

Lockington, Elliott (SPAC/PSPC)

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Sent: March 20, 2020 5:04 PM
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Cc: Islam, Liza (Ext.)
Subject: Cleaning and disinfecting in facilities and fleet
Attachments: march-18_-_team_leader_job_aid_-_cleaning_in_facilities-E.pdf; march-18_-_team_leader_talk_track_-_cleaning_in_facilities-E.pdf

Hi everyone. Following up on our call today, here is some information taken directly from our Intrapost (sorry that our links won't work outside of our network). I have also attached the job aid for team leaders on cleaning the facilities and the team leader talk track when dealing with employees.

Cleaning and disinfecting in facilities and fleet (Thursday, March 19)

Thank you for all you're doing to keep our people safe during these extraordinary times. The situation continues to change by the hour, and we are adapting our response accordingly. Our priority remains the safety and well-being of all employees, and we continue to follow the expert advice of the Public Health Agency of Canada. An important part of our response is what we're doing to clean and disinfect our facilities and fleet.

What you need to know

- In our efforts to protect employees, it's increasingly important that our approach be the right response at the right time. We must be responsible in how we use cleaning supplies and ensure we apply them only as needed. Using unnecessary amounts of supplies for cleaning and disinfecting limits the resources available for when and where they're needed most. Please know we're taking all necessary steps to protect employees.
- The public health authority in Alberta (where we had our first workplace case of COVID-19) reviewed our response and supported the measures we're taking as meeting or exceeding their requirements. Employee health and safety will always be our highest priority.
- As part of our efforts to keep employees safe, we have cleaning crews more frequently (once per shift and/or daily) disinfecting "high-touch" surfaces at all facilities maintained by JLL. This cleaning includes:
 - All touch points on doors (knobs, push plates, handles, etc.)
 - Faucet handles, toilet flush levers, urinal flush levers
 - Switch plates for light switches
 - Paper towel holders
 - Cafeteria areas – fridge handles, table tops, drinking fountains, microwave buttons, vending machine buttons, etc.
 - Stairway and walkway rails
 - Elevator buttons
 - High-touch surfaces in locker rooms, etc.

Process to follow when an employee has a possible case or confirmed case of COVID-19 (see attached [job aid](#) for more details):

- An employee in the workplace is at high risk of being infected with COVID-19 (has symptoms and is ordered by public health or a physician to quarantine):
 - **To initiate deep clean/disinfecting:**
 - Requires approval at the GM level.
 - GM to open an emergency work order through JLL customer service work-order system. If this affects vehicles, contact your local Fleet Manager and Director of Fleet to arrange services.
 - **For post offices owned by the postmaster:**
 - Contact your GM to request deep clean/disinfecting.
 - Once authorization is obtained from the GM or designate, arrange for cleaning services through local contracts.
 - Obtain guidance from the local public health authority on the appropriate cleaning protocol for this level of risk.
- An employee in the workplace has tested positive for COVID-19:
 - **To initiate sanitizing or decontamination:**
 - CIRT to be activated to include Director of Facilities Management (or designated regional manager).
 - CIRT will make determination for sanitization-level cleaning. Director of Facilities Management or designated manager will direct JLL to proceed). If this affects vehicles, contact your local Fleet Manager and Director of Fleet to arrange services.
 - **For post offices owned by the postmaster:**
 - Once authorization is obtained through the CIRT process, arrange for cleaning services through local contracts.
 - Obtain guidance from the local public health authority on the appropriate cleaning protocol for this level of risk.

Thank you for your continued leadership and for helping reassure employees during this difficult time. Your efforts are a critical part of keeping our people safe. We will continue to update you on measures we're taking to protect employees.

Please let me know if this information is helpful or if you need anything else.

Chad

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