

CONTACT NORTH | CONTACT NORD COVID-19 OPERATIONAL CONTINUITY PLAN AND REOPENING PLAN

As of April 19, 2021 – 9:00 A.M.

- All Contact North | Contact Nord locations remain closed as a result of the Government of Ontario's declaration of a provincial emergency and issuance of a province-wide Stay-at-Home Order, which was extended by two weeks to Tuesday, May 20, 2021.
- All staff are requested to review the enhanced public health and workplace safety measures under the declaration of a provincial emergency and province-wide stay-at-home order on the Government of Ontario's website.
- Contact North | Contact Nord is currently planning to start reopening its locations on Tuesday, June 1, 2021, where is it safe to do and government and health authorities allow.
- All Contact North | Contact Nord business-related travel is prohibited and any planned meetings with clients must be conducted virtually.

For more details read Contact North | Contact Nord's COVID-19 Operational Continuity Plan and Reopening Plan below.

It is regularly updated on SharePoint with notification to all staff of any changes. All staff have access to SharePoint, either at their place of work or remotely.

Continue to regularly check SharePoint for updates.

A. CURRENT STATUS

- 1) On Friday, April 16, 2021, the [Government of Ontario extended the current Stay-at-Home order](#) until Tuesday, May 20, 2021.

The Stay-at-Home order requires everyone to remain at home except for essential purposes, such as going to the grocery store or pharmacy, accessing health care services (including getting vaccinated), for outdoor exercise, or for work that cannot be done remotely.

The government also implemented the following public health and workplace safety measures as of Saturday, April 17, 2021, at 12:01 a.m.:

- Prohibit all outdoor social gatherings and organized public events, except for with members of the same household or one other person from outside that household who lives alone or a caregiver for any member of the household;
- Close all non-essential workplaces in the construction sector;
- Reduce capacity limits to 25 per cent in all retail settings where in-store

shopping is permitted. This includes supermarkets, grocery stores, convenience stores, indoor farmers' markets, other stores that primarily sell food and pharmacies.

Effective Monday, April 19, 2021 at 12:01 a.m., the government is limiting the capacity of weddings, funerals, and religious services, rites or ceremonies to 10 people indoors or outdoors.

Please review the above information to ensure you familiar with the new restrictions. Complete information is available on the Government of Ontario's [COVID-19 public health measures and advice website](#).

All Contact North | Contact Nord staff with an essential worker letter are reminded to have a printed copy with you at all times when you are required to travel to an Operations Centre or other Contact North | Contact Nord location for essential purposes.

All Contact North | Contact Nord locations remain closed. All Contact North | Contact Nord business-related travel is prohibited and any planned meetings with clients must be conducted virtually.

- 2) On Friday, February 12, 2021, the Government of Canada expanded restrictions to international travel by land and air. See details and links in Section F.

The Government of Canada continues to strongly advise Canadians to cancel or postpone any non-essential travel, including vacation plans, outside Canada. Foreign nationals should likewise postpone or cancel travel plans to Canada. Now is not the time to travel.

B. TOP PRIORITY

Contact North | Contact Nord's top priority is the health, safety and well-being of its employees and clients visiting its operations centres and its online learning centres.

C. WHAT YOU NEED TO KNOW

COVID-19 is a serious health threat, and the situation is evolving daily. The risk will vary between and within communities, but given the increasing number of cases in Canada, the risk to Canadians is considered **high**.

This does not mean all Canadians will get the disease. It means there is already a significant impact on our health care system. Cases are on the rise again and if we do not flatten the pandemic curve now, the increase of COVID-19 cases could impact health care resources available to Canadians.

There is an increased risk of more severe outcomes for Canadians who:

- Are 65 and older

- Have compromised immune systems
- Have underlying medical conditions

D. PROTECTING YOURSELF

The Ontario Ministry of Health lists the following steps to protect your health and reduce exposure to the COVID-19 virus:

- Wash your hands often with soap and water or alcohol-based hand sanitizer
- Sneeze or cough into your sleeve, not your hand
- Avoid touching your eyes, nose and mouth
- Avoid contact with people who are sick
- Stay home if you are sick

To protect yourself if you do not have any symptoms of COVID-19, Ontario's Chief Medical Officer of Health is recommending everyone in Ontario practice [physical distancing](#) to reduce their exposure to other people.

Physical distancing means doing your best to avoid close contact with people outside of your immediate family. Close contact includes being within 2 metres (6 feet) of another person.

E. WHAT HAPPENS IF A STAFF MEMBER MUST GO INTO SELF-QUARANTINE AT HOME?

Contact North | Contact Nord will support staff if they must remain at home:

- a) If the symptoms are mild, a staff member can continue to work from home and receive their regular pay.
- b) If the symptoms are debilitating and staff cannot perform work, full-time staff can draw from accumulated paid sick time. Once accumulated paid sick time is exhausted, Contact North | Contact Nord can issue a Record of Employment (ROE) and the staff member can apply for sickness benefits through Employment Insurance. The Government of Canada recently announced changes to this benefit so employees do not have to wait the mandatory one-week waiting period and can be paid for the first week of their claim.
- c) For part-time staff who are ill and cannot work, Contact North | Contact Nord can issue a Record of Employment (ROE) and the staff member can apply for sick benefits through Employment Insurance.

Supervisors immediately advise HR Services of any staff members who must go into self-quarantine at home. The supervisor and HR Services identify any further actions that may be required, including notification to the local public health unit.

The Government of Canada is providing support to Canadians and businesses

facing hardship as a result of COVID-19. Click [here](#) for information on accessing these supports.

F. STAFF PERSONAL TRAVEL

All Contact North | Contact Nord staff must follow the direction of public health authorities and take all necessary steps to help prevent the spread of COVID-19.

If you leave your home, be sure to [practice safe physical distancing](#) and adhere to any mandatory requirements to wear a mask or face covering.

Follow and adhere to all local public health and/or municipal directions and prohibitions regarding any outdoor activity.

To limit the spread of COVID-19, the Government of Canada advises avoiding all non-essential travel outside Canada and all travel on cruise ships until further notice.

There are two requirements if you do have to travel outside Canada:

- 1) Effective midnight on January 7, 2021 (00:00 EST or 05:00 UCT), proof of a negative COVID-19 laboratory test result must be presented to the airline prior to boarding a flight to Canada. Tests must be performed using a COVID-19 molecular test, such as a polymerase chain reaction (PCR) or Loop-mediated Isothermal Amplification (LAMP) test. The test must be taken within 72 hours of the traveller's scheduled departure to Canada. Other types of tests, such as antigen tests, will not be accepted. All travellers coming to Canada, regardless of citizenship, will be required to have this proof in hand at the time of boarding. Failure to do so will mean an automatic denial of boarding by the air carrier operating the flight to Canada.

Click [here](#) for full details.

- 2) On February 12, 2021, the Government of Canada expanded restrictions to international travel by land and air:
 1. For travellers arriving to Canada by land, as of February 15, 2021, all travellers, with some exceptions, will be required to provide proof of a negative COVID-19 molecular test result taken in the United States within 72 hours of pre-arrival, or a positive test taken 14 to 90 days prior to arrival. In addition, as of February 22, 2021, travellers entering Canada at the land border will be required to take a COVID-19 molecular test on arrival as well as toward the end of their 14-day quarantine.
 2. All travellers arriving to Canada by air, as of February 22, 2021, with some exceptions, will be required to take a COVID-19 molecular test when they arrive in Canada before exiting the airport, and another toward the end of

their 14-day quarantine period. With limited exceptions, air travellers, will also be required to reserve, prior to departure to Canada, a 3-night stay in a government-authorized hotel. Travellers will be able to book their government-authorized stay starting February 18, 2021. These new measures are in addition to existing mandatory pre-boarding and health requirements for air travellers.

3. On February 22, 2021, all travellers, whether arriving by land or air will be required to submit their travel and contact information, including a suitable quarantine plan, electronically via ArriveCAN before crossing the border or boarding a flight.

Click [here](#) for full details on these restrictions.

If you are required to quarantine as a result of international travel, do not report to work at either an operations centre or an online learning centre and advise your supervisor immediately. You and your supervisor will determine if you are able to work from home during the self-isolation period.

During the self-isolation period:

- Monitor your health for fever, cough or difficulty breathing.
- Wash your hands often for 20 seconds and cover your mouth and nose with your arm when coughing or sneezing.

If you develop a fever, cough or difficulty breathing within 14 days:

- Continue to isolate yourself from others
- Immediately call Telehealth Ontario at 1-866-797-0000 or your local public health unit and:
 - Describe your symptoms and travel history
 - Follow their instructions carefully

Staff who make the decision to travel may be impacted financially if they are not able to work when return from travelling for pleasure.

Supervisors advise the President – Chief Executive Officer and HR Services of any staff in this situation.

G. RESPECT OTHER STAFF MEMBERS CONCERNS

Everyone reacts differently to situations such as the closure of their workplace or the potential exposure to a virus such as COVID-19. Please be mindful and sensitive of this as you interact with your colleagues. Feel free to share any concerns you have with your supervisor or refer to the Employee Assistance Plan, which is available to full-time employees as part of the benefits package.

Click [here](#) to access the Employee Assistance Plan brochure on SharePoint.

H. EXECUTIVE CONTINUITY

In the event the President – Chief Executive Officer is unable to fulfill his responsibilities, the Director, IT, Finance & Organizational Planning has delegated authority to make all required corporate decisions.

In the event the Director, IT, Finance & Organizational Planning is unable to assume the President – Chief Executive Officer's responsibilities, the Director, Human Resources Services has delegated authority to make all required corporate decisions.

I. RESOURCES

Public Health Agency of Canada website (updated daily):

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

Public Health Agency of Canada Know The Facts Sheet:

<https://www.canada.ca/content/dam/phac-aspc/documents/services/publications/diseases-conditions/covid-19/coronavirus-factsheet-eng.pdf>

Public Health Agency of Canada Be Prepared Fact Sheet:

<https://www.canada.ca/content/dam/phac-aspc/documents/services/publications/diseases-conditions/covid-19/covid-19-be-prepared-factsheet-eng.pdf>

Ontario Ministry of Health (updated every day, 7 days a week at 10:30 a.m. and 5:30 p.m.):

<https://www.ontario.ca/page/2019-novel-coronavirus>

Ontario Ministry of Health Information Sheet:

<https://files.ontario.ca/moh-coronavirus-info-sheet-english-2020-02-18.pdf>

Telehealth Ontario at 1-866-797-0000

[Local public health unit](#)

J. FOLLOW DIRECTIONS OF OFFICIALS

Promptly follow any directions provided by your local public health unit, emergency

responders or government officials.

Call your supervisor immediately upon receipt of such directions.

K. REQUESTS FROM THE MEDIA FOR COMMENT

Do not respond. Refer any media inquiries to 1-800-561-2222 and ask to be transferred to the President – Chief Executive Officer.