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.

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
• Social 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. Use of stanchions, dedicated employees, floor decals, signage to ensure physical distancing outside of store
• Signage /screening for illness at door to prevent entrance; instruct go home, isolate and call 811
• Clean and disinfect high touch surfaces, including pin pads, hourly with Zaal (virucide DIN 2238955)
• Cleaning of buggy/basket handles after each customer
• Centralize baskets and 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 & others
• Installed plexi barriers at customer interaction points – pharmacy, checkouts, post office, insurance
• All staff must wear face masks or shield, unless unable to do so due to a medical condition
• 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 hour early for seniors and persons with disabilities to avoid crowds and have access to essential items
• 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 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

All of our health and safety measures are being constantly reviewed and updated to ensure compliance with public health orders and guidance and to create the safest possible environment for our customers and employees.