APPENDIX A: PREVENTION OF COVID-19 IN THE WORKPLACE AND COVID-19 SAFETY PLAN

JANUARY 11, 2021

Scope

This policy applies to all Métis Nation of Ontario (MNO) employees, members of Community Councils or other elected officials, and other persons acting on behalf of the Métis Nation of Ontario who access or share office space with employees.

Policies and procedures related to return to office are subject to change to align with provincial and federal government guidance and public health recommendations. Any changes to this policy and procedures will be made in writing and communicated.

If any part of this policy contravenes public health direction or provincial or federal legislation, public health direction and legislation will apply, unless this policy sets a higher standard for health and safety (takes a more restrictive approach), then this policy will apply.

Policy

The Métis Nation of Ontario expects employees, members of Community Councils, other elected officials, and other persons acting on behalf of the Métis Nation of Ontario to model a health and safety culture and to follow all protocols in place to support a healthy and safe workplace.

Health and safety is a shared responsibility. If employees or others are concerned about non-compliance with health and safety policies and procedures related to COVID-19, they are encouraged to speak up and state their concerns. If speaking up is not effective in changing behaviour, employees and others are asked to remove themselves from the situation and contact their People Leader or Human Resources. Council Members and other elected are encouraged to contact Community Relations, and volunteers are encouraged to contact the Branch they volunteer with.

Procedures

In order to safely return to the office, the Métis Nation of Ontario has established a Planning Team comprised of Health and Safety representatives, Regional People Leaders, Small Office Representatives, Human Resources, Communications, Community Relations and others. The Planning Team has established precautionary measures based on advice from
applicable governmental bodies and public health authorities to reduce the spread of the COVID-19.

This Policy outlines the procedures for a safe return to working or volunteering in MNO office space, including the procedures for training, use of shared office space (including contact tracing), personal protective equipment, cleaning and disinfecting, hand washing and respiratory etiquette, screening and self-monitoring, travel, prevention of harassment and discrimination related to infectious diseases, and employee and volunteer privacy.

**Training**

Under Occupational Health and Safety, employees are required to know about the risks and hazards in the workplace. All employees must complete COVID-19 Employee Health and Safety Training on HR Downloads to ensure that they are aware of the risks and hazards in the workplace.

Community Councils and volunteers are encouraged to complete this training but it is not mandatory. To enroll in this training, please email humanresources@metisnation.org.

The course will cover:
1. Safe and proper use of Personal Protective Equipment (PPE)
2. Administrative controls used to prevent exposure to COVID-19 including physical distancing, hand washing and surface cleaning
3. Contact tracing
4. Symptoms of mental health and supports for employees

**Use of Shared Office Space**

Employees, members of Community Councils or other elected officials, and other persons acting on behalf of the Métis Nation of Ontario are expected to follow all signage related to entering or using shared office space.

Shared office spaces will be adapted to support the two metres/six feet physical distancing requirement. Everyone accessing shared office space must respect physical distancing requirements and procedures for scheduling / booking of shared office space, including contact tracing.

If physical distancing of two metres/six feet cannot be maintained due to capacity and configuration of shared office space, employees and councils will need to alternate days in the office. Scheduling of specific programs will be determined by the Branch in collaboration with other Branches.
• Priority of office space should be given to client facing services during Monday-Thursday 8:30 am - 5 pm.
• Councils are encouraged to plan events and plan the use of space for Fridays (all day), evening and weekends.
  o If a council requires the space outside of above, they have been given key office contacts who can coordinate use of office space.
• Councils and employees will be asked to use Outlook Calendars to coordinate office attendance.

Prior to entering any MNO office space, everyone, including but not limited to employees, volunteers, community council members, citizens, and suppliers must self screen for symptoms by using the Self Screening Poster and the Self Screening Checklist mandated by the Province of Ontario.

They must answer “no” to all questions on the pre-screening assessment to remain in the office. Anyone who answers “yes” to any question on the pre-screening assessment must leave the office. They should go home to self-isolate immediately and contact their health care provider or Telehealth Ontario (1 866-797-0000) or their local Public Health unit for guidance.

**Staff must complete the pre-screening assessment each and every day prior to entering an MNO office space.** There is no requirement to maintain a copy of the completed pre-screening assessment or to provide a copy to your People Leader. Staff must answer “no” to all questions on the pre-screening assessment to remain in the office. Staff who answer “yes” to any question on the pre-screening assessment must leave the office, and go home to self-isolate immediately. They should contact their People Leader and contact their health care provider or Telehealth Ontario (1 866-797-0000) or their local Public Health unit for guidance.

Step One:
Step Two:

**Required Screening Questions**

1. Do you have any of the following **new or worsening** symptoms or signs? *Symptoms should not be chronic or related to other known causes or conditions.*
   - Fever or chills
     - Yes
     - No
   - Difficulty breathing or shortness of breath
     - Yes
     - No
   - Cough
     - Yes
     - No
   - Sore throat, trouble swallowing
     - Yes
     - No
   - Runny nose/stuffy nose or nasal congestion
     - Yes
     - No
   - Decrease or loss of smell or taste
     - Yes
     - No
   - Nausea, vomiting, diarrhea, abdominal pain
     - Yes
     - No
   - Not feeling well, extreme tiredness, sore muscles
     - Yes
     - No

2. Have you travelled outside of Canada in the past 14 days?
   - Yes
   - No

3. Have you had close contact with a confirmed or probable case of COVID-19?
   - Yes
   - No

**Results of Screening Questions:**

- If the individual answers **NO to all questions from 1 through 3**, they have passed and can enter the workplace.
- If the individual answers **YES to any questions from 1 through 3**, they have not passed and should be advised that they should not enter the workplace (including any outdoor, or partially outdoor, workplaces). They should go home to self-isolate immediately and contact their health care provider or Telehealth Ontario (1 866-797-0000) to find out if they need a COVID-19 test.
Employees will be asked to stagger lunch breaks, entrance times and exit times.

Client Visits

In-office client services began in limited capacities in September 2020, and continue, where permitted, under the Province of Ontario’s colour zone system. When delivering in-office client services, the following precautions are taken:

- Meeting with clients remotely over phone or video conference continues to be the preferred method
- Client services will be primarily by appointment only in MNO Offices
- Drop-in visits continue to be restricted to a very limited number of programs
- Contract tracing will occur every day in each office either by the use of a log-in sheet or OHATS for sensitive information
• Clients must self screen prior to entering any MNO offices by using the self screening requirement poster on all entrances and the Self Screening Checklist mandated by the Province of Ontario
  o A new sheet must be used at the beginning of each week
  o Health and Safety representatives and office representatives must email humanresources@metisnation.org every Monday
  o Human Resources will retain this information for six weeks
• In all cases, individuals are required to maintain physical distancing of at least two metres/six feet at all times
• Clients must wear a face covering except in the case of a medical exemption. Clients are not required to disclose medical conditions preventing them from wearing a face covering to MNO staff.
• Clients unable to comply with the above guidelines will be asked to receive service in an alternate fashion - examples could include: over the phone, video conferencing
• Employees that who conduct in-person in-client services must do so behind a portable barrier

In the event that a client cannot meet remotely, in-office client visits continue to be the preferred method of service delivery. In the event that an in-home or in-community visit is imperative, the employee must have written authorization from their People Leader. The employee and client must follow the COVID 19 Guidance: Home and Community Care Providers from the Ontario Ministry of Health.

Personal Protective Equipment (PPE)

Employees and others are required to wear PPE (non-medical masks) in all indoor and outdoor settings where physical distancing of two metres/six feet cannot be maintained. In many areas of the province of Ontario, the use of non-medical face masks in indoor public areas is required. If an employee is behind a closed door in their own office or behind a barrier, they are not required to wear a face mask. Disposable masks will be in the office in case an employee or client forgets to bring one upon their entry to the office.

Employees must reach out to their People Leader for additional Personal Protective Equipment.

Employees will be encouraged to use re-usable washable masks and follow the following instructions:
Wear your Mask Correctly

- Wash your hands before putting on your mask
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily
- CDC does not recommend use of masks or cloth masks for source control if they have an exhalation valve or vent

Wear a Mask to Protect Others

- Wear a mask that covers your nose and mouth to help protect others in case you’re infected with COVID-19 but don’t have symptoms
- Wear a mask in public settings when around people who don’t live in your household, especially when it may be difficult for you to stay six feet apart
- Wear a mask correctly for maximum protection
- Don’t put the mask around your neck or up on your forehead
- Don’t touch the mask, and, if you do, wash your hands or use hand sanitizer to disinfect

Follow Everyday Health Habits

- Stay at least 6 feet away from others
- Avoid contact with people who are sick
- Wash your hands often, with soap and water, for at least 20 seconds each time
- Use hand sanitizer if soap and water are not available
Cleaning and Disinfecting

Maintaining a clean environment is integral to the safety of employees and clients and is a top priority. The following steps are to be followed:

- Clean visibly soiled surfaces before disinfecting
- Wear appropriate gloves when in contact with chemical solutions, and where specified by the manufacturer

Take Off Your Mask Carefully, When You’re Home

- Untie the strings behind your head or stretch the ear loops
- Handle only by the ear loops or ties
- Fold outside corners together
- Place mask in the washing machine (learn more about how to wash masks)
- Be careful not to touch your eyes, nose, and mouth when removing and wash hands immediately after removing.

How to clean

Washing machine

- You can include your mask with your regular laundry.
- Use regular laundry detergent and the warmest appropriate water setting for the cloth used to make the mask.

How to dry

Dryer

- Use the highest heat setting and leave in the dryer until completely dry.

Air dry

- Lay flat and allow to completely dry. If possible, place the mask in direct sunlight.
• Read and follow the manufacturer’s instructions for the safe and proper application of cleaning and disinfecting products

Employees will be asked to ensure daily disinfecting of surfaces and objects that they touch often. Items that require daily disinfecting include, but are not limited to:
• Desks and tables
• Chair arms and backs
• Kitchen appliances and countertops
• Door handles
• Faucet handles
• Computer keyboards
• Phones
• Photocopier /printer displays
• Other common surfaces

Employees and volunteers will be responsible for disinfecting, with a Lysol wipe or paper towel and disinfecting spray, any items that they touch, after they touch them, each time they touch them.

Resource from the Province of Ontario: Cleaning and Disinfecting for Public Settings:

What you should know:
• Commonly used cleaners and disinfectants are effective against COVID-19.
• Frequently touched surfaces are most likely to be contaminated.
• Use only disinfectants that have a Drug Identification Number (DIN). A DIN is an 8-digit number given by Health Canada that confirms it is approved for use in Canada.
• Check the expiry date of products used and always follow manufacturer’s instructions.

Clean frequently touched surfaces twice per day:
• In addition to routine cleaning, surfaces that have frequent contact with hands should be cleaned and disinfected twice per day and when visibly dirty.
• Examples include doorknobs, elevator buttons, light switches, toilet handles, counters, hand rails, touch screen surfaces and keypads.
In the event of someone using the shared office space in the 72 hours prior to testing positive for COVID-19, enhanced cleaning protocols must be followed:

- Close off the area used by the sick person
- Close the office if the space used by the sick person cannot be closed off
- Inform your People Leader, contact the assigned Director, and follow all office closure protocols
- Office closures will be communicated to the local Council and Regional Councillor
- Advise Human Resources at humanresources@metisnation.org
- Wait a minimum of 48 hours before disinfecting the space

Supply Ordering

Each office must have three months worth of supplies on hand. Office representatives and Health and Safety Representatives are responsible for keeping an inventory of supplies and reaching out to the Manager of COVID 19 Operations to order supplies. Depending on the location of the office, office representatives may be asked to purchase supplies locally if there are supply chain issues.

Office representatives have been provided with a list of supplies. Material Safety Data Sheets for these supplies can be found on the U Drive- Human Resources- Occupational Health and Safety at the MNO- Material Safety Data Sheets

Select products

Cleaners
- Break down grease and remove organic material from the surface.
- Used separately before using disinfectants.
- Can be purchased with cleaner and disinfectant combined in a single product.

Disinfectants
- Have chemicals that kill most germs.
- Applied after the surfaces have been cleaned.
- Have a drug identification number (DIN).

Disinfectant Wipes
- Have combined cleaners and disinfectants in one solution.
- May become dry due to fast drying properties. Should be discarded if they become dry.
- Not recommended for heavily soiled surfaces.

Prepare products for use

- Where possible, use pre-mixed solution.
- Read and follow manufacturer’s instructions to:
  - properly prepare solution
  - allow adequate contact time for disinfectant to kill germs (see product label)
  - wear gloves when handling cleaning products including wipes
  - wear any other personal protective equipment recommended by the manufacturer
Hand Washing and Respiratory Etiquette

All employees, members of Community Councils or other elected officials, and other persons acting on behalf of the Métis Nation of Ontario must follow the hand hygiene and respiratory requirements at all times when using shared office spaces.

Wash, rinse, and dry hands using soap and hot water or apply an alcohol hand rub before entering the shared office space work. Repeat:
- after using the washroom
- frequently throughout the day
- after contact with common surfaces, and
- before leaving work

Avoidance measures that minimize contact with droplets when coughing or sneezing, including:
- Remaining home if sick
- Wearing a mask
- Turning your head away from others if coughing or sneezing
- Covering your nose and mouth a clean tissue or sneezing / coughing into your elbow
- Immediately disposing of tissues after use
- Washing your hands with soap or using hand sanitizer after disposal of tissues
- Maintaining a two metre / six feet distance from others at all times

Self-Monitoring

All employees, members of Community Councils or other elected officials, and other persons acting on behalf of the Métis Nation of Ontario are required to self-monitor for symptoms of COVID-19.

For the purposes of this policy, symptoms similar to COVID-19 can include but are not limited to:
- Fever
- Cough
- Difficulty breathing
- Muscle aches
- Fatigue
- Headache
- Sore throat
- Runny nose
If an employee identifies that they have developed symptoms similar to those of COVID-19, they are to immediately notify their People Leader and remove themselves from the shared office space with the least possible amount of physical contact with other employees.

If symptoms develop, employees will be required to stay home and self-monitor. Employees are required to advise their People Leader of their intent to work remotely or use sick time as needed.

Once isolated, it is important that the employee cooperates with their People Leader to provide information regarding their exposure to shared office space, other employees, and third parties. This can include:

- Notifying their People Leader where they worked that day
- Disclosing any interactions with fellow employees, members of Community Councils or other elected officials, or others acting on behalf of the Métis Nation of Ontario, or accessing services provided by the Métis Nation of Ontario
- Advising about any equipment they used, items they handled, or surfaces they touched
- Any other relevant information

Employees must contact their public health unit for further information on self-assessment and testing.

Similar requirements exist for members of Community Councils or other elected officials, and other persons acting on behalf of the Métis Nation of Ontario Council, including volunteers. Members of Community Councils and other elected officials should contact Community Relations, and volunteers should contact the Branch they volunteer with.

**People Leader Responsibilities**

If an employee reports that they have symptoms similar to COVID-19 it is important to take all reasonable measures to isolate the employee and make them feel at ease regarding the situation. These same guidelines are to be used by Community Relations and Branches dealing with volunteers.

**Placing the Individual at Ease**

- Do not presume when an individual feels unwell that they have COVID-19. Communicate to the individual that all necessary precautions are to be taken to ensure that any potential risk is mitigated.
- Offer the individual resources to ensure they feel comfortable disclosing information required to properly assess the risk of possible exposure to others.
• Make the individual aware of their rights to privacy and that they are not required to disclose any medical or personal information not relevant to determining possible exposure to others.

Isolating the Individual
• Request that the individual move to an area where they will have no or limited physical contact with others (a minimum of two metres/ six feet from others.
• Where possible, use teleconferencing equipment or physical barriers when communicating with the individual.

Assessing Symptoms and Determining Possible Exposure
• Once the individual is safely isolated, assess any symptoms they have experienced.
• Determine when they first experienced such symptoms.
• Assess how long the individual worked at the office with the symptoms and whether there are risks to others as a result.
• Assess whether any other factors could explain the symptoms, such as failing to take medication for another condition, or seasonal allergies.

Contact Tracing
• Whom the individual associates with at the office
• Whom the individual associates with on breaks
• Any workstations and equipment the individual uses
• Any common areas the individual visits, including washrooms and break areas
• Any third parties the individual interacts with, including clients, community council members, suppliers, and visitors
• Any areas the individual visited outside their normal scope of work

Helping the Individual Leave the office
• If the individual drove themselves to the office, the People Leader or appropriate MNO staff is to immediately instruct them go home and self-isolate.
• If the individual took public transport, either their emergency contact or the local public health authority or non-emergency services should be contacted to ensure that the individual is safety returned home.

Individuals are not to return to MNO offices until a public health authority advises it is safe to do so. The quarantine period will likely last a minimum of 14 days.

Additional Measures

Employees must contact their People Leader or humanresources@metisnation.org before returning to shared office spaces.

Upon notification of a positive test for COVID-19 by someone who has accessed
shared office space, the Métis Nation of Ontario, as an employer, will:

- Ensure that MNO conducts a risk assessment of the possible exposure to other employees, and to third parties, in relation to the affected individual
- Communicate the risk to any person identified as possibly exposed and encourage them to take precautions to protect themselves and others while self-monitoring for symptoms
- Provide information and support to affected or possibly affected employees during periods of self-isolation
- Determine whether a complete closure of the shared office space is required for enhanced cleaning and ensure that the office space undergo enhanced cleaning
- Review policies, procedures, and protocols in place to determine whether there are any improvements that can be implemented to better mitigate against future risks
- Report any confirmed cases to the relevant public health department for further investigation

**Office Closures**

Regional People Leaders and Human Resources are constantly monitoring daily case updates and situation reports, and use the Province of Ontario’s Colour Zone System to determine when to pause in office visits and default to remote work

- Offices can continue to offer in-person services in Green and Yellow Zones. All health and safety protocols outlined in this document and the Health & Safety Plan must be followed when their offices fall under the Green and Yellow Category.
- When an area of the province has moved to the Orange, Red or Gray Zone, Human Resources will communicate this in writing to all MNO People Leaders, Health & Safety Representatives and employees.

**The Province of Ontario Framework: Adjusting and Tightening Public Health Measures:**

A new colour-coded system to identify the level of risk in a region has been introduced by the Province, replacing the concept of ‘hot spots’ and ‘modified Stage 2’.
The MNO’s Approach to the Colour Framework

MNO adheres to a higher standard than required under the Province of Ontario’s framework, and will default to remote work for offices in regions that are in Orange, Red or Gray zones:

<table>
<thead>
<tr>
<th>PREVENT</th>
<th>PROTECT</th>
<th>RESTRICT</th>
<th>CONTROL</th>
<th>LOCKDOWN</th>
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<tbody>
<tr>
<td>Offices continue with in office and in person meetings with all COVID 19 preventative measures (social distancing, masks, barriers, appointments, etc.)</td>
<td>Offices continue with in office and in person meetings with all with all COVID 19 preventative measures (social distancing, masks, barriers, appointments, etc.)</td>
<td>Offices pause in person work and move to primarily remote. Work. Employees can go to the office in limited capacities for short periods of time following all with all COVID 19 preventative measures (social distancing, masks, barriers, appointments, etc.)</td>
<td>Offices pause all in person work and move to remote.</td>
<td>Offices pause all in person work and move to remote.</td>
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Travel

Travel during a global pandemic may present an increased risk of infection and facilitate the spread of illness. In acknowledgement of this risk, and to protect the health and safety of our employees, members of Community Councils or other elected officials, or other persons acting on behalf of the Métis Nation of Ontario, the Métis Nation of Ontario has substantially restricted business travel to those situations where it is essential to deliver services and only with the approval of the Branch Director and Human Resources. The Métis Nation of Ontario will continually monitor the pandemic situation and re-evaluate business travel restrictions as needed. Under the Province’s colour zone system, travel within a gray zone, and from a higher rated colour zone to a lower colour zone is strongly discouraged.

Meetings

The preferred method of meetings will continue to be Zoom or other video-conferencing platforms, or by phone. Protocols for in-person meetings must be followed and are available through Human Resources, humanresources@metisnation.org.

In-person meetings at the community level in Green and Yellow Zones are permitted as long as all safety protocols are followed. In-person meetings in Orange Zones are not recommended. For meetings that must occur in-person at the community level, in Orange Zones, employees must have Branch Director approval to participate. In Red and Gray Zones, in-person meetings are not permitted under the MNO’s Health & Safety Plan. Community Relations is responsible for communicating with Councils about in-person meeting requirements and restrictions.

Other

The Métis Nation of Ontario reserves the right to make exceptions to paid-time off policies in order to adequately address employees impacted by COVID. This may involve granting additional leave and providing supports and services outside of those normally available to employees.

The Métis Nation of Ontario will ensure that any exceptions to accepted practice and policy are in line with applicable legislation and employment obligations, and that the guiding principle for the exceptions is the protection of the health and wellness of the Métis Nation of Ontario’s employees, their families, and our communities.

Prevention of Harassment and Discrimination

The Métis Nation of Ontario seeks to create a respectful and inclusive culture for all. Policies exist to prevent discrimination and harassment in the workplace which includes discrimination and harassment related to exposure to or contracting a disease. Employees who feel subjected to discrimination or harassment should notify their People Leader or Human Resources.
Protecting Employee and Citizen Privacy

Information related to employees, members of Community Councils or other elected officials, or other persons acting on behalf of the Métis Nation of Ontario health or medical status is protected. The Métis Nation of Ontario will balance the need for privacy with the requirements of public health agencies and health and safety legislation in place during the pandemic.

MNO COVID-19 Safety Plan

The MNO COVID 19 Safety Plan must be posted and accessible in all MNO Offices. It can be found on the U drive at Human Resources- Policies and Procedures.

If requested by the Ministry of Labour and Skills Development, Prevention of COVID-19 in the Workplace Policies and Procedures as well as the MNO COVID-19 Safety Plan must be provided.

An updated version of the MNO COVID 19 Safety Plan is included below:
COVID-19 Safety Plan

Company Details

Business name: The Metis Nation of Ontario

Date completed: Sept. 8, 2020

Date distributed: January 11, 2021

Revision date: January 8, 2021

Developed by: MNO Human Resources

Others consulted: MNO People Leaders, Health and Safety Representatives, Ottawa Joint Health and Safety Committee, Community Relations Branch and Communications Branch, Senior Management

The COVID-19 pandemic is an evolving situation – this plan will be reviewed regularly and changes will be made as required as required. Refer to the Ontario government’s COVID-19 website for up-to-date information.
How will the MNO ensure all workers know how and are able to keep themselves safe from exposure to COVID-19?

**Actions:**

<table>
<thead>
<tr>
<th>Items</th>
<th>Persons Responsible</th>
<th>More Information</th>
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<tbody>
<tr>
<td>Completion of <em>COVID 19 Employee Health and Safety Training</em></td>
<td><strong>ALL STAFF MUST COMPLETE COVID 19 Employee Health and Safety Training PRIOR TO RETURNING TO THE OFFICE</strong></td>
<td></td>
</tr>
<tr>
<td>Posting of Policies and Procedures Amendment: <strong>Appendix A1.010 Prevention of COVID 19 in the Workplace and this Safety Plan</strong> in all employee common areas and on a shared U drive accessible remotely</td>
<td>Office Representative and Health and Safety Representative / Human Resources</td>
<td></td>
</tr>
<tr>
<td>Posting signage and reminders in all employee common areas</td>
<td>Office Representative and Health and Safety Representative</td>
<td></td>
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<tr>
<td>Update Emails</td>
<td>HR and People Leaders</td>
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<td>All Staff Town Halls</td>
<td>HR and Senior Management</td>
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<tr>
<td>Reminding Staff about Mental Health Supports through EAP</td>
<td>Human Resources</td>
<td>1-877-207-8833</td>
</tr>
<tr>
<td>Establishment of the COVID 19 Planning Committee</td>
<td>Regional People Leaders, Health and Safety Representatives and Office Representatives</td>
<td>Or login.lifeworks.com</td>
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<tr>
<td>Branch and Program Specific Working Groups and Meetings</td>
<td>People Leaders, Branch Directors</td>
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<tr>
<td>Community Council Communication</td>
<td>Community Relations</td>
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</table>
How will the MNO screen for COVID-19?

A poster prompting everyone who enters MNO offices (employees, clients, councils etc.) to self-assess for symptoms should already be posted on all entry doors to all MNO offices.

Anyone entering MNO offices must complete an additional COVID pre-screening assessment (attached). They must answer “no” to all questions on the pre-screening assessment to remain in the office. Anyone who answers “yes” to any question on the pre-screening assessment must be asked to leave the office. They should go home to self-isolate immediately and contact their health care provider or Telehealth Ontario (1 866-797-0000) or their local Public Health unit for guidance.

Staff must complete the pre-screening assessment each and every day prior to entering an MNO office space. There is no requirement to maintain a copy of the completed pre-screening assessment or to provide a copy to your People Leader. Staff must answer “no” to all questions on the pre-screening assessment to remain in the office. Staff who answer “yes” to any question on the pre-screening assessment must leave the office, and go home to self-isolate immediately. They should contact their People Leader and contact their health care provider or Telehealth Ontario (1 866-797-0000) or their local Public Health unit for guidance.

If you’ve been in contact with someone with COVID-19 or have any of these symptoms, please delay your visit!

- Cough or Shortness of Breath
- Fever or Chills
- Sore Throat or Difficulty Swallowing
- Runny Nose or Congestion
- Loss of Taste or Smell
- Headache
- Fatigue
- Nausea/Vomiting or Diarrhea

Go home, self-isolate and use Ontario’s COVID-19 Self-Assessment tool found at: www.ontario.ca/coronavirus to see what to do next.
Required Screening Questions

1. Do you have any of the following new or worsening symptoms or signs? Symptoms should not be chronic or related to other known causes or conditions.
   - Fever or chills □ Yes □ No
   - Difficulty breathing or shortness of breath □ Yes □ No
   - Cough □ Yes □ No
   - Sore throat, trouble swallowing □ Yes □ No
   - Runny nose/stuffy nose or nasal congestion □ Yes □ No
   - Decrease or loss of smell or taste □ Yes □ No
   - Nausea, vomiting, diarrhea, abdominal pain □ Yes □ No
   - Not feeling well, extreme tiredness, sore muscles □ Yes □ No

2. Have you travelled outside of Canada in the past 14 days?
   □ Yes □ No

3. Have you had close contact with a confirmed or probable case of COVID-19?
   □ Yes □ No

Results of Screening Questions:

- If the individual answers NO to all questions from 1 through 3, they have passed and can enter the workplace.
- If the individual answers YES to any questions from 1 through 3, they have not passed and should be advised that they should not enter the workplace (including any outdoor, or partially outdoor, workplaces). They should go home to self-isolate immediately and contact their health care provider or Telehealth Ontario (1 866-797-0000) to find out if they need a COVID-19 test.
How Will the MNO Control the Risk of Transmission in the Workplace?

In order to control the risk of transmission of COVID 19 in the workplace, the MNO will follow the hierarchy of controls for workplace hazards including COVID 19.

1. Elimination:
   a. Non-client facing roles will have the option to continue to work remotely and attend the office on a voluntary basis
   b. Client facing roles will work in the office 2-3 days a week and continue to work remotely for the rest of the week
   c. Offices in Orange, Red or Gray Zones of the Province will be required to work remotely 100% of the time with occasional visits to the office if needed
2. Engineering Controls
   a. Client meeting rooms will have Plexiglas barriers to separate the employee and the client
   b. Employees that transport clients will have a Plexiglas barrier to separate the driver and the passenger
   c. Desks and employee space that cannot accommodate physical distancing will be temporarily closed off with signage
   d. Masks must be worn and physical distancing maintained
3. Administrative Controls
   a. Schedules will be created by People Leaders to ensure physical distancing for priority programs in shared spaces
   b. Each office will have a shared calendar to ensure physical distancing
   c. Each office will have a capacity limit set to ensure physical distancing
      i. Offices will run at approximately 1/3 of their capacity
   d. Cleaning and disinfecting protocols will be in place to ensure that high touch areas are cleaned and disinfected at least twice a day
      i. Employees will be expected to clean their office space at the end of each day
      ii. Anyone who enters the office must clean each item every time it is touched by them
   e. The MNO will support good hygiene and hand washing and post reminders of signage in washrooms and kitchens
      i. The MNO will require that each person entering the office space use hand sanitizer prior to their entry
4. Use of Signage: The MNO will use signage to remind all those that enter the space of physical distancing requirements, contract tracing, self screening, hand washing, and use of PPE is mandatory.
5. PPE: The MNO will provide PPE in all offices in the form of disposable masks. If employees or clients require additional PPE, they will be asked to discuss with their People Leader.
What will the MNO do if there is a potential case or suspected exposure to COVID-19 in the Workplace?

The MNO will support the employee with additional supports needed. The employee’s People Leader or Human Resources will reach out to the employee or the employee’s family to determine how to best support the employee and their family.

The MNO will follow the steps below from the *Ontario Ministry of Labour, Training and Skills Development*:

**Step 1: Exclude symptomatic workers from the workplace**

If a worker calls in sick or informs the MNO through their People Leader of symptoms, or close contact with someone with symptoms, the worker will take this self-assessment. The People Leader will ask the worker to follow any recommendations given by the tool, including being tested and self-isolating.

If a worker shows symptoms in the workplace, they should return home and self-isolate immediately. If the worker cannot leave immediately, they should be isolated until they are able to leave. MNO has a plan in place to deal with this and has supports People Leaders on how to handle the situation.

If the worker is very ill, call 911 and let the operator know that the person may have COVID-19.

The People Leader will ask the worker to contact their doctor or Telehealth Ontario at toll-free: 1-866-797-0000 for further directions about testing and self-isolation.

**Step 2: Contact public health**

The MNO will immediately contact the local public health unit for guidance on next steps. Public health will provide instructions and do contact tracing if needed.

To support contact tracing, the MNO will have a system in place to track information about which people and clients had close interactions with an affected worker. This could include information such as:

- date and approximate length and frequency of interaction
- full names
- contact telephone numbers
- addresses (for workers) or the name of the visitor’s business
Step 3: Follow public health guidance

The local public health unit may require that:

- other workers who were exposed are notified and sent home to self-isolate, self-monitor and report any possible COVID-19 symptoms
- the workplace be shut down while the affected workplace or area and equipment are disinfected
- other public health measures be implemented

MNO will disinfect surfaces that may have been touched by the ill worker as soon as possible. Public Health Ontario’s COVID-19 fact sheet about cleaning and disinfection for public settings is attached to this document (Appendix A).

Self-isolation and return-to-work

Public health may require self-isolation for a minimum of 14 days for workers with symptoms, and for those who have had close contact with an individual with symptoms or a confirmed diagnosis.

Symptomatic workers may need to self-isolate for longer based on the advice of public health or their health care provider.

Step 4: Report to Ministry of Labour, Training and Skills Development

If the MNO is advised that one of our workers has tested positive for COVID-19 due to exposure at the workplace, or that a claim has been filed with the Workplace Safety and Insurance Board (WSIB), MNO must give notice in writing within four days to:

- the Ministry of Labour, Training and Skills Development
- the workplace’s Joint Health and Safety Committee or a health and safety representative
- the worker’s trade union (if applicable)

Additionally, People Leaders at the MNO must report any occupationally acquired illnesses to the WSIB within three days of receiving notification of the illness.
How will the MNO manage any new risks caused by changes to the way the MNO operates?

Risks:

- Employee concerns about returning to in-person client services
- Helping employees understand real versus perceived risks
- Stress from managing family life and changes to school schedules
- An increase in positive cases in some regions leading to returning to remote work in some areas and not others (geographically nuanced model)

Risk Management:

- Review policies regularly to adapt them to new or revised public health guidance
- Begin to offer in-person client services on a limited basis and only for priority programs with the utmost care for health and safety of our employees and clients
- Continue to offer services remotely where possible
- Continue to be flexible with working hours to help employees navigate the challenges of managing work and family life, particularly for those employees with pre-school and school-aged children
- Encourage the use of EAP and paid time off during the pandemic to maintain optimum health and well-being
- Maintain regular contact with People Leaders as return to in-person work starts or stops to stay on top of any concerns or issues
- Address any accommodation needs with dignity and respect and in accordance with the Human Rights Code and other employment legislation
- Hold regular meetings with the COVID-19 planning team to address any issues or concerns
- Communicate regularly with employees through town halls, e-mails and virtual visits
- Ensure Senior Management is aware of any concerns or issues and acts promptly
- Ensure Community Relations is actively involved in managing issues related to Community Council use of shared space
How will the MNO make sure that the plan is working?

The MNO has implemented a regional approach to Prevention of COVID 19 in the workplace. Each region of Ontario has 2-3 People Leaders, health and safety representatives and office representatives. This takes the form of a planning committee comprised of People Leaders, Human Resources, Health and Safety Representatives, Office Representatives, Communications and Community Relations. Each team member plays a critical part on the prevention of COVID 19 in the workplaces of the MNO:

Regional People Leaders:
- Oversee responsibility for changes to public health recommendations
- Disseminate information to HR, all managers and office representatives about changes to public health recommendations
- Act as a point of contact for concerns from office representatives for COVID 19
- Help create and manage office calendar and act as point of contact for community council presidents who need to book office space. Share calendar with all office employees and council presidents
- Assist with office set up as needed
- Assist with supply ordering as needed
- Complete P.O. for supplies as needed and send to supply lead for approval

Health and Safety Representatives and Office Representatives:
- Set up their office with signage and close off areas to ensure social distancing
- Set up contact tracing mechanisms in their office
- Keep an inventory of supplies including P.P.E and disinfectant and escalate to management to order more

Communications:
- Updates the website and social media with changes to policies and procedures

Community Relations:
- Share MNO updates to volunteers and community councils
- Resolve concerns between community councils and employees

Human Resources:
- Provide expertise and coordination
- Research policy and procedure
- Ensure Occupational Health and Safety policies are communicated
- Keep Senior Management apprised of any changes
The Planning Team meets monthly, or more frequently, if required, to discuss policies and protocols, and, in the event of a localized surge in positive cases, or changes to public health recommendations, will take action in their assigned region.

In addition, the MNO will use:

- Frequent feedback sessions through the use of Survey Monkey to determine if return to work plan has been working
- Town halls to communicate plans once a month
- Using lessons learned to ensure proper program repatriation