



COVID-19: HEALTH AND SAFETY PLAN

Precautionary Measures to Reduce Risk of Infection and Transmission of Virus

STANDARD PROTOCOL AT ALL QUEST LOCATIONS:

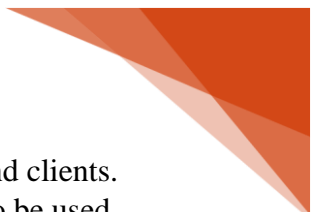
- Wash hands properly and frequently and use hand sanitizer and/or sanitizing wipes if soap and water are not readily available.
- All staff/volunteers must wear a mask at all times; cloth masks and facial screens are no longer considered adequate. Quest will provide N95 masks for all staff.
- All clients must wear a mask. If they have forgotten one, Quest can offer a disposable mask. If there is a medical exception, the client should be directed to speak to the manager. Please refer to *Quest Mask Policy; Jan 18, 2022*.
- Wall mounted hand sanitizers available at all locations.
- Avoid touching the face; eyes, nose and mouth.
- Avoid handshaking and close contact with others.
- Mandatory daily screening of all staff and volunteers using *Keep our Workplace Safe from Covid-19* (WSBC)
- Disinfect personal workplace including desk, telephone, and keyboard tray. Use sanitizing wipes or disinfectant 3 X day (mid-morning, mid-afternoon and closing) and wipe down high touch surfaces including doorknobs, light switches, entrances.
- Sick Clients: Signage on all market doors requesting clients to refrain from entering the markets when ill
- Sick Employees: employees should not attend work and self-isolate at home if ill with cold or flu-like symptoms. Employees must immediately advise their Manager of their illness and adhere to Provincial Health Officer's orders re length of time to isolate at home; 5 days for fully vaccinated individuals and 10 days for non- vaccinated individuals.
- First Aid attendants to follow *OFAA protocols during the Covid 10 Pandemic* (WSBC)

GROCERY MARKET LOCATIONS:

Sanitizing protocol:

- Use sanitizing wipes or disinfectant 3 times per day (mid-morning, mid-afternoon and closing) and wipe down high touch surfaces including market entrance door handles, washroom doorknobs, handles on coolers and freezers, handles on shopping carts and shopping baskets, cashier touch screen, pin pad and cashier area. Record on High Contact Surface Sanitization Log.
- Sanitize belt at cashier till with disinfectant after each client.
- Close all markets 45 minutes early at the end of each day to enable staff to deep clean the market using concentrated disinfectant. Record on Deep Cleaning Log.

Personal Protective Equipment:

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- Plexiglas shields installed at all tills to provide separation between cashier and clients.
 - Staff use of N95 masks in markets is mandatory; cloth and face shields not to be used.
 - Each market will have box of surgical masks available for clients in the event that they have forgotten to bring a mask.
 - To increase ventilation, open windows if able and or open market doors at times of higher occupancy to increase ventilation and air exchange.

DISTRIBUTION CENTRE:

- Use sanitizing wipes or disinfectant 3x per day (mid-morning, mid-afternoon and closing) and wipe down high touch surfaces in the Distribution Centre and in trucks including truck interior and door handles etc. Record frequency of sanitization on logs
- Quest truck drivers are provided with protective gloves, hand sanitizer, disinfectant wipes, N95 masks and 2 pairs of washable gloves. Masks to be worn at all time when on Quest premises but can be removed in the truck if only 1 occupant.
- Only Quest drivers are permitted in all of Quest trucks.
- Use of volunteers for repack program has been suspended until further notice.

Rev: Jan 10, 2022

Ref: Feb 15, 2022

