

BonaVista Pools Limited

COVID-19 Continuity Plan Policy

1 Intent of this Policy

BonaVista Pools has instituted this policy to create clear guidelines for all employees working during the COVID-19 outbreak, in order to maintain the highest levels of safety and wellbeing. This policy must be used in conjunction with all other applicable Federal or Provincial health and safety regulations.

2 Guidelines

- 2.1 This Policy applies to all BonaVista Pools Ltd. Employees, at all times.
- 2.2 All employees will be provided with general education on infection prevention and control practices. This education will include:
 - the risks associated with infectious diseases;
 - the importance of appropriate immunizations;
 - the importance of proper hand hygiene;
 - appropriate cleaning and/or disinfection of items;
 - the importance of physical distancing.
- 2.3 During governmentally mandated workplace shut-downs, employees will be entitled to pursue all options available to them by the Employment Standards Act, without fear of reprisal or repercussions.
- 2.4 The effectiveness of this Policy depends entirely on its full adoption by all employees.

3 Routine Practices

3.1 Ill Employees

BonaVista Pools employees who contract the flu, have been exposed to infected individuals, exhibit a low-grade fever of 37.3 C or more, experience a dry cough, or difficulty breathing, must stay home and seek medical attention as necessary and appropriate. Employees must notify BonaVista Pools (Melissa Brown and/or Peter Brown) of exposure or illness immediately.

3.1.1 *Return to Work Protocol*

Employees must be completely healthy, and have not taken any simple medications, such as acetaminophen, ibuprofen or aspirin for a period of 24 hours before returning to work. They must also complete the Ontario COVID19 Self-Assessment Test found at <https://covid-19.ontario.ca/self-assessment/#q0> and follow the resulting instructions.

3.2 Physical Distancing

Employees shall practice Physical (Social) Distancing Practices at all practical times, except at home. This means avoiding crowded places and non-essential gatherings, avoiding all handshakes, high-fives, or any other direct person-to-person contact, and keeping a distance of 2 metres whenever it is possible to do so.

3.2.1 Office & Retail Employees

While in the Office, such measures would include (but are not limited to);

- one person travelling down the hallway, or in the kitchen, at any time;
- only meeting in larger, common areas where separation of 2m is possible;
- avoiding any unnecessary trips between the office and the warehouse;
- taking breaks and lunches individually;
- having mail and deliveries placed outside the door.

3.2.2 Field Employees

While obtaining daily work orders, such measures would include (but are not limited to);

- strictly adhering to the Service Department's staggered start schedule;
- collecting your daily work orders outside whenever possible;
- stocking your vehicle with necessary parts and tools, and getting out on the road as quickly and efficiently as possible;
- avoiding any unnecessary person-to-person conversation or interaction;
- avoiding any unnecessary trips between the office and the warehouse;
- wearing of PPE (masks and gloves) at all times that 2m of physical distancing is not Possible, or when the sharing of hand tools is unavoidable;
- calling ahead to suppliers for curbside material pickup;

3.3 Hand Hygiene

Employees shall practice exemplary Hand Washing Practices at all times. This means washing hands with soap and water, or using alcohol based hand sanitizer, for at least 20 seconds, then drying with a clean towel, cloth, or paper towel. Hands shall be cleaned in this manner before, during, and after occupying a new location or vehicle, when undertaking a significantly new activity, or when eating. Hands must be sanitized in this manner before any travel between vehicles, the warehouse, and the front office.

3.4 Respiratory Etiquette

Employees shall utilize avoidance measures that minimize contact with droplets when coughing or sneezing, which include:

- Turning the head away from others;
- Maintaining a 2 metre distance from others;
- Covering the nose and mouth with a tissue;
- Immediate disposal of tissues after use;
- Immediate hand hygiene after disposal of tissues;
- Coughing or sneezing into a sleeve when a tissue is not available.

3.5 Daily Sanitization Schedules

3.5.1 *Office & Retail Store*

All common touch points in the office (door handles, file cabinet drawers, sink taps, flush levers, coffee maker, counter tops, POS Keypads etc.) are to be cleaned by the designated employee twice daily – at 11:30am and at 4:30pm – with a disinfectant such as disinfectant wipes.

3.5.2 *Individual Offices/Workstations*

Individuals are responsible for cleaning their own office / work station area twice daily – at 11:30am and prior to leaving for the day – with a disinfectant such as disinfectant wipes.

3.5.3 *Work Vehicles*

Individuals assigned to any work vehicle (both driver and passenger) are responsible for cleaning all common touch points inside and outside the vehicle at least three times daily – upon entering the vehicle for the first time that day, prior to taking lunch break, and upon returning to the shop at the end of the day – with a disinfectant such as disinfectant wipes.

3.5.4 *Hand Tools & Equipment*

All hand tools and equipment that are used to complete daily tasks must be cleaned regularly throughout the day, especially before being shared with a co-worker, and before being put away at the end of each day, with a disinfectant such as disinfectant wipes.

3.6 Access to COVID-19 Personal Protective Equipment (PPE)

As soon as these items become available, BonaVista Pools Limited will make COVID-19 PPE accessible to all field employees on a daily basis. It is every field employee's responsibility to wear this PPE at all times when physical distancing of 2m from a co-worker is not possible. It is important to remember that this PPE is only a partial barrier to the transmission of the COVID-19 Virus, and that other measures of protection and self-sanitization must be employed. The COVID-19 PPE consists of particle masks, gloves, and sanitization wipes.

3.7 Out of Town Hiatus

For the foreseeable future, any projects or jobs that require employees to spend an overnight in a hotel, rental house, or any other accommodation that is not their own home will be postponed indefinitely. As a result, daily trips out to and back from such project locations may be required, and will be assessed on a case-by-case basis.

3.8 Visitor Screening Policy

Any outside (non-employee) visitor to the Office or Retail store will be asked to remain outside our doors, and call or knock for service when it is deemed safe to do so.

3.9 Safety for Customer Facing Operations

BonaVista Pools Limited has communicated with all of our clients, requesting that they avoid contact with our field staff for the foreseeable future. They have been asked to direct all questions to the Service or Construction Department Management via

telephone or email, and to inform us immediately if they, or anyone in their home have contracted the COVID-19 Virus.

BonaVista Pools Limited is strictly prohibiting the servicing of any swimming pool, hot tub, or project on the property of a client who has tested positive for, or has been exposed to the COVID-19 virus, until such time that we receive medical clearance stating that it is safe to do so.

3.9.1 *In the Event of an Unsafe Situation Arising*

All employees must immediately and silently remove themselves from any situation that they deem to be unsafe. They should immediately call the Department Manager, or Employer, and will not be asked to return to work until such time as the unsafe situation has been resolved.

4 Refusal of Unsafe Work

BonaVista Pools Limited has the duty to keep workers and work sites safe, and free of hazards. This is a reminder that our Employees have the right to refuse unsafe work.

The Work Refusal Process is as follows:

- Worker **considers** work unsafe;
- Worker **reports** refusal to JHSC representative, department manager, or employer;
- Worker, JHSC representative, and manager or employer **investigate**;
- If the issue is resolved, the Worker goes back to work;
- If the issue is not resolved, the worker or employer contact the Ministry of Labour's Health and Safety Contact Centre at 1-877-202-0008

5 Policy Review & Updating Schedule

The situation related to COVID-19 is changing rapidly. This Policy will be reviewed daily and updated on an as required basis to reflect the latest scientific understanding of the virus, Government Regulations, industry practices, and broadly adopted measures.