

CONTACT NORTH | CONTACT NORD COVID-19 OPERATIONAL CONTINUITY PLAN

As of March 24, 2020 – 10:00 a.m.

Contact North | Contact Nord's COVID-19 Operational Continuity Plan is updated daily on SharePoint with notification to all staff of any changes. All staff have access to SharePoint, either at their place of work or remotely.

Check SharePoint each morning for updates.

A. TODAY'S STATUS

All online learning centres and both operations centres closed until further notice. There is no staff or general public access to any online learning centres or operations centres.

Click [here](#) for a list of colleges and universities and their status.

B. ALL ONLINE LEARNING CENTRES, SUDBURY OPERATIONS CENTRE AND THUNDER BAY OPERATIONS CENTRE CLOSED TO STAFF AND THE PUBLIC EFFECTIVE 5:00 P.M. TUESDAY, MARCH 24, 2020 UNTIL FURTHER NOTICE

In accordance with the Ontario Government's mandatory closure of all non-essential workplaces on March 23, 2020, Contact North | Contact Nord is closing all online learning centres, Sudbury Operations Centre and Thunder Bay Operations Centre to staff and the public until further notice.

- 1) Online learning centre staff relocate to their homes continue to support students via telephone and Zoom where appropriate and perform required administrative functions. Staff continue to submit their daily updates to their supervisor.

Upon leaving the online learning centre, staff power down any equipment, remove all personal and business belongings necessary to continue to work from home, post [the sign](#) on the door and secure the premises, no later than 5:00 p.m. on Tuesday, March 24, 2020.

- 2) Operations centres staff relocate to their homes, continue to provide their normal support services and submit their required updates to their supervisor.

Upon leaving the operations centres, the Director, Operations & Development ensures all equipment is powered down as appropriate, posts a sign on the door and secures the premises no later than 5:00 p.m., Tuesday, March 24, 2020.

- 3) During the closure period, access to either operations centre is on an emergency basis only and must be approved by the Director, Operations & Development for

any building emergency issues or by the Director, IT, Finance & Organizational Planning for IT issues that cannot be resolved remotely.

- 4) All full-time staff continue to perform their duties from their home locations and receive their regular salary. Part-time staff continue to work assigned hours, perform assigned functions and are paid for hours worked and entered into StarGarden.
- 5) During the period of working from home, staff take all necessary precautions to keep client data private, including logging out of any application with private data when away from your computer.

C. 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.

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 that all Canadians will get the disease. It means that there is already a significant impact on our health care system. If we do not flatten the epidemic 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:

- Aged 65 and over
- With compromised immune systems
- With 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 **social distancing** to reduce their exposure to other people. This means you can carry out daily activities, such as going to work (if you cannot work from home) and doing necessary shopping and appointments but that you do your best to avoid close contact with people outside of your immediate family.

Close contact includes being within 2 metres of another person.

F. IF YOU HAVE SYMPTOMS OF COVID-19

According to the Ontario Ministry of Health, symptoms range from mild – like the flu and other common respiratory infections – to severe, and can include:

- Fever
- Cough
- Difficulty breathing

If you are experiencing these symptoms, immediately contact **Telehealth Ontario** at 1-866-797-0000 or your [local public health unit](#) for direction. Follow the direction received from these sources and immediately call your supervisor.

G. 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 and a staff member has the ability to work from home, staff can do so and continue to receive their regular pay. The staff member and his/her supervisor jointly determine if working from home is possible. Information Technology (IT) & Web Services is on standby to provide the necessary equipment for staff to work from home where possible. Equipment may be shipped to a staff member's home if need be.
- 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 sick benefits through Employment Insurance sickness benefits. 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 sickness benefits.

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.

H. STAFF MEMBER WHO IS CARING FOR A FAMILY MEMBER WITH COVID-19 / AFFECTED BY THE CLOSURE OF SCHOOLS, COLLEGES, UNIVERSITIES AND OTHER WORKPLACES

Contact North | Contact Nord recognizes staff members may need to be at home to care for a family member with COVID-19 or the need for the staff member to self-quarantine as a result of exposure to a family member.

Contact North | Contact Nord also recognizes staff may be affected by the closure of other workplaces and need work from home to care for children.

If either of these scenarios applies to you, advise your supervisor immediately who makes arrangements for the staff member to work from home, if possible. This is determined on a case-by-case basis. The supervisor notifies HR Services.

I. WHAT DO WE DO IF A CLIENT ADVISES THEY HAVE SYMPTOMS OR WERE DIAGNOSED WITH COVID-19 AND VISITED AN OPERATIONS CENTRE OR ONLINE LEARNING CENTRE IN THE LAST 2 WEEKS?

If this occurs, call your supervisor immediately.

You and your supervisor will immediately consult with the local public health unit for direction. Promptly follow all direction provided by the local public health unit. Supervisors immediately advise the President – Chief Executive Officer and HR Services who provide additional direction, which may include closing the online learning centre based on advice from public health officials.

J. RESTRICTIONS ON TRAVEL

Until further notice, all Contact North | Contact Nord staff are restricted to travel for Contact North | Contact Nord business within Ontario only.

Staff are advised to check websites (or call contacts directly) of colleges, universities or stakeholders for any restrictions on visitors to their locations or other advisories.

Wherever possible, schedule meetings with education and training providers and other stakeholders via audio or Zoom.

Staff who must travel should avoid flying wherever possible. Staff scheduled to attend conferences or training should check ahead for cancellations and explore options to participate virtually wherever possible. If you are unsure, consult with your supervisor.

K. STAFF PERSONAL TRAVEL

To limit the spread of COVID-19, the Government of Canada advises avoiding all non-essential travel outside of Canada and all travel on cruise ships until further notice.

If you do have to travel outside of Canada, the Government of Canada requires you to [self-isolate](#) for 14 days after your return. Do not report to work at either an operations centre or an online learning centre and advise your supervisor immediately. You and your supervisor will determine if you are able to work from home during the self-isolation period.

During the self-isolation period:

- Monitor your health for fever, cough or difficulty breathing.
- Wash your hands often for 20 seconds and cover your mouth and nose with your arm when coughing or sneezing.

If you develop a fever, cough or difficulty breathing within 14 days:

- Continue to isolate yourself from others
- Immediately call Telehealth Ontario at [1-866-797-0000](tel:1-866-797-0000) or your [local public health unit](#) and:
 - Describe your symptoms and travel history
 - Follow their instructions carefully

Staff who make the decision to travel may be impacted financially if they are not able to work when return from travelling for pleasure.

Supervisors advise the President – Chief Executive Officer and HR Services of any staff in this situation.

L. MEETING CLIENTS FACE-TO-FACE / ATTENDING OPEN HOUSE AND OTHER COMMUNITY EVENTS FOR RECRUITMENT PURPOSES PROHIBITED UNTIL FURTHER NOTICE

Online Learning Recruitment Officers and Student Recruitment & Services Representatives regularly meet face-to-face with students and prospective students to deliver our services or participate in open house and other community events to promote our services. Such activities are prohibited until further notice.

With the closures of online learning centres, make arrangements for these meetings via audio or Zoom.

Similarly, staff do not attend any public events.

M. RESPECT OTHER STAFF MEMBERS CONCERNS

Everyone manages/reacts to situations differently 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 contact the Employee Assistance Plan available to full-time employees as part of your benefit package. Click [here](#) to access the Employee Assistance Plan brochure on SharePoint.

N. 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.

O. 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>

Ontario Ministry of Health (updated every day, 7 days a week at 10:30 am and 5:30 pm):

<https://www.ontario.ca/page/2019-novel-coronavirus>

Ontario Ministry of Health Information Sheet:

<https://files.ontario.ca/moh-coronavirus-info-sheet-english-2020-02-18.pdf>

Telehealth Ontario at 1-866-797-0000

[Local public health unit](#)

P. 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.

Q. REQUESTS FROM THE MEDIA FOR COMMENT

Do not respond and refer all requests from the media for comment to the President – Chief Executive Officer.