

7/22/2020

Windsor Plywood COVID-19 Safety Plan

Canada | Stores



WORKPLACE RISKS

COVID-19

The virus that causes COVID-19 spreads in several ways. It can spread in droplets when a person coughs or sneezes. It can also spread if you touch a contaminated surface and then touch your face. The risk of person-to-person transmission increases the closer you come to other people, the more time you spend near them, and the more people you come near to. The risk of surface transmission increases when many people contact the same surface and when those contacts happen over short periods of time.



WORKPLACE DISCRIMINATION

It is against the law for any employer to take any adverse action such as firing, demotion, or otherwise retaliate against a worker they suspect of exercising safety and health rights such as raising safety and health concerns to their employer, participating in activities concerning safety and health matters or filing a safety and health complaint

EMPLOYEE INPUT

Windsor Plywood has involved the Store Owners | Managers, Health & Safety Representatives, all levels of staff and Senior Management in identifying the risks located at the Windsor Plywood Store. Employees can contact Human Resources directly or they can email COVID19@windsorplywood.com for any questions, concerns or unsafe work reporting.

HIGH-RISK SPOTS

CONCENTRATION ZONES

- Breakroom
- Office
- Shipping Dept
- Washroom
- Door Shop
- Sales Counter
- Site Deliveries
- Entry/Exit Doors
- Tent Sale
- Car Pooling

CLOSE PROXIMITY TASKS

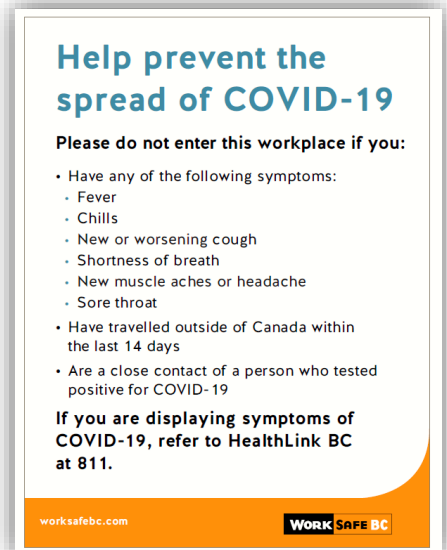
- Accepting Payment
- Shipping & Receiving
- Customer Interaction
- Two-Person Item Lifting
- Customer Line-Ups
- Training | Job Shadow

SHARED EQUIPMENT

- Printer | Copier
- Point of Sale
- Paper Slots | Trays
- Kitchen Appliances
- Forklifts | Pallet Jack
- Vending Machine
- Computer Stations
- Shopping Baskets
- Delivery Vehicles
- Shop Equipment

SHARED SURFACES

- Door handles
- Light switches
- Washroom Facilities
- Sales Counter
- Kitchen Counter
- Shipping Counter



RISK-REDUCING CONTROLS

Windsor Plywood Stores will operate in one of three Category Levels. Descriptions and checklists can be found in the [Windsor Plywood Guide | Store Category Levels](#).

FIRST LEVEL OF PROTECTION | ELIMINATION

STAFF HEALTH SCREENING

Staff & Customers are not permitted to enter workplace if they are Sick. Management is responsible to screen staff daily to ensure they exhibit no flu-like symptoms when reporting to workplace.

PROTECTIVE GUARDS

Delivery Drivers are not encouraged to enter Store and must maintain physical distancing. A wall mounted wireless buzzer can be provided to alert Shipper upon arrival. Sanitizer and gloves are made available for paper handling

STORE OCCUPANCY LEVEL

The Store has identified the maximum occupancy rating that Public Health Authority has determined - **5 Square Meters (54 Square Feet) of unencumbered floor space per person (customer + staff)**. A Sign is then to be posted on the front door displaying the maximum number of customers your store is allowing at one time.

CUSTOMER INTERACTION

Elimination of customer hand-shakes and additional unnecessary handling of their items. Discourage customers from browsing and handling products if it is not necessary.

STORE RETAIL HOURS

Stores will be making attempts to move back to regular operating hours as reduced hours places a greater concentration of customers into a smaller period of time.

SALES REPRESENTATIVES & 3RD PARTY VISITORS

The same measures and policies are to be applied. If Physical Distancing cannot be ensured then individuals are required to wear a mask.

SHARED CONSUMABLE ITEMS

Eliminate all handing out of water, coffee, candy and other food items

WORK SPACES

Rearranged to ensure at least 2m of physical distancing is achieved between all staff work spaces. If Physical Distancing cannot be ensured then staff are required to wear a mask.

METHOD OF PAYMENT

Encourage customers to provide alternative methods of payments instead of cash.

MERCHANDISE

Remove retail displays that promote contact – such as touchscreen monitors and “feel the difference” product comparisons.

! **NOTICE** !

COVID-19 PROTOCOLS

STOP

DO NOT ENTER this yard if you are experiencing any of the following symptoms:

- Fever
- Sore Throat
- Shortness of Breath
- Headaches
- Unusual Muscle Pain
- Cough

**OCCUPATIONAL HEALTH & SAFETY
STORE VISITOR REQUIREMENTS**

Physical Distancing

Visitors NOT Permitted to Use Staff Washrooms

Shipping Office **CLOSED** - Ring Buzzer or Knock at Office Door

Nitrile Gloves & Hand Sanitizer Provided for Handling Papers

Thank You

for your cooperation.

We appreciate the Delivery Service you provide!

STAY SAFE & HEALTHY!

Windsor Plywood Team

NOTICE

THIS WASHROOM IS RESERVED EXCLUSIVELY FOR SHIPPING DEPT STAFF ONLY. VISITORS & OTHER STAFF NOT PERMITTED

OHS Committee | Management

Example of Some Sign Templates Available

NOTICE

PLEASE CONSIDER USING HAND SANITIZER OR GLOVES WHILE VISITING THE STORE

THANK YOU FOR SUPPORTING THE COVID-19 SAFETY PROTOCOLS IN PLACE. THIS ENSURES THE HEALTH & SAFETY OF OUR STAFF AND OUR CUSTOMERS

OHS | Management

NOTICE

PHYSICAL DISTANCING IN PRACTICE

OBSERVE A MINIMUM 2 METER DISTANCE BETWEEN PERSON TO PERSON AT ALL TIMES

MASKS ARE AVAILABLE FOR USE IN SITUATIONS WHERE PHYSICAL DISTANCING CANNOT BE MAINTAINED

SECOND LEVEL OF PROTECTION | ENGINEERING CONTROLS**PROTECTIVE GUARDS**

A plexiglass shield has been installed on the Sales Counter as a barrier between staff accepting orders & payment and the customer.

CUSTOMER LINE-UPS

Floor markings have been installed to ensure customers line up in the right direction and are maintaining physical distancing requirements.

CUSTOMER PRODUCT RETURNS & DOOR MACHINE-TO-MATCH ORDERS

A designated space in the Store has been established to accept these items and leave for 3 days for any potential virus to deactivate before further handling of product.

WASHROOM

Staff and Customers assigned separate washrooms to avoid cross-contamination

COAT RACKS

Removal of coat-racks that are less than 6' apart to avoid cross contamination between staff.

THIRD LEVEL OF PROTECTION | ADMINISTRATIVE CONTROLS**PHYSICAL-DISTANCING**

Policies outlined by Provincial Health Authorities are expected to be practiced at all times throughout the workplace. **5 Square Meters (54 Square Feet) of unencumbered floor space per person**

STAFF BULLETIN

Single-page bulletin is circulated by Human Resources several times per week directly to all staff. It is delivered to Store Operator email – which are then forwarded to staff personal email addresses or posted on a bulletin board. These Bulletins contain timely information, resources, updates, new & evolving policy changes and health statistics.

PRE-ORDERS

Encourage customers to research items with a member of Sales Team on the phone before coming into the Store. Take pre-orders by phone, fax, email or online. Provide delivery and curbside pick up options.

PARCEL DELIVERIES

Courier deliveries to Store are placed directly into an isolated bin. They are handled by Shipping/Receiving or the recipient who it is intended for.

TRUCK SHIPMENT DELIVERIES

Shipments arriving on truck should be handled by Forklift or Shipping/Receiving staff who are trained with handling potentially contaminated product.

FOURTH LEVEL OF PROTECTION | PERSONAL PROTECTIVE EQUIPMENT**N95 FACE MASKS**

Made available to staff for specialized circumstances as directed by Management when having to work in spaces that the other individual refuses to wear - or does not have a mask.





DISPOSABLE 3-LAYER FACE MASKS

Made available to staff to protect those around them having to work in spaces that don't permit physical-distancing measures. **Made available to customers upon request for \$1.25 each.**

FACE MASK WITH VENT

Made available to staff to protect those around them when having to work in spaces that don't permit physical distancing. Designed for a comfortable wear with easier breathability for longer periods of time



FACE MASK WITH VENT

Style: CSTFACMSKFLTR

- Durable poly/cotton outer fabric. Inside cotton for comfort.
- Ventilation hole for additional comfort and breathability.
- Washable and reuseable.
- Machine or hand wash in cold water, normal dryer temperature.
- Recommend wash before use.

FACE SHIELD

Made available to staff to protect themselves and those around them. They can be worn with a mask underneath and **are suited well for those wearing glasses.**



SELECTING THE RIGHT MASK

Each working task needs to be evaluated in order to determine the most effective and appropriate mask for the application. Refer to following document for information related to selecting the correct mask.

HOW TO USE A MASK

Refer to the following document for information related to the proper use of different types of masks.

COVID-19 health and safety

Selecting and using masks

B.C.'s provincial health officer has not recommended the widespread use of face masks. Employers considering the use of masks at their workplaces should ensure that other measures are in place, including physical distancing, handwashing, and staying at home when sick. Employers must understand the limitations of masks as a protective measure, and must also ensure that masks are selected and used appropriately.

How COVID-19 spreads

COVID-19 is an infectious disease that mainly spreads among humans through direct contact with an infected person and their respiratory droplets. Respiratory droplets are generated by breathing, speaking, coughing, and sneezing. Your exposure risk is greatest when you have prolonged close contact with an infected person.

The virus can also spread if you touch a contaminated surface and then touch your eyes, mouth, or nose. A surface can become contaminated if droplets land on it or if someone touches it with contaminated hands.

Should your workers use masks in the workplace?

The most effective ways to prevent the spread of infection include handwashing, cleaning and disinfecting work areas, physical distancing, and having sick workers stay at home. Employers may consider the use of masks as an additional control measure in combination with these measures. Some industry associations may recommend the use of masks as a worker protection or public health measure.

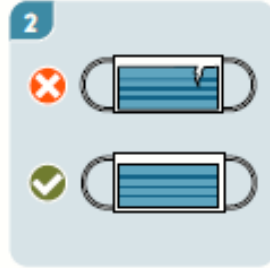
If your workers are wearing masks, ensure they are aware of the following:

- Cloth and surgical masks may not protect you from the virus because they do not form a tight seal with the face. However, they can reduce the spread of your respiratory droplets to others.
- Keep your mask clean and dry. If it gets wet, it's less effective at preventing the spread of droplets.
- Change masks as necessary. You may need several masks available as they build up moisture during the day and become less effective. If your mask becomes wet, soiled, or damaged, replace it immediately.
- Make sure you know how to wear and clean your mask. Wash cloth masks every day using the warmest water setting. Store in a clean, dry place to prevent contamination.
- Practise good hygiene even if you're wearing a mask. This includes covering sneezes and coughs and washing hands. Don't touch your eyes, nose, mouth, or mask (if you're wearing one).

Help prevent the spread of COVID-19: How to use a mask



Wash your hands with soap and water for at least 20 seconds before touching the mask. If you don't have soap and water, use an alcohol-based hand sanitizer.



Inspect the mask to ensure it's not damaged.



Turn the mask so the coloured side is facing outward.



Put the mask over your face and if there is a metallic strip, press it to fit the bridge of your nose



Put the loops around each of your ears, or tie the top and bottom straps.



Make sure your mouth and nose are covered and there are no gaps. Expand the mask by pulling the bottom of it under your chin.



Press the metallic strip again so it moulds to the shape of your nose, and wash your hands again.

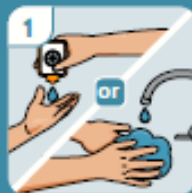


Don't touch the mask while you're wearing it. If you do, wash your hands.



Don't wear the mask if it gets wet or dirty. Don't reuse the mask. Follow correct procedure for removing the mask.

Removing the mask



Wash your hands with soap and water or use an alcohol-based hand sanitizer.



Lean forward to remove your mask. Touch only the ear loops or ties, not the front of the mask.



Dispose of the mask safely.



Wash your hands. If required, follow the procedure for putting on a new mask.

Note: Graphics adapted from BC Centre for Disease Control (BC Ministry of Health), "How to wear a face mask."



DISINFECTANT SPRAY

Made available to Janitorial Services & Cleaning Staff throughout the Store for a ready-to-use disinfectant. Product is confirmed by Health Canada to be **effective against 2019 novel Coronavirus | SARS-CoV-2, COVID-19**

ALCOHOL-BASED HAND SANITIZER

Made available to all Staff & customers for use throughout the Store. **Healthcare-Grade foaming solution: NPN: 80002518.**



DISPOSABLE NITRILE GLOVES

Made available to all Staff & customers for use throughout the Store. These are suited for those whose hands become dry and irritated with frequent hand-washing and sanitizer.

EFFECTIVE CLEANING & HYGIENE PRACTICES

CLEANING & DISINFECTION - Effective cleaning and disinfection is a **TWO-STAGE PROCESS**.

CLEANING

To disinfect a surface effectively, you must clean it first to remove surface dirt and debris. **Any residue left on work surfaces and equipment may deactivate the disinfectant.** Use soap or detergent as a cleaning agent.

DISINFECTION

After cleaning, apply a disinfectant to the surface. You need to leave the disinfectant on for a specified contact time to neutralize any remaining organisms. Look for recommended contact times on product instructions. **STRONGARM On-The-Mark is 5 minutes of wet time.**

COMMON SURFACES

Start by cleaning high-contact common surfaces – identified at beginning of this document. Clean and disinfect surfaces inside and outside to limit the chance of the virus spreading through touching contaminated surfaces

TYPE OF PRODUCT

STRONGARM On-the-Mark.
Drug Identification Number (DIN) 024462575

CLEANING SCHEDULE

Daily schedule for all days the Store is open & operational. It is best practice to maintain a Cleaning Log Book.

HYGIENE PRACTICES

HANDWASHING

Regular handwashing is an important part of maintaining clean surfaces and reducing risk of contracting virus.

COUGHING & SNEEZING

Good personal hygiene practices help keep those around you safe & healthy. Each staff member is provided their own personal box



of tissue for their workplace.

HAND-SANITIZER

Each staff member is provided the opportunity to collect their own personal bottle of hand-sanitizer for personal use at their own workspace. These can be retrieved from Manager.

SANITATION

Garbage bins are emptied daily and lids are removed to avoid surface contact. Recycling program is suspended and staff are encouraged to bring personal recyclables home with them.

POLICY DEVELOPMENT

COVID-19 STORE CATEGORY LEVELS

Defines the 3 different levels of safety measures that are put into place depending on the level of restrictions enforced by the local health authority.

COVID-19 STAFF & FAMILY PPE PURCHASING POLICY

PPE is not permitted to be marketed and displayed to customers. However, staff are provided the opportunity to purchase PPE for their family's personal use at a staff discount. Some items can be sold on a "as-needed" basis as directed by Store Operator.

COVID-19 LEAVE OF ABSENCE POLICY

Windsor Plywood provides up to one week of paid time off for any time loss as a direct result of COVID-19 requirements during the period of the Pandemic.

COVID-19 SICK & ILLNESS POLICY

Staff are not permitted to enter – or stay at – the Store if they are exhibiting any COVID-19 symptoms.

COVID-19 OCCUPATIONAL FIRST AID ATTENDANT POLICY

Attendants have been directed to change the level & process of care as it relates to physical distancing measures.

COMMUNICATION PLANS & TRAINING

EMERGENCY CONTACT INFORMATION

All Staff emergency contact information has been collected – including mobile phone, personal email and emergency contact individual's information.

HIGH-RISK EMPLOYEES

Identify staff that are at increased risk of a more severe illness because they are over 60 years old, or if they have compromised immune systems or underlying chronic medical conditions. More comprehensive training and monitoring is required of Management for these individuals.

COVID-19 STAFF BULLETIN

Staff are provided regular updates on Physical Distancing measures & strategies – PPE usage, financial benefits, mental health, workplace communication, and new/evolving company policies & procedures.

HEALTH & WELLNESS

- Virtual Health Care Providers
 - Virtual Pharmacy Providers
 - 3 Categories of Isolation
 - How to Isolate at Home
 - Caring for a Patient
 - Talking to Your Child about COVID-19
 - Emotional Well Being
- During Isolation
 - High Risk Health Markers for COVID-19
 - Block the Media Noise
 - Smoking & Vaping Cessation
 - Build Your Immunity
 - Recognizing Stress & Anxiety in Yourself

Human Resources | Occupational Health & Safety

COVID-19 PANDEMIC STORE BULLETIN
UPDATE: Tuesday May 19

NEW | Updated PPE Flyer
Includes new wall or counter mounted Sanitizer Dispenser that works with LL Sanitizer Solution. **PPE Flyer enclosed with this Bulletin.**

Can Employee Return-To-Work if They Are Currently on a Medical Leave of Absence for COVID19?
A significant number of employees left the workplace during the early stages of Pandemic. If an employee wishes to Return-to-Work they will be required to submit a Medical Certificate for approval for return to the workplace. Consult with Human Resources when working through this process.

Managing in Pressure Times | Recognizing Stress in Yourself
The human body goes into a Fight-or-Flight response when presented with a stressful situation. This is a state of heightened awareness to our environment – which consumes energy and mental capacity. At some point the body cannot take this any further. It may begin to create physical symptoms and ailments you have never experienced or complete "burn-out" in some. Enclosed is a Resource for Managers.

Responsibilities Managers Have When Hiring New Staff
Managers must ensure they have taken all reasonable steps to ensure new employees are healthy – and free of COVID19 – before they start. This can be achieved in one of the following three ways:
1. Employee is symptom free on start date and employee has virtually connected with the Manager in person no more than 10-Days prior to start date.
2. Employee is symptom free on start date and provides a Negative COVID19 Test Result that was taken no more than 10-Days prior to start date. Test can be requested as we are designated as an Essential Service.
3. Employee is symptom free on start date and wears a Non-Medical Grade mask for the first 10 Calendar Days of Employment.

Pin-Pad Hygiene Tip
Wipe the Pin Pad device entirely in a plastic – seams or clasp-wrap – to protect the device from damage from disinfectants. The complete plastic layer is easier to clean between transactions and can be disposed of at the end of Shift. Some models have a "wet-rubber" case you can order from your supplier.

| Windsor Plywood Group COVID-19 Testing Data | | | | | | | | | |
|---|----|----|----|----|----|----|----|----|-------|
| | HO | BC | AB | SK | MB | ON | WA | MT | TOTAL |
| Pending | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Negative | 2 | 10 | 5 | 0 | 2 | 0 | 0 | 1 | 20 |
| Positive | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Send Store Test Data to HR | OHS

MONITOR & UPDATE PLANS

As Windsor Plywood moves forward, things will change. If you identify a new area of concern, or if it seems like something isn't working, take steps and inform your Supervisor or contact Human Resources.

HEALTH & SAFETY REPRESENTATIVE

COVID-19 health & safety measures fall under the scope of responsibility of the Store's Health & Safety Representative. Bring your ideas, concerns, and questions.

TRUSTED INFORMATION SOURCES

Windsor Plywood carefully selects where information that is acted on, is sourced. Some trusted information sources are listed below.

- Government of Canada
- Government of BC
- WorkSafe BC
- OHS E-News Letter
- Vigilant Law Group
- BC Center for Disease Control
- Canadian Payroll Association
- Employment Law | Harris & Company
- Building Material Associations | WRLA & BSIA
- Employee Assistance Program | LifeWorks & Morneau Shepell
- Employee Health Benefits Provider | Green Shield
- Chartered Professionals in Human Resources

MORE INFORMATION

Human Resources | Occupational Health & Safety
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