

## COVID-19 AWARENESS AND HEALTH AND SAFETY



### COVID-19 AWARENESS

COVID-19 is a coronavirus. Coronaviruses are a large family of viruses. Some coronaviruses cause illness in people and others cause illness in animals. Human coronaviruses are common and are typically associated with mild illnesses, similar to the common cold. There have been two other specific coronaviruses that have spread from animals to humans, which have caused severe illness in humans. These are Severe Acute Respiratory Syndrome coronavirus (SARS CoV) and Middle East Respiratory Syndrome coronavirus (MERS CoV).

#### Symptoms

Those who are infected with COVID-19 may have little to no symptoms. For others, symptoms can range from mild to severe. You may not know you have symptoms of COVID-19 because they are similar to other respiratory illnesses including the flu and common cold. These symptoms may include:

- Fever;
- Chills;
- Cough;
- Shortness of breath or difficulty breathing;
- Sore throat and painful swallowing;
- Stuffy or runny nose;
- Loss of sense of smell;
- Loss of appetite;
- Headache;
- Muscle aches; and/or
- Fatigue.

Symptoms generally appear within a few days after exposure to COVID-19 but may take up to 14 days to manifest. This is the longest known incubation period for this virus at this time.

#### Individuals at Increased Risk

While COVID-19 can make anyone ill, some individuals with specific health circumstances are at an increased risk of more severe outcomes. These individuals include those that are/have:

- 65 years of age or older;
- compromised immune systems; and/or
- underlying medical conditions.

#### Routes of Transmission

Human coronaviruses (i.e. COVID-19) are most commonly spread from an infected person through:

- being released into the air by coughing and sneezing (i.e. generation by respiratory droplets);
- close, prolonged personal contact, such as touching or shaking hands; and
- touching something with the virus on it, then touching your mouth, nose or eyes before washing your hands.

Current scientific evidence suggests person-to-person spread is efficient when there is close contact.

It is important to remember that COVID-19 is not spread through skin absorption. By understanding transmission of COVID-19 and following the guidance of federal and provincial health authorities, the Company and team members can be more effective at preventing the spread of COVID-19 in our environment.

Recent evidence indicates that the virus can be transmitted to others from someone who is infected but not showing symptoms. This includes people who:

- have not yet developed symptoms (pre-symptomatic); or
- never develop symptoms (asymptomatic).

The extent to which this type of spread happens is currently not known thus it is extremely important to follow preventative measures outlined by federal and provincial health authorities.

As noted above, transmission is possible by touching something with the virus on it, then touching your mouth, nose or eyes before washing your hands or when wearing gloves. It is not certain how long COVID-19 will survive on surfaces, but evidence suggests that the virus may persist on surfaces for a few hours or up to several days depending on different conditions, such as temperature, surface type and humidity.

Regular cleaning and disinfecting can help prevent the spread of COVID-19 as the virus is broken down by soaps and detergents as well as appropriate disinfectants. For general information on cleaning and disinfection of key touch points, refer to this handbook, site-specific enhanced cleaning protocols and department-specific information.

The Public Health Agency of Canada (“PHAC”) notes the following with regards to parcels and food:

Products shipped within or from outside of Canada could also be contaminated. However, because parcels generally take days or weeks to be delivered, and are shipped at room temperature, the risk of spread is low. There is no known risk of coronaviruses entering Canada on parcels or packages.

There is currently no evidence to suggest that food is a likely source or route of transmission of the virus and there are currently no reported cases of COVID-19 transmission through food. People are unlikely to be infected with the virus through food. Scientists and food safety authorities across the world are closely monitoring the spread of COVID-19. Coronaviruses are killed by common cleaning and disinfection methods and by cooking food to safe internal temperatures. Food safety requirements must continue to be strictly adhered to. If you work in the Culinary or Food and Beverage departments, you will be provided with further guidance on food safety measures specific to COVID-19.

To protect yourself from COVID-19, follow the preventive measures outlined in this handbook and other supporting policies and procedures governing environmental and hand hygiene.

If you have received a flu vaccine, it will not protect you from COVID-19. At this time, treatment, vaccine or therapy to treat or prevent COVID-19 has not yet been developed. The Company continues to monitor developments related to vaccines and treatments and will amend any applicable policies and documents, as new information is learned.

## INFECTION CONTROL PRACTICES AND MEASURES

Using the hierarchy of controls (as outlined in Section 1 of this handbook) and in accordance with government health agencies the following measures must be achieved within each Site-Specific COVID-19 Prevention and Control Plan.

### Physical Distancing

Together, we can prevent and control the spread of COVID-19 by making a conscious effort to keep a physical distance between each other. Physical distancing is maintaining a distance of at least two (2) metres and is proven to be one of the most effective ways to reduce the spread of illness during an outbreak. Physical distancing will be implemented through physical barriers, removal/relocation of furniture and equipment, virtual components and rendering equipment inactive, as appropriate, as well as through signage and verbal instruction to team members and guests.

When guests are being reminded of physical distancing, it is important to consider guests within the same household or “bubbles” as it may be acceptable that some groups of people may be together within a two (2) metre distance. Properties may have specific protocols to identify these groups of people and more information will be made available to you if this applies at your location. We understand this may increase the difficulty of reminding guests to maintain physical distancing. It is important that all team members remember to report up any concerns to their supervisor or manager. Managers/supervisors and Security personnel are reminded to be firm and clear, but polite regarding physical distancing requirements, while demonstrating our Great Experiences and Memories (GEM) standards – CONNECT, DISCOVER, DELIVER, CLOSE and CARE – at all times. We all deserve respect and kindness as we navigate through this new reality. (See Section 2 for The Respectful Workplace: Discrimination, Harassment and Bullying Prevention Policy for more information about maintaining a respectful workplace).

While at work, team members within the same household are required to strictly maintain physical distancing requirements, due to challenges associated with monitoring this, and perception from others. We are all in this together and we appreciate your continued support and cooperation.

When a sustained (i.e. continued or longer) interaction between guests and team members will not allow for a safe physical distance to be maintained, a transparent barrier is required. Locations of transparent barriers are inventoried in Site-Specific COVID-19 Prevention and Control Plans.

Team members are required to follow physical distancing requirements, along with other guidance provided by federal and provincial health authorities, both in and out of the workplace. This includes specific consideration when commuting to and from work, and when attending other businesses or outlets. **Team members are not permitted to shake hands, fist bump, high-five, hug, touch elbows or otherwise touch or have person to person contact in the workplace.**

### Hand Hygiene and Hygienic Practices/Respiratory Etiquette

**Hand washing is the simplest, most effective means of controlling the spread of germs and minimizing risks of infection at the workplace.** The Company has previously established Safety Guides for Hand washing as well as posters for both guests and team members instructing proper hand washing and respiratory etiquette, in multiple languages. Additional and proper hygiene measures can help reduce the risk of infection or spreading infection to others. Remember to follow these guidelines:

- wash your hands often with soap and water, for at least 20 seconds, especially after using the restroom or when preparing food;
- use alcohol-based hand sanitizer if soap and water is not available;
- stay at home when you are sick;
- if you cough or sneeze, do so into a tissue or the bend of your arm, not your hand;
- immediately dispose of any tissues you have used in a garbage bin and wash your hands afterwards; and
- avoid touching your eyes, nose or mouth with unwashed hands or used gloves.

Avoiding touching your eyes, nose or mouth with unwashed hands can be difficult. Touching your nose, mouth or eyes with unclean hands can make you more susceptible to illness and infection. Following these tips and tricks can assist you (and others) in avoiding touching your face:

- **Be mindful.** Try to pay attention to how often you touch your face and why. Try to reduce the triggers that cause you to touch your face.
- **Increase awareness.** Ask someone to tell/remind you when you touch your face, wear a bracelet to remind you not to touch your face, and/or carry a pen and paper to record how many times you touch your face each day.
- **Help others.** Let someone know (politely and respectfully) if they touch their face – we are all in this together.
- **Keep your hands busy.** Put your hands in your pockets, hold something in your hands or clasp your fingers together when sitting idle.
- **Change your posture.** Keep your elbows off the table, place your hands on the table in front of you sit in chairs without armrests (when possible).

#### Screening of Team Members and Guests

Team members and guests will either be required to passive/self-screen when entering the building, or be required to complete active screening requirements. Team members must follow the screening process that is in place upon entry into the building. The type of screening will depend on guidance from federal and provincial health authorities and may change depending on how the COVID-19 crisis evolves and decelerates over time. It is important that team members understand the difference between passive/self-screening and active screening.

Team members must not come to work if they are sick or exhibiting any signs/symptoms of illness. Refer to important information in this handbook and ongoing communications regarding staying at home when you are sick.

You must follow the passive/self-screening signage - prompting individuals to assess/ask themselves questions prior to entering the building. These questions generally include (but are subject to change):

- Do you have any signs or symptoms of illness (specific symptoms may be listed)?
- Have you had close contact with a confirmed case of COVID-19 in the past 14 days?
- Have you travelled outside of Canada (or the province, if applicable) within the past 14 days?
- Have you been instructed by federal or provincial health authorities to self-isolate due to travel or contact history?

If you answer YES to any of the above questions, you will NOT be permitted to enter the building and must return home (avoiding public transit). You will be required to contact your provincial health authority for further guidance and requirements and to notify Human Resources and your supervisor immediately.

Active screening will prompt questions that you must supply an answer or declaration to. This may be in the form of:

- Interview questions over the phone, in person at a safe distance or with a transparent barrier in between you and other individuals;
- A written declaration or questionnaire; and/or
- Using online self-assessment tools provided by federal or provincial health authorities.

Any active screening measures will be communicated to you and will adhere to privacy requirements, as outlined in this handbook.

It is possible that screening requirements will change over the course of time and any such changes will be in accordance with federal and provincial health authorities' guidance. The Company will adhere to applicable changes, while maintaining confidentiality and privacy and ensuring our property and team members remain safe.

In addition to screening measures, any team members or guests displaying signs or symptoms of COVID-19, or with known travel history, will be required to leave the property. Team members who may have concerns with a guest or another team member displaying signs or symptoms are to report this up to their manager/supervisor. Management teams have been provided with information to safely, privately and professionally have a conversation with the applicable parties.

#### Environmental Cleaning and Disinfection

Coronaviruses are one of the easiest types of viruses to kill with the appropriate disinfectant product when used according to the label directions. Although general cleaners do not claim to kill COVID-19, cleaners can play a role in limiting the transfer of germs and viruses. It is important that team members understand the difference between cleaning and disinfection.

Cleaning refers to the removal of dirt and impurities, including germs, from surfaces. Cleaning alone does not kill germs. By removing the germs, however, the likelihood of spreading infection decreases.

Disinfecting works by using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs. However, killing germs remaining on a surface after cleaning further reduces the likelihood of spreading infection. Disinfecting products must have a Drug Identification Number (DIN) on the product label.

Some products can both clean and disinfect at the same time, such as wipes. Disinfecting wipes are a great tool for cleaning and disinfection and should be reserved for areas and equipment that pose challenges with using spray disinfectants. Wipes should not be used on heavily soiled surfaces and should be discarded when they become dry. It is critical that wipes and other materials intended for waste are properly disposed of, in a garbage bin, to ensure we maintain a clean, sanitary and hygienic environment.

In addition to understanding the difference between cleaning and disinfection, team members must understand the three (3) different types of enhanced cleaning that will take place on company properties.

- **Deep Cleaning:** In preparation to reopen and in the event of a confirmed/suspected case(s), properties have and will undergo a deep clean with routine cleaners and disinfectants in accordance with Company guidelines based upon the Centre of Disease Control (“CDC”) and Public Health Agency of Canada (PHAC) requirements.
- **Personal Cleaning/Disinfection of Key Touch Points in Personal Spaces:** All departments have been provided with their own cleaning supplies (wipes or spray products with paper towels) and key touch points cleaning and disinfection checklists (department specific). To assist your property and department with increased personal cleaning, refer to the Safety Guide for personal workspace cleaning and department-specific key touch points checklist. If you must share workspaces, it is critical that you perform personal cleaning and wipe down key touch points such as; desk/counter surface, telephones, keyboards, mouse, and arm rests BEFORE you start working in the workstation.
- **Enhanced Environmental Cleaning:** Each property is responsible for updating site-specific cleaning and disinfection protocols using current protocols, specific guidance in deep clean documentation, department key touch point checklists and Diversey protocols for common areas, restrooms and offices. For more information on general cleaning, refer to: <https://www.diverseydigital.com/natools/>.

Team members must exercise caution when using cleaners on site. Using cleaners and other chemicals must be done in accordance with your Workplace Hazardous Materials Information System (“WHMIS”) training, (Material) Safety Data Sheets (M)SDS, manufacturers’ and Company written instructions. If you do not have WHMIS training, contact your supervisor or Human Resources.

#### **HEALTH AND SAFETY RESPONSIBILITIES**

The Company recognizes that safety and implementing infection prevention and control measures is a shared responsibility among all levels of the organization. The Company uses the Health and Safety Policy to define and communicate health and safety responsibilities in accordance with applicable workplace safety legislation. In addition to the responsibilities listed in the Health and Safety Policy and within this handbook specific to COVID-19, all levels of the organization are responsible for consulting and cooperating with individuals carrying out health and safety duties, including the Joint Health and Safety Committee (JHSC) and/or worker safety representatives. This includes cooperating with prevention officers representing workplace safety legislation

enforcement.

The following responsibilities are required by management and all team members to prevent and control the spread of COVID-19 at the workplace.

#### Management

In addition to the responsibilities outlined in the Health and Safety Policy, management will:

- Use information and guidance from federal and provincial health authorities to make risk-informed decisions and implement preventative measures and controls;
- Increase communication to team members and guests about COVID-19 preventative measure and controls;
- Ensure physical distancing processes are being followed;
- Post signage outlining screening requirements, good respiratory etiquette, hand hygiene and other healthy practices;
- Where possible, and in consultation with your manager, apply Company policies for working from home, flexible hours or arrangements, start times, break times and improved virtual support resources;
- Cancel or postpone all non-essential events, in-person meetings, training, or use virtual alternatives;
- Inventory and evaluate person-to-person interactions along with shared spaces and objects;
- Use the hierarchy of controls when establishing preventative measures for physical distancing and other infection controls to ensure effectiveness;
- Increase frequency of environmental cleaning and disinfection of high touch point surfaces;
- Provide equipment, supplies and direction for personal cleaning of personal workspaces;
- Provide team members with disposable gloves and instruction for safe use, care and disposal; and
- Enforce face coverings as mandatory for all team members while on Company property – management will ensure team members have been provided with a reasonable number of face coverings along with instruction on safe use and care – should this requirement change, all team members will be notified by management.

#### Team Members

All team members and workers are responsible for conducting themselves within the parameters of this handbook and contributing towards the creation and maintenance of a safe and healthy workplace. All team members and workers are responsible for taking reasonable care to protect themselves and the health and safety of others who may be affected by their acts or omissions in the workplace.

All team members are further required to:

- Work in accordance with outlined responsibilities in the Health and Safety Policy;
- Review, ensure understanding and keep up to date with the Health & Safety Bulletin Board and other communications provided by the Company;
- Know and ensure understanding of each Monthly Safety Awareness Topic (“MSAT”);
- Be alert and report up any concerns related to COVID-19 preventative measures and controls;
- Maintain strict hand hygiene and wash hands often with soap and water for at least 20 seconds;
- If applicable, perform personal cleaning of workspaces and key touch points in their area;
- Maintain GEM (Great Experiences and Memories) standards by smiling, waving and providing verbal greetings. Do not shake hands or touch guests or other team members at any time – this is the case for all interactions with any individuals. Specifically, limit close contact with people at higher risk like older adults and those in poor health (if known);

- Use, care and dispose of gloves and face coverings in accordance with federal and provincial health authorities and Company provided written instruction; and
- If you are sick – stay home and contact your healthcare provider or your provincial health authority (see the Section 4).

#### Contractors and Visitors

All contractors and other non-company personnel performing work on behalf of the Company, must work in accordance with the Company's policies and procedures and the applicable workplace safety legislation.

Visitors (i.e. non-Company personnel) at sites and properties should be avoided and minimized where possible, unless the visitor is performing an essential business function that cannot be done virtually. If visitors (i.e. non-Company personnel) are required to be on site at a Company property, they are prohibited from visiting multiple properties. If this is deemed essential, they must receive permission from the Regional Operations Lead in consultation with the Director, Health & Safety.

In addition, contractors and other non-company personnel performing work on behalf of the Company have been provided with information on health and safety responsibilities and COVID-19 prevention and control measures, including passive or active screening upon entry to any of the Company's properties.

#### **YOUR HEALTH AND SAFETY RIGHTS AS A TEAM MEMBER**

All levels of the organization have rights and responsibilities to prevent and control the spread of COVID-19. Many of these general responsibilities are outlined in the Health and Safety Policy and must be continued to be applied to stop the spread of COVID-19. As a reminder from your orientation and Team Member Handbook, all team members have the following three (3) rights:

- **The Right to KNOW About Hazards in the Workplace;**
- **The Right to PARTICIPATE in Health and Safety Activities; and**
- **The Right to REFUSE UNSAFE WORK.**

The Company has pre-established systems and components of our Occupational Health and Safety ("OHS") Program, these include:

- Leadership commitment and defined responsibilities in the Health and Safety Policy;
- Hazard and incident reporting;
  - Hazards (unsafe acts or conditions that "Just Doesn't Look Right – JDLR") are to be reported to your supervisor or the Joint Health & Safety Committee ("JHSC")
  - Work-related incidents, injuries and illnesses are to be reported with the Team Member Incident Report (Annex 6A)
- Defined responsibilities in the Health and Safety Policy;
- Safety inspections;
- Training and education;
- Ongoing communication on your location's Health & Safety Bulletin Board;
- Monthly Safety Awareness Topics (MSAT);
- Written instructions; and
- Joint Health & Safety Committees (JHSC).

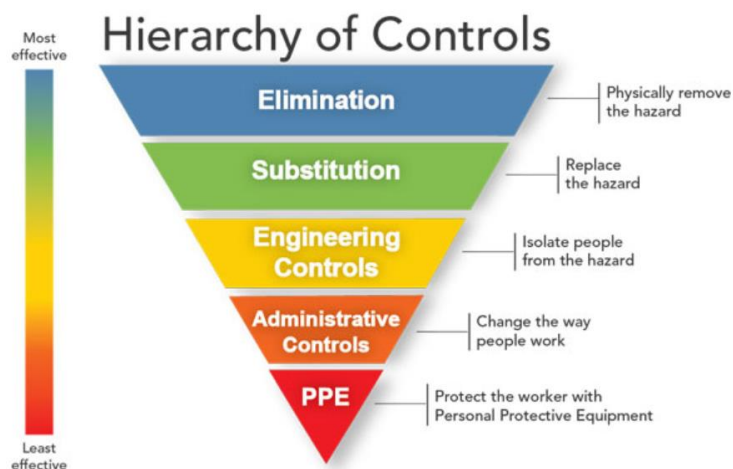
The preventative measures and controls in place to reduce risks associated with COVID-19 have been established through these components and in accordance with workplace safety legislation, the provincial health authority and the Public Health Agency of Canada. If there is an opportunity for improvement, it is important that team members utilize internal systems in place to collaboratively improve health and safety in the workplace.

If you feel that your reported safety concern cannot be addressed through the established OHS Program and that you are being

exposed to an undue hazard, you have the right to refuse unsafe work. The process of your right to refuse unsafe work is outlined in your location's Team Member Handbook.

## PREVENTING AND EFFECTIVELY CONTROLLING THE RISK OF COVID-19

The Company's OHS program is developed and consistent with the fundamental method of addressing safety hazards in the workplace through the hierarchy of controls. The Company and the [Canadian Centre of Occupational Health and Safety \("CCOHS"\)](#) believe that using the hierarchy of controls to address safety hazards in the workplace will lead to a safe and healthy workplace, reducing the risk of work-related injuries and illnesses. The Company employs the hierarchy of controls when addressing all workplace hazards and this is no different for COVID-19 hazards based on risk assessments and inventory/evaluation of person-to-person interactions and shared objects.



Source: <https://www.cdc.gov/niosh/topics/hierarchy/default.html>

### Elimination and Substitution

Elimination and substitution are considered the most effective type of control but may be difficult with respect to controlling COVID-19 at Company properties, especially since no vaccine is currently available. As part of the reopening plans, the Company reviewed services and activities deemed as an increased risk and in accordance with federal and provincial health authorities and guidance.

These authorities advise eliminating any activity that is not essential to the business undertakings and that can be reasonably/practically delayed until the threat of COVID-19 exposure is reduced or resolved.

Although difficult, the Company may need to eliminate the following activities and services as part of its first phase of reopening strategies. This is subject to change and will be in accordance with operational needs and provincial health authority guidance. For example: on property food and beverage services such as buffets, potlucks, shared snacks, carts and self-serve for guests and team members.

As the risk of community spread of COVID-19 lessens and restrictions are eased in accordance with provincial health authorities, certain activities and services will be re-introduced. Any re-introduction of services or activities must undergo a risk assessment, review of guidance provided by the provincial health authority, adherence to workplace safety legislation requirements, and be addressed (as applicable) through the Company's established OHS Program.

### Engineering Controls

The CCOHS defines "engineering controls" as changes or modifications to the physical workplace that removes, reduces or provides a physical barrier. When elimination or substitution is not possible, engineering controls are considered the next most effective at reducing the hazard. Engineering controls are particularly important where physical distancing is not possible for sustained interactions such as guest-team member interactions. For example, table games, slot machines, food and beverage



areas, viewing areas for racing, cage wickets, security podiums, guest services and hotel reception.

Engineering controls to be implemented at the Company's properties as part of COVID-19 prevention and control strategies include:

- Physical barriers, removal/relocation of furniture and equipment, virtual components and rendering equipment inactive to prevent team members and guests from not following physical distancing;
- Transparent barriers – this has been quoted by government health agencies as one of the simplest and effective means to reducing exposure to COVID-19 when physical distancing is not possible;
- Positioning of alcohol-based hand sanitizer dispensers;
- Positioning of wipe dispensers and other personal cleaning supplies; and
- Adequate supplies and facilities for hand washing.

Transparent barriers must have the following safety precautions in place:

- Team members must have job-specific training on standing behind the transparent barrier for their safety, and how to advise guests using GEM service standards to use the barrier when interacting with the team member;
- Edges must be marked with darker or dulled edges to prevent injury;
- Must be able to be cleaned and disinfected regularly;
- Must be secured against falling; and
- Must provide protection for varied heights.

For more information on safe use of transparent barriers, see the Company's Safety Guide – How to Use a Transparent (Plexiglass) Barrier.

#### Administrative Controls

The CCOHS defines "administrative controls" as controls that alter the way an individual (or a group of individuals) behaves through education and training, signage, floor markings, imposing occupancy limits, scheduling of work and work practices such as policies, procedures and other written instructions. Following engineering controls, administrative controls are considered the next most effective. Administrative controls can be even more effective when they are used in accordance and support engineering controls.

The Company provides general health and safety protocols to all team members during the onboarding orientation and within the Team Member Handbook. In addition, this COVID-19 Team Member Handbook along with additional written instructions and guidance, is available to all team members as part of the OHS Program. Administrative controls for helping protect team members and guests against COVID-19 include, but are not limited to:

- Training and education through this handbook, COVID-19 awareness webinar, ongoing communications including the MSAT, written instructions/posters and job-specific training;
- Restricting occupancy and limiting the number of individuals in areas, including elevators and designated smoking areas;
- Revising work schedules to reduce the number of team members assigned to a given shift, including arrival and break times to minimize team member to team member interactions;
- Where possible, reducing close contact with guests and other team members through the increased use of telephone, email and other virtual/online tools;
- Providing signage and clear instruction for hand washing and respiratory etiquette;
- Providing signage and floor markings to instruct and promote physical distancing, traffic patterns/directions and restrictions on elevators;

- Screening guests and team members in accordance with Company policies and guidance from federal and provincial health authorities;
- Increased requirements for hygiene in breakrooms and locker rooms, refer to information further provided in this handbook;
- Ensuring Guest Services and Security personnel are instructing and supervising physical distancing from a safe distance;
- Written instruction on safe use, care, cleaning and laundering of face coverings and gloves; and
- Oversight and monitoring through audits and inspections.

This is not an exhaustive list of the Company's engineering controls, administrative controls and written instructions. If you think additional controls and written instructions are required to mitigate risks associated with COVID-19 or other health and safety risks, contact your supervisor, Human Resources or JHSC representative.

#### Face Coverings, Gloves and Personal Protective Equipment ("PPE")

PPE is to be used as the last line of defense against hazards. The Company has developed preventative measures and controls (in accordance with the hierarchy of controls, a proven OHS and infection control methodology) that do not rely on face coverings and masks for team member and guest safety. This is because it is deemed less effective than other controls and it does not reduce the workplace hazard, nor does it guarantee permanent or total protection from the hazard.

Although the Company does not solely rely upon face coverings and masks, it does mandate the use of these by team members, in a hygienic manner and in accordance with guidance from PHAC. This is to provide an added layer of confidence that we are taking all measures possible to ensure the safety of both team members and guests.

The Company will supply a limited amount of cloth face coverings that meet the general guidelines provided by PHAC. To view these guidelines, visit: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/about-non-medical-masks-face-coverings.html>. It is important that medical masks and N95 respirators are reserved for healthcare workers and those requiring respiratory protection due to workplace contaminants and in accordance with workplace safety legislation.

Team members will be provided with an adequate number of cloth face coverings; they are considered part of your uniform. When you receive your face coverings, you are required to wash these in accordance with the written instructions provided. The Company has purchased these from a supplier and recommends cleaning prior to wearing due to the close contact with your face. Team members are to note the following with respect to the supply and use of face coverings:

- They are an essential part of your uniform. If you do not have a clean face covering for your shift, the Company reserves the right to ask you to leave the premises and immediately go home to retrieve it and return back to work only when you have your face covering. As a best practice, it is suggested that you keep a spare clean face covering in your locker;
- If you choose to supply your own face covering, it must look similar in colour, style and material to the Company provided face coverings and meet the guidelines provided by PHAC (linked above); if you are unsure, ask your manager;
- If team members prefer to wear disposable face coverings, they may do so – these non-medical masks/face coverings must be kept clean and hygienic, must be white, grey or blue in colour, and must be used, cared for and disposed of safely and in accordance PHAC guidance (linked above); and
- Team members are not permitted to supply their own medical masks and N95 respirators, unless there is a verified medical reason, as these must be reserved for healthcare workers. Information about face coverings has (and likely will continue to) evolve. Team members must realize that face coverings, non-medical masks and surgical masks are NOT respirators and are NOT certified to prevent inhalation of small droplets or particles. In addition, federal and provincial health authorities have noted concerns with face coverings if not safely worn. If you are wearing a face covering it is important you do not have a false sense of protection and that it does not cause you to touch your face or adjust your face covering with unwashed hands.

The Company requires mandatory use of face coverings for team members while anywhere on Company property with the

exception being while eating and drinking, in designated break areas, during lunch and breaks as well as when working outside when able to physically distance from others. In these cases, you must have your face covering available in a clean plastic bag and stored in your pocket should you be required to wear it. If a team member has a specific question about face covering requirements in specific areas, they are to ask their manager for clarification. Team members are responsible for safe use and care in accordance with PHAC (link provided above), this handbook and Safety Guide - Using and Caring for Face Coverings. You will receive a copy of Safety Guide - Using and Caring for Face Coverings when you are provided with your face coverings. In addition to face coverings, the Company will permit and supply disposable gloves to positions in accordance with the Great Canadian's COVID-19 Safe Use Glove Guide. It should be noted that gloves are **mandated** for certain job positions/tasks through workplace safety legislation and previously established procedures.

As already noted in this handbook, COVID-19 does not absorb through skin. It is important to maintain strict hand hygiene by washing your hands thoroughly and properly for twenty (20) seconds with soap and water. The use of gloves must NOT compromise other preventative measures in place for physical distancing, environmental cleaning/disinfection and hand hygiene. Gloves must be changed if you would otherwise wash your hands and when beginning a new task or if gloves become soiled or torn. Team members must exercise caution to ensure cross contamination does not occur. **This is to Protect Yourself and to Protect Others.**

As noted within this handbook, transmission may occur if you touch something with the virus on it then touch an opening in your skin, such as your eyes, nose or mouth. Remember: do NOT touch your eyes, nose or mouth with unwashed hands. This also applies to used gloves. Do NOT touch your eyes, nose or mouth with used gloves. For more information, see the Company's guidance on hand washing, tips and tricks to avoid touching your face and to safely remove disposable gloves, and follow Safety Guide – Disposable Gloves. These guidance documents will be posted in your department where disposable gloves are available for both mandatory and permissive use.

**Face coverings, masks and gloves alone will not prevent the spread of COVID-19. Everyone must consistently and strictly adhere to good hygiene and public health measures, including frequent hand washing and physical distancing.**

Team members are responsible for using and caring for face coverings and gloves in a safe and hygienic manner in accordance with the instructions provided. Any Company supplied gloves, and if you choose to wear (and supply yourself) single-use face coverings (instead of Company supplied cloth face coverings), MUST be disposed of safely into a regular garbage bin. Single-use face coverings and gloves are permitted in landfill waste. Under no circumstances should these items be left in common areas and not safely disposed into a garbage bin. This is important for your safety and also the safety of other team members and guests.

The health and safety measures outlined in this handbook are not an exhaustive list of best practices for wearing and caring for a face covering. The use of a face covering should not be mistaken for complete protection from COVID-19. As health and safety best practices are continuously evolving, you will be solely responsible for ensuring you are following the most up-to-date best practices and 'how-to' notices provided by the Company and made public by federal and provincial health officials.

Other PPE will continue to be required based upon workplace safety legislation and safe work procedures. For more information on PPE, see the Company's PPE Policy and the CCOHS website:

<https://www.ccohs.ca/oshanswers/prevention/ppe/>.

#### **HEALTH AND SAFETY BULLETIN BOARD AND ONGOING INTERNAL (H&S) COMMUNICATIONS**

The Health and Safety Bulletin Board(s) is where team members can access regularly updated health and safety information specific to the workplace and specifically COVID-19. In addition to general Health and Safety information that can be found on the Health and Safety Bulletin Board(s), team members can also find the following types of COVID-19 information:

- COVID-19 Fact Sheet;
- Hand Washing Guidelines and Posters;
- Travel Policy;
- Healthy Habits Poster;

- Site-specific COVID-19 Prevention and Control Plan;
- Mental Health Resources;
- Thank You for Keeping Us Safe Poster;
- Physical Distancing Guidelines for the Workplace;
- How to Avoid Touching Your Face Infographic; and
- Additional policies, posters and resources as instructed by Human Resources and Health & Safety.

Team members are responsible for knowing the location of the Health and Safety Bulletin Board(s) and to visit it frequently to stay informed about health and safety. If you do not know, ask your supervisor or Human Resources. If possible, and to assist in physical distancing, your department may also have information posted in department specific areas.

Additional health and safety documents have been developed and will continue to be developed in accordance with federal and provincial health authorities and workplace safety legislation. Health and safety guidance and compliance will play a critical role in ensuring we all stay healthy – **Remember, Protect Yourself and Protect Others!**

This handbook contains important health and safety information on COVID-19 to provide general and awareness information on COVID-19 to team members. In addition to this, all team members will be required to review the COVID-19 Awareness Training Webinar and will be required to complete the quiz to confirm their understanding. Depending on your position, you may also receive further training and written instruction.

Further to this, all team members will be provided Site-Specific COVID-19 Prevention and Control Plan detailing the prevention and control measures in place at your property to protect team members and guests from COVID-19.

The Company will continue to regularly monitor for updates from the federal and provincial health authority and workplace safety legislation in order to make required amendments to prevention and response plans for continual improvement and strict adherence to guidance and orders from these federal and provincial bodies.

#### **GUESTS EXHIBITING SIGNS AND SYMPTOMS**

Guests and non-company personnel will undergo screening as outlined in this document and your Site-Specific COVID-19 Prevention and Control Plan. In the event that a guest or non-company personnel is exhibiting any signs or symptoms of being unwell within the property, respectfully alert your manager/supervisor immediately. Your manager/supervisor has protocols in place for safely and professionally communicating with the guest while maintaining privacy as reasonable/practicable. Security is available, if required. If the guest is suspected of being ill, they will be politely and firmly asked to leave through referencing our code of conduct.

Should the Company be alerted to an individual (guest or team member) who has a confirmed case, this must be immediately reported to the Security Lead, Human Resources Lead and Site Operations Lead. These Site Leads are to immediately report this to the Great Canadian Incident Readiness Team (GCIRT) who will contact provincial health authorities for reporting and guidance. This will include obtaining surveillance footage as applicable for assisting provincial health with contact tracing and to restrict areas while undergoing deep cleaning in accordance with Company deep clean guidance documents.

The Company will follow advisement from the provincial health authority, this includes but not limited to notification to team members, guests or making public announcements. The Company will maintain privacy and provide only the information necessary and as instructed by provincial health authorities to protect team members, guests and the community.

For more information on team member protocols when ill or a suspected/confirmed case of COVID-19, see Section 4.

If a team member feels an onset of symptoms during their shift, they must immediately alert their supervisor. First aid will preliminarily assess from a safe distance and following first aid protocols to ensure the team member is not at immediate risk or harm, escalating the situation as appropriate and in accordance with security and first aid protocols. The team member is to return home, avoiding public transit and contact their healthcare provider or provincial health authority.