# COVID-19 POLICY

1. **POLICY STATEMENT**

Words Worth Books Limited(the “Business”) is committed to the health, safety, and well-being of its employees and of all individuals who enter its workplace.

COVID-19 is a respiratory viral infection which has infected millions of individuals across the globe, including Canada.

The Business aims to dispel fears and misconceptions regarding COVID-19 through this COVID-19 Prevention and Control Policy (the “Policy”) by educating its employees on the symptoms, infection prevention and control, and compliance with hand hygiene guidelines. In addition, this Policy sets out the Business’ legal obligations under applicable legislation, as well as steps the Business will take to limit the risk of infection by COVID-19 in the workplace.

1. **Purpose**

The purpose of this policy is to develop a prevention and response policy for COVID-19, as part of an emergency preparedness and response plan at the workplace. The aim is to clearly identify the requirements and procedures required to control the spread of the infection at the workplace, while also maintaining the business operating. The policy is based on information available at the time of its development and is subject to change based on further information provided by the government, health authorities, and the latest evidence.

1. **DEFINITIONS**

|  |  |
| --- | --- |
| "Active Screening vs. Passive Screening" | Screening is a process for surveilling and identifying probable cases to help guide response actions. Active screening involves tests, examinations, and interviews. Passive screening involves posting signage and messaging. |
| “Alcohol-Based Hand Rub (ABHR)” | Waterless hand hygiene product that is available as a rinse, gel or foam and consists of a minimum of 60 % alcohol. The effectiveness of alcohol is inhibited by the presence of organic matter. |
| “COVID-19” | Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus. The virus is causing an outbreak of respiratory (lung) disease. The World Health Organization declared COVID-19 a pandemic on March 11, 2020. |
| "COVID-19 Symptoms" | Many indicators of COVID-19 resemble cold and flu symptoms. Common symptoms of COVID-19 include fever, new or worsening cough, and shortness of breath. A list of symptoms will be provided in the following pages. |
| “Emergency Preparedness Plan” | Emergency preparedness is a cyclic approach that includes prevention activities, preparing a plan for emergencies, testing out the plan or the response, and establishing procedures and activities to bring the organization back to a routine or acceptable level of operation following an emergency. |
| “Hand Hygiene” | A general term referring to any action of hand cleaning. Hand hygiene relates to the removal of visible soil and removal or killing of transient microorganisms from the hands. Hand hygiene is best accomplished by washing hands with soap and warm water for at least 20 seconds. |
| “Hand Hygiene Station” | A dispensing location for waterless, ABHR product that is applied to reduce the number of microorganisms present on the hands. |
| “Physical Distancing” | Maintaining a distance of at least 2 metres (6 feet) between individuals. |
| “PPE” | Personal protective equipment such as gloves and face masks, which protect against the spread. |

1. **general roles and responsibilities**

**4.1 Employer**

COVID-19 presents a risk to the health and safety of employees, and as a result, employers have legal a obligation to take reasonable steps to address this risk. What is appropriate and reasonable may vary depending on the nature of the Business and its workforce. The Business is responsible for making sure that the workplace is safe, and that employees’ health and safety are not put at risk. The ultimate goal of the Business is to prevent and reduce transmission among employees, maintain a healthy business operation and work environment. While the following are subject to change, at present, reasonable steps may include the following:

* Review this COVID-19 policy with all employees;
* Require employees to immediately inform their supervisors or managers if they or someone they have been in close contact with, has tested positive for COVID-19 or has been directed to quarantine by public health authorities;
* Direct employees who exhibit symptoms of COVID-19 to quarantine themselves
* Implement a system for screening employees, contractors, visitors and volunteers who may enter the work premises for COVID-19;
* Provide training to all workplace parties on the reporting procedures of COVID-19 infection;
* Provide appropriate Personal Protective Equipment (PPE) including, but not limited to face masks, gloves, face shield, goggles to the employees who may have exposure to COVID-19;
* Advise employees to practice social distancing while at work;
* If possible, provide physical barriers between workstations (Plexiglass or cubicles);
* Encourage good hygiene practices at the workplace;
* Ensure that appropriate steps are being taken to ensure the cleanliness of the workplace

**4.2 Supervisors and Managers**

Supervisors will be held responsible for the health and safety of the employees under their supervision. Some specific duties of supervisors include:

* Ensure this COVID-19 policy is implemented and adhered to at the workplace;
* Monitor the employees for possible signs of COVID-19 symptoms;
* Request that any person who exhibit symptoms of COVID-19 to leave the worksite and seek medical advice;
* Ensure employees use personal protective equipment as required;
* Advise an employee of any existing or potential risks of exposure; and
* Protect the privacy of any employee who may have to leave the worksite due to COVID-19 related symptoms.

**4.3 Employee**

Under the law, employees must protect their own health and safety by working in compliance with the law and any established health and safety policies, safe work practices and procedures. Some specific responsibilities include:

* Follow the requirements of this COVID-19 Policy;
* Become familiar with the symptoms of COVID-19;
* Inform supervisors and managers if diagnosed with COVID-19 or exhibiting symptoms of COVID-19;
* Quarantine and stay away from work until completely free of COVID-19 symptoms;
* Use appropriate PPE when required; and
* Practice good hygiene protocols.

**4.4 Health and Safety Representative(HSR)**

The JHSC or HSR must work together with the employer to ensure the health and safety of all workplace parties. Some of the responsibilities of the JHSC/HSR include:

* Conducting workplace inspections and investigations; and
* Making recommendations for the improvement of the health and safety of employees.

1. **education**

**5.1 COVID-19 Symptoms**

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illnesses. Symptoms may appear 2-14 days after exposure to the virus. People with these symptoms may have COVID-19:

* Fever or chills
* Cough
* Shortness of breath or difficulty breathing
* Fatigue
* Muscle or body aches
* Headache
* New loss of taste or smell
* Sore throat
* Congestion or runny nose
* Nausea or vomiting
* Diarrhea

COVID-19 is mainly spread from person to person through close contact, such as in a household, workplace, hospitals or health care facilities.

If an employee is experiencing any of the symptoms listed above, they should contact a primary care provider or the local Public Health Unit for further guidance. The employee also has the option of going to a COVID-19 assessment centre for testing. An employee with symptoms related to COVID-19 is not allowed to return to work until all symptoms have subsided.

**5.2 Reporting Procedures**

In the event that an employee is experiencing symptoms associated with COVID-19 while at work, they should immediately inform a manager/supervisor. The supervisor and manager will take down relevant information (time, date, employee name and contact information) and advise the employee to self-isolate and call a primary care provider or the local COVID-19 Public Health for further guidance.

If the employee is tested for COVID-19 and the test result is positive, the employee must immediately inform the employer. The employer has a duty to report any confirmed cases to the following:

* The local Public Health unit when the Business is based in Ontario.

Any confirmed cases of COVID-19 that could reasonably be assumed to be work-related, should be reported to the WSIB//WCB within 72 hours of receiving notice of the illness. The Employee compensation case manager will make a determination on whether the employee’s COVID-19 case is work-related or not.

Clear instructions will be provided to all workplace parties about the reporting procedure.

**5.3 Emergency and Public Health Orders**

The Business will comply with all emergency orders made by the government or public health officials, including in respect of implementing physical distancing and other measures designed to prevent the transmission of COVID-19 in the workplace, as well as in respect of any business closures ordered by the government or public health officials.

Employees who are subject to any emergency or public health order, including any order to quarantine or self-isolate as a result of recently returning from international or interprovincial travel, or having close contact with the individual(s) confirmed or suspected to have COVID-19, must comply with any such order and must immediately inform the Business that they are subject to such order.

In these circumstances, the Business will consider whether it is possible and practical for the employee to work from home while subject to the order, and, if the Business determines in its sole discretion that it is not possible for the employee to work from home, the Business will place the employee on a leave of absence subject to applicable employment standards legislation.

5.4 Mandatory Mask or Face Covering Policy

As of early July 2020, wearing face masks or face coverings in indoor public places has  
become mandatory in most regions in the Canada. Some provinces such as Ontario and Quebec have made it a provincewide requirement to wear mask in indoor public places whereas other provinces such as Alberta and British Columbia (B.C) have decided to take a region-by-region approach and have left it to local municipalities and individuals of the businesses to implement a mandatory mask policy if one is deemed necessary.

The Business will always comply with any government guidelines aimed at stopping the spread of COVID-19.

If a Mandatory Face Mask Policy has been implemented in the region where the Business operates, all customers or visitors entering or remaining in indoor premises are required to wear a mask or face covering. The mask or face covering should cover the employee’s nose, mouth and chin, without gapping.

Those exempt from wearing a face mask or face covering in indoor public spaces are:

* Children under 5 years of age;
* Individuals with medical conditions who are unable to safely wear a mask;
* Anyone who has trouble breathing while wearing a mask or face covering;
* Anyone who is unable to remove the mask without help from someone else; and,
* Anyone who requires accommodation under the Human Rights Code.

The Business will not require any supporting proof or documentation for the exemptions listed above from individuals accessing public places.

In regions where wearing face masks or coverings are mandatory inside indoor public spaces, employees who come in close contact or will have face-to-face interactions with members of the general public throughout their working day are required to wear face masks or face coverings. If there is a physical barrier between the employee and the general public – plexiglass shield – the employee will not be required to wear a mask. When there is no physical barrier between the employee and the member of the public, face masks or face coverings must be worn.

All employees of the Business will need to wear a mask when social distancing is not possible.

**5.5** Pre-Entry Covid-19 Screening

On Sep 26, 2020, The Province of Ontario made it mandatory for employers to implement a pre-entry COVID-19 screening test on all their staff and essential visitors.

If the Business is based in Ontario, it shall only allow entry to those staff or essential visitors who are free of COVID-19 symptoms, have not been outside of the country in the last 14 days and have not been in close contact with a confirmed or probable case of COVID-19. Anyone who fails the screening test should be advised to go home to self isolate immediately and contact his or her health care provider or Telehealth Ontario to find out if a COVID-19 test is needed.

Screening can be done on an active or passive manner. Active screening usually involves tests, examinations, and interviews while passive screening involves posting signage and messaging. In this instance, active screening is preferable because it allows for collection of documentation as proof that the screening was implemented. A copy of the COVID-19 screening test can be found at the end of this document.

**6.0 HEALTH AND SAFETY REQUIREMENTS**

6.1 Physical Distancing, Sanitation and Personal Protective Equipment

The Business will take reasonable efforts to ensure the sanitation of workplace surfaces that are commonly used or touched by employees, customers, or other individuals and which might transmit COVID-19, including but not limited to door handles, light switches, tabletops, microwaves, and telephone equipment.

The Business will observe all public health orders and OHS guidelines in respect of physical distancing, including by ensuring adequate spacing between employees, and limiting the number of individuals in the Business’ premises.

The Business will implement reasonable business practices where necessary to minimize unnecessary physical contact among employees, including but not limited to communicating electronically where feasible, staggering breaks, limiting the sharing of work equipment, and scheduling only the minimum required number of employees to perform work in a given work location.

The Business will also restrict visitors to the workplace and take reasonable steps to ensure physical distancing between employees and customers, clients, and suppliers, including by limiting the number of customers, clients, and suppliers permitted in the workplace at a given time and restricting which workplace locations such customers, clients, and suppliers are permitted to go.

Where necessary to protect an employee from the risk of contracting COVID-19, the Business will provide personal protective equipment (PPE), including rubber gloves, masks, or gowns, as appropriate.

When an employee has medical concerns in regards to wearing certain PPE, the employer will ensure to request a medical note from a certified health care practitioner or provide alternative PPE or duties for the employee to comply with public health bylaws and protocols.

If feasible given the nature of the Business and the duties of certain employees as well as the individual circumstances and needs of certain employees, the Business will consider, in its sole discretion, requiring or permitting certain employees to work from home.

The Business will conduct on-going risk assessments as needed and adjust its practices and procedures as required to adhere to public health official orders, OHS authority guidelines, and recommendations for best practices to prevent the spread of COVID-19 in the workplace.

**6.2** Symptomatic Or Exposed Employees

Employees who develop symptoms of COVID-19, or who have been in close contact (including living in the same residence) with the individuals who are confirmed or suspected to have COVID-19, who have recently returned from international or interprovincial travel, or who are at a high risk of exposure (e.g. due to being a healthcare provider at a healthcare location with confirmed cases of COVID-19) must inform the Business of these facts immediately.

Subject to public health directions, the Business may require such employees to remain at home and away from the workplace. The Business will consider whether it is possible and practical for the employee to work from home while symptomatic, and, if the Business determines in its sole opinion that it is either not possible or not practical for the employee to work from home, the Business will place the employee on a COVID-19 related leave of absence under applicable employment standards legislation.

The Business has an obligation to protect its employees from the risk of COVID-19 infection, including by prohibiting employees who may be at high risk of spreading COVID-19 from entering the workplace. Accordingly, all employees must report if they are experiencing any symptoms of COVID-19 to the Business immediately. Any employee who fails to disclose facts relevant to an assessment of their risk as outlined above may be subject to discipline, up to and including termination of employment.

**6.3** Refusing Unsafe Work

Health and safety legislations give employees the right to refuse work they have reasonable grounds to believe is unsafe to themselves or another employee.

If an employee has good faith and reasonable basis to believe that work is unsafe, including due to exposure to COVID-19, the employee must report it to the Business immediately.

The Business will follow these steps:

1. Speak to the refusing employee to understand the nature of their concern. If the situation cannot be resolved with this discussion, then proceed to step 2.
2. Conduct an internal investigation, with the participation of the employee and any health and safety representatives required by applicable legislation, to determine the validity of the work refusal.
3. If it is determined that there is no objective risk, but the refusing employee maintains his or her refusal, the Business must contact the applicable workplace health and safety agency/ministry to perform its own official investigation.
4. If the applicable workplace health and safety agency/ministry confirms the absence of risk and the refusing employee continues to refuse to return to work, then he or she may be disciplined.

In determining whether the risk from COVID-19 poses danger to an employee, the Business will consider all relevant circumstances, including whether the employee or a member of their household is at particular risk of COVID-19 due to an underlying health condition; the nature of the employee’s work; and whether any risk can be reasonably attenuated through sanitation and/or use of PPE.

* 1. Traveling/commuting measures

All work trips and events – both domestic and international – will be examined and potentially canceled to minimize the risk of COVID-19 to employees.

In-person meetings should be done virtually where possible, especially with non-company parties (e.g. candidate interviews and partners).

The Business will, at its sole discretion and when possible and practicable, consider allowing employees who normally commute to the office by public transportation and do not have other alternatives, to work from home as a precaution.

**7.0 Prevention and Control**

**7.1 Prevention Practices**

To prevent and control the spread of COVID-19, health officials recommend that all individuals practice good hygiene and/or observe commonly advised precautionary measures.

To prevent exposure to a range of diseases, including COVID-19, employees are encouraged to perform the following in and outside the workplace:

* Wash hands often with soap and water or use an alcohol-based hand sanitizer;
* Avoid touching eyes, nose, and mouth with unwashed hands;
* Avoid close contact with people who are ill;
* Stay home when ill;
* Cover coughs or sneezes with a tissue, and then immediately throw the tissue in the garbage and wash hands;
* If a tissue is not available, sneeze or cough into a sleeve or arm, not a hand; and
* Clean and disinfect frequently touched objects and surfaces.

The Business will ensure that there is an adequate supply of liquid soap in the bathroom and kitchen areas and post signage reminding employees to regularly wash their hands with warm water and soap for a minimum of 20 seconds. The Business will also ensure there is an adequate supply of hand sanitizer (if available) for employees to use as well as cleaning products to sanitize surfaces.

# 7.2 Reducing Transmission Among Employees

The Business will monitor local, provincial and federal Public Health communications about COVID-19 regulations, guidance, and recommendations and ensure that employees have access to that information. The following measures will also be considered to reduce the spread of COVID-19 in the workplace:

7.2.1 Sick employees to stay home

**Employees who have symptoms should notify their supervisor and stay home. Employees should not return to work until they have either tested negative for COVID-19 and are symptoms-free or they have quarantined for 14 days and are symptoms-free to return to work.**

**Employees who are well but have a sick family member at home with COVID-19 should notify their supervisor. Employees who cannot completely separate themselves physically from the sick relative should not come to work until the relative either tests negative for COVID-19 or has quarantined for 14 days and is free of symptoms.**

**In either scenario, the employee cannot come to work if he or she exhibits symptoms of COVID-19.**

7.2.2 Conducting Daily COVID-19 Screening

**Employees can be screened for symptoms of COVID-19 prior to entering the workplace. The Business can, in accordance with local, Provincial and/or Federal laws, take employees’ temperature or inquire about employees’ potential exposure to COVID-19 outside of the workplace before allowing staff to enter the work premises.**

7.2.3. Potential for Exposure at Work

**Conduct a thorough hazard assessment to determine if workplace hazards are present, or are likely to be present, and determine what type of controls or PPE are needed for specific job duties. All employees must be informed of any general or specific hazards that were identified in the hazard assessments.**

7.3 Remove Sick Employees from Worksite

Employees who appear to have symptoms upon arrival at work or who become sick during the day should immediately be separated from other employees, customers, and visitors, and sent home.

7.4 Responding to COVID-19 Case at Work

**If an employee of the Business tests positive for COVID-19, the Business must immediately inform the local Public Health authorities and fully cooperate with any investigation that they deem necessary. The Public Health Unit may ask for the names of all the other employees of the Business that may have been exposed to COVID-19 in order to complete contact-tracing and tests anyone else they suspect of being exposed to COVID-19.**

**Other employees should be informed of the presence of a positive COVID-19 case at the workplace. When communicating about the positive COVID-19 case, the name of the sick employee must not be shared with others to protect the individual’s privacy.**

**Additional measures to take include:**

* Clean all surfaces that may have been touched by the sick employee with soap and water before disinfecting them; and
* Open outside doors and windows to increase air circulation in areas where the sick employee may have been.

Encourage any employee who may have been exposed to the sick employee to get tested.

**8.0 Hand hygiene procedures**

Follow these steps to maintain proper hand hygiene.

8.1 Soap and Water

* First, remove jewellery (rings).
* Next, wet your hands.
* Then apply soap.
* Vigorously clean or rub all parts of your hands, including the palms and backs of your hands, thumbs, fingers, nails and wrists, for a minimum of 20-30 seconds (sing “Happy Birthday” twice).
* Rinse and dry your hands properly with single-use paper, a cloth towel, or a blow air dryer.
* Try to turn off the tap with a paper towel after you dry your hands.

8.2 Alcohol-Based Hand Rub (abhr)

* Apply 1 or 2 pumps of the product (about the size of a loonie) into your hands.
* If the ABHR dries before 15 seconds of rubbing, apply more product.
* Rub vigorously, applying friction to all skin surfaces and paying particular attention to fingertips, webbing between fingers, palms, back of hands, nail beds, and each finger.
* Rub for a minimum of 15 seconds until the product is dry before touching anything. This ensures that the ABHR is effective and eliminates the extremely rare risk of flammability in the presence of an oxygen-rich environment.

**9.0 LEAVE OF ABSENCE**

The Business will provide employees with an unpaid leave of absence for reasons relating to COVID-19, including leaves of absence due to mandatory quarantine, illness, and caring for dependent family members due to their illness or due to the closure of schools and daycares, as required by applicable employment standards legislation.

The Business will not require a medical certificate for COVID-19 related leaves of absence; however, the Business reserves the right to require other reasonably sufficient proof of the stated reason for taking the COVID-19 related leave of absence.

Please consult the applicable employment standards legislation for more information on COVID-19 related leaves of absence.

**10.0 policy REVIEW**

This Policy is intended to be temporary, and shall be monitored, reviewed, and amended as necessary, in the Business’ sole discretion, in accordance with official federal and provincial government announcements, information, and orders.

List of Covid Safety Precautions Implemented at Words Worth Books Limited:

* 2 large (62cmX82cm) signs at the front door (our only public entrance) indicating that we require masks be worn inside the store at all times, that 6 foot physical distancing be maintained, and if you are experiencing cough or cold and flu symptoms to not enter (See attached picture)
* major reconfiguration of store fixtures (bookshelves, tables, etc) to allow patrons and staff increased space to remain 6 feet away from one another and navigate the store safely
* reconfiguration of staff workspace to ensure staff stations are safely distanced, encouragement and supervision to delegate staff work at separate stations (at the back and in the basement of the store) to avoid staff overcrowding
* continuing to provide no-contact backdoor pick-up and no-contact delivery options for customers to encourage additional distancing (our full catalogue of titles and services is on our website as well)
* yellow caution tape clearly indicates a staff zone where customers can not access, allowing staff to safely distance from customers
* masks mandatory and face shields provided with instructions on their use (and shown how they are used properly)
* masks provided to customers for a nominal fee of .50 cents (however, staff have been instructed to give masks out if there are financial concerns)
* ample soap and hand sanitizer for staff and customers placed in multiple locations for ease of use.
* hand sanitizing station prominently positioned at front door for customers (see picture attached)
* physical barrier with sign attached for controlling and limiting customers while in the store (see picture attached), as well as detailed instructions on how/when to use it communicated to staff
* On ventilation: instructions to staff to keep front door open (weather permitting) and back window open (with a box fan helping to circulate inside air flow) during our open hours. Additonally we have a HEPA air purifier filter including air quality monitor located behind the front till where our staff interact with customers the most
* we clean regularly touched surfaces at least twice a day and a list of those surfaces is posted behind the front till and in our kitchen as a reminder. we clean our bathroom and kitchen area regularly and have a printed schedule to record cleanings
* detailed written documents about sick leave and covid have been shared with staff on an ongoing basis (see document attached)
* mental health resources shared on an ongoing basis with staff, normalizing covid-related stress (especially as retailers) and encouraging everyone to reach out for help when necessary
* reduction of unnecessary physical contact with customers at the front till by enabling the tap feature on our credit card processing unit
* we remained closed to the public until October 2020 as an added safety precaution to protect staff, reopening well after phase 3 in ontario was declared. from March until September 2020 we provided only no-contact backdoor pick-up and no-contact delivery to our customers.
* proper handwashing instruction posters (public health of ontario) posted in the washroom and in the kitchen as well as hand sanitizing posters
* public messaging with customers to adjust their shopping times and encourage them to visit on slower days/at slower times (with those details provided) in order to help limit customers while in store
* individual meetings with staff to help navigate verbalizing boundaries with customers as it pertains to covid (i.e. asking customers to use masks and how these interactions might go, asking customers to physically distance, asking customers to come back at a later time if our in-store capacity has been met, etc)
* ongoing promotion to consider getting the 2020 flu shot for staff and to download the covid tracking app
* sharing National, Provincial, and Regional guidelines on covid safety in general in an ongoing way (reminder about recommendations for social bubbles, when and how to get tested in the region, etc)

Additional Documents:

As per Region of Waterloo bylaw, we screen all employees and essential visitors entering the workplace (here is a copy of that screening tool):

**Name:**

**Date:**

Required Screening Questions 1. Do you have any of the following new or worsening symptoms or signs? Symptoms should not be chronic or related to other known causes or conditions.

Fever or chills ♦ Yes ♦ No

Difficulty breathing or shortness of breath ♦ Yes ♦ No

Cough ♦ Yes ♦ No

Sore throat, trouble swallowing ♦ Yes ♦ No

Runny nose/stuffy nose or nasal congestion ♦ Yes ♦ No

Decrease or loss of smell or taste ♦ Yes ♦ No

Nausea, vomiting, diarrhea, abdominal pain ♦ Yes ♦ No

Not feeling well, extreme tiredness, sore muscles ♦ Yes ♦ No

2. Have you travelled outside of Canada in the past 14 days? ♦ Yes ♦ No

No 3. Have you had close contact with a confirmed or probable case of COVID-19? ♦ Yes ♦ No

Results of Screening Questions: • If the individual answers NO to all questions from 1 through 3, they have passed and can enter the workplace. • If the individual answers YES to any questions from 1 through 3, they have not passed and should be advised that they should not enter the workplace (including any outdoor, or partially outdoor, workplaces). They should go home to self-isolate immediately and contact their health care provider or Telehealth Ontario (1 866-797-0000) to find out if they need a COVID-19 test.

COVID-19 Employee Acknowledgment Form

I acknowledge that I have read and fully understand my company’s COVID-19 Policy and agree that I must follow all safety measures outlined in the Policy to reduce and prevent the risk of spreading COVID-19. I understand that failure to comply with the requirements of this Policy could result in disciplinary action.

|  |  |
| --- | --- |
| Name of Employee: | Date Policy was reviewed by the employee: |
| Employee Signature: | Employee’s Supervisor: |

Note: Please submit this form to your immediate supervisor.

Covid and sick/leave:

Quick Points:

* If you are short of breath or require urgent care, call 911 and/or go to hospital Emergency immediately.
* If you **test positive for Covid** or have been instructed by your doctor/Public Health to be tested as a possible Covid case please do not come into work (call Mandy or Dave who will work with you as each situation requires)
* If you are worried about some symptoms, we recommend taking the self-assessment tool (info below)
* If you are sick for **non-Covid reasons** (have checked with your doctor, taken self-assessment tool, know your own recurring symptoms, etc), the usual protocol is in place (details at the end of this document)
* Please continue filling out the Covid Screening sheets at the start of your shift

As we go into cold and flu season, we might start wondering if some of our symptoms (runny nose, headache) are Covid related. I recommend using the Region of Waterloo self-assessment tool at <https://www.regionofwaterloo.ca/en/health-and-wellness/community-assessment-centres.aspx>

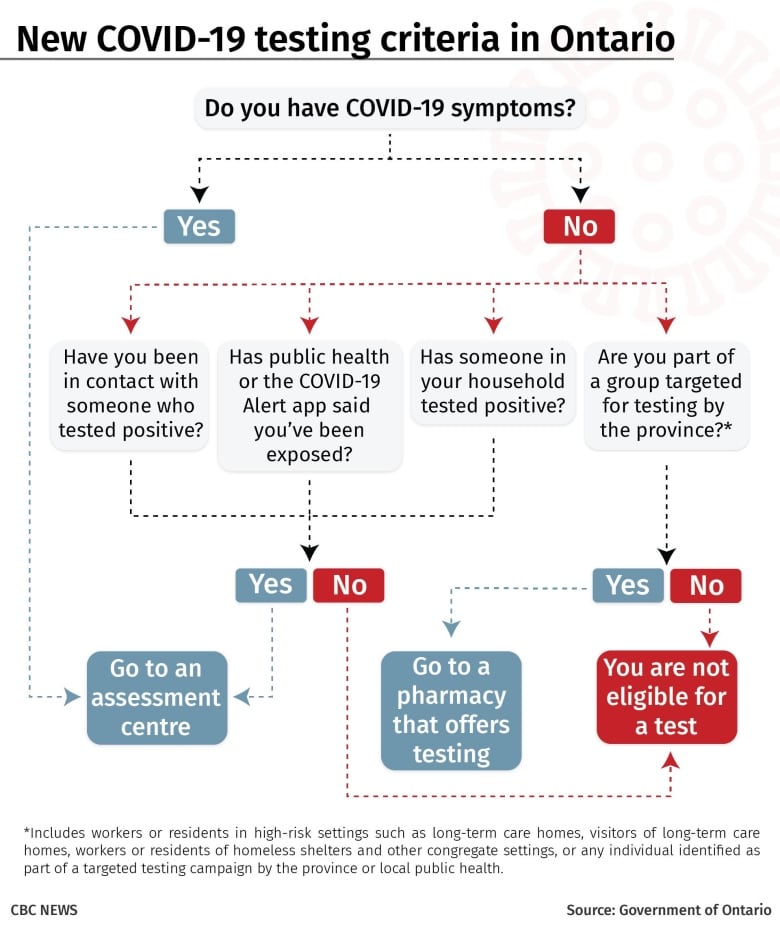
I just used it pretending to have a runny nose and headache and it suggested that I continue to monitor symptoms and maintain Covid precautions (wash hands often, 6 feet distance from people outside of bubble, mask etc), but that there was no current concern to get tested. The questions were very specific and I think they will give us a sense of ease if symptoms arise and we don’t know what to do. I recommend using this tool whenever you feel worried about symptoms.

**The link above also covers all testing areas in Kitchener-Waterloo.** There are also a few pharmacies in town who will test you if you are asymptomatic. The tests are for people who don't have symptoms, but still require the test for a number of reasons, including visiting family at long-term care homes. The tests are not meant for people who want reassurance they don't have the virus.

The Shoppers Drug Marts currently involved are:

* 235 Ira Needles in Kitchener.
* Conestoga Mall, 550 King St. N. in Waterloo.
* 1500 King St. E. in Cambridge.

Here is also a helpful diagram:



**For non-Covid sick days at Words Worth:**

**Maintain our usual protocol:**

* If it is an emergency please dial 911 and/or go immediately to hospital Emergency. Please let us know if we can help you in any way, including calling your emergency contact persons (which is still located on a word doc on till1).
* Attempt to connect with other staff who might be available to take your shift. The staff numbers are located on your monthly schedule. You can switch shifts with someone, too, if you don’t want to lose hours that week.
* Inform the staff working that you are sick and who will be filling in for you.
* In the event that you are unable to get your shift covered, call the store to help work out a resolution for the shift (i.e. can staff just adjust to have one less person working, can someone stay later to accommodate, etc).
* If your solution involves switching a shift with another staff person, the usual protocol is required (email Mandy and CC all staff involved about the details, please update the calendar upstairs and at Mandy’s desk when you are available)

Limiting Customers in the Store:

\*\*\*Capacity, in our store, is defined as the most people at any given time that can be in our space safely able to stay 2 metres away from each other.\*\*\*  
  
Here is what the Province recommends: "For non-essential businesses, you need to ensure that traffic does not exceed a number that would prevent customers from safely remain 2 metres away from one another"  
  
The white sign is there for YOUR peace of mind. Use it at your discretion, based on what the flow of customers is doing at any given time. You could use the sign for a number of instances including:  
  
- 10 people lined up (this makes the front space tighter)  
- 15 people in close groups of 2 who start to spread out their browsing  
  
So is the capacity 10 or 15? It depends on the context of what customers are doing. Ultimately, use the sign at your discrection with my full support. Have a family of 6 want to enter but the current in-store traffic would make it impossible for them to maintain 2 metres distance? Use the sign.  
  
The sign is there for you to use when you feel unsafe to allow more people into the store. Whatever you decide in the moment is the right answer.  
  
I could anticipate that we can't have more than 20-25 people in the store at one time. However, it truly relies on what those people are doing. I hesitate to say that 20 people is our "capacity" because what if, because of the context of how people are browsing, 10 is too many for the next 20 minutes? Instead of just thinking "well, we CAN allow 20 people" but feeling panicked about allowing more into the store to satisfy the maximum (in the case of having 10 lined up all at once), you just use the sign at your discretion to control the flow of customers.

Additional messaging on our website at [www.wordsworthbooks.com](http://www.wordsworthbooks.com):

Due to health and safety concerns during Covid-19,  Words Worth Books  
requires all patrons and employees to wear a face mask when inside the  
store. This is in compliance with the Region of Waterloo face covering  
by-law. Because Words Worth understands and acknowledges there are  
people unable to wear a face covering (due to a visible or not visible  
medical condition, disability, etc.), we continue to accommodate full  
in-store inventory browsing online at [www.wordsworthbooks.com](http://www.wordsworthbooks.com),  
no-contact backdoor pick-up and no-contact delivery. If a patron is in  
need of a mask, we sell them at 50 cents a mask. However, no one  
person will be denied a quality grade mask due to economic limitations  
and our staff will be happy to supply masks for free upon request.  
Please always reach out to us directly to speak about other possible  
accommodations  Words Worth can arrange to assist you during this  
unprecedented time.  Contact the store owners Mandy and Dave at  
519-884-2665 or [hello@wordsworthbooks.com](mailto:hello@wordsworthbooks.com).

(Note: this document was printed on multiple sheets of paper to leave at the front counter for staff to use with customers if they needed)

Images (4):







