

# Interim Recommendations for Workers in Gas Stations

March 29 2020

## COVID-19 preventive measures in the workplace

These measures apply when sustained community transmission has been confirmed by public health authorities

In order to protect the health of their employees and of those who come into contact with the workplace, employers are asked to:

- 1) Encourage, through **arrangements in work methods and schedules**, the respect of instructions given to employees who are in mandatory isolation (telework) and to those who have other constraints (flexible schedules, teleworking).
- 2) Advise workers **not to come to work** if they present symptoms suggestive of COVID-19 (fever, cough, difficulty breathing or other associated symptoms according to the following website:  
<https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/answers-questions-coronavirus-covid19/#c46790>.
  - a) If a worker starts having symptoms while at work, have a procedure in place for isolating the worker in a room or have them wear a procedural (or surgical) mask. Call 1-877-644-4545.
- 3) Promote **hand hygiene** by making all necessary material available to workers (running water, soap, hydro-alcoholic solutions, contact-free garbage bins, disposable tissues or paper towels, etc.).
  - a) Install sanitizer dispensers at the entrance and exit and advise clients to use them to disinfect their hands.
- 4) Promote **respiratory etiquette** (coughing into the crook of the elbow, or in a tissue that is thrown immediately after use, then washing hands as soon as possible).
- 5) Encourage measures of **social distancing** (e.g. teleworking if possible, physical barriers), avoid direct physical contacts (e.g. handshakes, hugs) and ensure that a 2-meter distance between people is respected. Coming across a person for a few minutes without any contact does not pose a risk (e.g. in the stairs or hallway).
- 6) When possible, favour physical barriers between individuals.
  - a) For example, for customer service, if 2-meter distancing between individuals is not possible, install a transparent physical barrier that can be cleaned and disinfected frequently (e.g. acrylic panel « Plexiglas » or similar) to protect employees and clients.
  - b) Otherwise, favour **social distancing** measures, such as:
    - Limiting the number of people in the store (employees and clients) in order to respect the 2-meter distancing between people at all times.
    - Avoid all physical contact (e.g. handshakes, hugs, etc.).

Pay particular attention to the following situations:

c) **Meal times:**

- Ensure rigorous handwashing before and after meals.
- Have workers eat in rooms that are large enough so that each person is more than two meters apart from another.
- Avoid sharing of food.
- Do not exchange cups, glasses, plates, utensils; wash dishes with hot water and soap.

d) **Commercial transactions:**

- Avoid all physical contacts between workers and the public.  
(1) Avoid hand-to-hand exchange of money, bank cards, loyalty cards, discount coupons, lottery tickets, merchandise, etc.
- Favour card payments, ideally using fixed payment terminals that do not need to be handled, as well as payments by cellphone (tap technology).
- Do not touch clients' cards.
- Always ensure a 2-meter distance between the client and the employee.
- Use a hydro-alcoholic solution after every commercial transaction.
- Clean all surfaces touched by the client or their merchandise during the transaction (counter, payment terminal if touched by the client) with the usual product, and do so between every client.

- 7) Disinfect **dining areas** after each meal and **restrooms (and changing rooms)** on every work shift, with the disinfecting product normally used.
- 8) Clean **frequently-touched surfaces** (fuel pump pistol, fuel pump areas that are touched, scraper, door handle, light switch, taps, telephones, etc.) twice per work shift and at the end of the shift with the cleaning products normally used.
- 9) Remove work clothes at the end of the work shift. Proceed with cleaning according to usual procedures.
- 10) Put up posters in strategic areas reminding people of the importance of hand hygiene, respiratory etiquette and social distancing.
- 11) Have a pandemics contingency plan that is adapted to your workplace and see to its implementation.

**SAT-COVID-19 Working Group**  
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**Note:** The above recommendations are based on the information available at the time of their drafting. Given that the situation and knowledge on the SARS-CoV-2 virus (covid-19) are evolving rapidly, these recommendations are subject to change.

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