



# **COVID-19 POLICIES AND PROCEDURES MANUAL**

## FUNDAMENTAL POLICIES AND PROCEDURES FOR LYONS

- All Lyons team members and customers are prohibited from the workplace and work sites if they apply to any of the following:
  - Symptoms of COVID-19 in the last ten days. **Symptoms include new or worsening cough, shortness of breath or difficulty breathing, temperature equal to or over 38 degrees Celsius, sore throat, feeling feverish, chills, fatigue or weakness, muscle or body aches, new loss of smell or taste, headache, gastrointestinal symptoms (abdominal pain, diarrhea, vomiting), and feeling very unwell.**
  - **They have since removed: runny nose as a symptom from the list for COVID-19, as this has been found to be associated with the common cold**
  - Those directed by Public Health to self-isolate
  - Those who have arrived from outside of Canada or who have had contact with a confirmed COVID-19 case must self-isolate for 14 days and monitor for symptoms.
- **We will require everyone in the morning of each day you report to work to fill out a “COVID-19 Daily Self- Assessment Checklist” and submit to your direct supervisor. Please report to Hannah and your direct supervisor if you are experiencing any of the COVID-19 symptoms. We will decide your return date on a case by case basis, but you can expect that you will be required to stay home until you are symptom free for 48 hours or when you have received a negative COVID-19 test. \*\*checklists can be found in the production trailer or near the main printer/seating area of the primary building\*\***
- **Masks are strongly recommended in common areas in workplaces such as hallways, coffee/staff room, etc. or when you are working and cannot social distance. Team members may not need to wear a mask in their offices as per the CDC.**
- **Please report to Hannah and your direct supervisor if you are experiencing symptoms from the common cold or flu. We will decide your return date on a case by case basis, but you can expect that you will only be required to stay home until you are feeling better.**
- **If you are in a skid steer or plow truck for the winter and are only experiencing common cold or flu symptoms, you can remain working as you are isolated to that piece of equipment. If you enter the offices or are near others while sick with the cold, you will be required to wear a mask. If you are working on a hand shovel team, you will be required to stay home until you are feeling better. Again, this will be decided on a case by case basis between Hannah and your direct supervisor.**
- **If you have been exposed to someone who believes to have COVID-19, you must report this immediately to Hannah, then proceed with disinfecting any materials/items that you have touched and return home. You may return to work after a COVID-19 test from the potentially infected person, has come back negative.**
- **If a worker is severely ill (difficulty breathing or chest pain) while in the workplace or worksite, call 911 immediately.**
- **Practice social distancing always! Please always stay 2 meters (a rake's length apart) away from team members and customers.**

- Cough and sneeze into your sleeve and not your hands.
- Avoid touching your face and nose area with unwashed hands.
- Washrooms, light switches, doorknobs, etc. will be disinfected/cleaned every morning between 7:00 and 8:00am. Other high touch points such as photocopiers, coffee pots, boardroom tables, etc. will be disinfected after each use. The disinfectant being used is called "Envirocare Neutral Disinfectant".
- Wash your hands regularly! Please use soap and warm water and wash your hands for at least 20 seconds. Please do this regularly and especially after using the washroom, coughing or sneezing.
- Utilize alcohol-based hand sanitizer frequently when soap and water is not available.
- Clean and disinfect your workstations, vehicles, equipment or working area at end of each work shift.
- Magazines, brochures, etc. have been removed for public browsing.
- Please do not share PPE with others. We encourage you to wash your PPE daily. Employees are encouraged to wash work gloves after every night.
- Team members are encouraged to shower as soon as possible after work and wash their work clothes
- Please send documents electronically when possible and communicate by text, email or phone call rather than face to face meetings.
- Utilize virtual meeting platforms when possible. If meetings are to be conducted in person, they will be required to respect the allotted capacity of people per area on the signs to each office space.
- Please wash your coffee mugs, cutlery, or plates immediately after use if you are utilizing the staff room dishes. The team is encouraged to bring their own utensils and coffee mugs and take home each night for washing.
- All Lyons vehicles must be disinfected before and after each use by the driver of the vehicle. Please ensure that the steering wheel, seat belt, gear shifter, door handles, controls for music and temperature have all been wiped down thoroughly.

## **SNOW REMOVAL/ LANDSCAPING CREW PROCEDURES**

- Cleaning and disinfecting products, cloth masks, disposable gloves, and hand sanitizer bottles have been provided to the crews for use while cleaning. Crews must report to Meagan in dispatch when they are getting low on their supplies so there is adequate time to restock.

- Both parties on ride-along plow truck training shifts will be asked to wear masks due to inability to social distance. This will also apply to our hand shovel teams while riding in the vehicles. Once social distanced outside, our hand shovel teams can take their masks off.
- When possible, please limit the number of team members touching the same materials i.e. mag bags, spreaders, shovels, etc. Where possible, assign one person to each tool/equipment.
- When entering production trailer, please respect the red markers on the ground for social distancing from the scheduling/dispatch team. Please do not enter if there is already 2 additional team members in the trailer aside from our dispatch team.
- You will be required to disinfect the vehicle or equipment you are utilizing before and after each snow event shift.
- All tablets, radios and keys will be disinfected at the end of each shift by our dispatch team. You will be required to place these items on the brown desk directly in front of the door when you walk into the production trailer after your shift.

## **GARDEN CENTER PROCEDURES**

**\*the garden center is now closed for the winter season\***

- Retail team members are encouraged to stock items during slower business hours to avoid congestion in the retail space. After stocking items or rearranging shelves, please wash your hands.
- All tills in the garden center have been set up with cleaning and disinfecting supplies, hand sanitizers, and plexi-glass barriers.
- When customers enter the garden center space, they must proceed through the one-way entrance and through the outdoor garden center towards indoor retail space. Customers will then exit through the market after purchasing.
- The Indoor retail space is restricted to 7 people maximum including team members.
- There are social distancing markers on the ground in the retail space indoors, please encourage customers to stand on the markers.
- Signage is posted throughout retail space indicating for customers to only touch product they intend on purchasing.
- Garden carts will be disinfected after each customer by the team working in the market each day. Disinfected and dirty carts are separated at the main garden center entrance with appropriate signage.
- No product samples or product displays will be permitted.

- When handling returns, retail team members will put on a pair of disposable gloves. Once finished with the product, they will dispose the gloves. A quarantine station has been designated in the retail warehouse. Products will remain in the quarantine area for a minimum of 24 hours before being placed back for sale.
- When doing a transaction with cash, the retail team must have disposable gloves on. Once the cash transaction has been completed, they will dispose of their gloves immediately.
- Debit/credit machines and counter tops will be disinfected after each customer use by the team member working at that till.
- Washrooms will be cleaned and disinfected daily by the retail team.
- Customers will be discouraged from placing personal belongings on till countertops.
- Tools being cross-used, will be disinfected after use by the last person to use the item (this includes items such as hoses, pruners, shovels, and walkie talkies etc.).

**\*\*Please see below figure for how to properly use and care for your mask as per WorkSafe BC\*\***

### **Acknowledge of Receipt and Understanding of Lyons COVID-19 Policies and Procedures:**

**Name:** \_\_\_\_\_

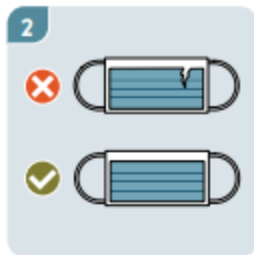
**Signature:** \_\_\_\_\_

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

## Help prevent the spread of COVID-19: How to use a mask



1 Wash your hands with soap and water for at least 20 seconds before touching the mask. If you don't have soap and water, use an alcohol-based hand sanitizer.



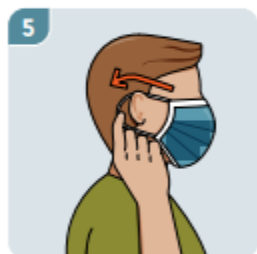
2 Inspect the mask to ensure it's not damaged.



3 Turn the mask so the coloured side is facing outward.



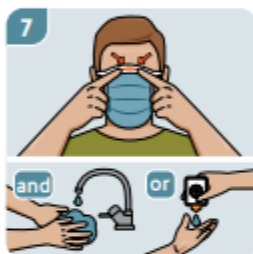
4 Put the mask over your face and if there is a metallic strip, press it to fit the bridge of your nose



5 Put the loops around each of your ears, or tie the top and bottom straps.



6 Make sure your mouth and nose are covered and there are no gaps. Expand the mask by pulling the bottom of it under your chin.



7 Press the metallic strip again so it moulds to the shape of your nose, and wash your hands again.



8 Don't touch the mask while you're wearing it. If you do, wash your hands.



9 Don't wear the mask if it gets wet or dirty. Don't reuse the mask. Follow correct procedure for removing the mask.

### Removing the mask



1 Wash your hands with soap and water or use an alcohol-based hand sanitizer.



2 Lean forward to remove your mask. Touch only the ear loops or ties, not the front of the mask.



3 Dispose of the mask safely.



4 Wash your hands. If required, follow the procedure for putting on a new mask.

Note: Graphics adapted from BC Centre for Disease Control (BC Ministry of Health), "How to wear a face mask."