

COVID-19 Response Plan

Version 1.4G – For General Use

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1.0 Introduction, Objectives & Background

This response plan will serve as a guidance document to assist with critical decision making and planning in response to coronavirus (COVID-19).

We are a multi-faceted organization and intend to take all measures to protect the health & wellbeing of team members, vendors, customers and visitors at all of our sites.

It is critical to note that the global situation regarding COVID-19 is still quite uncertain and is evolving rapidly. This guide is non-exhaustive and does not cover all possible situations. It should be used as one part of a comprehensive approach to planning and information-gathering. Please keep up to date on all relevant communications from the World Health Organization (WHO), Health Canada, your Regional Health Authorities and other credible sources. In addition, it is expected that organizational leadership

at all levels keep in regular communication about the current state of the situation and how best to respond.

1.1 Request for Contributions and Feedback

In drafting this guide, we have pulled together strategies, actions and best practices from a number of sources. However, we believe that the best response to a crisis situation will come from the collective ideas of many people, including our team members, and many sources.

We're all trying to figure this out together and want feedback.

We are One World and One Team, and we do our best work when we're all united on achieving the best outcome.

1.2 Objectives

Our goal in publishing this guide is to assist team members and organizational leadership with addressing the following objectives:

- Minimize health risk to team members, vendors, visitors and customers
- Minimize the risk of any of our facilities becoming a node of transmission
- Outline plans to be executed should any team members become quarantined or infected
- Discuss contingency plans for alternative arrangements, such that business operations can continue

We reserve the right to update these objectives as the situation evolves.

1.3 Scope

This guide covers the following key business areas of risk and response:

- Human resources management
- Processes and business functions
- Communications, both internal and external

1.4 What Do I Need to Know About Coronaviruses & COVID-19?

1.4.1 What is a coronavirus?

Coronaviruses are a large family of viruses which may cause illness in animals or humans. In humans, several coronaviruses are known to cause respiratory infections ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). The most recently discovered coronavirus (SARS-CoV-2) is the virus that causes coronavirus disease COVID-19.

On March 11, 2020, the WHO declared COVID-19 a worldwide pandemic.

1.4.2 What are the symptoms of COVID-19?

The most common symptoms of COVID-19 are fever, tiredness, and dry cough. Some patients may have aches and pains, nasal congestion, runny nose, sore throat or diarrhea. These symptoms are usually mild and begin gradually. Some people become infected but don't develop any symptoms and don't feel unwell. However, they may still be contagious to others. Most people (about 80%) recover from the disease without needing special treatment. Around 1 out of every 6 people who gets COVID-19 becomes seriously ill and develops difficulty breathing. Older people, and those with underlying medical problems like high blood pressure, heart problems or diabetes, are more likely to develop serious illness. People with fever, cough and difficulty breathing should seek medical attention.

1.4.3 How does COVID-19 spread?

People can catch COVID-19 from others who have the virus. The disease can spread from person to person through small droplets from the nose or mouth which are spread when a person with COVID-19 coughs or exhales. These droplets land on objects and surfaces around the person. Other people then catch COVID-19 by touching these objects or surfaces, then touching their eyes, nose or mouth. People can also catch COVID-19 if they breathe in droplets from a person with COVID-19 who coughs out or exhales droplets. This is why it is important to stay more than 2 meters (6 feet) away from a person who is sick.

WHO is assessing ongoing research on the ways COVID-19 is spread and will continue to share updated findings on their website: who.int

1.4.4 Should I worry about COVID-19?

Illness due to COVID-19 infection is generally mild, especially for children and young adults. However, it can cause serious illness: about 1 in every 5 people who catch it need hospital care. It is therefore quite normal for people to worry about how the COVID-19 outbreak will affect them and their loved ones.

We can channel our concerns into actions to protect ourselves, our loved ones and our communities. First and foremost among these actions is regular and thorough hand-washing and good respiratory hygiene. Secondly, keep informed and follow the advice of the local health authorities including any restrictions put in place on travel, movement and gatherings.

Learn more about how to protect yourself at <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks.html#p>

1.4.4 Additional FAQs

Additional information on frequently asked questions related to COVID-19 can be found on the Government of Canada website:

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

2.0 Personal Protective & Preventive Measures

The success of our efforts to minimize the risk and impact to our people and worksites is highly dependant upon the individual efforts of all team members to reduce their own risk of exposure and/or transmission. By taking steps to reduce the risk to ourselves, we in turn reduce the risk of an outbreak in our worksite or community.

Stay aware of the latest information on the COVID-19 outbreak, available on the WHO website and through Health Canada and your local public health authority. Many countries around the world have seen cases of COVID-19 and several have seen outbreaks. Authorities in some other countries have succeeded in slowing or stopping their outbreaks. However, the situation is unpredictable so check regularly for the latest news.

2.1 Protection Measures

You can reduce your chances of being infected or spreading COVID-19 by taking some simple precautions. The activities should be considered mandatory behaviour for all team members.

- Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water thoroughly.
 - *Why? Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands.*
- Maintain at least 2 metres (6 feet) distance between yourself and anyone who is coughing or sneezing.
 - *Why? When someone coughs or sneezes, they spray small liquid droplets from their nose or mouth which may contain virus. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person coughing has the disease.*
- Avoid touching eyes, nose and mouth. Avoid shaking hands.
 - *Why? Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick.*
- Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately.
 - *Why? Droplets spread virus. By following good respiratory hygiene, you protect the people around you from viruses such as cold, flu and COVID-19.*
- Stay home if you feel unwell. If you have a fever, cough and difficulty breathing, please contact your local health authority. If you are going into a doctor's office, it is recommended that you call 811 or the health care facility in advance to ask for COVID-19 testing requirements and information.
 - *Why? National and local authorities will have the most up to date information on the situation in your area. Calling in advance will allow your health care provider to quickly direct you to the right health facility. This will also protect you and help prevent spread of viruses and other infections.*

- Keep up to date on the latest COVID-19 hotspots (cities or local areas where COVID-19 is spreading widely). This information can be found on Health Canada’s Travel Advisory page: <https://travel.gc.ca/travelling/health-safety/travel-health-notice>. If possible, avoid traveling to these places – especially if you are an older person or have diabetes, heart or lung disease.
 - *Why? You have a higher chance of catching COVID-19 in one of these areas. Note that employees enrolled in an extended healthcare benefit plan may not be covered for emergency medical coverage by our provider, if they are travelling to a location listed as “avoid all travel” or “avoid non-essential travel” by the Government of Canada.*

2.2 Team Member Responsibilities

Team members are required to contact Human Resources in any or all of the below situations:

- A. You have tested positive for COVID-19 or have been in close proximity to someone who has tested positive.
- B. You have travelled or have plans to travel outside of Canada
- C. You plan or have plans to travel on a cruise ship
- D. You show signs of symptoms as defined in section 1.

In addition, team members are reminded of the need to complete and submit a Request for Time Off (RTO) form to account for any time they will be away from the workplace.

Team members that are required to enter a quarantine period should plan to be in isolation for up to 14 days.

3.0 Business Continuity Plan

While our approach and directives will evolve as the situation demands, the following can be considered as initial steps in our Business Continuity Plan.

3.1 Human Resources Management

3.1.1 COVID-19 Response Team

A Response Team will be appointed to centrally manage the organization’s response to the COVID-19 pandemic. This team will be responsible for ensuring that all members of the organization and all external stakeholders are working collectively to combat the risks presented by this crisis.

Response Team Lead & Assistant Incident Manager:

Direct the activities of the Response Team to develop, refine and execute on the response plan. Execute on organizational strategy for business continuity in the face of crisis, while ensuring the health & wellbeing of all stakeholders. Assist the Incident Manager in carrying out their duties, as required.

Incident Manager:

The Incident Manager is to ensure that employees are aware of the guidance & directives outlined in this document and that they comply with them. Additional responsibilities for the Incident Manager are outlined in **Appendix A** and throughout this guide

Communications Coordinator:

Lead all internal and external communications for the organization, as relates to COVID-19 and all related initiatives.

Executive Members:

Ensure organizational focus and resources are made available for execution of the response plan. Provide support and guidance for the Response Team.

3.1.2 Leadership Continuity Plan

In the event that one or more of our Response Team members or our Executive Leadership members are incapacitated or otherwise unavailable to make key decisions, the onus of immediate decision-making for the welfare of both team members and the business shall fall to the next most senior leadership member available. Reference our internal company directory.

In the event that no leadership members are available or responsive, individuals shall seek guidance from their local health authorities on how best to proceed. Contact information for health authorities is contained in **Appendix B**.

3.1.3 Remote Work Strategy

All department leaders are expected to assess the viability of a remote work solution for their workforce and address any restrictions. While we recognize that the nature of some tasks requires physical presence at the worksite, where possible, we urge team members to work remotely, in order to better protect the welfare of those team members on site.

Team members that are showing signs of sickness, caring for a sick person, or otherwise in self-quarantine or isolation should be given the opportunity to continue their work from their home.

Department leaders will ensure that their remote work strategy contains a communication plan, to ensure that all team members remain connected to a central source of information.

3.1.4 Attendance Management

Any team member that is showing signs of sickness is expected to stay home, until such time as they have recovered and no longer pose a risk to others.

Per section 2, team members are to adhere to the expressed Team Member Responsibilities.

Supervisors are expected to notify Human Resources regarding any team member that is requiring time off for reasons related to COVID-19.

Team members can use sick and vacation allowances to receive pay during their time off work. Please engage with Human Resources for guidance on how they might apply for Employment Insurance benefits.

All team members are expected to make every effort to support the health and welfare of their fellow team members, customers and our business. Now is the time to act as One Team!

3.1.5 Travel Monitoring

Team members are encouraged to avoid travel outside of Canada.

Supervisors are expected to notify Human Resources regarding any team member that has recently travelled or will be traveling, as part of a request for time off. The Human Resources team will assess the situation and determine if there is a need for further action, including a recommended or mandatory post-travel quarantine period.

3.1.6 Public Health Response Measures

The Response Team will have accountability for distribution of information and execution of directives related to any sweeping public health requirements, such as mandated suspensions of operations, mandated quarantines, contact tracing, social distancing, and/or any other such measure that is mandated by a public health authority.

3.2 Process & Business Functions

3.2.1 Critical Business Functions

Department and organizational leaders are to define the critical functions and essential employees present in all departments. In managing our response to a severe disruption to our business, as a result of COVID-19, it is paramount that we maintain all critical operations, to whatever degree possible.

Department leaders are encouraged to deploy alternating workgroups (Teams A & B), where possible, such that Team A is onsite while Team B is remote and vice versa, maintaining a physical segregation. Where necessary, department leaders should implement a Remote Work Strategy, as outlined in section 3.1.

Where possible, department leaders should look to cross-train team members to cover the responsibilities of essential employees and critical functions, in the event that one or more essential employees becomes unavailable for work.

3.2.2 Team Member Education

An involved and educated workforce is necessary to ensure the success of our COVID-19 Response Plan.

Site leaders (Operations Managers), department leaders and Human Resources are to maintain communication with the Incident Manager, to obtain guidance on how best to educate team members on the information and guidance in this document and how to ensure compliance. Particular emphasis should be given to the protective measures around infection control and good personal hygiene outlined in section 2.

3.2.3 Team Member Monitoring & Screening

All team members are expected to self-report to their supervisors and Human Resources, should they feel symptoms consistent with COVID-19.

In order to ensure the health of all team members, site leaders and supervisors are expected to be vigilant in monitoring team members for signs of sickness and taking appropriate action (as directed by the Incident Manager), should a team member demonstrate such symptoms.

All site leaders, with the guidance of Human Resources and the direction of the Incident Manager, shall develop and implement a team member sickness surveillance process, to identify and manage unwell team members.

Resources to assist in implementation of this process are contained in **Appendix C**.

3.2.4 Visitor Lockout & Screening

While it is common for all worksites to be open for external visitors, vendors and customers, in order to mitigate risk to our team members, all worksites will be closed to non-critical external visitors until further notice.

In order to mitigate the risk of exposure from any critical remaining visitors or vendors, all site leaders shall implement a screening and logging process.

Site visitors will be required to sign in and out of the facility. They will be required to complete an assessment on their travel, contact with COVID-19 and current symptoms. Based on their responses to this assessment, they may be denied entry to our facility.

Should any team member interacting with a visitor perceive that they are presenting signs of infection or otherwise presenting a risk to our team members or worksite, they are to politely ask the visitor to exit the premises and to guide them to an exit. Should the team member require assistance, they can request such from their supervisor.

Visitor sign-in log template is contained in **Appendix D**.

3.2.5 Retail Worksite Best Practices (where applicable)

Retail worksites can expect to have regular traffic from customers through their business. Each store manager should seek guidance from local health authorities on best practices for reducing the risk to customers and team members, due to personal contact in the retail store. It is also encouraged to collaborate and learn together with other retail operations in your area, such that customer expectations are managed throughout the community.

Food has not been identified as a likely source of COVID-19 at this time; however, food businesses can play an important role in both protecting their employees and their customers from COVID-19 by following the routine food establishment personal and environmental hygiene practices identified here:

- Follow best practices for protective measures outlined in section 2
- Have hand-washing stations or hand sanitizer available and accessible for customers upon entering the premises
- Regularly clean and disinfect at commonly touched surfaces throughout the day, such as pinpads, counter tops, tables, faucets, doorknobs, etc.
- If you have employees at higher risk for COVID-19 with underlying health conditions, consider temporarily re-assigning them to non-public-contact duties.
- Ensure that dishwashers or cleaning sinks utilize the appropriate level of sanitizer

- Consider temporarily discontinuing cash transactions
- Consider temporarily discontinuing any or all programs that involve reusable containers, especially those provided by the customers.

3.2.6 Personal Protective Equipment (PPE)

All worksites are to ensure supply of equipment and materials to assist team members in engaging in personal protective measures. At a minimum, these supplies should include disposable gloves, N95 face masks, temperature measuring devices, disinfectants and sanitizers.

All team members that engage in food handling, production or direct contact with customers are required to wear disposable gloves.

Team members that have recently recovered from illness or are showing signs while at work should be provided with a N95 face mask. Team members with underlying health conditions that increase their risk should, where possible, be segregated from other workers. If not possible, they should be provided with a N95 face mask.

Other team members should be provided with PPE at their request.

3.2.7 Cleaning of the Workplace

Team members are encouraged to assist in curbing the potential spread of infection, by regularly cleaning and disinfecting their individual workspaces and shared spaces in the worksite.

Professional cleaning services are to be engaged at all sites to ensure the daily cleaning of primary shared spaces (ie washrooms).

In the event that a worksite experiences an actual or suspected case of COVID-19, the site leader is to coordinate with the Response Team to arrange for effective deep cleaning of all workspaces impacted.

Further information on worksite cleaning and disinfecting can be found at

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>

3.3 Communications

3.3.1 Supplier Communications

The Purchasing & Merchandising Team is responsible for identifying all essential suppliers. They are to engage in a dialogue with each essential supplier to discuss the Business Continuity Plans implemented by each and the associated impact to our own operations.

In addition to essential suppliers, this team should also assess essential products for alternative supply channels or substitutions.

In the event that one or more of our sites has a critical incident, the Purchasing & Merchandising Team, with direction from the Communications Coordinator, will ensure that all relevant communication with suppliers is executed.

3.3.2 Customer Communications

Our customers are our family. It is imperative that we consider the potential for concern and anxiety in the community at large and ensure that we aim to ease any concerns that we can. As we progress in our actions to mitigate the impact COVID-19 on our team members and operations, we will also ensure that we provide appropriate and timely communications to our customers.

The Communications Coordinator will be responsible for directing and designing all communications to customers regarding our organizational response to COVID-19.

In the event that one or more of our sites has a critical incident, the Communications Coordinator, with support and guidance from local health authorities, will ensure that all relevant communication to customers is executed.

3.3.3 Internal Communications

Team members seek support and guidance in times of uncertainty. It is important that information is disseminated quickly and accurately, to assist team members in best responding to the situation at hand.

The Incident Manager, with support from the Communications Coordinator, is responsible for directing and designing all to communications to our team members and internal stakeholders, regarding our approach to and impact from COVID-19.

In the event that one or more of our sites has a critical incident, the Incident Manager, with support from the Communications Coordinator and support and guidance from local health authorities, will ensure that all relevant communication to team members is executed.

Appendix A: Incident Manager Responsibilities

- A. Actively monitor development of the virus outbreak and work with the Response Team to disseminate messages to team members. Provide clear instructions when measures need to be activated.
- B. Lead the education of team members on the latest available information on the virus. Ensure that they are made aware of the need for control measures and protective and preventive measures. Ensure that they are properly educated on the requirements for and use of PPE.
- C. Collate updated contact information of all team members. Make sure that all team members know how to contact the Incident Manager (and Assistant Incident Manager). Educate team members on the need to contact the Incident Manager if they are confirmed as having COVID-19, for contact tracing purposes.
- D. Act as the designated Point of Contact for liaising with Health Authorities during activation of contact tracing processes at our workplace.
- E. Check WHO, Health Canada and local health authority websites for updating information daily. Update team members accordingly.
- F. Keep communication with team members who are under quarantine and communicate with the Response Team on their status.
- G. Determine a plan for keep quarantined team members up to date on organizational communication
- H. Assist Corporate Procurement with ensuring that site leaders are maintaining the PPE supplies for their locations
- I. Designate a room/area in each facility as the isolation room/area, to be used in the event of widespread and sudden onset of symptoms.
- J. Ensure that each site has their nearby hospitals posted.
- K. Oversee the implementation of any team member monitoring programs.

Appendix B: Health Authority Contact Details

World Health Organization (WHO):

W: who.int

Public Health Agency of Canada

W: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

E: phac.info.aspc@canada.ca

P: 1-833-784-4397

Health Canada Travel Advisory

W: <https://travel.gc.ca/travelling/health-safety/travel-health-notice>

Alberta Health Services

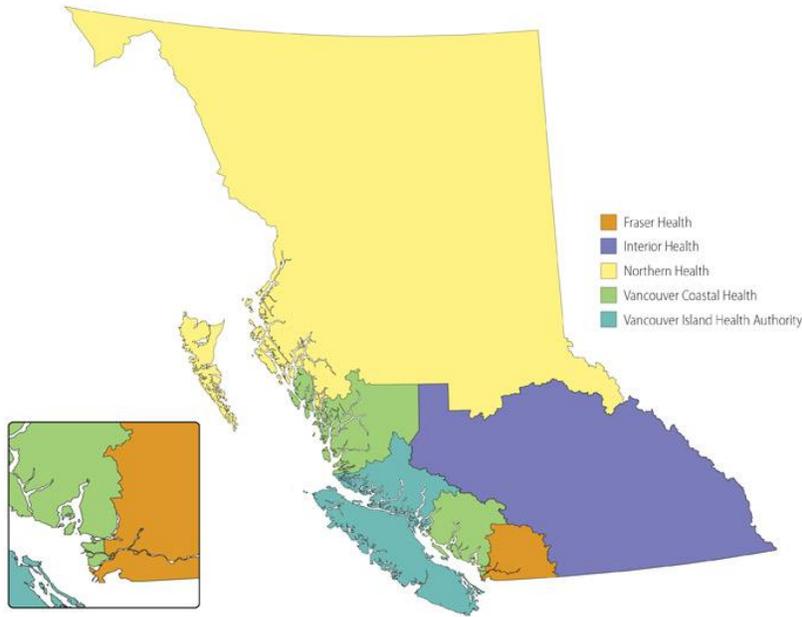
W: <https://www.albertahealthservices.ca/>

P: 811

BC Regional Health Authorities

W: <https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/partners/health-authorities/regional-health-authorities>

P: 811



Fraser Health

Fraser Health Corporate Office
Suite 400, Central City Tower
13450 102nd Ave.
Surrey, BC V3T 0H1
Phone: 1 877 935-5669 (toll-free), 604 587-4600 (local)

Vancouver Coastal Health

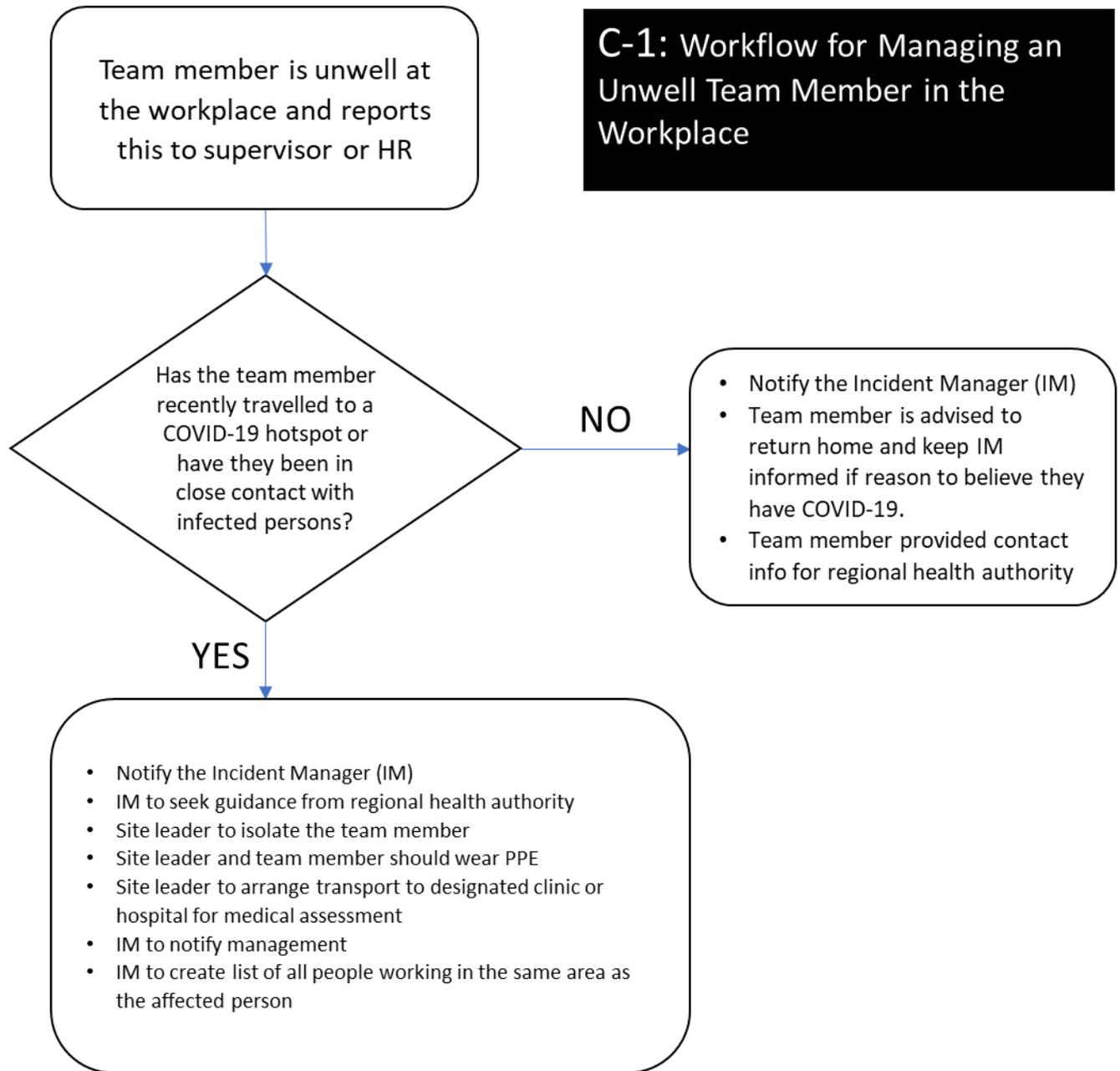
Vancouver Coastal Health Corporate Office
11th Floor 601 West Broadway
Vancouver, BC V5Z 4C2
Phone: 1 866 884-0888 (toll-free), 604 736-2033 (local)
Email: feedback@vch.ca

Island Health

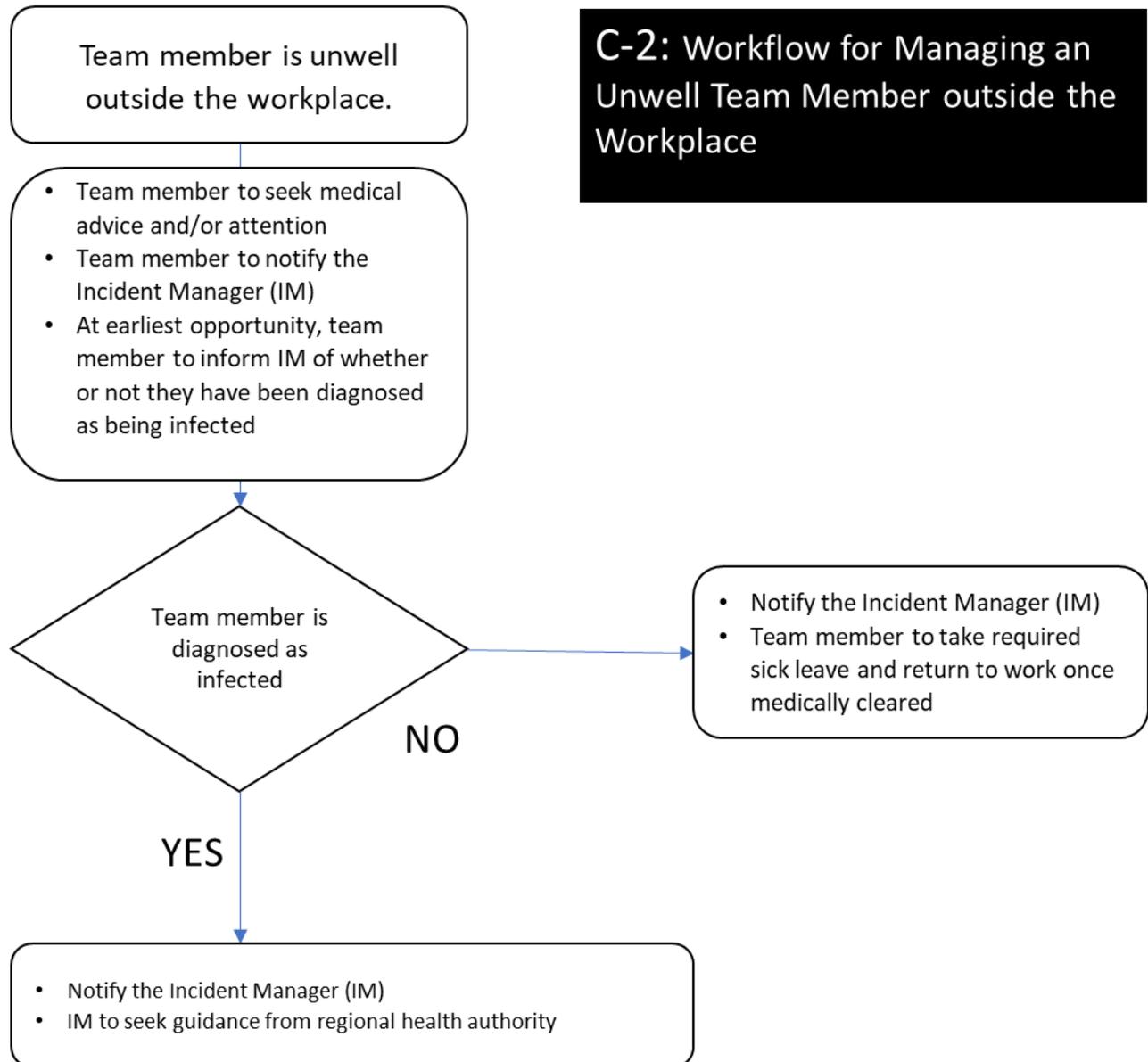
Island Health Corporate Office
1952 Bay St.
Victoria, BC V8R 1J8
Phone: 250 370-8699
Email: info@viha.ca

Appendix C: Team Member Screening Resources

C-1: Workflow for Managing an Unwell Team Member in the Workplace



C-2: Workflow for Managing an Unwell Team Member Outside the Workplace



Appendix E: Personal Hygiene Awareness

1. Cover your mouth when coughing or sneezing
2. Maintain good indoor ventilation
3. Avoid sharing food, crockery, utensils and other personal hygiene items
4. Avoid physical contact such as shaking hands and avoid touching your face or rubbing your eyes
5. Maintain good personal hygiene, including hand washing with soap and water, or the use of alcohol-based hand rubs
6. Proper hand washing requires soap and water. The constant rubbing action helps soap break down the grease and dirt that carry most germs. Washing your hands for at least 15 to 30 seconds with soap and water does not just make your hands smell fresh but also reduces germ count by up to 99%
7. Follow these 8 simple steps to keep your hands clean:
 - a. Palm to palm
 - b. Between fingers
 - c. Back of hands
 - d. Base of thumbs
 - e. Back of fingers
 - f. Fingernails
 - g. Wrists
 - h. Rinse and wipe dry



HOW TO WEAR A MASK?



It should **COVER YOUR MOUTH, NOSE AND CHIN**, with the coloured side facing outwards.



PINCH THE METAL EDGE OF THE MASK so that it presses gently on your nose bridge.



Remove a used mask by **HOLDING ONLY THE EAR LOOPS**.



DO NOT WEAR A MASK IF YOU ARE WELL

There are sufficient masks in the warehouses and government stockpiles, if they are used responsibly.

WEAR A MASK ONLY IF



- You have a **FEVER, COUGH OR RUNNY NOSE**
- You are **RECOVERING FROM ILLNESS**

Note:

- To be effective, change your mask regularly or if soiled or wet.
- Wash your hands with soap and water after disposing the soiled mask properly into a bin.

Appendix G: Additional Resources

How to isolate at home, if you have COVID-19:

<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/covid-19-how-to-isolate-at-home.html>

Smoking and COVID-19:

<https://tobacco.ucsf.edu/reduce-your-risk-serious-lung-disease-caused-corona-virus-quitting-smoking-and-vaping>

Environmental Cleaning & Disinfecting:

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>