objects (indirect transmission)

Some people are at greater risk of serious complications from respiratory infections than others such as those under 5 years old, those over 65 years old and those with underlying chronic medical conditions.

## General Best Practices:

- Get a seasonal flu vaccine each fall and stay up to date on Covid-19 vaccines. If feasible, host a vaccination clinic in the workplace. Vaccination protects staff and their loved ones.
- Develop and review sick leave policies that encourage workers to stay at home when sick without any fear of reprisals.
- Sick staff should stay home for 24 hours after a fever.
- If staff are sick on arrival at work or get sick throughout the workday, they should be promptly separated from other staff and asked to go home.

- Instruct staff who are well but have sick family members at home that they can come to work as usual but they should be self-monitoring for symptoms and stay at home if sick.
- Staff should be provided resources in the work environment to prevent the transmission of infections such as tissues, hand soap/hand sanitizer, no touch trash cans etc.
  - Encourage respiratory etiquette by providing education and reminders regarding covering coughs and sneezes with tissues along with easy access to tissues and trash cans
  - Encourage hand hygiene by providing education and reminders about hand hygiene and easy access to running water and soap or hand sanitizer

## Training Resources<sup>2</sup>

- SafeCheck® Advanced Canadian Food
- Safety Certification – <https://www.safecheck1.com/product/food-handler-cn/>
- SafeCheck® Workplace Food Delivery Driver
- Safety (FDDS) – <https://www.safecheck1.com/product/wps-dds/>
- Personal Hygiene Refresher (No cost) – <https://www.safecheck1.com/rc-safecheck-learning/>

<sup>2</sup> <https://www.cdc.gov/flu/business/prevent-flu-workplace.html>

<https://www.canada.ca/en/public-health/services/diseases/prevent-spread-respiratory-viruses.html>



# RESOURCES FOR YOUR FOODSERVICE OPERATION



# ENHANCED CLEANING & DISINFECTION OF SHARED AREAS & SURFACES

Cleaning products will remove visible soil and/or dirt from surfaces. Disinfecting products are used to destroy bacteria and viruses.

<b>CLEANING PRODUCT</b>	
<b>MIXING INSTRUCTIONS</b>	
<b>DISINFECTING PRODUCT</b>	
<b>MIXING INSTRUCTIONS</b>	

**CLEANING LOCATION (E.G FLOORS)**

**FREQUENCY (E.G AT CLOSING/OPENING)**




# HAND WASHING & SANITIZER STATIONS

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Practicing good hygiene is an essential part of preventing the spread of illnesses. To protect yourself and others from getting sick, take the following precautions:

- Wash your hands often and in addition to routine times such as after using the washroom, before eating, when handling food for the public.
- Cough/sneeze into your elbow or tissue and throw away.
- Avoid touching your eyes, nose and mouth with your hands.
- Use alcohol-based hand sanitizer if soap and water are not available.

## HAND WASHING STATIONS LOCATIONS

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**Staff:**

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**Public:**

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## HAND SANITIZER STATIONS LOCATIONS

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**Staff:**

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**Public:**

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# **NOTICE TO EMPLOYEES**

## **IF YOU DO GET SICK PLEASE STAY HOME**

Avoid close contact with other people until you feel well enough to get back to your usual day-to-day activities. This is especially important for people who have higher chances of developing complications from the flu.

### **SYMPTOMS INCLUDE**

Headache, chills, sore throat, not feeling hungry, muscle aches, feeling tired, runny nose, and sneezing.

Most people recover from the flu in 7 to 10 days.

If you're a person at high risk of flu or COVID-related complications and develop symptoms, contact a health care provider.

**IF YOU NEED IMMEDIATE MEDICAL ATTENTION  
CALL 911 AND TELL THEM YOUR SYMPTOMS**



# INFLUENZA NOTIFICATION

Influenza is a contagious disease. There is currently an increase in the number of people in Canada with influenza. In order to reduce the spread of influenza in this workplace; the following is required of everybody:

## **DO NOT COME TO WORK IF YOU HAVE:**

- Chills, shivering and a fever (temperature >380C)
- Onset of muscle aches and pains sore throat
- Dry cough Trouble breathing Sneezing Stuffy or runny nose
- Tiredness

If some of the above apply to you, please go home and wait until you have recovered before returning to work.

If you have recently arrived from overseas or returned from overseas, please ask to speak to the Health and Safety Committee.

## **HEALTH AND SAFETY COMMITTEE:**

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**Diversey**

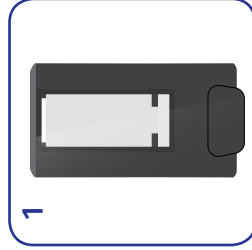
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# Soft Care® Hand Hygiene

## How to apply hand rub

# Soins doux des mains Soft Care®

## Comment appliquer la crème à mains



1

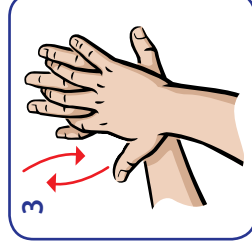
Apply enough hand rub to cover all hand surfaces

Appliquez assez de crème à mains pour couvrir toute la main



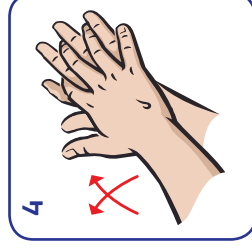
2

Rub hands palm to palm  
Frotter les mains paume à paume



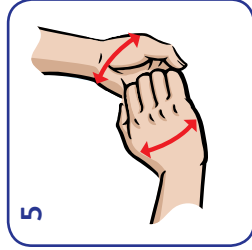
3

Rub palms over back of hands with fingers interlaced  
Frotter les paumes sur le revers des mains avec les doigts entrelacés



4

Palm to palm with fingers interlaced  
Paume à paume, les doigts entrelacés



5

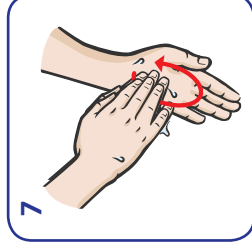
Backs of fingers to opposing palms with fingers interlocked

Revers des doigts à la paume opposée avec les doigts entrelacés



6

Rotational rubbing of thumbs with opposing palms  
Frottement rotatif des pouces avec paume opposée



7

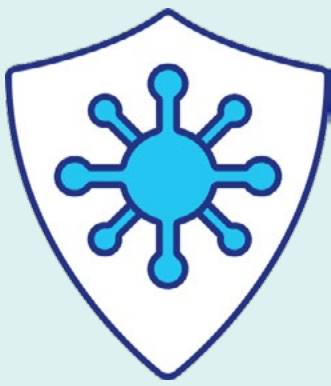
Rotational rubbing of fingertips to palms  
Frottement rotatif du bout des doigts aux paumes

[diversey.com](https://www.diversey.com)

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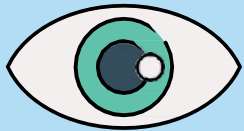
# How to Prevent Catching and Spreading **Seasonal Illnesses**

Follow these tips to prevent yourself from catching the cold, flu, respiratory, norovirus and any other viruses and illness.

## How to Prevent **Catching a Seasonal Illness**



Wash your hands with soap and water often, for at least 20 seconds or use hand sanitizer.



Avoid touching your eyes and mouth with unwashed hands.



Avoid close contact with people who are sick.

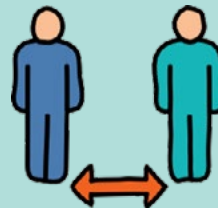


Cough and sneeze into the crook of your arm or use a tissue and throw it out.

## How to Prevent **Spreading a Seasonal Illness**



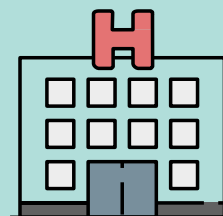
Disinfect surfaces that you or others touch. Wash your hands with soap and water or hand sanitizer.



Avoid close contact with other people. Wear a facemask to cover your coughs and sneezes.



Stay at home while you are sick.



Monitor your symptoms and seek medical attention if your symptoms worsen. Consider having your vaccinations up to date.



[www.diversey.com](http://www.diversey.com)

# PROVINCIAL COLD & FLU (INFLUENZA) INFORMATION

## BRITISH COLUMBIA

<https://www2.gov.bc.ca/gov/content/careers-myhr/all-employees/health-safety-and-sick-leave-resources/health/cold-flu?keyword=influenza>

## ALBERTA

<https://www.alberta.ca/influenza-the-flu>

## SASKATCHEWAN

<https://www.saskhealthauthority.ca/your-health/conditions-diseases-services/flu-season>

## MANITOBA

<https://www.gov.mb.ca/health/flu/index.html>

## ONTARIO

<https://www.publichealthontario.ca/en/Diseases-and-Conditions/Infectious-Diseases/Respiratory-Diseases/Influenza#:~:text=The%20influenza%20virus%20or%20%E2%80%9Cflu,face%2Dto%2Dface%20contact.>

## QUEBEC

<https://www.quebec.ca/en/health/health-issues/flu-cold-and-gastroenteritis/flu-influenza>

## PRINCE EDWARD ISLAND

<https://www.princeedwardisland.ca/en/information/health-and-wellness/about-influenza-the-flu>

## NOVA SCOTIA

<https://novascotia.ca/flu/>

## NEWFOUNDLAND AND LABRADOR

<https://gov.nl.ca/hcs/publichealth/cdc/flu-information/>

## NEW BRUNSWICK

<https://www2.gnb.ca/content/gnb/en/corporate/promo/flu.html>

## YUKON

<https://yukon.ca/en/health-and-wellness/medical-professionals/find-out-about-influenza-guidelines-health-professionals>

## NORTHWEST TERRITORIES

<https://www.hss.gov.nt.ca/en/services/influenza-flu>

## NUNAVUT

<https://gov.nu.ca/health/information/influenza>