

Population at Risk: Employees/Contractors/Clients

Characteristics	Risk consideration	Public health rationale	Weight	Risk mitigation strategies
Demographics of your workforce and clientele	Are employers/business owners aware that employees/clients are from demographic groups at greater risk of severe disease, such as older adults or people with underlying medical conditions?	Older adults, people with immune compromising conditions and chronic diseases appear to be at greater risk of severe disease, so consideration should be given to protecting them from possible exposure to COVID-19 cases. However, the health status of employees/clients may not be disclosed to their employers. Workplaces/businesses cannot assume they know the health status of their employees.	High importance	<ul style="list-style-type: none"> • Communication about risk to staff/clients should be emphasized; • Encourage the use of individual measures such as frequent hand hygiene, social distancing, respiratory etiquette and staying home when ill; • Provide options to the medically at risk to reduce social contacts at work, such as teleworking arrangements, if possible.
	Are your clients at greater risk of spreading the disease (e.g., young children)?	Young children may be at greater risk of amplifying disease transmission because they are generally less compliant with effective hand hygiene and respiratory etiquette practices and tend to socialize with others in a way that is likely to increase transmission. Preventing transmission from these populations indirectly protects the larger population and may reduce demand on the health care system.	Medium importance	<ul style="list-style-type: none"> • Consideration should be given to modifying service delivery (e.g., reducing number of clients using services at the same time, providing services outdoors) and promoting use of individual measures such as frequent hand hygiene, social distancing, respiratory etiquette. • Consider need for increased frequency of cleaning especially of high touch services.
-	Are your employees at greater risk of being infected due to recent international travel or attendance at an identified risk setting (e.g., conference where cases were known to be present)?	<p>Returning international travelers and people who potentially had contact with a case (e.g., at a conference or within their household) are being asked to self-isolate at home for 14 days.</p> <p>If they are essential service workers (such as health care providers, critical infrastructure workers) they may need to return to work within the 14 day period in order to provide health care services or avoid essential service interruption.</p>	High importance	<ul style="list-style-type: none"> • Plan for absenteeism or alternative working arrangements (i.e., teleworking); • For returning travellers, who are asymptomatic, and deemed essential workers (i.e., health care providers, and critical infrastructure workers), considerations should be given to more stringent self-monitoring and other measures to reduce exposure and transmission to others. In consultation with PHA, employers should conduct a risk assessment considering local epidemiology, response goal, critical infrastructure resources and

Population at Risk: Employees/Contractors/Clients

				potential positive and negative impacts of recommendations.
Local demographics and epidemiology	Is the local community experiencing an increased rate of COVID-19 infection?	The risk of exposure to staff/clients may be higher in the workplace if there is ongoing local community transmission.	High importance	<ul style="list-style-type: none"> Consider involving the local PHA in decision-making about workplace/business closure.
	Is the local population at increased risk of severe disease if COVID-19 circulated?	Businesses that interact with communities with a high number of elderly residents, higher rates of chronic disease or challenges accessing health care services may want to reduce their activities to limit exposures within the community.	Medium importance	