



Memorandum

To: All Customers

From: **Luther Adams**
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Operations Manager
HSR Zero Waste

Date: Tuesday, March 31, 2020

Re: **Covid 19 – Pandemic Planning**

We are following the Coronavirus disease (COVID-19) developments very closely. We continue to monitor the latest advice from WHO (World Health Organization) and our provincial and federal health agencies. We strongly believe that we are obligated to provide a safe and healthy work environment, including acting respectfully and professionally in our interactions with the public and staff.

Prior precautionary health and safety actions implemented **before** the outbreak of the Coronavirus disease (COVID-19) included

- Development of cross training , succession planning in the event that employees supporting critical services are unable to work
- Practical steps to reduce the risk during an epidemic e.g.
 - ✓ Washing hands frequently throughout the day
 - ✓ Wearing of medical silicone gloves underneath cut protective work gloves
- Increased number of management staff using email and instant messaging etc. working from home rather than face-to-face conversations.

Precautionary health and safety actions implemented **after** the outbreak of the Coronavirus disease (COVID-19) to reduce the risk of droplet transmission includes

- Establishing staffing strategies to prevent influenza spread.
- Increased cleaning and disinfecting of shared surfaces in work spaces, lunch rooms and common areas.
- Practicing physical distancing which includes avoiding shaking hands and keeping at least 2 meters apart in work spaces.



- Minimize staff/customer interactions by requesting that they bring material to a central collection where physical distancing will work.
- Emergency communication plans including key contacts with customers in the event there is a serious disruption of critical services.
- Requiring self-isolation after international travel including travel to USA. Any employees who do travel must self-isolate for 14 days immediately on their return to Canada in accordance with the government al direction.
- Any employee concerned that they have been exposed to COVID-19 or have symptoms (such as fever, cough, difficulty breathing), are directed to
 - Call 811.
 - Stay at home
 - Update their coordinator at HSR of their situation
- An employee who is sick with a fever and respiratory symptoms (e.g. cough, runny nose) who comes to work will be placed on sick leave. The common cold or seasonal influenza is far more common than COVID-19, and employees will be advised to seek treatment advice from their health care provider.
- Planning for reduced service levels in a government mandatory shut down scenario

Extraordinary measures can be seen worldwide to contain the spread of COVID -19. Thanks for your patience as we make changes to provide you with the best possible service during this evolving situation.

Yours Sincerely,

Luther Adams
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