



COVID-19 in Canada and Beyond

For us, at Modern Niagara, your health and safety come first! In response to the recent international novel coronavirus (COVID-19) outbreak, Modern Niagara's leadership and H&S team have been conducting daily reviews to monitor the situation closely.

On March 2nd, the World Health Organization, Public Health Agency of Canada, and Provincial Health Agencies indicated a change in the spread and mortality rates of COVID-19. The change relates to the number of countries reporting an increase in confirmed cases and deaths related to the virus.

Currently in Canada, there are 27 confirmed cases with no deaths. Three have resolved with self-quarantined care. 975 cases have been biologically screened and were found negative.

The Public Health Agency of Canada (PHAC) has assessed the public health risk associated with COVID-19 as low for Canada.

In an effort to help control the spread of the virus, Canada has issued travel advisories for 7 countries.

COUNTRY	TIME OF VISIT (TO PRESENT)	ADVISORY LEVEL	
		Level	Advisory
China	Jan 1	Level 3	Avoid non-essential travel
Hong Kong	Jan 28	Level 1	Practice usual precautions
Iran	Feb 25	Level 3	Avoid non essential travel
Italy (Northern)	Feb 26	Level 3	Avoid non-essential travel
Japan	Feb 1	Level 2	Practice special precautions
Singapore	Feb 1	Level 1	Practice usual precautions
South Korea	Feb 1	Level 2	Practice special precautions

Level 1 - Practice usual precautions

Travel health notices advise practicing usual travel health precautions. For example, notices at this level may remind travellers about routine vaccinations, highlight the importance of hand washing, or recommend protective measures to avoid mosquito bites.

Level 2 - Practice special precautions

Travel health notices recommend that travellers practice special health precautions, such as receiving additional vaccinations. A notice at this level would be issued if there is an outbreak going on in a limited geographic location, a newly identified disease in the region or a change in the existing pattern of disease.

Level 3 - Avoid non-essential travel

Travel health notices include a warning to avoid non-essential travel in order to protect the health of Canadian travellers and the Canadian public. The notice outlines specific precautions to take when visiting the region and what to do if you become ill during or after travel. A notice at this level would be issued during a large-scale outbreak in a large geographic area, or if there is increased risk to the traveller and an increased risk of spreading disease to other groups including the Canadian public.

How to protect yourself and others

If you or an immediate family member has travelled to one of these 7 countries during the time period listed, we ask that you **BE PROACTIVE** and do the following:

- PROACTIVELY CALL your local health unit and log the conversation
- PROACTIVELY SELF-QUARANTINE for 14 days if you are returning from an advisory Level 3 country or if you are advised to do so by health officials
- PROACTIVELY CONTACT HR or HSE for support during your time in quarantine
- PROACTIVELY VISIT your local hospital for appropriate tests and guidance if you experience shortness of breath, fever, and/or dry cough during the period of self-quarantine

3 types of precautionary hygiene

Personal Hygiene

- Refrain from shaking hands or hugging in public.
- Wash hands frequently with soap and water and ensure you get under nails, between fingers, and on the back of your hands.
- Use hand sanitizer with at least 60% alcohol. Carry a small bottle, if possible.
- Avoid touching your face (mouth, nose, and eyes.)

Social Hygiene

- Stay at home if you are sick.
- Cough and sneeze into your sleeve or a tissue.
- Avoid being near people who are coughing or sneezing without covering their mouth.
- Grab door handles with a sleeve or paper towel.

Travel Hygiene

- Avoid travel to the 7 areas listed by the WHO as high-risk zones.
- Carry a 100ml bottle of hand sanitizer with at least 60% alcohol.
- Clean off arm rests, tray tables, etc. with the same sanitizer.

If you believe you should self-quarantine, please contact HR or HSE as soon as possible for support in the following process recommended by health officials.

We will continue to monitor all public health issues and any that may arise within the Modern Niagara community. We will manage each on a case-by-case basis, balancing the individual's right to privacy and the employee's right to be informed about health-related exposure risks.

We are promoting the use and spread of credible information resources and communications. While the risk to Canadians remains low, we are monitoring the World Health Organization's daily updates, Public Health Agency of Canada, and the Provincial Public Health Agencies for the most credible and up-to-date information. We will communicate credible updates to Modern Niagara employees.

For more information, we welcome you to visit some of these resources:

[BC Centre for Disease Control](#)

[Ontario Ministry of Health and Long-Term Care](#)

[World Health Organization](#)

[Public Health Agency of Canada](#)

[Alberta Health Services](#)

Let us help

MORNEAU
SHEPELL 

Access your Employee and Family Assistance Program (EFAP) 24/7 by phone, web or mobile app.

1.844.880.9142 TTY 1.877.338.0275

workhealthlife.com

Download My EAP app now at your device app store



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COVID-19 Escalation Process Toolkit

As of March 26, 2020

Version 1

Overview

This toolkit is to streamline the notification process for those who have tested positive, come in contact or are at risk of being infected with COVID-19 at a Modern Niagara facility, job site or office.

Who should use this kit?

- EPS team
- H&S team
- Managers who have been asked to be part of the notification process.

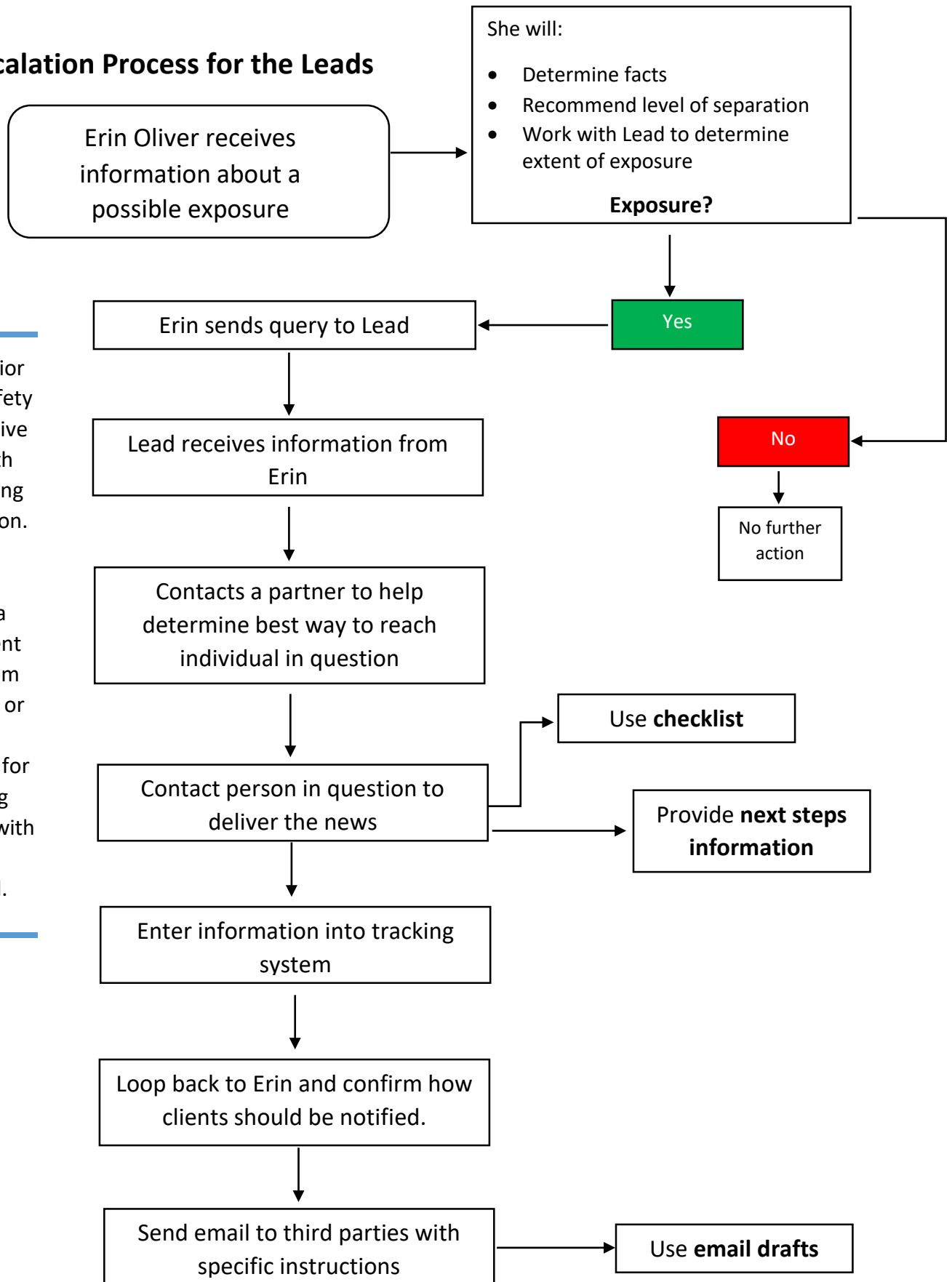
Objectives

- Provide a clear communication path
- Obtain accurate information for the affected cases
- Provide key messaging for internal and external content

Tools

- Escalation process
- Background information log
- Communications checklist
- Talking points
- Draft emails

Escalation Process for the Leads



Lead: a senior Health & Safety representative tasked with administering the escalation.

Partner: a management contact from the job site or facility responsible for facilitating connection with affected individual.

Background Information

Individual

Individual's Full Name: _____

Phone Number: _____

Email: _____

Facility or Job Site: _____

Administration

Date learned of infection: _____

Date of escalation: _____

Name of partner: _____

Email of partner: _____

Phone # of partner: _____

Checklist for Lead

- Do I have the information from Erin?
- Do I have the necessary information needed to give the individual context?
- Do I have the name of a family member or the emergency contact information?
- Have we successfully connected with them in person or through email?
- Do we have someone to convey this information?
- Have I asked **who** they've been in contact with?
- Have I asked **where** the individual came in contact with others?
- Have I asked **when** the individual has been exposed?
- Have we received their recent travel history?
- Do I have the public health guideline sheet?
- Do I have the information on COVID-19 EI?
- Have I reported them in the tracking system?
- Have I notified Erin the escalation is complete?

Talking Points for Lead

COVID-19 General

- We have been informed that you may have had **[DIRECT/INDIRECT]** contact with a **[THIRD-PARTY PERSON/MODERN EMPLOYEE/COMMUNITY EVENT ATTENDEE]** who has **[ENTERED ISOLATION/TESTED POSITIVE/IS EXHIBITING COVID-19 SYMPTOMS]** on the **[JOB SITE/FACILITY/EVENT LOCATION]** during **[TIMEFRAME]**.
- I can appreciate that this is difficult information to hear.
- We want to assure you that we are following the advice of Public Health and will keep you in the loop of any developments or next steps.
- Creating a safe work environment is a team effort – we are going to work together.
- We are asking that you {*self-isolate / see Public Health / other*}

Next Steps

- We would like to provide you with information from Canada's Public Health Agency of useful contacts, signs, symptoms and advice on how to stay healthy during this time.
- If you have any questions or concerns, please send us a note at questions@modernniagara.com.
- For the most up-to-date information, please visit our [website](#).

Communicating with someone who has COVID-19 or at risk

- We can't imagine what you're going through right now. This is undoubtedly a stressful time for you and your family. We are here for you every step of the way.
- We will provide you with resources and advice on how best to minimize the risk for other Modern employees, your family etc.

Resources Available

- For COVID-19 EI related inquiries, please visit this [website](#) and contact your LM for your ROE.
- For the most updated information, please visit the Frequently Asked Questions from the main page of our [website](#).
- You can also email the Risk Management Team directly at questions@modernniagara.com.

Risk on Job Sites/Facilities

- We are encouraging all staff to perform social distancing and practice good hygiene.
- Modern is continuing to install more handwashing stations and distribute hand sanitizer on our job sites, facilities, and offices.

EMAIL 1: COVID-19 Possible/Confirmed Individual

From: Lead

Subject: Next steps

[DATE]

Dear [NAME],

Your Modern Niagara family is with you during this incredibly difficult and stressful time.

If this is going to affect your income, notify your LM or Foremen via email or phone to get an ROE. This will be needed to apply for [COVID-19 Employment Insurance](#).

Your public health authorities can be contacted [here](#) if you have any questions or concerns about the days ahead.

If you have any questions, please contact questions@modernniagara.com.

[Signature]

EMAIL 2: Employee Self-Monitor

From: Lead

Subject: Important COVID-19 Information

[DATE]

Dear [FACILITY/JOB SITE] staff,

Modern Niagara has been continuously monitoring the COVID-19 virus to provide all of Modern's employees with as much information as possible during this on-going situation.

We have been informed that you may have had [DIRECT/INDIRECT] contact with a [THIRD-PARTY PERSON/MODERN EMPLOYEE/COMMUNITY EVENT ATTENDEE] who has [ENTERED ISOLATION/TESTED POSITIVE/IS EXHIBITING COVID-19 SYMPTOMS] on the [JOB SITE/FACILITY/EVENT LOCATION] during [TIMEFRAME].

If the test returns positive: We are told the person tested positive on [DATE OF TEST RESULT] and is recovering at this time.

We want to share this information with you so you can take the necessary steps to monitor your own health. As a precaution, we are advising all staff who may have come in close contact

with the affected individual to self-monitor for the following symptoms for up to 14 days from [**LAST DAY OF TIME PERIOD**].

Symptoms include:

- Fever
- Cough
- Shortness of breath

If you have these or other flu-like symptoms, we recommend that you self-isolate and reach out to your [Public Health Authority](#) as soon as possible.

I have also attached some helpful information from Canada's Public Health Agency of useful contacts, signs, symptoms, and advice on how to stay healthy during this time.

Modern Niagara will provide additional information as it becomes known. There is no question that this is a difficult time and I appreciate your understanding and patience.

Contact us at questions@modernniagara.com if you have any questions.

[Signature]

EMAIL 3: Employee Self-Isolate

From: Lead

Subject: Important COVID-19 Information

[DATE]

Dear [FACILITY/JOB SITE] staff,

Modern Niagara has been continuously monitoring the COVID-19 virus to provide all of Modern's employees with as much information as possible during this on-going situation.

We have been informed that you may have had [DIRECT/INDIRECT] contact with a [THIRD-PARTY PERSON/MODERN EMPLOYEE/COMMUNITY EVENT ATTENDEE] who has [ENTERED ISOLATION/TESTED POSITIVE/IS EXHIBITING COVID-19 SYMPTOMS] on the [JOB SITE/FACILITY/EVENT LOCATION] during [TIMEFRAME].

We are notifying you of this situation because you have come in close contact with the affected individual. As per [Public Health](#) guidelines, we are advising you to self-isolate and monitor yourself for symptoms for 14 days.

Symptoms include:

- Fever
- Cough

- Shortness of breath

If you develop symptoms, even if mild, stay home, avoid other people and contact your [Public Health Authority](#) as soon as possible.

If this is going to affect your income, notify your LM or Foremen via email or phone to get an ROE. This will be needed to apply for [COVID-19 Employment Insurance](#). If you work in an office, we are advising you to work from home.

I have also attached some helpful information from Canada's Public Health Agency of useful contacts, signs, symptoms, and advice on how to stay healthy during this time.

Modern Niagara will provide additional information as it becomes known. There is no question that this is a difficult time and I appreciate your understanding and patience.

Contact us at questions@modernniagara.com if you have any questions.

[signature]

EMAIL 4: Client Notification

From: Lead

Subject: Important COVID-19 Information

Dear **[CLIENT NAME/CONTACT]**,

Modern Niagara has been continuously monitoring the COVID-19 situation to provide Modern's clients with as much information as possible during this on-going situation.

We have been informed that you may have had **[DIRECT/INDIRECT]** contact with a **[THIRD-PARTY PERSON/MODERN EMPLOYEE/COMMUNITY EVENT ATTENDEE]** who has **[ENTERED ISOLATION/TESTED POSITIVE/IS EXHIBITING COVID-19 SYMPTOMS]** on the **[JOB SITE/FACILITY/EVENT LOCATION]** during **[TIMEFRAME]**.

[Add relevant information regarding the affected individuals work location, frequently used elevators/stairs, client employees they may have come in contact with, etc.]

Client safety remains our top priority. Modern Niagara stringently follows [Canada's Public Health Agency](#) guidelines and continues to increase sanitary measures on our job sites and facilities.

If you have any questions or concerns, please reach out to any of our regional teams or the Modern person with whom you

work with closely.

[signature]

COVID-19

Additional Resources

- [About Coronavirus Disease \(COVID-19\)](#)
- [COVID-19 Travel Info Sheet](#)
- [Reduce the Spread of COVID-19, Wash Your Hands](#)
- [Cleaning and Disinfecting Public Spaces](#)
- [Know the Difference: Self-Monitoring, Self-Isolation, and Isolation for COVID-19](#)
- [Social Distancing Fact Sheet](#)
- [How to Self-Isolate at Home When You May Have Been Exposed and Have No Symptoms](#)
- [COVID-19 Symptom Self-Assessment Tool](#)
- [How to Isolate at Home When You Have COVID-19](#)
- [Provincial Resources for COVID-19 \(including social media links\)](#)