

Fox
Plumbing Heating Cooling Electrical



FOXTM
**PLUMBING • HEATING
COOLING • ELECTRICAL**

COVID-19 Safe Work Plan

Last Updated: November 19, 2020

COVID-19 SAFE WORK PLAN

VERSION: NOVEMBER 19th, 2020

INTRODUCTION

Fox Plumbing Heating Cooling Electrical Inc's (Fox) COVID-19 Safe Work Plan describes the actions Employees must apply to be able to work on site and ensure the safety of both fellow Employees and customers.

Each Employee must be informed and trained on each step of these actions.

If these measures are not followed it could create health risks, which could potentially force operations to shut down.

Goals of These Measures

These measures aim firstly to protect Employees from infection of COVID-19; and secondly; to protect the general population and our customers. They also aim to protect the most vulnerable people, whether they are Employees or customers.

1. REDUCE THE SPREAD OF THE VIRUS

Transmission of the Coronavirus

The three main modes of transmission of the coronavirus (COVID-19) are:

- Close contact: when standing within 2 meters (6 feet) of a sick person.
- Droplets: If a sick person spits, coughs or sneezes, viruses can directly reach the mucous membranes of other people's nose, mouth, or eyes
- Hands: the contagious droplets expelled during coughing or sneezing or by touching mouth, nose or eyes, are found on the hands. From there, viruses can spread to a surface and then onto other people's hands. Then they reach the mouth, nose or eyes when touched.

Prevention of Transmission

There are three basic principles to prevent transmission:

1. Respect for distances, cleanliness, disinfection of surfaces and hand hygiene
2. Protection of vulnerable people
3. Social and professional distance from sick people and their contacts

These principles are based on the modes of transmission mentioned above.

Transmission through close contact or by droplets can be avoided by keeping a distance of at least 6 feet or through physical barriers like the mask and plexiglass protections. To prevent transmission via the hands, it is important to observe regular and careful hand hygiene and to disinfect frequently touched surfaces.

Infected people can be contagious before, during and after the onset of COVID-19 symptoms. This is why asymptomatic people must also behave as if they are contagious.

COVID-19 Policies

To prevent transmission, the following policies are currently in place:

- Do not go to work if you are showing symptoms
- Wash and disinfect your hands regularly for at least 20 seconds
- Keep a minimum distance of 2 meters (6 feet) feet to other people
- Avoid touching infected surfaces
- Self-quarantine required for 2-weeks following any travel outside of Canada
- Self-quarantine required for 2-weeks following any air travel
- Self-quarantine required for 2-weeks for anyone who has been in contact with a confirmed COVID-19 case
- Visitors are limited to only those required on-site
- Visitors are asked to wear a mask and must follow our distancing policies
- Visitors are asked to sign in at the office
- Wear a mask on public transit
- Use proper personal protective equipment

Vulnerable People

The CDC considers that the people at risk of developing a serious form of COVID-19 infection are the following:

- Patients with a cardiovascular history: complicated hypertension, history of stroke or coronary artery disease, heart surgery, NYHA III or IV stage heart failure;
- Insulin-dependent diabetics who are unbalanced or who have complications secondary to their pathology;
- People with a chronic respiratory pathology likely to decompensate during a viral infection;
- Patients with chronic kidney disease on dialysis;
- Cancer patients under treatment.
- People with congenital or acquired immunosuppression:
 - Medicinal: anti-cancer chemotherapy, immunosuppressant, biotherapy and / or corticosteroid therapy at immunosuppressive dose,
 - HIV infection not controlled or with CD4 <200 / mm³,
 - Following a solid organ or hematopoietic stem cell transplant,
 - Linked to a malignant homeopathy during treatment,
 - Patients with cirrhosis at stage B or C of the Child-Pugh classification;
- People with morbid obesity (body mass index > 40kg / m²)
- Pregnant women from the third trimester of pregnancy.

If you are considered vulnerable, please speak with your Manager so that we can ensure the proper protection and accommodation is in place to keep you safe at work.

COVID-19 Symptoms

Most common symptoms:

- Fever
- Dry cough
- Tiredness

Less common symptoms:

- Aches and pains
- Sore throat
- Diarrhea
- Conjunctivitis
- Headache
- Loss of taste or smell
- A rash on skin, or discolouration of fingers or toes

Serious symptoms:

- Difficulty breathing or shortness of breath
- Chest pain or pressure
- Loss of speech or movement

Source: World Health Organization

If You Have Symptoms

To avoid infecting others, please stay home if you are experiencing any of the above symptoms.

Seek immediate medical attention if you have serious symptoms. Always call before visiting your doctor or health facility.

People with mild symptoms who are otherwise healthy should manage their symptoms at home. On average it takes 5–6 days from when someone is infected with the virus for symptoms to show, however it can take up to 14 days.

BC Health offers a [COVID-19 Self-Assessment Tool](#) to help you identify if you have COVID-19 symptoms and may require further testing. Employees are encouraged to use this tool as needed to self-monitor.

If you feel any symptoms or your [COVID-19 Self-Assessment Tool](#) indicates that you are not fit to be at work, you must notify your Supervisor immediately. You will not be asked to come into work that day.

Employees who show symptoms must stay at home until they are cleared by a health professional to return to work and they have not shown any symptoms for over 24-hours without the use of medication.

If it is determined that you are positive for COVID-19, customers and Employees who you have been in contact with must be notified. We will look to BC Health and 8-1-1 for support with contact tracing.

Please note that you may not be permitted to work in the following circumstances:

- You have symptoms like fever (temperature of 100.3F), fatigue, cough, difficulties to breathe, sore throat, headache, muscular pain.
- You have been in contact with a person infected by COVID-19 in the last 14 days.
- You have travelled outside of Canada in the past 14 days.

Compensation for Employees Off Work Due to COVID-19 or Illness

Employees are responsible for reporting to work each shift healthy. If an Employee is unfit to work, the Company is not responsible for paying wages for any shifts missed. If an Employee needs to leave mid-shift, they will be paid full wages up to the point at which they stop working. Employees are encouraged to utilize government support funding and Employment Benefits in circumstances of prolonged time off work due to illness. Please speak to your Manager if you need support accessing these programs.

Protocol if Someone is Sick or Contaminated on Your Team:

1. Send the Employee home immediately. If the Employee has serious trouble breathing, 9-1-1 should be notified right away. Employees will be paid for any work completed.
2. Remind the Employee that they should contact 8-1-1 or their health physician for further instructions around testing and contact tracing. The Employee should not use public transit to get home if they are contaminated.
3. Alert management and/or HR of the risk including timeline, severity and what recourse has been taken. The Manager should refer to 8-1-1 for support with contact tracing.
4. HR or the Manager will inform other Employees of a possible case of infection as required so that they are alert to the appearance of possible symptoms, and they stay at home if this is the case.
5. Immediately clean and disinfect the workspaces of the Employee concerned.
6. If an Employee is off for 14 days or longer, notify them that they are eligible for Employment Insurance Benefits through Service Canada.
7. **The Employee may not return to work until:**
 - They have been cleared by a health professional to return to work, and
 - They have not exhibited any symptoms for over 24-hours without the use of fever-reducing or other medication.

2. HAND HYGIENE

Every person in the office must disinfect their hands regularly, both staff and customers.

Employees must:

- Wash their hands regularly and thoroughly with soap and water, especially when they arrive at work, between the services provided to customers and before and after breaks. When this is not possible, hands should be disinfected with hydro alcoholic gel. Employees should use paper towels.
- Provide their own drinking bottle and whatever they need to eat and drink during the day. Employees should not share cutlery, mugs and glasses with other staff members.

- Organize the work so that you avoid physical contact between staff members (both when you do the planning and when you divide the work missions during the day).
- Avoid sharing tools. When tools are shared, they should be disinfected each time they are used.
- Keep doors open when possible to avoid contact with door handles etc.



3. RESPECT THE DISTANCE

Everyone in the office should maintain a distance of minimum 2 meters (6 feet), both Employees and customers.

Our team must:

- Make sure that all seats are distanced with a minimum of 2 meters (6 feet) from each other.
- When advising customers in-person, put yourself in an area of the office where the distance can be respected.
- Respect the distance in areas dedicated to the staff including the kitchen, lunch table, toilets, etc.

4. WEAR A MASK

Employees must wear a mask in the office while working. If you are using a reusable mask, wash your mask before first use. It is necessary to wash your hands with soap or with an alcoholic solution before handling the mask to place it on your face. Once placed on the face, it should not be removed, nor touched.

Employees **must wear masks on public transport**. This has been regulated by Translink and is for the protection of all team members.

ALL STAFF MEMBERS ARE ENCOURAGED TO WEAR A MASK


The mask should be put on with clean hands and should not be touched while worn. See instruction on how to use and wash your reusable mask below. Disposable masks should be thrown in the specific garbage bin and cannot be re-used.

How to Use a Washable Mask:


Wash your mask before first use. It is necessary to wash your hands with soap or with an alcoholic solution before handling the mask to place it on your face. Once placed on the face, it should not be removed, nor touched.

You remove the mask by grabbing it by its fasteners without touching the fabric and to place it into a plastic bag to bring home and put in the washing machine.


How to well use a mask ?




- Before putting the mask, wash your hands or disinfect them.




- Catch your mask by the elastics and place it on your face, metal bar at the top.




- Position it so that your chin and nose are fully covered.



- Pinch the metal bar on your nose.




- Once it is in position, do not touch it anymore. **The wearing time of each mask is limited to 4 hours.**



- Wash your hands or disinfect them before and after removing the mask.

How to wash your reusable mask ?



- Washing-machine with an adapted soap minimum 30 minutes at 60°C.
- Mechanical drying.
- Iron at 120/130°C.

More info on the masks provided to you :

This mask, made in our workshop in Saint Pierre de Chartreuse, is dedicated to be used in a professional environment and is exclusively reserved for non sanitary uses. It is intended to prevent droplet projections. The use of this mask is to correspond with the direct measures related to quarantine, measures of work organisation and of barrier gestures. These individual masks are intended for professionals brought to meet a large number of people during their activities, they are not destined to be used by caregivers in contact with patients. The performances of these masks respect the Test protocol described in the French General Directorate of Armaments document of March 25, 2020.

The wearing time of the mask is limited to 4 hours. Then, it must be washed according to the washing process above.

Warning: Protective Equipment Is Not Enough

Although some roles require personal protective equipment, it is important to remember that wearing protective gear may create a false sense of security. Protective equipment should be the last resort for Employees, and safe distancing and hand washing must be maintained even when protective equipment like a mask is used.

**Deliveries:**

- Make sure you respect the 2 meter distance even during the reception of a delivery,
- If you need to sign for a delivery, use your own pen,
- If required in order to respect the rules of safety, you may close the office momentarily. Please inform your Manager first.

5. CLEANING

Employees should regularly and adequately clean surfaces and objects after use, especially if several people touch them. Employees must ensure safe disposal of waste and safe handling of work clothes.

We will establish a cleaning plan with cleaners that includes frequency and surface monitoring, work equipment, tools, door handles and buttons, equipment, more generally any object and surface likely to have been contaminated (in contact with hands), common and collective work equipment (telephone, photocopiers, etc.).

Do not share cups, glasses, dishes or utensils; wash the dishes with soap and water after use. Employees should disinfect surface areas including the lunchroom and desk areas after use.

Restrooms

During this period, do not give customers or visitors access to toilets. Please notify your Manager if restrooms need attention.

6. COMMUNICATION

Employees, customers and other persons concerned will be informed and updated of protective measures in place.

Communication to Customers

- Use signs to inform customers that sick people may not enter must be placed in self-isolation, in accordance with the instructions of the government.
- A sign at the entrance should also inform of the safety rules to follow, capacity limits, and any policies in place.
- When coordinating any customer in-person interactions, please share our policies and expectations with them so that they can arrive prepared (E.g. with a mask, clean hands, etc.)

Communication to Employees

- Inform vulnerable Employees about their rights and the protective measures within the company.

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- Inform all Employees about their rights and the protective measures within the company.
- Inform Employees of any policy changes or important legislative changes that impact them at work.
- Display signs to remind to disinfect hands and physically distance.
- Share this document with all Employees. Enforce policies on-site.
- Employees should share any concerns, questions or risks with Managers so that we can adapt and protect everyone better. Open communication and support are critical

Communication to Management

- Ensure that measures are performed correctly and manage situations to correctly respect all requirements.
- Maintain open communication with Employees who are off sick or have symptoms.
- Collaborate with each other for support and enforce policies consistently.
- Ensure that Employees who are sick do not enter the workplace or stay on-site.
- Support Employees through Employment Insurance, usage of sick/vacation days, and other guidance as needed.

7. MANAGEMENT

Apply the following management guidelines to effectively implement and adapt protection measures:

- Adapt the schedule of work hours and opening hours to make it possible to respect the safety rules.
- Track employee access to client sites to facilitate contact tracing, as required.
- Regularly instruct and remind Employees on hygiene measures, the use of protective masks (surgical masks and other masks) and safe contact with customers and each other.
- Regularly check and reload soap dispensers and disposable towels and make sure they are available.
- Regularly check and recharge disinfectants (for hands) and cleaning products (for objects and / or surfaces).
- Regularly check and renew the stock of hygiene masks (surgical masks / OP masks).
- Ensure all surfaces are disinfected every morning and evening
- Require all visitors to the office to sign in upon arrival, providing their name and phone number, to facilitate contact tracing, as required.
- Do not allow sick Employees to work and immediately send the people concerned home and notify HR.
 - Apply instructions at the management level to effectively implement and adapt protective measures.
 - Please review and be familiar with the process for when an Employee is sick.

8. SAFE WORK REFUSAL

If an Employee refuses work, it is our responsibility to prove that the environment is safe. Ask the following questions:

- What is the basis on which this person is refusing to work?
- Is this person a vulnerable Employee?
- What is currently in place to reduce the risk for this Employee?
- What else can we put in place to reduce the risk for this Employee?
 - Plexiglass barrier, masks, adjust scheduling, move their seating location, etc.

If the Employee continues to refuse work despite the Manager taking steps to mitigate any risks involved with the work, WorkSafe BC may be contacted for support and guidance.

If the worksite is deemed safe and the Employee continues to refuse work, it may be grounds for progressive discipline up to and including termination.

9. SPECIAL CONSIDERATIONS

Technicians

Fox requires that all Technicians adhere to the following policies:

1. Ensure vehicles are equipped with disinfectant, gloves, masks, and tarp.
2. Clean regularly all frequently touched surfaces inside and outside their service vehicle with disinfectant (including tools, steering wheel, radio, levers, door handles, tablet, etc.).
3. Socially distance from others when outside your vehicle. Stay 2 meters (6 feet) apart.
4. Masks must be worn at all times.
5. Put on gloves and mask when entering customer site.
6. In the event a customer requests a single service technician to enter their residence during a ride along appointment, the supervising technician will return to the service vehicle and conduct a virtual ride along for that visit.
7. Place all tools, parts, and equipment on tarp upon entering customer site.
8. Sanitize all tools, parts equipment upon arrival and when leaving customer site.
9. Throw away gloves away at the end of each site visit.
10. Avoid shaking hands. Wave to say hello and goodbye.
11. Be Responsible. Use your common sense to keep yourself and those around you safe.
12. Disinfect hands with hand sanitizer or wash with liquid soap every time you leave and return to your vehicle.
13. If you show symptoms of COVID-19, stay home and refer to Section 1 of this policy.
14. Wear a non-medical mask at all times when outside your service vehicle and when entering customer residence.
15. Sign documents with your own pen. Do not share pens with others. Disinfect or was pens regularly.

Entering Office

During the COVID pandemic, the Fox Head Office will be on lockdown. Employees and visitors will be required to buzz in and out one at a time.

Anyone entering the office must wear a mask at all times.

Visitors to the Office

All visitors to Fox will be required to sign in at the office first. To facilitate contact tracing, as required, visitors will be asked to provide their full name in our guest book.



10. ACKNOWLEDGEMENT & ACCEPTANCE

I, _____, acknowledge that I have received, read and understood the Fox Plumbing Heating Cooling Electrical Inc (Fox). COVID-19 Safe Work Plan.

I am aware that if, at any time, I have questions regarding the Fox COVID-19 Safe Work Plan or policies I should inform my Manager or email Ted Fox at ted@foxandsons.ca.

I also am aware that Fox, at any time, may on reasonable notice, revise, enhance, or delete policies in this COVID-19 Safe Work Plan. I understand it is my responsibility to keep updated with government regulations and workplace expectations to keep myself and other safe.

I agree to adhere to this COVID-19 Safe Work Plan in its entirety and will ensure that Employees working under my direction adhere to it as well. I understand that if I violate the rules set forth in this COVID-19 Safe Work Plan, I may face legal, punitive, or disciplinary action.

Employee Signature

Date

Appendix A: COVID-19 Self Check Matrix: What do I do if...
Updated: October 9th, 2020

If you...	You must...	Until...	Please remember...
Have a high temperature	Notify your manager, disclose who you have been in close contact with, work from home and self-monitor	You have returned to normal temperature for 24 hours without fever reducing medication or you have been cleared for COVID by a doctor	Distancing from others and following COVID policies reduces the amount of people impacted when one employee is sick
Feel minor symptoms (sore throat, cough, headache, body ache, loss of taste or smell, etc.)	Notify your manager, disclose who you have been in close contact with, work from home, and self-monitor	Your symptoms have completely subsided for 24 hours without medication or you have been cleared for COVID by a doctor	Distancing from others and following COVID policies reduces the amount of people impacted when one employee is sick
Feel major symptoms, including chest pain or trouble breathing	Notify your manager, disclose who you have been in close contact with, call 8-1-1 or visit a doctor	The 2-week quarantine period is up, or your symptoms have completely subsided for 2-days without medication; Clearance to return to work by a medical professional is required, a negative test result is preferred	If you are experiencing major symptoms, you do not have to work remotely; Please seek medical support immediately
Have tested positive for COVID-19 or come in contact with someone who tested positive	Notify your manager, disclose who you have been in close contact with, call 8-1-1 or visit a doctor	The 2-week quarantine period is up, or your symptoms have completely subsided for 2-days without medication; Clearance to return to work by a medical professional is required, a negative test result is preferred	Keep us informed so that we can properly support you and others on the team; Look after yourself and listen to advice from health officials
Have travelled outside of Canada or by air travel	Self-quarantine at home for 2 weeks, working remotely and self-monitoring	The 2-week quarantine period is up, no exceptions	Avoid travel if you are not willing to self-quarantine for 2 weeks; Bring equipment home prior to travelling so it is ready for your return

Appendix B: COVID-19 Employee Health Screening Questionnaire

The purpose of this Health Screening Questionnaire is to help Employees identify COVID-19 symptoms early in order to limit the spread among Employees, customers, and those we come in contact with.

Before coming to work for your shift, please answer the following questions. This should be completed every shift prior to coming in contact with anyone at work.

1. Do you have a new or worsening cough?
_____ Yes _____ No
2. Do you have a new or worsening fever or chills?
_____ Yes _____ No
3. Do you have a new or worsening shortness of breath or difficulty breathing?
_____ Yes _____ No
4. Do you have a loss of taste or smell?
_____ Yes _____ No
5. Do you have any of the following symptoms that are unusual for you: running nose/sneezing, vomiting/diarrhea, headache/body ache, overall fatigue?
_____ Yes _____ No
6. Have you been in close proximity with anyone who has confirmed or suspected COVID-19?
_____ Yes _____ No

If you have answered “Yes” to any of the above questions, you may not go on-site for your shift or come in contact with any Employee or customer until you have been assessed by a health professional and received guidance.

Please seek medical advice and notify your Manager immediately.

Vernon Health Authority Region: Contact the Health Services Team at 250-549-5700 8am – 4:30pm Monday-Friday per week and follow guidance. You may also call 8-1-1 for support 7 days per week.

Employees can be tested at the following Urgent and Primary Care Centers:

- Urgent and Primary Care Centre: 101-3108 28th Ave, Vernon, 250-541-1097
- Kamloops Public Health: 519 Columbia St, Kamloops, 250-851-7467
- Salmon Arm Public Health Centre: 851-16th St. Salmon Arm, 250-833-4100

Interior Authority Region: Contact your regular health provider or call 8-1-1 for support.

In any location, if your symptoms are severe, call 9-1-1 or go to the nearest Emergency Department.

If you develop symptoms while on shift, inform your Manager immediately and leave the premises to seek medical advice.

If you answered “No” to all of the above questions, you can continue with your shift as usual. Please sign off on this Questionnaire to indicate you have none of these symptoms. Wash your hands before your shift and frequently during the shift and use PPE as appropriate.

Thank you for your commitment to the health and safety of our team, customers and community.

