



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 occupancy per PHO
- 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 02238955), pin pads & SCOs after every transaction
- Sanitation Ambassador cleans 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
- Occupancy limits in all staff areas, washrooms, lunchroom, offices & enhanced cleaning protocols
- 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
- Face masks mandatory for customers, sign at entrance and reminded of local mandate by staff
- Train employees to approach customers noncompliant with PHO, de-escalation to avoid violence
- Procedure for rapid response if a person develops symptoms while in store
- POST Promise – commitment to implement & practice 5 key safety elements to prevent 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*