

CONTACT NORTH | CONTACT NORD COVID-19 OPERATIONAL CONTINUITY PLAN AND REOPENING PLAN

As of Tuesday, January 4, 2022 – 10:00 a.m.

- Ontario is returning to the modified version of Step Two of the Roadmap to Reopen effective Wednesday, January 5, 2022, at 12:01 a.m. for at least 21 days (until Wednesday, January 26, 2022), subject to trends in public health and health system indicators.
- All staff working in the operations centres and online learning centres work virtually for the period Tuesday, January 4 to Friday, January 28, 2022, and plan to resume work in the online learning centres and operations centres on Monday, January 31, 2022.
- Effective Tuesday, January 4, 2022, all business-related travel is prohibited and any external meetings with clients, stakeholders or partners (scheduled or to be scheduled) must be conducted virtually.
- Successful candidates for Contact North | Contact Nord job postings must provide proof of full vaccination against COVID-19 to Human Resources Services upon acceptance of the employment offer.
- On Wednesday, September 22, 2021, the Government of Ontario is implementing a proof of vaccination requirement to enter certain businesses and organizations.
- Contact North | Contact Nord employees must comply with any COVID-19 health and safety requirements established by hosts.
- Contact North | Contact Nord shared the employer's expectations for COVID-19 vaccination and expectations and timeline for return to online learning centres and operation centres on July 26, 2021.
- Contact North | Contact Nord operations centres and online learning centres are reopening where it is safe to do so and government, health authorities and our hosts allow.
- We remain committed to having all our online learning centres and operations centres open and fully operational by **September 2022**.

For more details read Contact North | Contact Nord's COVID-19 Operational Continuity Plan and Reopening Plan below.

It is regularly updated on SharePoint with notification to all staff of any changes. All staff have access to SharePoint, either at their place of work or remotely.

Continue to regularly check SharePoint for updates.

A. CURRENT STATUS

- 1) On Monday, January 3, 2022, the [Government of Ontario announced the province is returning to the modified version of Step Two of the Roadmap to Reopen](#) effective Wednesday, January 5, 2022, at 12:01 a.m. for at least 21 days (until

Wednesday, January 26, 2022), subject to trends in public health and health system indicators.

In accordance with the Government's requirement that businesses and organizations ensure staff work remotely unless the nature of their work requires them to be on-site:

- a. All staff working in the operations centres and online learning centres work virtually for the period Tuesday, January 4 to Friday, January 28, 2022, and plan to resume work in the online learning centres and operations centres on Monday, January 31, 2022.
 - b. Staff may access an Operations Centre during this period to perform duties that cannot be performed remotely (i.e. IT staff with the permission of the Director, IT & Web Services) or other essential staff with the permission of the respective Director, Operations & Development.
 - c. Business-related travel is prohibited until further notice.
 - d. All external appointments with clients, stakeholders or partners must be conducted virtually until further notice. Existing scheduled appointments must be transitioned to virtual or re-scheduled in the future.
- 2) Employer's Expectations for COVID-19 Vaccination and Timelines for Return to Online Learning Centres and Operations Centres

Contact North | Contact Nord distributed its expectations for COVID-19 vaccination and the timelines for return to online learning centres and operations centres on July 26, 2021, via a SharePoint Announcement from the Director, Human Resources Services.

We remain committed to having all our online learning centres and operations centres open and fully operational by **September 2022**.

B. TOP PRIORITY

Contact North | Contact Nord's top priority is the health, safety and well-being of its employees and clients visiting its operations centres and its online learning centres.

C. TRAVEL OUTSIDE OF CANADA

Visit the Government of Canada's [COVID-19 vaccinated travellers entering Canada website](#) for information on returning to Canada.

D. WHAT YOU NEED TO KNOW

COVID-19 is a serious health threat, and the situation is evolving daily. The risk will vary between and within communities, but given the increasing number of cases in Canada, the risk to Canadians is considered **high**.

This does not mean all Canadians will get the disease. It means there is already a significant impact on our health care system. Cases are on the rise again and if we do not flatten the pandemic curve now, the increase of COVID-19 cases could impact health care resources available to Canadians.

There is an increased risk of more severe outcomes for Canadians who:

- Are 65 and older
- Have compromised immune systems
- Have underlying medical conditions

E. PROTECTING YOURSELF

The Ontario Ministry of Health lists the following steps to protect your health and reduce exposure to the COVID-19 virus:

- Wash your hands often with soap and water or alcohol-based hand sanitizer
- Sneeze or cough into your sleeve, not your hand
- Avoid touching your eyes, nose and mouth
- Avoid contact with people who are sick
- Stay home if you are sick

To protect yourself if you do not have any symptoms of COVID-19, Ontario's Chief Medical Officer of Health is recommending everyone in Ontario practice [physical distancing](#) to reduce their exposure to other people.

Physical distancing means doing your best to avoid close contact with people outside of your immediate family. Close contact includes being within 2 metres (6 feet) of another person.

F. WHAT HAPPENS IF A STAFF MEMBER MUST GO INTO SELF-QUARANTINE AT HOME?

Contact North | Contact Nord will support staff if they must remain at home:

- a) If the symptoms are mild, a staff member can continue to work from home and receive their regular pay.
- b) If the symptoms are debilitating and staff cannot perform work, full-time staff can draw from accumulated paid sick time. Once accumulated paid sick time is exhausted, Contact North | Contact Nord can issue a Record of Employment (ROE) and the staff member can apply for sickness benefits through Employment Insurance. The Government of Canada recently announced changes to this benefit so employees do not have to wait the mandatory one-week waiting period and can be paid for the first week of their claim.
- c) For part-time staff who are ill and cannot work, Contact North | Contact Nord can

issue a Record of Employment (ROE) and the staff member can apply for sick benefits through Employment Insurance.

Supervisors immediately advise HR Services of any staff members who must go into self-quarantine at home. The supervisor and HR Services identify any further actions that may be required, including notification to the local public health unit.

The Government of Canada is providing support to Canadians and businesses facing hardship as a result of COVID-19. Click [here](#) for information on accessing these supports.

G. RESPECT OTHER STAFF MEMBERS CONCERNS

Everyone reacts differently to situations such as the closure of their workplace or the potential exposure to a virus such as COVID-19. Please be mindful and sensitive of this as you interact with your colleagues. Feel free to share any concerns you have with your supervisor or refer to the Employee Assistance Plan, which is available to full-time employees as part of the benefits package.

H. EXECUTIVE CONTINUITY

In the event the President – Chief Executive Officer is unable to fulfill his responsibilities, the Director, IT, Finance & Organizational Planning has delegated authority to make all required corporate decisions.

In the event the Director, IT, Finance & Organizational Planning is unable to assume the President – Chief Executive Officer's responsibilities, the Director, Human Resources Services has delegated authority to make all required corporate decisions.

I. RESOURCES

Public Health Agency of Canada website (updated daily):

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

Public Health Agency of Canada Know the Facts Sheet:

<https://www.canada.ca/content/dam/phac-aspc/documents/services/publications/diseases-conditions/covid-19/coronavirus-factsheet-eng.pdf>

Public Health Agency of Canada Be Prepared Fact Sheet:

<https://www.canada.ca/content/dam/phac->

[aspc/documents/services/publications/diseases-conditions/covid-19/covid-19-be-prepared-factsheet-eng.pdf](https://www.ontario.ca/document/ontario-prepared-factsheet-covid-19)

Government of Ontario COVID-19 website:

<https://covid-19.ontario.ca/>

Telehealth Ontario at 1-866-797-0000

[Local public health units](#)

J. FOLLOW DIRECTIONS OF OFFICIALS

Promptly follow any directions provided by your local public health unit, emergency responders or government officials.

Call your supervisor immediately upon receipt of such directions.

K. REQUESTS FROM THE MEDIA FOR COMMENT

Do not respond. Refer any media inquiries to 1-800-561-2222 and ask to be transferred to the President – Chief Executive Officer.