



## **COVID-19 POLICY AND PROCEDURE**

### **Policy**

Renew Services Inc. is committed to the health and safety of its employees and customers and as such has created this policy regarding COVID-19. These guidelines follow the Provincial and Federal health authorities recommendations during the current pandemic and shall be updated without notice in accordance with the Provincial and Federal Health Authorities.

Following the CCOHS guidelines for workers' basic rights Renew Services Inc. by request shall lay off any employee who is at high risk or is not comfortable working during the pandemic allowing them to collect any benefits currently offered by the Provincial and Federal government if eligible.

If at any point the customer fails to follow the outlined policy and procedures the technician can cancel the job.

The office of Renew Services Inc. will be closed to walk in traffic.

The Management of Renew Services Inc. takes all responsibility for ensuring that the companies employees have the correct PPE, training and resources including daily updates to operate with the highest level of safety, and the employees take full responsibility for acting in the safest manner possible and report any unsafe situations immediately.

### **Procedure**

Prior to entering a house or building Renew Services Inc. will inform our customers that our technicians meet the following criteria:

1. Have no signs of cough, fever or flu symptoms
2. Have not traveled out of the country before the Pandemic was declared
3. Have not knowingly been in contact with someone with the COVID-19 virus
4. Have not been required to self-isolate due to COVID-19

Our customers are required to truthfully answer the following questions:

1. Are you showing any signs of cough, fever or flu symptoms?
2. When did you last travel out of the country?
3. Have you been in contact with someone with the COVID-19 virus?
4. Have you been required to isolate due to Covid-19?

Based on the answers to the above questions our customers will be assigned a risk level. Customers are required to act in accordance with their corresponding procedure.

1. RISK LEVEL I The Household agrees to maintain a distance of 2 meters (6'5") at all times from our technicians.
2. RISK LEVEL II Everyone in the household agree to stay in different rooms from the ones our technicians will need to be in.
3. RISK LEVEL III Procedure will wait till the quarantine is over unless approved and directed by Alberta Health.

The customer's answers to above questions is to be put in the file for the technicians to reference when they go onsite.

**The procedures will depend on the three levels of risk factors in a home.**

### **Risk Level I**

**A residence that is practising physical distancing but not required to self-isolate then the procedure for repairing sewer lines is:**

1. The following steps need to be taken prior to leaving the shop; clean hands then the steering wheel, keys, cell phones, pens, vehicle door handles, and spray boots with Spray 9 .
2. For each jobsite each technician shall have a clean mask and 2 pairs of gloves. Review the N95 training video for the proper techniques for taking masks on an off. Ensure all masks are N95 and properly fitted.
3. At completion of the job disinfect the work area, then the steering wheel, keys, cell phones, pens, vehicle door handles, and finally spray boots.

4. It is recommended that technicians change out of clothes at the end of the day into clean clothes to go home in.

## **Risk Level II**

**If a house is under self-isolation and the residents have no symptoms in addition to Risk Level 1 the procedure is:**

1. If possible, the job shall be delayed until the quarantine period is over unless it is an emergency.
2. Customers must stay in a separate room while the technicians are on site.
3. Additional safety measures such as safety glasses, half masks or full face respirators shall be worn instead of the N95 masks. Proper fit testing and training to be provided before use.
4. Renew Services Inc. strongly recommends that technicians upon return to shop directly place all clothing in a washing machine and then shower and wash hair using a foaming soap.

## **Risk Level III**

If a residence has someone infected with COVID-19, Renew Services Inc. shall wait until the quarantine period is over. If this is an emergency and Renew Services Inc. is required to enter prior to the end of the quarantine period Renew Services Inc. shall work in conjunction with Alberta Health to provide necessary services.

## **OFFICE STAFF**

**For any office staff that cannot work from home, the following procedures shall apply unless more current information from Health Canada is presented:**

1. It is imperative that employees are physical distancing and self-isolating outside of work
2. Anyone showing any symptoms of COVID-19 or other illnesses, including fever, and cough shall not come into work

3. Anyone with family at home sick SHALL not come into work.
4. Those required to come to work will keep safe distance of 2 meters or 6'5" from each other.
5. Daily office staff will disinfect counters, floors, toilets and any other surfaces that have a low risk to get contaminated
6. The lunch table, light switches, and any other surfaces that may experience light multiple use over the course of the day will be disinfected 3 times a day.
7. Items that have multiple heavy use through the day such as company phones, coffee pot, doorknobs etc. these items will be cleaned after each person touches them. The expectation is that each employee will carry disinfecting wipes in their pockets in a plastic bag and disinfect after themselves.
8. Employees will cough and/or sneeze into their upper sleeve or a tissue to prevent particle spread into the air.
9. Every employee in the office will wash their hands once an hour minimum and upon return to the office.

## Acknowledgement and Agreement

I, \_\_\_\_\_ (Employee Name), acknowledge that I have read and understand the COVID-19 Policy and Procedures of Renew Services Inc. Further, I agree to adhere to this policy and will ensure that employees working under my direction adhere to this policy. I understand that if I violate the rules or procedures outlined in this policy, I may face disciplinary action up to and including termination of employment.

Name: \_\_\_\_\_ (Print name)

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness: \_\_\_\_\_