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
- Hand sanitizer station at entrance to staff area from sales floor, must clean before entering
- Physical distancing reminders within all store areas – signage, floor decals in high traffic areas
- Signage/screening for illness at door to prevent entrance; instruct go home, isolate and call 811
- 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
- Disinfecting buggy/basket handles at least once daily
- 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)
- Management monitor occupancy and put control measures in place as required
- Control measures include pausing entry to store, creating controlled lineup outside store, reminding customers to leave space at checkouts and other lines within the store
- It may be necessary to prohibit customer access to areas of the store due to staff shortages, the customer service desk will remain open to service customers from all areas
- Posted occupancy limits in all staff areas; washrooms, lunchroom, offices & enhanced cleaning protocols in these area
- Lunchroom sign-in procedure in place to assist in contact tracing
- Installed plexi barriers at customer interaction points – pharmacy, checkouts, post office, insurance
- All staff must wear medical masks, exemptions supported by approved medical documentation, PPE supplied
- Face masks mandatory for customers, sign at entrance and reminded by staff,
- Train employees to approach customers not wearing masks, de-escalation to avoid violence
- Mandatory vaccination policy for all employees and vendor partners, regular rapid testing required for unvaccinated individuals
- 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 in compliance with PHO 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
• Prohibit employees who are symptomatic, ill, had contact with positive COVID case 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.