



## **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 OHS/WCB guidance to create the safest possible environment for our customers and employees.

### **In Store Measures – continue**

- Increased HVAC system fresh air supply to maximum capacity, monitor filter replacement regularly
- 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
- Clean & disinfect high touch surfaces at least daily with Zaal (virucide DIN 02238955), compliance checklist used and reviewed by management
- Clean & disinfect pin pads & SCOs frequently
- Cleaning supplies available for customer use, biohazard waste bin provided
- Hourly cleaning of washrooms and refills of soap/sanitizer and paper towels as required
- Disinfect high touch surfaces nightly as part of store closing procedure with Zaal (DIN 02238955) according to manufacture recommended contact time (5 minutes)
- Posted occupancy limits in all staff areas; washrooms, lunchroom, offices & enhanced cleaning protocols in these area
- Installed plexi barriers at customer interaction points – pharmacy, checkouts, post office, insurance
- All staff encouraged to wear N95 style masks, exemptions supported by approved medical documentation, PPE supplied
- Procedure for rapid response if a person develops symptoms while in store - instruct go home, isolate and call 811. Clean areas of contact immediately
- Daily self-assessment tool for all employees prior to starting shift, email alerts within 10 mins. to management for YES answers, rapid response protocol followed.
- Follow up by Human Resources tracing team on every YES response on daily assessment
- POST Promise – commitment to implement & practice 5 key safety elements to prevent COVID-19

### **General**

- Risk assessment completed by members of Incidence Response team in consultation with worksites
- Remind employees who are experiencing any new symptoms of illness to remain away from work and determine if testing is required.
- 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.*