**Draft (appendix for update 4)**

**Updated March 2, 2020 2:45 pm**

**COVID-19**

**ADDITIONAL RESOURCES**

**ASSOCIATE SUPPORT**

It is understandable that this situation may result in associate questions about their well-being. Compass Group Canada is closely monitoring the situation and following recommendations from Public Health Agency of Canada (PHAC), the Centre for Disease Control (CDC) and World Health Organization (WHO) to ensure the safety of our associates, clients and customers.

**Associates:** Please speak with your manager about any concerns you may have. If you experience flu-like symptoms, please stay home. If you have visited any of the countries currently on the restricted travel list (China, Hong Kong, Iran, Italy, Japan, Singapore and South Korea) please advise your manager and contact the [HR Service Centre Canada](mailto:HRSC@compass-canada.com).

**Managers:** If an associate notifies you of travel to China, Hong Kong, Iran, Italy, Japan, Singapore or South Korea please contact the [HR Service Centre Canada](mailto:HRSC@compass-canada.com) for support.

**PREVENTATIVE MEASURES**

While this outbreak has escalated, it still remains that the best way to prevent the spread of the virus is to follow these guidelines from the world health organization:

* Make sure your workplaces are clean and hygienic
  + Surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards) need to be wiped with disinfectant regularly (ensure that sanitizer concentrations are maintained between 200-400 ppm)
  + Why? Because contamination on surfaces touched by employees and customers is one of the main ways that COVID-19 spreads
* Promote regular and thorough hand-washing by employees, contractors and customers
  + Put sanitizing hand rub dispensers in prominent places around the workplace. Make sure these dispensers are regularly refilled
  + Display posters promoting hand-washing – ask your local public health authority for these or look on [www.WHO.int](http://www.WHO.int)
  + Make sure that staff, contractors and customers have access to places where they can wash their hands with soap and water
  + Why? Because washing kills the virus on your hands and prevents the spread of COVID-19
* Promote good respiratory hygiene in the workplace and display posters promoting respiratory hygiene.
* Stay home if you experience flu like symptoms including fever, chills, cough or runny nose and seek medical attention as required
* If you have recently traveled to an area that is impacted by Coronavirus, please do not attend work, let your manager know and seek medical attention as required
* Monitor your own health and seek medical attention if required.

**CLIENT SUPPORT**

We encourage you to have open conversations with your clients about their specific needs during this unique situation. Please assure clients that Compass Group Canada is closely monitoring the situation and following recommendations from Public Health Agency of Canada (PHAC), the Centre for Disease Control (CDC) and World Health Organization (WHO).

Sector leads have received client messaging available to share if needed. For clients with specific requests, please contact the Compass Group Risk Management Team (Health and Safety and/or Quality Assurance) for support.

For additional corporate resources, please access [Navigator](https://navigator.compass-canada.com/corporatesupport/crisisinformation/Miscellaneous/Forms/AllItems.aspx?RootFolder=%2Fcorporatesupport%2Fcrisisinformation%2FMiscellaneous%2FPandemic%20Plan&FolderCTID=0x012000E1E74BE7B404164EAA5CF417E33FB28E&View=%7BA203AEC2-6CBD-4B87-B6FC-A0270C9C7FFF%7D) for the Compass Group Canada pandemic plan, posters for handwashing stations and other materials on this topic.

For more information about Novel Coronavirus situation in Canada, please visit the [PHAC website](https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.canada.ca%2Fen%2Fpublic-health%2Fservices%2Fdiseases%2F2019-novel-coronavirus-infection.html&data=02%7C01%7CAnika.Malik%40compass-canada.com%7Cec701de8968943cfba6908d7bacbeed6%7Ccd62b7dd4b4844bd90e7e143a22c8ead%7C0%7C0%7C637183257351930710&sdata=v%2FVOkqLCfCCD94U%2FErOUE5Inh29hG9Opr5RC052XyLA%3D&reserved=0) or use their toll-free info line 1-833-784-4397.

Additional resources available here:

[World Health Organization Q&A](https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.who.int%2Fnews-room%2Fq-a-detail%2Fq-a-coronaviruses&data=02%7C01%7CAnika.Malik%40compass-canada.com%7Cec701de8968943cfba6908d7bacbeed6%7Ccd62b7dd4b4844bd90e7e143a22c8ead%7C0%7C0%7C637183257351940702&sdata=OdQfEEnDFx21KmUnweEruBV2sbO41coc8FLXiZ3P5Yo%3D&reserved=0)

[World Health Oganization Myth Busters](https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.who.int%2Femergencies%2Fdiseases%2Fnovel-coronavirus-2019%2Fadvice-for-public%2Fmyth-busters&data=02%7C01%7CAnika.Malik%40compass-canada.com%7Cec701de8968943cfba6908d7bacbeed6%7Ccd62b7dd4b4844bd90e7e143a22c8ead%7C0%7C0%7C637183257351940702&sdata=Ng25hWBJrJnmXAjiP3xx80%2F3esnEYhOHND9Sp3RQHtw%3D&reserved=0)