

# COVID-19 safety plan

This COVID-19 Safety Plan has been developed with input and direction from Ontario Public Health and applies to Gorrud's Auto at 400/410 Steeles Ave. East in Milton, Ontario.

## Company details

Business name: Gorrud's Auto

Date completed: December 22, 2020

Division/group: All

Date distributed: January 4, 2021

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Approved by: Chris Gorman, Owner

# 1. KEEPING THE WORKFORCE INFORMED ABOUT COVID-19

## **UPDATES**

All updates in information pertinent to this plan will be managed by the HR Manager. He will check the Ontario.ca site and the Halton Region health unit website daily for any updates, including a check of our regional colour level, making sure any updates are shared with management and staff as appropriate. Managers are directed to share any additional information they may come across in the news directly with the HR Manager as soon as possible.

## **Communication with staff**

The HR Manager's daily checks result in emails (and notifications to individual DealerPILOT logins) sent to staff on an as-needed basis. The JHSC co-chairs will print/post these emails on the staff bulletin boards regularly/as required. Furthermore, the HR Manager will keep an up-to-date emergency contact list at all times.

## **Training**

Each Reporting Manager provides instruction on donning and doffing face coverings, following government videos (as provided by HR Manager). The training provided includes instructing staff not to come to work if they are sick. Moreover, staff are encouraged during regular training to use available COVID tracking and exposure tools, such as the Canadian COVID Alert app. The instruction advises staff that screening IS REQUIRED prior to entry into the dealership, by each shift.

The HR Manager will share resources and tip sheets during training and regularly thereafter, as well as where to access mental health supports. Finally, the HR Manager will work with Department Managers to ensure that staff are made aware and trained on the cleaning and disinfection procedures and schedule.

## **Communication with Customers**

The JHSC co-chairs ensure that any notices required by public health or other government regulations are printed and posted visibly on all entrance doors. The HR Manager supports this by forwarding any such information. When customers arrive, signage reminds them to keep their mask on at all times, as well as maintaining social distancing regulations.

## 2. SCREENING

Staff must complete the Ontario COVID-19 Screening Tool through their individual DealerPILOT app on their phone each day (or personal home computer) before leaving home. The individual Department Manager (or designate, if away from work) monitors for completion of this. The HR Manager provides a secondary level of monitoring. Should symptoms be identified through the completion of the required daily screening OR symptoms begin during their shifts, staff are required to go home and contact their health care provider or Telehealth Ontario (1-866-797-0000) for next steps and provide an update to the HR Manager.

### 3. CONTROLLING TRANSMISSION

#### **Distancing Measures**

Clear hard plastic barriers have been installed at all customer-facing workstations throughout the building. Physical distancing markers have also installed on the floor at the entrances, reception desk, service advisor workstations, hallways as well as offices. Staff are to report the need for any replacements to the HR Manager immediately upon noticing. Showroom and service guest lounge seating arrangements to ensure physical distancing of 2 metres.

#### **Face coverings & masks**

All staff must wear a mask or face covering at all times when on the premises, except for break times when physically distanced from others while eating, drinking, or smoking in designated areas. This has been included in their training and is monitored across all shifts by the managers on duty, HR Manager and JHSC where they are able to do so. All staff will remind customers to keep their mask on when inside the dealership and while test-driving any company vehicle. The Manager on Duty has ensured that masks are available for anyone who needs one and that clear and up to date signage is present at all entrances, stating that all individuals must wear a face covering when entering the premises.

#### **Transmission from surfaces and objects**

All commonly touched surfaces and shared areas are cleaned at minimum of three (3) times during daily operating hours. This includes seating, handrails, counters and washrooms. Touch pads, electronic payment machines and any shared equipment will be cleaned by staff between each use. The Fixed Operations Manager will ensure that all cleaning and disinfection products we use are Health Canada approved as effective against COVID-19.

#### **Hand and respiratory hygiene**

The facility sanitizer will make sure that hand sanitizer is always available at the entrance. When more is needed, they will contact the Parts Department to ensure we don't run out.

Public health posters on washing hands and on cough and sneeze etiquette will be posted in each washroom and monitored via our JHSC through their routine inspections. Janitorial Staff responsible for cleaning the washrooms make sure paper towel is restocked frequently. Garbage bins are emptied daily. Staff have been instructed to wash their hands

with soap and water or use hand sanitizer frequently; this is monitored throughout the shifts by management, and the HR Manager, and supported by the JHSC representatives.

## 4. RESPONSE FOR A POTENTIAL CASE, OR SUSPECTED EXPOSURE TO, COVID-19

The phone number for Telehealth (1-866-797-0000) has been posted in lunchroom, and available at main reception desk. If someone becomes ill while in the workplace:

- Staff are instructed to notify a manager if they start to feel COVID-19 symptoms or if they notice someone else showing symptoms.
- Staff must call 911 if a person is experiencing severe and potentially life-threatening symptoms, such as difficulty breathing.
- If a customer becomes ill, they are asked to leave the dealership as soon as possible. If the customer needs to wait for a ride they will be encouraged to wait outside, weather permitting, or in the lobby area beside the emergency exit door, maintaining a 2m distance from others.
- If a staff member becomes ill, they must inform their Manager immediately. The staff member must continue to wear a mask. They should go directly home, contact their doctor or Telehealth, and follow the instructions given.

### **Process for a confirmed case of COVID-19 in the workplace**

Staff have been instructed to immediately contact their Reporting Manager and also advise HR Manager if they are diagnosed with COVID-19 or test positive. If a customer contacts the dealership to tell us they have COVID-19, the HR Manager will be the primary contact. The HR Manager will ask whether a public health nurse or case manager has given any information on next steps, and whether the worker thinks they may have been infected at work.

If the worker or a public health official believes that the illness may be from workplace exposure, the HR Manager will report to the Ministry of Labour, Training and Skills Development and the dealership joint health and safety committee within 4 days, and to the WSIB within 3 days. The HR Manager will contact our local public health unit to let them know that there has been a case in the dealership and ask for further direction. If our local public health unit contacts the dealership to notify us that someone (customer or staff member) who was at the dealership has tested positive, the HR Manager will be the primary contact and will ensure that public health direction to the dealership is followed. The guest log and contact information for staff and work-related visitors will be provided to public health if needed for contact tracing. The HR Manager sends an email to all staff to let them know that there was an infected person at the dealership and when they were there,

making sure that the person confirmed to have COVID-19 is not identified. The HR Manager keeps in touch with the sick staff member while they are off work and keeps in touch with the WSIB if required. The HR Manager will also keep in touch with any staff members who have to self-isolate and share information about supports that may be available.

A staff member with COVID-19 will be allowed to come back to work after they have isolated for at least 10 days, don't have a fever and their symptoms have been improving for 1 day, or as otherwise instructed by public health or their doctor. A staff member who has been self-isolating because they were a close contact will be allowed to come back to work 14 days after their last contact with the ill person.

## 5. MANAGING NEW RISK

An assessment was completed by the HR Manager and the JHSC to identify additional risks that we need to control as part of our plans. They include the items detailed below.

Staff with less experience, due to turnover during closures

- HR Manager, as well as Reporting Manager, will hold a separate training session prior to first shift, including standard health and safety and our orientation requirements, as well as having each new staff member connected with an experienced mentor who they can reach out to with questions
- Scheduling will be done to attempt to have at least one experienced staff member available for support for each shift

More exposure to cleaning chemicals, and workers using chemicals they haven't used before

- All staff are trained on safe use of all cleaning supplies which we are using, and the JHSC makes sure that the safety data sheets are in the binder located in Parts.

Mental health impacts because of customer demands, risk of infection due to contact with the public, and other changes and stress caused by the pandemic.

- We have established regular check-ins with workers about how they're doing and make sure all staff have access to mental health resources and supports.

Violence and harassment hazards due to customers being frustrated with the new protocols.

- Staff have been instructed to call a manager over if a customer shows signs of irritation or anger.



## 6. CHECKING OUR PLAN

With help from our JHSC, the HR Manager gets feedback from staff through regular conversations and email communication, about the controls in place and if they are appropriate and/or causing concerns.

- Customers are invited to provide feedback by email.
- The HR Manager checks in weekly with our Owner, Chris Gorman, about how the plan is working and reviews any feedback. Additional check-ins will also be held if there are changes to guidance or a major issue identified.
- Any changes to the plan will be communicated to staff by email. Managers will also communicate any changes to staff at the start of their shift.

# COVID-19 safety plan – snapshot

This snapshot can be posted in a place where it can be seen easily so your workers, clients and other people entering the workplace will know what actions are being taken.

**Business name:** Gorrud's Auto                      **Division/group:** All Departments

**Date completed:** December 22, 2020                      **Revision date:** January 4, 2021

## Measures we're taking

### **How we're ensuring workers know how to keep themselves safe from exposure to COVID-19**

Our managers are regularly checking health information and news to inform our protocols.

Staff reminders emailed weekly - New rules, changes to plan, and workplace safety reminders.

### **How we're screening for COVID-19**

All workers and people entering for work-related purposes are screened before they enter.

### **How we're controlling the risk of transmission in our workplace**

#### Source control masking

All staff are required to wear a mask while at work. Customers are required to wear a mask at all times.

#### Maximize distance and separation

To ensure physical distancing, seating has been separated 6-ft apart in service guest lounge and showroom waiting area. We are following provincial and local health rules for physical distancing and building capacity. Clear hard plastic barriers have been installed at all customer-facing workstations throughout the building.

#### Transmission from surfaces and objects

High touch surfaces are cleaned and disinfected at a minimum of three (3) times per shift.

### Hand and respiratory hygiene

Hand sanitizer is available throughout the dealership and refilled regularly.

Signage is posted to remind everyone how to properly wash their hands.

### **What we will do if there is a case, or suspected exposure to, COVID-19 at our workplace**

Communicate with our staff and customers and support staff members who are sick or self-isolating.

Follow public health direction and share information (from the guest log) about people who entered the dealership to help public health contact tracing if needed.

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

Added supports for mental health and training for new hazards.

### **How we're making sure our plan is working**

Seeking feedback from staff (in person and email) and customers (by email).