



# Employee FAQs

## COVID-19

*April 1, 2020 Update*

### 1. When should I come to work?

We continue to operate the business. You should come to work unless:

- You have been diagnosed with COVID-19;
- You develop symptoms (fever, coughing, difficulty breathing);
- You are returning from travel outside of Canada as of March 15 (The travel ban does not apply retroactively unless travel was to China, Iran, Italy);
- You have been advised by PHAC or Medical Authority to self-isolate;
- You have been in close contact with someone who has or ***is suspected to have*** COVID-19 ***while they were ill***; or
- You have been authorized to work from home by your Vice President.

### 2. What does close contact mean?

Close contact means a person who:

- Provided care for a person who has, or is suspected to have, COVID-19 while they were ill;
- Had other similar close physical contact without consistent and appropriate use of PPE; or
- Had direct contact with infectious bodily fluids (i.e. was coughed or sneezed on) of the person who has or is suspected to have COVID-19 while they were ill and while you were not wearing recommended PPE.

### 3. I believe I have had close contact with someone who is suspected to have COVID-19. What should I do?

You should stay at home, self-isolate and immediately contact your provincial public health agency for guidance. Once you have received guidance, please contact your manager or local HR to provide an update.

### 4. I live in Alberta. The public health orders here are different than PHAC. Which should I follow?

Because Alberta has declared mandatory public health orders for those in the province, you should follow Alberta's requirements. This includes:

- Mandatory 14-day self-isolation for returning international travelers or close contacts of people confirmed with COVID-19; and
- Mandatory 10-day self-isolation for people with symptoms that are not related to a pre-existing illness or health condition: cough, fever, shortness of breath, runny nose or sore throat.

## 5. What does self-isolate mean?

PHAC advises that self-isolating means you cannot have close contact with others in your house:

- Do not leave home unless absolutely necessary, such as to seek medical care
- Do not go to school, work, other public areas or use public transportation (buses, taxis)
- Arrange to have groceries and supplies dropped off at your door to minimize contact.
- Stay in a separate room and use a separate bathroom from others, if possible.
- Keep at least 2 metres apart at all times. Keep interactions brief and wear a face mask
- Do not share personal items, such as toothbrushes, towels, bed linen, utensils or electronic devices
- Avoid contacting people with chronic conditions, immunocompromised or older adults.
- Avoid contact with pets if you live with other people that may also be touching the pet.
- At least once daily, clean and disinfect surfaces that you touch often, like toilets, bedside tables, doorknobs, phones and television remotes
- To disinfect, use only approved hard-surface disinfectants that have a Drug Identification Number (DIN). A DIN is an 8-digit number given by Health Canada that confirms the disinfectant product is approved and safe for use in Canada.
- Place contaminated items that cannot be cleaned in a lined container, secure the contents and dispose of them with other household waste.
- Put the lid of the toilet down before flushing.

## 6. How long does self-isolation last?

PHAC advises that self-isolation, depending on the circumstances, lasts for either:

- 14 days after the onset of first symptoms of COVID-19, provided that you no longer have a fever and any other symptoms you may have are improved; or
- Until your provincial public health authority advises that you are no longer at risk of spreading the virus to others.

## 7. When temperature checks are introduced, will I test high because I have a hot flash versus actually having a fever?

No. During a hot flash, blood rushes to the vessels nearest to the skin which can significantly increase skin temperature. However, core body temperature should not be impacted which is what the temperature check is measuring.

## 8. I understand that the virus can spread from people that are asymptomatic as well as symptomatic. Asymptomatic is considered less common. What is Sofina's plan on reducing the risk of asymptomatic spread other than following best hygiene practices and social distancing?

We recognize that PHAC is the Canadian expert with respect to COVID-19. We continue to actively monitor PHAC's advice and they continue to state that the best practices to prevent transmission of COVID-19 are:

- Following advice on travel restrictions and self-isolating;
- Practicing physical (social) distancing wherever possible; and
- Practicing proper hygiene

**9. When or if any Sofina plants have any workers that test positive will the plants be shut down?**

Sofina is working very hard to balance two critical objectives: (1) taking care of our people and ensuring their safety at work; and (2) continuing to provide quality food products to our communities in this significant time of need. In support of these objectives, we have developed protocols to address if we have a positive test at one of our locations. While the response will be customized to the specific facts of the positive test, in all instances we will take every reasonable precaution to protect our employees' health and safety. This includes immediately initiating strenuous sanitation and disinfection measures and openly communicating the test results with all employees who had close contact with the individual who tested positive.

**10. What should I do if someone could socially distance themselves from me at work but they choose not to?**

Please feel free to politely remind your co-worker that wherever possible we need to be two metres (two arm's length) apart in the interest of everyone's health and safety. If your co-worker continues to not follow the guidance on social distancing, please speak to your manager as soon as possible.

**11. Should I continue to carpool to get to work?**

Ultimately, how you get to work is up to you. If you decide to continue to carpool, we encourage you to follow proper hygiene practices and maintain as much distance as possible between you and the other passengers

**12. What is proper hygiene?**

Proper hygiene can help reduce the risk of infection or spreading infection to others and that is why it is so important. We all must:

- wash your hands often with soap and water for at least 20 seconds, especially after using the washroom and when preparing food;
- use alcohol-based hand sanitizer if soap and water are not available
- do not shake hands with anyone
- when coughing or sneezing:
  - cough or sneeze into a tissue or the bend of your arm, not your hand
  - dispose of any tissues you have used as soon as possible in a lined waste basket and wash your hands afterwards
- avoid touching your eyes, nose, or mouth with unwashed hands
- clean the following high-touch surfaces frequently with regular household cleaners or diluted bleach (1 part bleach to 9 parts water): bars, desks, phones, kitchens, computers and elevator buttons

## **March 30, 2020 Update**

### **1. My province has limited gatherings to no more than five people. How does this apply at work?**

These directions apply to organized public events (parades etc.) and social gatherings (weddings, places of worship etc.). They do not apply in our workplaces. By way of example, the announcement from the Ontario Government on limiting the size of gatherings specifically called out that “manufacturing facilities” remain “open and operational”. Regardless, there are things we can do each and every day to reduce the risk of transmission of COVID-19 at our workplaces:

- All travelers to self-isolate;
- We practice social distancing wherever possible; and
- We always practice proper hygiene etiquette

### **2. What is proper hygiene?**

Proper hygiene can help reduce the risk of infection or spreading infection to others and that is why it is so important. We all must:

- wash your hands often with soap and water for at least 20 seconds, especially after using the washroom and when preparing food;
- use alcohol-based hand sanitizer if soap and water are not available
- do not shake hands with anyone
- when coughing or sneezing:
  - cough or sneeze into a tissue or the bend of your arm, not your hand
  - dispose of any tissues you have used as soon as possible in a lined waste basket and wash your hands afterwards
- avoid touching your eyes, nose, or mouth with unwashed hands
- clean the following high-touch surfaces frequently with regular household cleaners or diluted bleach (1 part bleach to 9 parts water): bars, desks, phones, kitchens, computers and elevator buttons

### **3. How can I be sure that the temps or new employees coming into my workplace are healthy?**

All temp agencies are screening workers before being sent to Sofina. We are also using our screening process when the temps arrive at our plant – and this screening process is run each and every day that the temp comes to the plant. New employees are also screened before they enter our workplaces for the first time. And we hope to have temperature checks coming shortly.

### **4. Do I have to tell my employer if I’m being tested for COVID-19 or if I have tested positive for COVID-19?**

Yes. Because COVID-19 presents a risk to the health and safety of our employees we take very seriously our obligation to take reasonable steps to prevent transmission in our workplaces. In order to meet this obligation, we need all employees to notify their manager or HR if they:

- Are being tested for COVID-19
- Have received test results for COVID-19

- Have been in close contact with someone who has tested positive or is waiting test results for COVID-19
- Have been advised by a provincial public health authority to self-isolate, isolate or monitor for symptoms
- Have symptoms of COVID-19 (cough, difficulty breathing, fever)
- Have travelled internationally in the last 14 days

**5. I live in Ontario and received an Emergency Alert on Friday. It said that “travelers” returning to Ontario are required by law to self-isolate for 14 days. Does this include if I travelled within Canada?**

No. The new law applies to international travel.

**6. Am I ok to open/work with product that has come from a country with widespread COVID-19 transmission?**

There is no known risk of coronaviruses entering Canada on parcels or packages. PHAC’s current advice is that products shipped within or from outside of Canada could be contaminated. However, because parcels generally take days or weeks to be delivered, and are shipped at room temperature, the risk of spread is **low**.

Regardless, PHAC advises that to protect yourself from COVID-19, people should make sure to follow these best practices when handling products shipped within or outside of Canada:

- use good hygiene measures (FAQ 2 above)
- regularly clean and disinfect surfaces
- do not touch your eyes, nose and mouth

## ***March 26, 2020 Update***

**1. Ontario, Quebec, British Columbia, Alberta and Saskatchewan have ordered the closure of all non-essential businesses. I work in one of the impacted provinces. What does this mean for me?**

In each of these provinces, the work we perform has been deemed essential. We will continue to operate while working hard to balance two critical objectives: (1) taking care of our people and ensuring their safety at work; and (2) continuing to provide quality food products to our communities in this significant time of need.

**2. My Province has closed all businesses except for those that are deemed essential. Will I be provided a letter to indicate that I work for an essential employer?**

Yes. If you were not provided with a letter, please reach out to your local HR representative for help.

**3. If my symptoms disappear after 24 hours, am I automatically ok to return to work?**

No. If you have symptoms you need to reduce your contact with others and seek guidance from your provincial public health agency. It's their guidance that will determine your return to work.

## March 24, 2020 Update

### 1. Shouldn't people be wearing masks at the plant?

No. The Public Health Agency of Canada continues to advise if you are a healthy individual, the use of a mask is not recommended for preventing the spread of COVID-19. Exercising proper hygiene, creating social (physical) distancing wherever possible and self-isolating for 14 days upon returning to Canada from travel are the most effective way to minimize transmission.

### 2. I am worried about taking public transit because there are only 2 to 3 people on the entire bus. Is it safe to take public transit?

We encourage you to go online and research the steps that your public transit is taking to ensure the system remains safe. As an example, the TTC and Calgary Transit advise that customers are safe to ride their networks. Both ask riders to practice proper hygiene practices and maintain an appropriate distance wherever possible from other riders. Those who travelled outside of the country or those that feel sick are specifically asked to stay home and not ride the networks.

### 3. How can we create social distancing on the production line?

We understand it isn't possible to create social distancing on the production line. However, many plants are exploring other ways to create social (physical) distancing wherever possible including staggering break times, creating additional lunchrooms and spreading out sitting areas in lunchrooms wherever possible.

### 4. Can I choose to stay home and self-isolate even if I am not required to?

You should come to work unless:

- You have been diagnosed with COVID-19;
- You develop symptoms (fever, coughing, difficulty breathing);
- You are returning from travel outside of Canada as of March 15 (The travel ban does not apply retroactively unless travel was to China, Iran, Italy); or
- You have been advised by PHAC to self-isolate;
- You have been in close contact with someone who has been diagnosed for COVID-19. (This does not include situations where an employee is self-isolating as a precautionary measure); or
- You have been authorized to work from home by your Vice President.

### 5. If I self-isolate when I am not required to, will I collect EI?

Employment and Social Development Canada advises that EI is available to eligible claimants who are unable to work because of quarantine (self-isolation). If you decide to self-isolate when not required to, it is expected that an EI claim will be denied. Please contact ESDC for specific information.

**6. Will we only know about COVID-19 symptoms after 14 days? If so, I am worried about how many people we may have come into contact during the period of time we are asymptomatic.**

Symptoms may take up to 14 days to appear after exposure to COVID-19.. The Public Health Agency of Canada (PHAC) is currently investigating if the virus can be transmitted to others if someone is not showing symptoms. While experts believe that it is possible, it is considered less common.

## March 23, 2020 Update

### 7. Ontario and Quebec have ordered the closure of all non-essential businesses. I work in one of the impacted provinces. What does this mean for me?

You should come to work tomorrow unless you fit within one of the exceptions listed in FAQ 2 below. This order does not take effect until Tuesday at 11:59 PM. Premier Ford has specifically called out that food will remain on grocery store shelves. It is anticipated that to meet this demand, we will remain open on Wednesday. We will confirm as soon as we are advised.

### 8. When should I come to work?

We continue to operate the business. You should come to work unless:

- You have been diagnosed with COVID-19;
- You develop symptoms (fever, coughing, difficulty breathing);
- You are returning from travel outside of Canada as of March 15 (The travel ban does not apply retroactively unless travel was to China, Iran, Italy); or
- You have been advised by PHAC to self-isolate;
- You have been in close contact with someone who has been diagnosed for COVID-19. (This does not include situations where an employee is self-isolating as a precautionary measure); or
- You have been authorized to work from home by your Vice President.

### 9. Have there been additional travel restrictions introduced within Canada?

Yes. Below is a summary of provincial announcements on travel, including interprovincial travel, as of today:

- Newfoundland and Labrador, Prince Edward Island, Nova Scotia and Manitoba now require any one arriving in their provinces to self-isolate for 14 days; and
- The Northwest Territories has banned all arrivals except for existing residents and workers considered essential.

### 10. I am currently self-isolating because of travel to a country other than China, Iran or Italy. I do not nor have not had any COVID-19 symptoms. Can I come back to work on day 15?

Yes. Please continue to self-monitor upon your return to work for symptoms, even if mild (cough, fever, difficulty breathing) and do not come to work if symptoms appear.

### 11. Should I be wearing gloves at work to handle paperwork?

We understand why you would have this concern. But remember that the Public Health Agency of Canada (PHAC) advises that the best way to avoid transmission is:

- For all travelers to self-isolate for 14 days;
- To practice social distancing wherever possible; and
- To practice proper hygiene etiquette

### 12. What is proper hygiene?

Proper hygiene can help reduce the risk of infection or spreading infection to others:

- wash your hands often with soap and water for at least 20 seconds, especially after using the washroom and when preparing food;

- use alcohol-based hand sanitizer if soap and water are not available
- do not shake hands with anyone
- when coughing or sneezing:
  - cough or sneeze into a tissue or the bend of your arm, not your hand
  - dispose of any tissues you have used as soon as possible in a lined waste basket and wash your hands afterwards
- avoid touching your eyes, nose, or mouth with unwashed hands
- clean the following high-touch surfaces frequently with regular household cleaners or diluted bleach (1 part bleach to 9 parts water): ***bars, desks, phones, kitchens, computers and elevator buttons***

**13. Has anyone at Sofina tested positive for COVID-19?**

No. Nor have any employees working for tenants in the Markham office building.

## March 20, 2020 Update

### 1. I am feeling anxious. What can I do?

Know that we are actively monitoring PHAC's advice so that we are staying on top of best practices. These are extraordinary times with different pressures being placed on each of us. Feel free to reach out to our Employee Assistance Program provider, Morneau Shepell Ltd., who is available to provide confidential counselling to any employee or their eligible dependents. Morneau can be reached at 1-800-387-4765.

### 2. I have heard that people with high blood pressure or seasonal allergies (puffers required), are at a higher risk of contracting the virus, or will have more serious consequences if it were contracted. Is this true?

PHAC has advised that there is an increased risk of more severe outcomes for Canadians who are:

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

We encourage all employees to speak to their treating physician about their own personal health circumstances. Remember, that the best way to avoid contracting COVID-19 is to follow the advice contained below at FAQs 3 and 4.

### 3. What is PHAC's advice on the best practices to avoid transmission of COVID-19?

PHAC explains that the best way to prevent COVID-19 is:

- For all travelers to self-isolate for 14 days;
- To practice social distancing recognizing that it is not always possible; and
- To practice proper hygiene etiquette

### 4. What is proper hygiene?

Proper hygiene can help reduce the risk of infection or spreading infection to others:

- wash your hands often with soap and water for at least 20 seconds, especially after using the washroom and when preparing food;
- use alcohol-based hand sanitizer if soap and water are not available
- do not shake hands with anyone
- when coughing or sneezing:
  - cough or sneeze into a tissue or the bend of your arm, not your hand
  - dispose of any tissues you have used as soon as possible in a lined waste basket and wash your hands afterwards
- avoid touching your eyes, nose, or mouth with unwashed hands
- clean the following high-touch surfaces frequently with regular household cleaners or diluted bleach (1 part bleach to 9 parts water): **bars, desks, phones, kitchens, computers and elevator buttons**

### 5. Do I need to self-isolate if I have travelled via plane within Canada?

No. If you must travel within Canada, please take all precautions listed above.

**6. PHAC has advised that the symptoms of COVID-19 include fever, cough, difficulty breathing and pneumonia. Should I be concerned if I only have one symptom?**

If you are showing any symptoms, it is best to stay home and seek guidance from your local public health authority.

**7. If I have to stay home to take care of my children, and I cannot perform my job from home, what are my options?**

There are options listed below which may work for you and your family and we encourage you to explore them. This may involve:

- Reaching out to family or friends that you personally trust with your child's care;
- Reaching out to your contacts to find out how they are managing;
- Using the signup sheet that we are posting at each location to match employees who have older children looking for work with parents looking for childcare; and/or
- If you live in BC, please reach out to Morneau Shepell, our EAP provider at 1-800-387-4765. Morneau can let you know which daycares in your areas are accepting children.

If these options do not work for you, you can either apply for EI or speak to your local HR representative about the potential to use vacation.

**8. Who is the CMT (Crisis Management Team) and how often do you meet?**

The CMT is comprised of:

- Donald Babbitt (Operations)
- Rick Turvey (CMT Executive Leader)
- Bill Baker (Risk and Insurance)
- Andrew Bracht (Human Resources)
- Paul Corbin (Health, Safety and Environment)
- Sara Curwen (Supply Chain)
- Daniele Dufour (Communications and consumer inquiries)
- Famarz Farahani (Information Technology)
- Theresa LaNave (Occupational Health, Safety, Wellness)
- Sajida Mehdi (Legal)
- Julie Powell (Quality Assurance)
- Brent Quartermain (Sales & Marketing)
- Jim Rudyk (Finance)
- Greg Rule (Business Performance)
- Lisa Walsh (HR Operations and Employee and Labour Relations)

To stay on top of COVID-19 updates, the CMT meets every day including the weekends.

**9. Will Sofina be checking our temperatures before we enter our workplace as a precautionary measure?**

No. Not at this time. We are actively monitoring the situation and will advise of any change. Remember temperature checks will not catch anyone who is carrying the virus but doesn't have symptoms. The best approach is for:

- Employees to follow the direction on when not to come to work;
- Everyone to follow proper hygiene practices; and
- ***Everyone to practice social distancing recommendations wherever possible.***

**10. How will I know I am positive for COVID-19 if I am asymptomatic?**

People infected with COVID-19 may have little to no symptoms. PHAC is currently investigating if the virus can be transmitted to others if someone is not showing symptoms. While experts believe that it is possible, it is considered ***less common***. That is why it is important that if you develop symptoms (fever, coughing, difficulty breathing) you should stay home and contact your local public health authority for guidance.

## March 19, 2020 Update

### 1. Will Sofina be checking our temperatures before we enter our workplace as a precautionary measure?

No. Not at this time. As committed, we are actively monitoring the situation and will advise of any change. Remember temperature checks will not catch anyone who is carrying the virus but doesn't have symptoms. The best approach is for:

- Employees to follow the direction on when not to come to work (Question 3 below); and
- Everyone to follow proper hygiene practices (Question 4 below).

### 2. I am concerned with touching all the paperwork we handle from multiple plants. Should we wear plastic gloves?

No. We understand why you would have this concern. But remember, PHAC advises that the best way to avoid transmission is to follow proper hygiene practices (Question 4 below).

### 3. When should I come to work?

We continue to operate the business. You should come to work unless:

- You have been diagnosed with COVID-19;
- You develop symptoms (fever, coughing, difficulty breathing);
- You are returning from travel outside of Canada as of March **15** (The travel ban does not apply retroactively unless travel was to China, Iran, Italy); or
- You have been advised by PHAC to self-isolate;
- You have been in close contact with someone who has been diagnosed for COVID-19. (This does not include situations where an employee is self-isolating as a precautionary measure); or
- You have been authorized to work from home by your Vice President.

### 4. How can I protect myself from COVID-19?

Proper hygiene can help reduce the risk of infection or spreading infection to others:

- wash your hands often with soap and water for at least 20 seconds, especially after using the washroom and when preparing food;
- use alcohol-based hand sanitizer if soap and water are not available
- do not shake hands with anyone
- when coughing or sneezing:
  - cough or sneeze into a tissue or the bend of your arm, not your hand
  - dispose of any tissues you have used as soon as possible in a lined waste basket and wash your hands afterwards
- avoid touching your eyes, nose, or mouth with unwashed hands
- clean the following high-touch surfaces frequently with regular household cleaners or diluted bleach (1 part bleach to 9 parts water):
  - toys, toilets, phones, electronics, door handles, bedside tables, television remotes

**5. If I have an ordinary flu for 1 week, will I be covered by Blue Cross?**

There are no changes to Blue Cross coverage for any disabilities unrelated to COVID-19. If you have any questions about Blue Cross coverage, don't hesitate to reach out to your local HR.

**6. If I have an ordinary flu will the Blue Cross waiting period be waived?**

No. Your claim will be processed as a regular claim. Please do reach out to your local HR representative if you have any questions about disability coverage.

**7. How will I know I am positive for COVID-19 if I am asymptomatic?**

People infected with COVID-19 may have little to no symptoms. PHAC is currently investigating if the virus can be transmitted to others if someone is not showing symptoms. While experts believe that it is possible, it is considered to be rare. That is why it is important that if you develop symptoms (fever, coughing, difficulty breathing) you should stay home and contact your local public health authority for guidance.

**8. What is the Sofina Foundation doing to help in the community?**

Food banks and food kitchens are facing unprecedented demand and low supply. As a result, Sofina will be donating hundreds of cases of Sofina product to help support our community and those in need. We will continue to look at ways to do our part and will keep you updated.

**9. Will Sofina be revisiting allowing us to bring our own masks to work?**

We understand why employees are asking about this. But remember, the expert on public health in Canada, the Public Health Agency of Canada, continues to advise if you are a healthy individual, the use of a mask is not recommended for preventing the spread of COVID-19. Wearing a mask when you are not ill may give a false sense of security. Exercising proper hygiene outlined above is the most effective way to minimize risk of transmission.

**10. If at the end of the self-isolation period I am ill but it isn't COVID-19 related, should I return to work?**

If you are not well enough to be at work, please stay home. If you have been tested for COVID-19 and are negative, you can return to work if you are able to do so.

**11. Drivers from the United States are often at our facility. Should they not be self-isolating for 14 days because they are travelling from the United States? Can they enter our facility?**

Truck drivers are exempt from the 14 day self-isolation requirement. It is important to remember that screening will occur at the border. In addition, as a precautionary measure, drivers either need to be screened before they enter the plant using the visitor form or they must stay outside of our buildings.

**12. If I work at multiple plants, should I continue to travel amongst the plants or should I stick to one plant?**

The best practice in these circumstances is to minimize movement plant to plant. However, based on business requirements, there may be a need for you to travel to the other plants you support. Please use your discretion, and if there are any questions, feel free to speak with your VP.

**13. If I am self-isolating, can I come into work after hours when everyone else has left?**

No. Self-isolating means to stay at home and monitor yourself for symptoms, even if mild, for 14 days. While we appreciate the commitment, you cannot come into work.

## **March 18, 2020 Update**

### **1. My province has closed all daycares. What can I do?**

If you normally rely on daycare, you should start looking for alternatives as soon as possible. This may involve:

- Reaching out to family or friends that you personally trust with your child's care;
- Reaching out to contacts you have to find out how they are managing; and/or
- Using the signup sheet that we are posting at each location to match employees who have older children looking for work with parents looking for childcare.

Regardless of which option you choose, it is your personal decision to ensure a safe and reliable option for you and your family.

### **2. I live in BC and schools are closed indefinitely, but daycares are still open. What options do I have for childcare?**

Our EAP provider, Morneau Shepell Ltd., can tell you what daycares are currently accepting children in your area. Morneau can be reached at 1-800-387-4765. You could also decide to use any of the options above.

### **3. I can't dial into my conference line. What should I do?**

Thank you for your patience. Given the number of Canadians working remotely, there are unprecedented demands on phone systems and major web conference providers. IT is actively looking at increasing the number of employees with GoTo meeting accounts. If you require an account, please reach out to your VP to seek approval. In the interim:

- Try to dial in ahead of your call; and/or
- If you receive a quick busy, continue to try

### **4. Should I stockpile my medicine?**

The Canadian Pharmacists Association does not recommend stockpiling medications as it is unnecessary and could trigger drug shortages. Please know that Medavie Blue Cross is not currently providing exceptions for early refills.

### **5. What option do I have if I don't want to go to the pharmacy to pick up my prescription?**

A lot of pharmacies offer delivery options. Please check with your local pharmacy to determine what options are available for you.

### **6. Should I allow contract drivers to enter our buildings or shipping areas?**

As a precautionary measure contract drivers either need to be screened using the visitor form or stay outside of our buildings.

### **7. There is a lot of confusing information, please clarify when should I come to work?**

We continue to operate the business. You should come to work unless:

- You have been diagnosed with COVID-19;
- You develop symptoms (fever, coughing, difficulty breathing);
- You are returning from travel outside of Canada as of March **15** (The travel ban does not apply retroactively unless travel was to China, Iran, Italy); or
- You have been advised by PHAC to self-isolate;
- You have been in close contact with someone who has been diagnosed for COVID-19. ***(This does not include situations where an employee is self-isolating as a precautionary measure);or***
- You have been authorized to work from home by your Vice President.

**8. Why is it that someone returning to Canada as of March 15 would need to self-isolate for two weeks, but those that live with them can still come to our workplace?**

You are right. Self-isolation only applies to the employee that travelled. This is because “self-isolating” means the employee who travelled cannot have close contact with others in the house. The employee must:

- Stay in a separate room and use a separate bathroom if possible
- Keep at least 2 metres between themselves and other people
- Keep interactions brief and wear a mask
- Do not share personal items, such as toothbrushes, towels, bed linen, utensils or electronic devices
- At least once daily, clean and disinfect surfaces that you touch often, like toilets, bedside tables, doorknobs, phones and television remotes
- Avoid contact with individuals with chronic conditions, compromised immune systems and older adults
- Avoid contact with pets if you live with other people that may also be touching them

**9. Can I bring my own mask or PPE into the plant?**

No. For food safety reasons we must follow our normal GMP practices. Remember, PHAC advises that healthy individuals should not wear a mask as it does not protect them against COVID-19.

**10. Why can't I come to work if I don't have any symptoms but am just back from a trip outside Canada?**

Currently, 85% of all Canadian cases of COVID-19 are related to someone who has travelled, or someone who came into close contact with someone who travelled. To prevent the transmission of this disease, and protect the health and safety of other employees, it is critically important, and we are enforcing it at all locations, that anyone who has returned from travel since March 15 will not be permitted back in the plant until the 14 days have elapsed and they remain symptom free.

**11. What is close contact?**

Close contact means:

- close, prolonged personal contact, such as touching or shaking hands

- touching something with the virus on it, then touching your mouth, nose or eyes before washing your hands
- exposure to someone's cough or sneeze who hasn't followed our hygiene practices for coughs and sneezes.

## 12. What happens if someone in our workplace tests positive for COVID-19?

Our people's health and safety remains a priority. If one of your co-workers is diagnosed with COVID-19:

- You will be advised by your management team of the diagnosis
- If you have had close contact you will be asked to self-isolate and contact your local public health authority for guidance

## 13. My province has introduced a limit on the number of people that can gather together socially. Why does this not apply at work?

These directions apply to social events (bars, restaurants, theatres, etc.) and not office buildings or manufacturing facilities. This is especially the case for us in the food industry who have a vital role to play in feeding our communities during these challenging times. Sofina is actively monitoring the situation. We have also taken the following steps to minimize any potential risks to employees, our communities and our business. They include:

- Ensuring proper supply of sanitizer at each location;
- Increasing the frequency of sanitizing and cleaning welfare areas by cleaning crews;
- Reinforcing proper hygiene practices;
- Activating our Crisis Management Team (CMT);
- Limiting all visitors **and contractors at our sites**;
- Actively monitoring and sharing PHAC updates**;
- Enhancing our employee communications to reinforce safe practices to help prevent the spread of the virus**;
- Working closely with the CFIA and government authorities to ensure ongoing food safety and security**;
- Ensuring proper supply of disinfectant at each of our locations**;
- Increasing the frequency of disinfecting and cleaning of welfare areas at all our sites; and**
- Suspending business travel until further notice.**

## March 17, 2020 Update

### 1. How can I protect myself from COVID-19?

Proper hygiene can help reduce the risk of infection or spreading infection to others:

- wash your hands often with soap and water for at least 20 seconds, especially after using the washroom and when preparing food;
- use alcohol-based hand sanitizer if soap and water are not available
- **Do not shake hands with anyone**
- when coughing or sneezing:
  - cough or sneeze into a tissue or the bend of your arm, not your hand
  - dispose of any tissues you have used as soon as possible in a lined waste basket and wash your hands afterwards
- avoid touching your eyes, nose, or mouth with unwashed hands
- clean the following high-touch surfaces frequently with regular household cleaners or diluted bleach (1 part bleach to 9 parts water):
  - toys, toilets, phones, electronics, door handles, bedside tables, television remotes

### 2. There is a lot of confusing information, please clarify when should I come to work?

We continue to operate the business. You should come to work unless:

- You have been diagnosed with COVID-19;
- You are returning from travel outside of Canada as of March 14 (The travel ban does not apply retroactively unless travel was to China, Iran, Italy); or
- You have been advised by PHAC to self-isolate;
- **You have been in close contact with someone who has been diagnosed for COVID-19;**
- You have been authorized to work from home by your Vice President.

### 3. What is close contact?

Close contact means:

- close, prolonged personal contact, such as touching or shaking hands
- touching something with the virus on it, then touching your mouth, nose or eyes before washing your hands
- exposure to someone's cough or sneeze who hasn't followed our hygiene practices for coughs and sneezes.

### 4. What if I develop symptoms?

If you develop symptoms (fever, coughing, difficulty breathing) do not come into work, or remove yourself from work, and do the following:

- immediately contact your local public health authority and follow their instructions; and
- Let your HR representative know
- **Tell your HR representative who you have been in close contact with during your last day at work**

British Columbia, Alberta, Saskatchewan: 811  
Quebec: 1-877-644-4545  
Manitoba: 1-888-315-9257  
Ontario: 1-866-797-0000  
If immediate medical attention is needed, call 911.

**5. What is the current risk level in Canada?**

At this time, the public health risk is increased if:

- You are aged 65 and over;
- You have a compromised immune system;
- You have underlying medical conditions; or
- You have travelled abroad.

**6. Has anyone at Sofina tested positive for COVID-19?**

No. Nor have any employees who are tenants of ours in Markham.

**7. What happens if someone in our workplace tests positive for COVID-19?**

Our people's health and safety remains a priority. If one of your co-workers is diagnosed with COVID-19:

- You will be advised by your management team of the diagnosis
- If you have had close contact you will be asked to self-isolate and contact your local public health authority for guidance

**8. Should we screen our temporary agency workers?**

Yes. HR should contact their temp agency partners to ensure they are screening their employees before sending them to Sofina. We should also conduct our own screening of every temp agency worker each day using the Visitor Screening Form.

**9. What if I still want to leave the country?**

To limit the spread of COVID-19, the Government of Canada advises that you avoid all non-essential travel outside of Canada until further notice.

Airlines have cancelled flights. New restrictions may be imposed with little warning. Your travel plans may be severely disrupted and you may be forced to remain outside of Canada longer than expected.

While away, you will not have provincial and private healthcare coverage. If you do leave, when you return you will be subject to a 14 day self-isolation period without eligibility for wage replacement.

**10. Are my benefits with Medavie Blue Cross (MBC) impacted if I get sick with COVID-19 while travelling?**

Yes, your emergency travel coverage with MBC is impacted if travelling outside of Canada.

The federal government issued a global travel advisory to avoid non-essential travel outside of Canada. As a result of the federal travel advisory Medavie Blue Cross Emergency Hospital and Medical expenses related to COVID-19 are NOT COVERED when traveling anywhere outside of Canada, if the employee/dependent departed on or after March 14th, 2020. If you have questions on your emergency travel coverage please contact MBC at 1-800-563-4444.

**11. What's the company doing to ensure my workplace is safe?**

Sofina is actively monitoring the situation. We have also taken the following steps to minimize any potential risks to employees, our communities and our business. They include:

- a. Ensuring proper supply of sanitizer at each location;
- b. Increasing the frequency of sanitizing and cleaning welfare areas by cleaning crews;
- c. Reinforcing proper hygiene practices;
- d. Activating our Crisis Management Team;
- e. Limiting all visitors

**12. Should employees wear masks at work to prevent exposure for COVID-19?**

If you are a healthy individual, the use of a mask is not recommended for preventing the spread of COVID-19. Wearing a mask when you are not ill may give a false sense of security. Exercising proper hygiene outlined in yesterday's FAQ's is the most effective way to minimize risk of transmission.

**13. Are there instances where wearing a mask at work is appropriate?**

Sometimes wearing a mask is required by our normal GMP practices. For instance if an employee has a severe cough, he/she may be asked to wear a mask. If an employee has a mild cough, he/she should cough into their sleeve or inside of the coat.

**14. My province has introduced a limit on the number of people that can gather together socially. Why does this not apply at work?**

These directions apply to social events (bars, restaurants, theatres, etc.) and not office buildings or manufacturing facilities. This is especially the case for us in the food industry who have a vital role to play in feeding our communities during these challenging times. Sofina is actively monitoring the situation. We have also taken the following steps to minimize any potential risks to employees, our communities and our business. They include:

- a. Ensuring proper supply of sanitizer at each location;
- b. Increasing the frequency of sanitizing and cleaning welfare areas by cleaning crews;
- c. Reinforcing proper hygiene practices;
- d. Activating our Crisis Management Team (CMT);
- e. Limiting all visitors

## March 16, 2020 Update

### 1. What are the symptoms of COVID-19?

- Fever
- Cough
- Difficulty breathing
- Pneumonia

### 2. How can I protect myself from COVID-19?

Proper hygiene can help reduce the risk of infection or spreading infection to others:

- wash your hands often with soap and water for at least 20 seconds, especially after using the washroom and when preparing food;
- use alcohol-based hand sanitizer if soap and water are not available
- when coughing or sneezing:
  - cough or sneeze into a tissue or the bend of your arm, not your hand
  - dispose of any tissues you have used as soon as possible in a lined waste basket and wash your hands afterwards
- avoid touching your eyes, nose, or mouth with unwashed hands
- clean the following high-touch surfaces frequently with regular household cleaners or diluted bleach (1 part bleach to 9 parts water):
  - toys, toilets, phones, electronics, door handles, bedside tables, television remotes

### 3. There is a lot of confusing information, please clarify when should I come to work?

We continue to operate the business. You should come to work unless:

- You have been diagnosed with COVID-19;
- You are returning from travel outside of Canada as of March 14 (The travel ban does not apply retroactively unless travel was to China, Iran, Italy); or
- You have been advised by PHAC to self-isolate;
- You have been authorized to work from home by your Vice President.

### 4. What if I develop symptoms?

If you develop symptoms (fever, coughing, difficulty breathing) do not come into work, or remove yourself from work, and do the following:

- immediately contact your local public health authority and follow their instructions; and
- Let your HR representative know.

British Columbia, Alberta, Saskatchewan: 811

Quebec: 1 877 644-4545

Manitoba: 1-888-315-9257

Ontario: 1-866-797-0000

If immediate medical attention is needed, call 911.

## **5. What is the current risk level in Canada?**

At this time, the public health risk associated with COVID-19 is **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

## **6. Can we have external visitors?**

We recommend that you limit all external visitors and proceed only if the visit is necessary. In such cases, please have the visitor fill out the Visitor Screening Form before granting access to the rest of the building.

## **7. If you have the ability to work from home should you be taking that action now?**

Where feasible, and in agreement with your Vice President some people may be able to work from home. Not all roles are able to work remotely due to the nature of work. Some roles require access to systems or the work is directly related to production and distribution of products.

## **8. Are contractors who have been out of the country also required to self-isolate?**

Yes, any one returning from travelling abroad is required to self-isolate at home for 14 days.

## **9. If I am required to stay at home will I be paid?**

We are working with the insurance community to understand what will be covered under our short-term disability (aka weekly indemnity) plans. We will get back to you as soon as we have more details.

## **10. What if I still want to leave the country?**

To limit the spread of COVID-19, the Government of Canada advises that you **avoid all non-essential travel outside of Canada** until further notice.

Airlines have cancelled flights. New restrictions may be imposed with little warning. Your travel plans may be severely disrupted and you may be forced to remain outside of Canada longer than expected.

While away, you will not have provincial or private healthcare coverage. If you do leave, when you return you will be subject to a 14 day self-isolation period without eligibility for wage replacement.