

Updated:	June 1, 2021
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How we are controlling the risk of transmission in our workplaces:

- Maintaining physical distancing - a distance of at least 2 meters (6 feet) or more between persons whenever possible
- Choosing a maximum number of people in the office at one time and assign workspaces that provide 2 meters physical distancing
- Staggering start times, breaks, and lunches, where possible
- Holding no group activities or in-person gatherings within the office unless physical distancing can always be maintained
- Where possible, altering the workplace layout by moving furniture or using visual cues such as tape on the floor to enhance physical distancing
- Where appropriate making hallways one way
- Staggering desks and seating in shared office space to maintain physical distancing
- Not sharing telephones, keyboards, desks, or workstations
- Posting physical distancing signage throughout the office to remind staff to keep their distance
- Following face covering requirements (all staff and visitors) as determined by local public health departments
- Posting signage to remind staff to wash or disinfect their hands before and after eating
- Providing PPE (masks and gloves) for use by staff making customer visits outside of the office if physical distancing cannot be maintained; and ensuring that PPE is properly disposed of and hands are washed or sanitized thoroughly prior to returning to the office.
- Ensuring space that allows for appropriate social distancing is used when a customer meets with a staff member. Where necessary distancing is not possible, the use of protective equipment such as masks and/or plexiglass shields is required.
- Ensuring public-access computer stations are spaced 2 meters apart
- Asking all customers to bring their own personal pen for writing
- Providing Agilec pens safely through the following practice:
 - Keeping 5 Ziploc bags of pens labelled Monday through Friday containing a daily allotment of pens
 - Putting the designated pens out for each day, and placing all used pens back in the bag for storage until the following week
- Encouraging candidates to bring their own devices (tablets, laptops, smartphones) so they do not have to use our equipment
- Where applicable, removing water coolers, coffee, etc., from reception areas
- Recording the names and contact information for all visitors and logging their screening results
- Following all guidelines as issued by Public Health Ontario and monitoring the guidelines daily to ensure any changes are acted upon as needed

Cleaning and Sanitizing Guidelines:

- Hand washing stations and easily accessible hand sanitizer are available in all locations.
- Staff are instructed to frequently wash their hands with soap and water (for a minimum of 20 seconds) or use an alcohol-based hand sanitizer (70 - 90% alcohol).

Covid-19 Safety Plan

- Have implemented increased cleaning and sanitization of commonly touched surfaces, areas, or items (e.g., door handles, railings, tables, work surfaces, lunch tables, kitchens, washrooms, seating areas, surface counters, water coolers, customer service counters, computer keyboards and mice, telephones).
 - The virus that causes COVID-19 may live on surfaces for a few hours or up to a few days. High-touch surfaces can be contaminated and increase the risk of transmission.
 - We use approved hard surface disinfectants and wipes and allow adequate contact time for disinfectant to kill germs (per product labels).
 - Cleaning agents and disinfectants must be labelled with WHMIS information.
 - Cleaning agents and disinfectants must be stored in a safe manner in storage rooms or closets.
 - Staff clean and disinfect tables, microwaves, and other commonly handled items in the lunchroom after they use them.
 - Gloves can be worn when handling cleaning products, including wipes.
- Garbage is frequently removed.
- Posters have been created for use in offices.

How we are screening for COVID-19

- Staff are screened daily via an online survey they must complete before entering the location.
- Staff have been instructed not to come to work if they show any signs of COVID-19 or believe they have been in contact with anyone who has the virus.
- When clients/customers schedule an in-person meeting, they are screened over the telephone and then re-screened when they arrive at the office prior to admission into the location.
- Walk-in clients/customers are screened prior to admission.

What we will do if there is a potential case, or suspected exposure to, COVID-19 among our team members or within an Agilec location

Standing conditions:

1. Employees with any form of illness symptoms are not to come to the office. This includes the types of conditions individuals might normally work through such as colds/sniffles, aches/pains, etc. A person experiencing symptoms well known by them to be related to allergies can continue to work in the office, however we request a cautious approach and the application of good judgment.
2. Any employee who experiences Covid symptoms is to self-isolate immediately, contact their health care provider, Telehealth Ontario (1 866 797 0000) or their local [Public Health Unit](#) for directions regarding self-isolation and/or obtaining a Covid-19 test, and inform their Team Leader.

In the event someone becomes sick while at the office, or develops symptoms after having been at the office, take the following approach:

- If at the office, the ill employee will leave immediately and follow Standing Condition 2 above.

Covid-19 Safety Plan

While test results are pending:

- Other staff who have been exposed to the ill employee or have been working in the office on alternate shifts to the ill employee can continue to work from the Agilec office. However, no new/additional employees should be introduced to the office.

Once the test results are known:

- Follow the guidance of the local Public Health Unit about when the ill employee can return to the office.

<https://www.health.gov.on.ca/en/common/system/services/phu/locations.aspx>

If a team member's test results are positive:

- The office will be closed, and arrangements made for thorough sanitization prior to re-opening.
- Any staff who may have been exposed shall remain away from the office, contact their health care provider, Telehealth Ontario (1 866 797 0000) or their local [Public Health Unit](#) for directions regarding self-isolation and/or obtaining a Covid-19 test, and inform their Team Leader.
- Once the office is sanitized, the return to work plan can resume utilizing staff who are not part of the exposed group described in the previous bullet.
- Note: In addition, Team Leaders are responsible to follow the response and reporting steps as outlined in our guidelines on reporting a confirmed exposure.

How we're managing any new risks caused by the changes made to the way we operate our business

- Team Leaders are keeping in constant contact with their teams to check on their health and mental well-being and are reporting any issues that arise to the Disaster & Interruption Response Team for further action.
- The Leadership Team is keeping in contact with the entire company through Town Hall meetings to discuss issues and answer questions as needed.

How we're making sure our plan is working

- Team Leaders are checking the employee screening report daily to ensure that all employees are completing the survey prior to entry into a location and that anyone responding to one of the screening questions with a Yes does not enter the location until it is deemed they are safe to do so.
- The Disaster & interruption Response Team is monitoring the updates from the Ministry of Health daily and meeting weekly or bi-weekly as needed to discuss any situations that arise, and provide communication to the entire company on any actions taken or changes needed to our safety plan.