

COVID-19

Pandemic Preparedness Plan

The Office Manager/Health and Safety Manager in cooperation with the General Manager and Service Technicians will collaborate daily to ensure communication of policies and procedures during the pandemic are followed in order to ensure the health and safety of each employee and customer of the business. The policies and procedures put in place are to keep each person safe within their various work environments. These work environments include the front counter, main office, shop area, company vehicles, supplier warehouses and job sites when doing service calls.

This plan will contribute to preventing the spread of the virus, illness or disease during a pandemic, including the current Covid-19 Pandemic. Review of the Plan will take place throughout the pandemic, and the policies and procedures put in place will be evaluated on their effectiveness when the pandemic has ended.

Communication will be handled with reduced social contact by utilizing technology (text, email, phone calls). Any changes initiated due to government policies will be followed and communicated to all involved via telephone, email, social media and appropriate workplace signage.

Community, Provincial, National and World Health Organization sources will be reviewed regularly and shared. When changes that affect safety are identified, we will respond as directed and communicate the required protocol and policy changes to employees, customers and suppliers.

Hand washing, social distancing and wiping down commonly used surfaces are important practices to fight the spread of viruses and these practices will be strengthened during the pandemic. Approved cleaning agents are used to clean the office, shop, company vehicles, tools and all employee hands. We have reviewed the hand washing and social distancing protocols and policies with all employees and provided this information through visual posters and communication. These policies will be reviewed regularly in order to address any new information pertinent to the safety of employees, customers and suppliers.

Keeping our employees safe is of vital importance and, if occasion rises that an employee does not feel comfortable continuing to work despite the precautions taken, employees will be provided with two days of paid leave and directed to government agencies to help apply for appropriate financial assistance. If an employee must miss work due to illness/quarantine or caring for a sick relative, we will institute the same measures as above.

Hand Washing, Hygiene and Safe Distance Protocols:

- Plexiglass sneeze guards have been installed at the front counter.
- Customers and delivery people dropping items off are asked to leave items outside the door or on a table specially marked for drop offs/pickups, just inside the entrance.
- Only one person at a time will be allowed at the front counter, where necessary.
- Customers are encouraged to call ahead so we can be prepared to accept/deliver their goods in a quick and efficient manner.
- Items being picked up “curbside” are being left outside the door with paperwork attached

- Avoiding common greetings, such as handshakes, keeping a distance of at least 2 arms length (approx. 2 metres) from others, as much as possible and wearing a mask where not possible.
- During the peak of the pandemic (and possibly during future “heavy waves”) rotating shifts will be implemented, to ensure no more than 2-3 employees in the building at any time:
 - Shifts are 7:30 a.m – 12:00 pm and 12:15 pm – 5:00 pm
 - Employees will work from home when not on site, utilizing technology to complete their work.
- The front counter, entry doors, office, shop, bathrooms and work vehicles will be cleaned daily with approved cleaning supplies.
- Tools, computer stations, debit machines, water cooler, fridge, microwave, coffee machine, and other common areas will be wiped down daily with approved cleaning supplies.
- Employees are to wash their hands often with soap and water for at least 20 seconds, especially after using the washroom and when preparing food.
- Alcohol-based sanitizer has been provided in office and shop for when hand washing is not possible, as well as at every entrance.
- Alcohol-based sanitizer and disinfectant wipes have been provided in all work vehicles.
- Employees are reminded when coughing or sneezing, cough into your elbow, not your hand.
- Employees are asked to dispose of any tissues used as soon as possible in a lined waste basket and wash hands afterwards and wipe down any surfaces touched between the time of the sneeze and washing of hands.
- Employees are reminded to avoid touching eyes, nose or mouth with unwashed hands.
- Employees are instructed to clean their hands with hand sanitizer each time they enter and exit a work vehicle.
- Masks and gloves are provided in each vehicle, to be worn when completing service calls.
- Signage has been erected advising customers where to go and where to stand while waiting to be served.
- If an employee feels any threat of exposure to the Covid-19 virus they are to vacate the work premises immediately and report via telephone to the General Manager who will then contact the Office Manager/Health and Safety Manager.

Social Distancing Protocols:

Social distancing can help to prevent the spread of viruses, this includes leading a lifestyle outside of the workplace that respects this policy as well. Employees are updated on social distancing/quarantine measures daily. All managers and employees are expected to:

- When not at home or work, avoid going out except for essential reasons.
- Stay home when you are sick.
- Avoid contact with people who are sick.
- Take your temperature and monitor yourself for signs of illness.

Summary

We will follow the guidelines as they change and evolve and continue to provide above average protection to our staff and customers. We will reassess this policy with each stage of the pandemic and make changes necessary to continue to operate safely and effectively.

Mandatory Use of Face Covering

Effective Friday, July 24th, 2020, the North Bay Parry Sound District Health Unit (Health Unit) requires the use of face covering in certain enclosed public spaces (businesses, organizations, and services) and transportation in our district.

All persons entering Gateway Electric Motors' customer service entrance are required to wear a face covering that covers the nose, mouth, and chin unless they meet the criteria for exemption (see below).

All staff who interact with the public or enter the public space within Gateway Electric Motors must also wear a face covering unless they are exempt. Additionally, all staff working within the shop who cannot maintain two metres (six feet) from other staff members must also wear a face covering. Staff within or performing duties behind, a physical barrier (e.g. plexiglass) are not required to wear a face covering, however, staff must wear a face covering where physical distancing can not be maintained with other staff within or behind a physical barrier.

The face covering must be worn at all times unless it is reasonably required to temporarily remove the face covering for work-related functions.

Best efforts shall be made to only allow entry to persons wearing a face covering.

A Person shall be exempt from wearing a face covering on the premises if:

1. Children under the age of two years; or a child under the age of 5 years either by birth age or mental development who refuses to wear a face covering and cannot be persuaded to do so by their caregiver;
2. Individuals who are unable to remove their face covering without assistance under the Accessibility for Ontarians with Disabilities Act or who have protections under the Ontario Human Rights Code;
3. Individuals whose breathing would be inhibited by wearing a face covering;
4. Individuals with medical conditions rendering them unable to wear a face covering including but not limited to, respiratory disease, cognitive difficulties or difficulties in hearing or processing information;
5. Officiants (e.g. minister, rabbi, priest, imam) of a religious ceremony if standing in an area of the worship space that is separate and at least two metres apart from the public attending the ceremony;
6. A person who is employed by or is owner/operator of an enclosed public space and:
 - a. In an area not designated for public access and where physical distancing of two metres can be maintained;
 - b. Within or performing duties behind, a physical barrier (e.g. plexiglass barrier); *however, staff must wear a face covering in a situation where physical distancing cannot be maintained with other staff within or behind a physical barrier, or*
 - c. In an office that is not open to the public including professional offices where clients receive services by appointment only (e.g. lawyer, accountant) – except waiting room, as applicable.

Gateway Electric Motors' policy for the mandatory use of a face covering within the business will be implemented "in good faith" and will be used as a means to educate people on face coverings within our premises. Persons exempted from wearing a face covering will not be required to show proof of exemption listed above.

Additionally, Gateway Electric Motors will:

1. To the fullest extent possible, ensure effective measures are in place to maintain physical distancing amongst all persons who enter the premises.
2. Promote excellent hygiene practices including hand hygiene, and cough and sneeze etiquette.
3. Ensure the availability of alcohol-based sanitizers in multiples spaces around the shop/offices and at the customer entrance for all Persons entering/exiting the premises.
4. Post clearly visible signage at the public entrance to the premises indicating that all persons entering or remaining in the premises must wear a face covering that securely covers the nose, mouth and chin, unless exempt.
5. Ensure that all staff are aware of the policy and trained on Gateway Electric Motors' expectations and implementation.
6. Provide a verbal reminder to any person entering the premises without a face covering that they should be wearing a face covering, if able.
7. Require, for persons in an enclosed public space removing their face covering for extended periods of time, a verbal reminder of the requirement to wear a face covering under these instructions.
8. Be able to provide a copy of the policy upon request to a public health inspector other person authorized to enforce the provisions of the Emergency Management and Civil Protection Act.

Additionally, Gateway Electric Motors will train staff on this policy including how to respond to different situations that could occur, such as:

- How to respond to a person who enters the premises and advises staff that they don't have a face covering.
- How to respond to a person who is exempt from wearing a face covering.
- To do if a person is requesting additional information regarding our policy.
- How to respond to an aggressive person.
- How to respond if a person is requesting information about the evidence of face covering use.
- How to respond to a person who is asking about who is responsible to enforce this policy.