



## **COVID-19 Safety Measures**

London Drugs values the health and safety of its employees and customers above all else. As a health care partner and essential service in our communities we have a responsibility to take all necessary precautions in the fight against COVID-19. Our health and safety measures are constantly reviewed and updated to ensure compliance with public health orders and guidance to create the safest possible environment for our customers and employees.

### **In Store Measures**

- Hand wash instruction, signage, and frequent reminders
- Avoid touching face, cough/sneeze etiquette instruction and reminders
- Increased hand sanitizer stations including at entrances; install customer cleaning stations
- Physical distancing measures within all store areas – signage, floor decals, directional arrows, staggered checkouts; PA reminders; with focus on high traffic areas
- Control store entrance, with crowd & physical distance protocols to limit customer numbers
- Signage /screening for illness at door to prevent entrance; instruct go home, isolate and call 811
- Clean & disinfect high touch surfaces hourly with Zaal (virucide DIN 2238955), pin pads & SCOs after every transaction
- Clean team PA announcement for Sanitation Ambassador to clean customer high touch surfaces every 30 minutes
- Cleaning buggy/basket handles after each customer, centralize & separate used from recently disinfected baskets
- Cleaning supplies available for customer use, biohazard waste bin provided
- Frequent cleaning of washrooms and refills of soap/sanitizer and paper towels
- Clean and disinfect surfaces nightly as part of store closing procedure
- Discontinued services involving high degree of surface contact – blood pressure equipment; cosmetic testers & demos, diaper dispenser
- New quantity limits and restrictions for our customer recycling program
- Signage program: encourage use of tap payment, pack own reusable bags and others
- Installed plexi barriers at customer interaction points – pharmacy, checkouts, post office, insurance
- All staff must wear face masks or shield if unable to wear mask for medical reasons
- PPE supplied and recommended to all store employees – gloves, face shields and reusable masks
- Procedure for rapid response if a person develops symptoms while in store
- Open early for seniors & persons with disabilities to have access to essential items avoid crowds
- POST Promise – commitment to implement & practice 5 key safety elements to prevent the spread of COVID-19
- Daily self-assessment tool for all employees prior to coming to work, reminders before starting shift

### **General**

- Risk assessment completed by members of Incidence Response team in consultation with worksites
- Prohibit employees who are symptomatic, ill or have returned from travel to attend work
- Education on COVID-19 – executive pharmacist's directives, online training module, regular updates
- Regular HO/executive updates - company news, best practices, mental health supports
- Enhanced online shopping, pickup, curbside and delivery options to encourage staying home and physical distancing
- *Various other measures have been implemented in addition to those listed above*