

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

As of June 25, 2021 – 1:00 p.m.

- Ontario is moving to Step Two of the Roadmap to Reopen at 12:01 a.m. on Wednesday, June 30, 2021.
- All Contact North | Contact Nord locations remain closed, and we will continue to operate virtually until **Friday, July 30, 2021**.
- Contact North | Contact Nord business-related travel is permitted starting Wednesday, June 30, 2021. See Section B. for guidelines for business-related travel.
- On Tuesday, August 3, 2021, Contact North | Contact Nord will kick off the steps to quickly reopen as many online learning centres and operations centres as possible starting Monday, August 9, 2021, where it is safe to do so and government, health authorities, and our hosts allow.
- We remain committed to having all our online learning centres and operations centres open and fully operational by **September 2022**.

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) The Ontario government is moving the province into [Step Two of its Roadmap to Reopen at 12:01 a.m. on Wednesday, June 30, 2021](#).

A summary of restrictions can be found on the province's "[Reopening Ontario](#)" [webpage](#), which provides details on what public health measures are in place as the province enters Step Two of the Roadmap to Reopen.

Please click the link to the Reopening Ontario webpage and familiarize yourself with the restrictions that remain in place.

- 2) Contact North | Contact Nord will continue to operate virtually (all online learning centres and operations centres remain closed) until Friday, July 30, 2021. On Tuesday, August 3, 2021, Contact North | Contact Nord will kick off the steps to quickly reopen as many online learning centres and operations centres as possible starting Monday, August 9, 2021, where it is safe to do so and government, health authorities, and our hosts allow.

This avoids the process of reopening, closing, reopening as we have had to do during the past 12 months.

Staff are requested to take a well-deserved break by scheduling as much of your annual accumulated vacation time in the month of July, so we are all refreshed and ready to begin the reopening process on Tuesday, August 3, 2021. If you already booked vacation for another period, you are not required to change plans. Your vacation balance is available to view in StarGarden.

We remain committed to having all our online learning centres and operations centres open and fully operational by **September 2022**.

- 3) Effective July 5, 2021, 11:59 p.m. ET, the restrictions on international travel by land and air are updated:

You may qualify for certain exemptions to quarantine and testing requirements if you:

- Are eligible to enter Canada
- Are asymptomatic
- Meet the [Government of Canada's requirements of fully vaccinated travellers](#)
- Meet all other [entry requirements](#), including entering your information in ArriveCAN before arrival

Those who meet the requirements may be exempt from:

- Quarantine
- Hotel stopover (for air travellers)
- Day-8 testing requirement

Travel restrictions on who can enter Canada remain in place.

Foreign nationals (including U.S. citizens) coming to Canada for non-essential reasons will be turned away at the border.

Read [COVID-19 vaccinated travellers entering Canada](#) for full details.

B. BUSINESS TRAVEL IN ONTARIO PERMITTED

Guidelines

Contact North | Contact Nord staff may travel within Ontario for necessary business-related purposes, that cannot be reasonably conducted virtually, including meetings with external stakeholders/partners and clients outside of the online learning centres and operations centres. The following guidelines apply based on the nature of the travel.

Meetings with Stakeholders/Partners

Treat these requests carefully and only agree to meet in person if the meeting cannot reasonably be accommodated through a Zoom session or phone call.

Do not feel pressured to agree to meet face-to-face if you feel your personal health and safety may be at risk. Outline your specific concerns to your supervisor and discuss alternate options.

Follow these seven guidelines:

1. Ascertain the stakeholder/partner organization is:
 - a) Open to outside visitors
 - b) Accepting visitors and can provide a safe location to meet
2. Outline the purpose of business travel and seek/receive permission from your supervisor to do so.
3. Ensure there is a detailed plan for the visit, where you will go within the building, what the space will be like, and any location-specific rules you must observe to minimize risk. Under Step Two, indoor social gatherings or organized public events are limited to up to five people.
4. Wear a mask at all times when interacting with and maintain physical distancing of 2 metres (6 feet).
5. Wash your hands upon entry to a location and on exit. If handwashing is not possible, bring personal hand sanitizer for use before entering and after leaving.
6. Do not provide printed copies of any materials. Use your laptop to display information and send electronic copies of any materials via e-mail after the meeting. Wipe the laptop you are using before the presentation and after if it came in contact with anyone else. Click [here](#) for cleaning procedures for electronics.
7. Record the names of everyone you met in the daily report to your supervisor in the event contact tracing is required.

Wherever possible, schedule meetings with education and training providers and other stakeholders via audio, Zoom or other virtual means.

Address any questions to your supervisor.

Meetings with Clients/Students Outside an Online Learning Centre

Due to the continued closure of online learning centres, there may be requests from clients to meet face-to-face at other locations in the community to provide service.

Treat these requests carefully and only agree to meet if the request cannot reasonably be accommodated through a Zoom session, phone call or other virtual means.

Do not feel pressured to agree to meet face-to-face if you feel your personal health and safety may be at risk. Outline your specific concerns to your supervisor and discuss alternate options.

If you do meet face-to-face with a client, follow these 10 guidelines:

1. Meet in a public location that has the necessary protocols in place. Observe all of the location's protocols, including Step Two limit of five people per indoor gathering.
2. Do not meet in a client's home or your home.
3. Where feasible and practical, meet outdoors.
4. Prior to the meeting, review the [Mandatory Questions](#) with the client that are used for entry to an online learning centre. Do not meet with the client if they answered yes to any of the questions. Follow the [instructions](#) to make alternative arrangements with the client.
5. Do not meet with a client if you are not feeling well or have any symptoms of COVID-19.
6. Maintain a physical distance of 2 metres (6 feet) of between you and the client at all times.
7. Do not shake a client's hand or otherwise connect in any way.
8. Wash your hands or use hand sanitizer prior to and after the meeting.
9. Do not provide printed copies of any materials. Use your laptop to display information and send electronic copies of any materials via e-mail after the meeting. Wipe the laptop you are using before the presentation and after if it came in contact with anyone else. Click [here](#) for cleaning procedures for electronics.
10. Record the names of all clients you met in the daily report to your supervisor in the event contact tracing is required.

Address any questions or concerns to your supervisor.

C. 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.

D. 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

E. 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.

F. 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.

G. 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.
- 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.

H. 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.

I. 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.

J. 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>

Government of Ontario COVID-19 website:

<https://covid-19.ontario.ca/>

Telehealth Ontario at 1-866-797-0000

[Local public health unit](#)

K. 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.

L. 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.