

# EMPLOYEE COMMUNICATION

# COVID-19 UPDATE

## RECENT HEADLINES

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March 26, 2020

### WHAT WE ARE DOING FOR EMPLOYEES:

- **Store Cleaning logs**
  - It's critical that all stores diligently maintain updated store cleaning logs to ensure that all sanitation protocols are being closely monitored.
  - Public Health is at liberty to request cleaning logs. The inability to provide valid documentation of all sanitation procedures could result in a fine or store closure.
  
- **Uniforms**
  - Health Canada has advised that the COVID-19 virus can live on clothing for hours.
  - **Employee Dress Code**
    - It is important that we remove our uniform items as soon as possible after leaving the store, and wash our uniforms with hot water and detergent after every shift.
    - If you find that you are unable to wash your uniform before your following shift, and you do not have a spare uniform item to wear, we ask that you wear the most similar, appropriate clothing item that you own. Store Operators should be flexible with these modifications.
  - **Personal Jackets**
    - We must avoid sharing jackets for duties such as parking lot cleaning, cart retrieval or entering freezers and coolers. Instead, we encourage you to wear your own winter coats for these tasks.
    - If high visibility markings are required for the particular task at hand, please wear a reflective vest on top of your own jacket.
  
- **Personal Protective Equipment**
  - Health Canada is firm in their direction that frequent hand washing and not touching your face is the best way to help keep us safe.
  - We've heard your feedback and are doing everything possible to secure masks and gloves during this global shortage. Until we are able to secure a reliable supply of masks and gloves, you are permitted to bring your own masks and gloves to wear while working.
  
  - If you choose to wear your own Personal Protective Equipment, the proper procedures are extremely important:

- **Proper use of masks:**
  - If wearing a mask, the mask must be put on prior to gloves.
  - If the mask has a metal nose clip, adjust the nose clip and tighten straps to ensure a firm and comfortable fit.
  - Ideally, anyone wearing a mask should not have facial hair as it hinders a secure fit.
  - Should you choose to wear gloves, put on gloves once the mask is secure.
  - To remove the mask, start by sliding your fingers or thumbs under the straps behind the head, then running your fingers towards the ears and removing the mask over the head, ensuring your fingers never touch the mask.
  - Dispose of the mask immediately in a garbage container.
  - After disposing the mask, wash your hands with warm water and soap for 20 seconds.
  - **Masks are not a means for those who are feeling sick to continue working. Anyone who feels unwell should refrain from coming to work**
  
- **Proper use of gloves:**
  - Gloves must be treated like bare hands. Employees should continue to follow hand washing guidelines while wearing gloves.
  - Gloves must be removed and discarded before going on a break or using the washroom. Gloves should be changed 1-2 times between each break.
  
  - Before wearing gloves: Wash your hands using soap and warm water, scrub for 20 seconds creating a good lather, rinse and dry.
  
  - Removing Gloves:
    - Start by pinching one glove near the top of the wrist and peeling the glove away from the wrist until it turns half way inside out, leaving the fingers protected.
    - Repeat this with the other hand, leaving your fingers protected.
    - With both hands half gloved, remove one glove by grabbing the inside of the glove and peeling it way from the hand. Repeat for the other hand.
    - Dispose of the gloves immediately into a garbage container.
    - **Stores should designate specific garbage containers for collection of masks and gloves only**
    - Upon removing the gloves, immediately wash your hands with soap and water
  
  - **Please reference:** Prevention – Mask & Glove Usage in Stores (*issued March 25*) & working Instruction – Proper Glove Use (*issued March 25*)

- **Phones & Personal Devices**

- As with all high-touch hard surfaces, it's important that phones and personal devices are always kept clean and sanitized.
- Employees who are bringing their phone or personal devices into the workplace should:
  - Never share devices with others to limit the risk of person-to-person transmission of COVID-19
  - Wash hands properly (see handwashing SOP) after every time they touch the device and before they return to work
  - Frequently clean the device by removing it from a case (if applicable) and following the manufacturers cleaning instructions. Cases should be cleaned as well.

## **WHAT WE ARE DOING FOR CUSTOMERS:**

- **Removal of Children's Grocery Carts** (*issued March 25*)
  - Effective immediately, stores with child-size grocery carts should remove the carts from the sales floor and put them into storage until further notice.