

SAFETY POLICY - COVID-19 - UPDATE MARCH 12, 2020

As of March 12, 2020, the Public Health Agency of Canada (PHAC) has assessed the public health risk associated with COVID-19 as **low** for the general population in Canada but this could change rapidly.

There is an increased risk of more severe outcomes for Canadians:

- aged 65 and over
- with compromised immune systems
- with underlying medical conditions

While a COVID-19 outbreak is not unexpected in Canada, our public health system is prepared to respond. PHAC, along with provincial, territorial and community partners, continues to reassess the public health risk, based on the best available evidence as the situation evolves. In order to mitigate the impacts of COVID-19, **everyone has a role to play**. It takes more than governments and action from the health sector to protect the health and safety of Canadians.

Each of us can help our country be prepared in the event of an emergency by understanding how coronavirus spreads and how to prevent illness.

This Safety Policy has been created in compliance with updates from the PHAC and by recommendations from our ClimateCare Professional Safety Consultant and our ClimateCare Professional HR Consultant.

COVID-19 & Flu Safety Policy

Our goal is to remain open for business taking whatever precautions are necessary to reduce the spread of COVID-19 (or flu) while protecting both our employees and our customers.

In the event that an employee has to take sick time off or is quarantined employees will be eligible for EI as per any other sick leave.

In the event that the company has to close for a period of time, normal layoff rules will apply.

Office staff will begin asking customers the following questions when booking work in order to minimize exposure to our employees with notes provided in FieldEdge for our technicians.

- Does anyone in the home have cold or flu like symptoms at this time?
- Has anyone in the home traveled abroad over the last 14 days to areas where there has been a recorded Covid-19 outbreak?

SAFETY RULES (Effective immediately):

These are the most important ways that you can protect yourself and your family from respiratory illness, including COVID-19.

- Wear proper PPE (personal protection equipment) as applicable and replace when disposable supplies or cleaning materials are running low – do not wait till you run out.
- If you just have a cough – wear a mask at all times (masks will be available in the office and all service vans).

- NOTICE: Masks will not protect you from this virus but they are to be worn to protect others from you in the event that you have a cough.
- If you are sick with cold/flu like symptoms the PHAC recommends that you stay at home until you no longer have symptoms. Please notify the office so the schedule can be modified as necessary. If you must come into the office or have contact with others wear a mask at all times and wash hands frequently.
 - NOTICE: Masks will not protect you from this virus but they are to be worn to protect others from you in the event that you have a cough, cold or flu.
- Modify greetings: Do NOT shake hands, hug or kiss people - a friendly wave or elbow bump is less likely to expose you to respiratory viruses.
- Clean and disinfect frequently touched objects and surfaces with disinfectant wipes (disinfectant wipes will be available for the office, bathrooms and all service vans).
 - Things you personally need to wipe down regularly:
 - Cell phones, keyboards, mouse, headsets, electronics
 - Keys
 - Handles, steering wheel, knobs and buttons you touch
- Wash hands frequently (see handwashing instructions below for maximum efficiency)
- When coughing or sneezing:
 - cough or sneeze into a tissue or the bend of your arm, never your hand
 - dispose of any tissues you have used as soon as possible in a lined waste basket and wash your hands afterwards
 - if you sneezed or coughed on your bare arm wash it when you wash your hands (see handwashing instructions below)
 - avoid wiping your face on your sleeve or arm
- Avoid touching your eyes, nose, or mouth with unwashed hands
 - Wearing neoprene or latex gloves will protect your hands from germs but if you touch your face wearing contaminated gloves it can't protect you. (Gloves are available in the office and in all service vans)
 - Be conscious of how often you touch your face – most people touch their face more than 23 times per hour unconsciously. Pay attention to your body movements.
 - If you can't wash your hands before scratching that itch, grab a tissue to use so your hands do not touch your face.
- Avoid holding things in your mouth such as pens, money, wallet, credit cards, paper, etc.

Hand Washing Instructions:

All employees must be in compliance with these instructions

When should you wash your hands:

- When they are visibly dirty
- When leaving any customers home
- Before preparing and immediately after handling food
- Before eating



- After using the toilet (use a tissue or towel to turn off water or open doors after washing)
- After contact with contaminated surfaces (e.g., garbage bins, cleaning cloths)
- After handling pets and domestic animals
- After wiping or blowing one's nose, handling soiled tissues, or sneezing into one's hands
- After contact with blood or body fluids (e.g., vomit, saliva, eyes)
- Before and after dressing wounds
- Before and after giving care or visiting someone who is ill or who is less able to fight off infections (e.g., someone with diabetes or cancer)
- Before preparing and taking medication
- Before inserting and removing contact lenses

Additional situations for washing hands during outbreaks includes after touching high contaminant surfaces such as:

- Door knobs/handles
- Bathroom stall locks
- Railings
- Cell phones, keyboards and electronic devices
- Keys
- Elevator buttons
- Shopping carts
- Public pens, pencils, nibs
- Public debit/credit card machines
- Anywhere where someone has touched a surface before you.

Washing Hands:

Running water

When running water is available, wash your hands with plain soap and water and dry thoroughly. Follow these steps for perfectly clean hands:

- Remove jewellery such as rings, watches, bracelets
- Wet hands up to the wrists
- Apply enough soap to cover hands
- Work soap under fingernails and around and between joints and fingers
- Scrub your hands for at least 20 seconds (singing to yourself one verse of Old McDonalds is all it takes to assure your hands are in contact with the soap long enough to kill germs).
- Rinse off all lather with water
- Dry hands with a clean cloth or paper towel - take special care to dry thoroughly between fingers
- Turn off the tap with a paper towel or cloth
- Use disinfectant wipe to clean jewelry before putting it back on

When clean, running water isn't available

Sometimes clean water is not available - for example, during a 'boil water' advisory or when you're in a location where the source or quality of water is not known. Treat water by boiling it for one minute and let it cool to room temperature. To wash your hands:

- Get a bowl large enough to fit your hands in
- Remove jewellery

- Pour enough water into the bowl to cover hands
- Wet hands up to the wrists
- Apply enough soap to cover hands
- Work soap under the fingernails and around and between joints and fingers
- Scrub your hands for at least 20 seconds (singing to yourself one verse of Old McDonalds is all it takes to assure your hands are in contact with the soap long enough to kill germs).
- Remove all soap and dirt by moving your hands around in the bowl
- Dry your hands with a clean cloth or paper towel while taking special care to dry thoroughly between fingers
- Throw out the water from the hand washing bowl following each individual use
- Use disinfectant wipe to clean jewelry before putting it back on

Alcohol-based hand sanitizer

If you do not have access to water, use a hand sanitizer with at least 60 percent alcohol.

- Remove jewelry
- Place enough alcohol-based hand rub into the cupped palm of one hand sufficient to wet both hands completely
- Rub the liquid into the palms, backs of hands, between fingers and under nails
- Use disinfectant wipe to clean jewelry before putting it back on

Note: hand sanitizer does NOT clean hands, it only kills the germs – washing hands is the only way to remove everything.

If you suffer with sensitive skin or dry hands select soaps or hand sanitizer with aloe or moisturizer. You can also apply a moisturizer after cleaning your hands to avoid dry cracked skin.

Additional Safety Recommendations:

- If you have a vacation booked traveling abroad please check to see if the vacation can be delayed or refunded until this pandemic has finished running its course and it is deemed less risky to travel again.
- We do not recommend leaving the country at this time as you could end up on the wrong side of a boarder shut down unable to return to Canada for weeks.
- Avoid large public groups (such as sporting events, conventions, festivals, etc.) until such time as this pandemic has finished running its course
- Avoid physical contact with elderly people (anyone over 65) or those with compromised immune systems or chronic conditions (asthma, cancer, etc.) to help reduce their exposure as they are the at the highest risk of fatality if they contact this virus.

If you have any additional questions about this new safety policy or instructions within it please discuss this with either your Company Safety Representative or Employee Safety Representative.

A meeting can be arranged if requested to review this information in person.

REGARDING COVID-19 SAFETY POLICY

I, _____, have received the Pritchard's Home Comfort "COVID-19 Safety Policy" and have read this document in full.

I understand this "safety policy" and agree to abide by these policies completely. I am aware that failure to follow company safety policy can potentially result in me personally contracting and/or spreading the COVID-19 virus which has the potential to be lethal to me, my family and anyone else I come in contact with.

I understand that my safety always comes first and that this is a mandatory safety policy and thus is in effect at all times for all Pritchard's Home Comfort employees.

- I understand that I am required to observe and abide by all safety standards and to be safety conscious at all times.
- I understand that my personal safety & the safety of my co-workers comes first at all times, no exceptions.
- I understand I will be provided with disinfectant wipes, hand sanitizer, gloves and masks and agree to notify office if any of these supplies are running low
- I agree to wash hands frequently as outlined in this document
- I agree to wipe down tools, handles, and other things regularly touched frequently as outlined in this document
- I agree to wear a mask at all times while on the job if I develop a cough (whether I have other flu/cold like symptoms or not)
- I agree to notify the office should I develop cold/flu like symptoms so the schedule can be modified as needed
- I agree to avoid physical contact with fellow employees, management and customers in the event that I develop cold/flu like symptoms
- I agree to follow the recommendations of the Public Health Agency of Canada (PHAC) as updates become available.
- I understand that if the business has to close for any period of time due to this outbreak I may be laid off so I can receive unemployment benefits until the business can resume operations.
- I understand that if I am required to be quarantined for an extended time that I will qualify for unemployment benefits the same as with any sick leave of absence.
- I understand that failure to comply with safety policies (which can endanger myself or others) can result in my immediate termination of employment.

Signature

Date

Office Representative

Date

Safety Representative

Date