**Stop the Spread**

**Action Plan**

**Team Leaders:**

To help stop the spread, Team Leaders have a responsibility to:

* Encourage visibly sick team members to go home.
* Be a role model. Avoid coming to work sick.
* Listen to your teams. Your team members may have excellent suggestions to mitigate the spread of germs and viruses.

We already have safety advocates at all our locations. Ask your safety advocates to take the lead on stopping the spread. In addition to their regular safety assessments, have them identify and bring health risks to your attention. You can also ask them to speak to other team members during team huddles about:

* Proper hand washing practices
* Tips for preventing the spread of germs and viruses

If a team member is advised by public health to self-monitor for symptoms or self-isolate at home because of illness or returning from travel to an affected area, make every effort to support that team member by:

* being as flexible as possible with attendance
* treating the team member with respect, fairness and compassion

If a team member, who is self-monitoring, begins to experience symptoms of the flu or COVID-19 while at work:

* Promptly encouraged that team member to go home. In addition, anyone who provides care to that individual should ensure a two-metres distance between them and the ill person.
* Notify the Location Manager AND the Division Manager. Further transmission mitigation measures will be taken.

In the event that a team member has a confirmed case of COVID-19, please refer all media inquiries to communication@nccoop.ca.

**Team Members:**

**Why it Matters**

North Central Co-op cares about the health and safety of our people, Co-op members and customers. We believe it’s extremely important to take every precaution to help stop the spread of potentially life-threatening viruses and to keep our people, customers and members safe while shopping, visiting or working at one of our locations.

We are aware of the heightened concerns around the COVID-19 virus and are taking the advice of Canadian public health authorities. Corporate policies will be adjusted as needed and shared openly with our team leads and members.

At this time, 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. They recommend businesses take standard respiratory illness precautions—the same precautions recommended for cold and influenza season every year.

**Recommended Precautions**

To protect each other and those we care about, we need to work together to help prevent the spread of viruses. Symptoms associated with COVID-19 are similar to many common respiratory illnesses that circulate seasonally. Key strategies to prevent and control respiratory viruses, such as COVID-19, include:

* **Team Members that are ill with a fever or other infectious respiratory symptoms are strongly encouraged to stay home from work.**
	+ For some, we recognize the financial fear in requesting time off work. Those team members should:
		- Consider pursuing Employment Insurance. The Government of Canada has lifted the two-week waiting period.
		- Work with your immediate team leader to devise a plan.
* All team members at every North Central Co-op location should consistently practice proper respiratory etiquette and hand hygiene.
* Regular and routine environmental cleaning of facilities should take place.

Currently, Alberta public health officials are recommending the following actions as a precaution:

* Currently, the PHAC recommends Canadians avoid all cruise ship travel because of the COVID-19 pandemic. If you are planning a trip, before you leave, consult the Government of Canada travel advisory website to ensure you have the most up-to-date information about possible risks.
* If a staff member travelled on the Grand Princess cruise ship, or to Iran or China’s Hubei province in the last 14 days self-isolate for two weeks—even if feeling well.
* Anyone who has travelled to mainland China, Hong Kong, Japan, Singapore, South Korea or Italy in the last two weeks should monitor themselves for symptoms such as a fever or cough. Monitoring should take place daily for up to 14 days after their last visit. Also, if staff or family members come into contact with someone who visited these locations and diagnosed with the novel coronavirus, call Health Link 811 for further instructions.
* The most likely cause of fever or cough is the common virus influenza. However, anyone who feels sick and has travelled to the above locations, in the last 14 days, should stay home and away from others. They should also call Health Link 811 about potential testing and follow-up.
* Direct others to call Health Link 811 for additional precautions and follow-up testing if a child, family member or close contact travelled anywhere outside of Canada and:
	+ was in contact with someone suspected of, or confirmed as, having the novel coronavirus;
	+ was at a health-care facility; or
	+ has symptoms such as cough or fever.

If a team member does not meet the exposure criteria above, they do not need to stay away from work. They also likely do not meet the requirements for COVID-19 testing. That said, we will not request a doctor’s note confirming a negative COVID-19 test result.

For more health-related questions or concerns, call Health Link at 811.

**Extra Precautions**

We recognize that working in the retail sector, our team members are exposed to more germs and viruses than some other industries. To prevent further spread of the COVID-19 and other viruses, effective immediately we ask that all our locations including or Administrative Office take these extra precautions:

* Have disinfectant wipes accessible at all pay points, cart corrals, customer service or reception
* Provide gloves to cashiers or team members that request to wear them
* Routinely disinfect high-touch surfaces (eg. Moneris machine, scanners, food counters, computers, etc)
* Wash your hands at every break, before and after eating, or using the washroom
* Review and actively practice all food safety and general hygiene procedures
* Encourage team members that are symptomatic to stay home
* Do not share open food, water bottles or other personal items (lip balm, make-up) with another team member
* Thoroughly cleaning shared common spaces and appliances (coffee maker, water dispenser) on a weekly basis
* Thoroughly wash shared utensils, cups and dishes on a regular basis
* Limit unnecessary meetings and large staff gatherings
* Maintain good respiratory etiquette. Respiratory etiquette in public settings include covering the mouth and nose during coughing or sneezing with a tissue or a flexed elbow. Dispose of soiled tissues immediately.

We take the health and safety of our people very seriously. If a team member is deliberately ignoring basic hygiene practices or food safety policies, other team members have the right to report that individual and team leaders have the authority to terminate that individual.

North Central Co-op uses commercial-cleaning and disinfecting products that are safe, environmentally friendly and effective for a range of germs and viruses. The products allowed at our locations are approved for use by North Central Co-op.

Locations should also regularly check that hand-sanitizing and washing stations are well-stocked and operational. Locations should also ensure:

* extra paper towels and waste receptacles are made available;
* hand sanitizer and secured dispensers are located in supervised areas
* waste cans are located near washroom exit doors for disposal of towels or tissues used to turn taps on and off

**Outside of Work, What can I Do to help Stop the Spread?**

Practice good hand hygiene both at work and at home. Washing your hands regularly with plain soap and water is an effective way to remove visible soil and microbes especially after sneezing. Where possible, use a tissue or paper towel to turn off taps and open doors after washing. Keep waste cans near the washroom exit doors for the disposal of tissues and towels. When handwashing sinks aren’t available, use hand sanitizer. If hands are visibly soiled, hand sanitizers aren’t as effective at eliminating respiratory viruses.

At home, team members are also encouraged to clean surfaces and objects with water and household detergents or common disinfectant products are sufficient in most cases. If a household or commercial disinfecting cleaning products are not readily available, disinfect hard surfaces with a mixture of one-part bleach—five per cent sodium hypochlorite—and nine-parts water. Ensure the solution contacts the surface for one minute.

Don’t forget to disinfect high-touch electronic devices that can’t withstand the use of liquids for disinfection—smart phones, keyboards, tablets—with alcohol wipes that have at least 70 per cent alcohol. Ensure the solution contacts with the surface for one minute.

Some other important at-home practices include:

* If possible, avoid sharing a bathroom with a sick family member
* Regularly wash bedding
* Encourage family members to practicing good cough and sneeze etiquette: Cough and sneeze into your arm or tissue
* Keep hands away from face and mouth
* Stay healthy by eating well, keeping physically active and getting enough sleep

**Psychosocial Considerations**

Giving the current circumstances, it’s normal for team members to feel worried or nervous about their loved ones or those closes to them falling ill. We encourage team members to be sensitive and understanding towards each other’s differences. The best defense against anxiety and panic is to openly talk to each other and reassure each other.

Working together, we can help stop the spread.

**Customers**

Consumer Facing Pharmacy Creative

* Help Stop the Spread
	+ Learn more at (government site)

Website Notice

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We are aware of the heightened concerns around the COVID-19 virus and are taking the advice of Canadian public health authorities seriously. If necessary, corporate policies will be adjusted to meet the changing needs of our people, members and customers.

In addition to our regular practices, all our locations are taking extra precautions to prevent the spread of COVID-19.

Direct to government websites links