

PANDEMIC OPERATIONAL PLAN

Pandemic Operational Plan – Talbot Insurance Services Ltd.

Date: May 25, 2020

Business address: #112-1100 Sunshine Coast Highway, Gibsons BC V0N 1V7

At Talbot Insurance, the health of our employees and customers is important to us. We have created this document to clarify the actions that Talbot Insurance will take in order to ensure the well-being of everyone in our place of business and community. This document can be found at #112-1100 Sunshine Coast Hwy, Gibsons and will regularly be updated by Management. Should you have any questions, recommendations or concerns, please contact Laurie or Karen at 604-886-2555.

COVID-19 SIGNAGE IN PUBLIC AREAS			
Talbot Insurance will affix signage on proper hand hygiene, respiratory hygiene, and physical distancing throughout the facility and outdoor settings as applicable. At a minimum, signage must be placed at any common entrance and location where people tend to congregate. Should you have any questions, recommendations or concerns, please contact Laurie or Karen at 604-886-2555.			
The required signage has been affixed in this location in the appropriate locations:	Yes	No	N/A
<u>Public Health Authority Sign</u> (throughout the facility and outdoor as applicable)		X	
<u>Physical Distancing Sign</u> (throughout the facility and outdoor as applicable)	X		
Occupancy Limit Sign (customer points of entry)	X		
<u>Customer Screening & Symptoms Sign</u> (customer points of entry)		X	
<u>Employee Screening Sign</u> (if different from customer screening sign, should be at employee points of entry & common employee spaces if applicable)		X	
<u>Employee Symptoms Sign</u> (employee points of entry, employee rooms if applicable)		X	
<u>How to Wear a Face Mask</u> (employee points of entry, employee rooms if applicable)			X
<u>Hand Washing and Sanitizer Sign</u> (washrooms, handwashing stations, entries, exists, and other sanitizing stations if applicable)		X	
<u>Elevator Physical Distancing Sign</u> (elevator doors if applicable)			X
<u>Use the Stairs Sign</u> (stairwell entries and elevators if applicable)			X
Company Name's Best Practices Guide for Safety (manager's office and/or common employee spaces if applicable)		X	

<u>Cleaning and Disinfecting Public Spaces</u> (common employee spaces if applicable)		X	
<u>Debit/Credit Terminal Sign</u> (all point-of-sale terminals & customer points of entry)		X	
A list of important emergency resources (This would include a list of local public health screening centres, mental health resources, self-screening links and the contact information for public health authorities)			X

PHYSICAL DISTANCING MEASURES

Talbot Insurance will ensure the physical distancing of 2 meters (6 feet) at all times for both our clients and employees inside our business as well as any lines entering our place of business. Should you have any questions, recommendations or concerns, please contact Karen or Laurie at 604-886-2555.

The following physical distancing measures are in place at this location:

Detail in this space the physical distancing measures put in place at this location such as:

- Clients and employees must not be permitted to congregate in groups;
- Clients and employees will avoid common greetings, such as handshakes;
- Designated employee should monitor adherence to physical distancing requirements on premises;
- Customers may partake in their activity while maintaining physical distancing requirements;
- The workplace has been altered to ensure physical distancing requirements (I.e. arrange furniture position to allow 2-meter rule, provide visual cues on floor for distancing and for directional movement of clients);
- Situations where interfacing between employees and customers is common might deserve special considerations for mutual protection (I.e. installing a plexiglass screen at the cash, have the customer service representative wear a reminder for customers to keep their distance)

The following employee(s) is(are) responsible for monitoring adherence to physical distancing requirements at this location:

Laurie J Forshner-Talbot, President	Karen Graves, Personal Lines Mgr
Rachel Redding, Commercial Rep	Kevin Forshner
Jackilyn Bott	Kristina Bisson
Karin Singbeil	

CLEANING AND DISINFECTION PROCEDURES

Talbot Insurance has developed cleaning protocols to ensure that all common areas are cleaned and disinfected twice daily, or more often as required (i.e. if soiled). Health and Safety is a responsibility that belongs to everyone in the workplace. Should you have any questions, recommendations or concerns, please contact Karen or Laurie at 604-886-2555.

The following cleaning and disinfection procedures are in place at this location:

- Talbot Insurance will ensure that all the necessary supplies such as hot/cold potable running water, liquid soap, paper towel, and garbage bins, for handwashing; or minimum 60% alcohol based hand sanitizer; toilet paper, cleaning and disinfecting supplies and personal protection equipment (non-medical masks and disposable gloves) are available as appropriate.
- Talbot Insurance will ensure that employees are trained on how to clean and disinfect surfaces and use personal protection equipment if needed.
- Employees cleaning the workspaces should read and follow manufacturer's instruction for safe use of cleaning and disinfection and the direction from these will be used according to the label directions and instruction from JiffyMaid. Cleaning and disinfecting supplies that clean and disinfect all at once may require the use of disposable gloves, these should be disposed of appropriately after cleaning. More information on cleaning and disinfection can be found on the Government of Canada website.
- Employees and clients should not be present in the area during the cleaning of the workplace to allow enough contact time for disinfectants to kill germs based on the product being used.
- Items such as countertops, chairs (including below the front of the seat), rental/shared tools and equipment, phones, whiteboard markers, cashier equipment, light switches, public washrooms, doorknobs, handrails, elevator buttons, cabinet handles, faucet handles, tables, vending machines, and furniture need to be disinfected more frequently throughout the day. After hours cleaning by outside firms has been increased to twice a week.

The following cleaning and disinfection supplies are available at this location:
Hand sanitizer, soap, spray cleaner, paper towels, hand towels.

The following employee(s) is(are) responsible for the monitoring of supplies to ensure stock is maintained during operating hours:

Laurie Forshner-Talbot

Karen Graves

The following employee(s) is(are) responsible for maintaining the house cleaning and disinfecting log:

LJ Forshner-Talbot

EMPLOYEE WELLNESS AND HYGIENE

Talbot Insurance will ensure that all employees are informed of the best practices to encourage proper hygiene etiquette. Additionally, the necessary products and equipment will be available to you in the workplace to follow these best practices. Health and Safety is a responsibility that belongs to everyone in the workplace and we encourage you to review WorkSafe BC resources like [COVID-19 Industry Information](#).

The following employee wellness and hygiene procedures are in place at this location:

While at work to help stop the spread of germs:

- Avoid touching your eyes, nose or mouth
- Cover your mouth and nose with a tissue when you cough or sneeze and throw the used tissue in the trash;
- If you do not have a tissue, cough or sneeze into your elbow, not in your hands and then wash your hands immediately afterwards;
- When coming into work and leaving work, please wash/sanitize your hands for 20 seconds
- You are encouraged to clean your cell phone upon arriving at work with a sanitizer wipe (if available);
- Respect the 2-meter physical distancing measures with all your colleagues and clients;
- Handshakes, hugs and direct contact are not permitted;
- Avoid contact with people who are sick
- We encourage you to remind your colleagues and clients of the wellness and hygiene measures put into place.

Should you feel unwell (i.e. coughing, sneezing, fever, shortness of breath, runny nose, etc.), think you have come into contact with someone with COVID-19, or have someone from your household return from travelling abroad:

- If you have symptoms or think that you might have COVID-19, please use the [Screening Questionnaire](#) for COVID-19.
- Please notify your Supervisor Karen Graves at kgraves@talbotinsurance.ca or text 604-992-1981 or Laurie Forshner-Talbot text 604-740-1828;
- We ask that you do not present yourself at work with COVID-19 symptoms and self-isolate for 14 consecutive days

The following employee hygiene procedures guide/posters are in place at this location:

A list from JiffyMaid cleaning services. Owner launders hand towels each week & has provided additional supply & hamper for used hand towels

The following employee hygiene equipment and products are available at this location:

Nitrile gloves, hand sanitizer, pump soap, Kleenex, toilet paper, paper towel

The following employee(s) is(are) responsible for the monitoring of supplies to ensure stock is maintained during operating hours:

Laurie Forshner-Talbot

Karen Graves

Kristina Bisson

SCREENING OF EMPLOYEES BEFORE EVERY SHIFT

Talbot Insurance will pre-screen all those who enter the workplace with educational posters. This pre-screening will be contactless. Employees are to self-screen as well as follow all the same protocols as clients and outlined below -

The Provincial Health Officer of BC and the BC CDC have issued that anyone with symptoms of COVID-19 including fever, chills, cough, shortness of breath, sore throat and painful swallowing, must self-isolate at home for a minimum of 10 days. This order will be reflected in Talbot Insurance's policies. Should you feel ill at any point while at work, you must notify your supervisor immediately.

- These protocols are:
 - Instructing employees to use a self-assessment tool if they need help determining whether they should seek further care;
 - Requiring the employee to go home to self-monitor should they show reasonable signs of symptoms;
 - Any screening should have reasonable cause before acting on consequences.
 - Suggestions for consideration might be:
 - Advising those who are either symptomatic and/or have been advised by Public Health to self-isolate, to remain home and not enter the premises
 - Provide PPE
 - Ensure to protect all personal information in such a manner as to protect the personal privacy of employees
 - Contact the local public health authority and business owner/HR contact should there be a confirmed or suspected case
 - Should you feel unwell (i.e. coughing, sneezing, fever, shortness of breath, runny nose, etc.), think you have come into contact with someone with COVID-19, or have someone from your household return from travelling abroad: do not come into the office & contact Health BC or your doctor