



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

- 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
- 2m 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, monitored by LPSA at door and management within store
- 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), compliance checklist used and reviewed by management
- Clean & disinfect pin pads & SCOs after every transaction
- Sanitation Ambassador disinfects customer high touch surfaces every 30 minutes
- Disinfecting buggy/basket handles after each customer, centralize & separate used from recently disinfected baskets
- 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 per PHO order in all staff areas, washrooms, lunchroom, offices & enhanced cleaning protocols in these area
- 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 approved medical reasons, PPE supplied
- Face masks mandatory for customers, sign at entrance and reminded of local mandate by staff, unless exempted
- 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 - instruct go home, isolate and call 811. Clean areas of contact immediately
- POST Promise – commitment to implement & practice 5 key safety elements to prevent COVID-19

- 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

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.*