

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

As of Monday, October 4, 2021 – 2:00 p.m.

- Successful candidates for Contact North | Contact Nord job postings must provide proof of full vaccination against COVID-19 to Human Resources Services upon acceptance of the employment offer.
- On Wednesday, September 22, 2021, the Government of Ontario is implementing a proof of vaccination requirement to enter certain businesses and organizations.
- Contact North | Contact Nord employees must comply with any COVID-19 health and safety requirements established by hosts.
- Contact North | Contact Nord shared the employer's expectations for COVID-19 vaccination and expectations and timeline for return to online learning centres and operation centres on July 26, 2021.
- Contact North | Contact Nord operations centres and online learning centres are reopening where it is safe to do so and government, health authorities and our hosts allow. As of October 4, 2021, 41 locations are open and supporting clients on site.
- 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) Effective October 4, 2021, successful internal and external candidates for Contact North | Contact Nord job postings must provide proof of full vaccination against COVID-19 to Human Resources Services upon acceptance of the employment offer. This requirement is now part of all new job postings.

The current expectations communicated on July 26, 2021, via a [SharePoint Announcement](#) remain in effect.

- 2) On Wednesday, September 22, 2021, the Government of Ontario is requiring proof of vaccination to enter certain businesses and organizations.

The list of applicable businesses and organization can be found in the government's September 1, 2021, news release [Ontario to Require Proof of Vaccination in Select Settings](#). More detailed information is available from [Proof of](#)

[Vaccination Guidance for Businesses and Organizations under the Reopening Ontario Act.](#)

If you require a copy of your vaccination receipt, visit the government's [COVID-19 vaccination website](#) where you can download a copy.

- 3) Contact North | Contact Nord employees must comply with any COVID-19 health and safety requirements established by hosts, including but not limited to:
- Physical distancing, hand washing, masking, and completing screening questionnaires;
 - Vaccination requirements, including providing proof of vaccination satisfactory to the host; and
 - Completing and submitting required documentation to the host for medical or religious exemptions.

If employees cannot comply with host requirements, they may be subject to regular COVID-19 testing as prescribed by the host or may not be able to access their workplace location. Employees are responsible for making their own arrangements for vaccination, testing and any other requirements and are responsible for any costs associated with compliance.

Employees must familiarize themselves with any host requirements and take all necessary steps to comply. If you are unclear about any host requirements, please work with your supervisor to clarify with the host.

- 4) Employer's Expectations for COVID-19 Vaccination and Timelines for Return to Online Learning Centres and Operations Centres

Contact North | Contact Nord distributed its expectations for COVID-19 vaccination and the timelines for return to online learning centres and operations centres on July 26, 2021, via a [SharePoint Announcement](#) from the Director, Human Resources Services.

- 5) Currently, [41 Contact North | Contact Nord locations](#) are open and supporting students with onsite services with [a comprehensive 14-point COVID-19 health and safety protocol](#) in place.

Our first priority in reopening locations is the health and safety of employees and clients attending the locations.

Further reopening of online learning centres are scheduled in the coming weeks and months 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**.

B. BUSINESS TRAVEL PERMITTED

Guidelines

Contact North | Contact Nord staff may travel 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 six 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. 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 Three, indoor social gatherings or organized public events are limited to up to 25 people.
3. Wear a mask at all times when interacting with and maintain physical distancing of 2 metres (6 feet).
4. 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.
5. 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.
6. 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 delayed reopening of some 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 Three limit of 25 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. TRAVEL OUTSIDE OF CANADA

Visit the Government of Canada's [COVID-19 vaccinated travellers entering Canada website](#) for information on returning to Canada.

Canadians currently cannot travel across a land border to the United States. As a result, Contact North | Contact Nord employees cannot access the Akwesasne online learning centre as they must cross the border into the United States.

E. 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

F. 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.

G. 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.

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 units](#)

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.