



Coronavirus Frequently Asked Questions March 24, 2020

UPDATED QUESTIONS

Where can I find the most up-to-date Plan Group information on Covid-19?

- We will continue to send email updates to staff
- Visit our webpage: www.plan-group.com/covid-19
- Call our dedicated hotline: 1-855-255-3603
- Email your questions to covidinfo@plan-groupbcp.com

The Government of Ontario says construction is an essential service. Where can I read their press release?

- On March 23, 2020 the Government of Ontario issued a statement and guidance on essential services that will stay operational.
- A copy of this press release can be found here:
<https://news.ontario.ca/opo/en/2020/03/ontario-closing-at-risk-workplaces-to-protect-health-and-safety.html>
- A copy of the list of essential services can be found here:
<https://news.ontario.ca/opo/en/2020/3/list-of-essential-workplaces.html>

I have not traveled, but I have family in my household that just returned from international travel. Do I self-isolate?

- Yes. We are asking all staff to please self-isolate for 14 days, from the date the traveler returned to Canada.
- Please contact your leader and let them know.

I am an hourly/field worker and I am sick. Should I stay home for 14 days?

- Go home and speak with your health care practitioner or public health.
- Check in with your leader.
- In cases without a Covid-19 diagnosis, common sick leave practices should apply.
- If you have regular, common cold symptoms you should remain at home and monitor on a day-to-day basis.
- Contact covidinfo@plan-groupbcp.com with daily updates.



GENERAL

What is Plan Group's business continuity plan during Covid-19?

- During this unprecedented time we find ourselves having to carefully balance the duty of care we have for staff, with our contractual duty to clients.
- Project sites remain open/operational and we are doing our utmost to ensure the safety of everyone on site.
- The health and safety of Plan Group employees is always our first priority and we understand some of our workers may be concerned or anxious with this decision.
- To that end, we are asking site leadership to check in with their teams, as a matter of best practice. At the start of each shift and the end of each shift see how the workers are doing.
- We have set up a dedicated hotline, webpage and email address to manage questions staff may have.
- We are committed to putting in place any protocols recommended by the Public Health Agency of Canada.

What are the ways we are increasing cleanliness on sites?

- There are several precautionary measures we are taking to help ensure the health and safety of staff on our project sites. These include:
 - Practicing good social distancing when possible by staggering work breaks and lunches.
 - Use washing and sanitizing stations provided on site.
 - Sanitizing tools and high-contact areas at the end of each day.
 - For projects that are multi-floor, we are suggesting staff stay in their assigned work area as much as possible, and limit movement to other areas of the building.
 - We are asking all staff to continue to work at their assigned project site and reconsider non-essential travel between Plan Group locations.

What is Plan Group's process when there is a positive case of Covid-19?

The Response Committee leads our process which is activated immediately upon disclosure of a proven positive case of Covid-19.

1. A member of the committee speaks directly to the person who has tested positive, with an intent to obtain as much information as possible about their whereabouts within their location and people exposure.



2. Members of the Committee speak with those who were in direct contact with the person, and in line with Public Health and WHO guidelines.
3. The Committee makes a decision about isolation on a personalized, case-by-case basis, and in line with Public Health guidelines while keeping the safety of everyone top of mind.
4. Communication to staff takes place via email to personal email addresses.
5. Cleaning/disinfecting commences, if required.

TRAVEL

I have travelled internationally, can I come back to work?

- In line with the recommendations of the Public Health Agency of Canada, **we require any employee (including hourly field workers) returning from any international travel to refrain from coming to work for 14 days from the day they arrived back in Canada.** This includes anyone who has already returned to work.
 - For example: If the worker returned to Canada on March 12, they can return to work on March 26.
 - This applies to all staff; Field and office alike.
 - The Federal Government has waived the 1 week waiting period for Employment Insurance, and Plan Group can issue Records of Employment (ROE) as needed.

I have booked a cruise vacation or have just returned from being on a cruise. What should I do?

- As of March 9, 2020, the Public Health Agency of Canada has recommended Canadians avoid all cruise ship travel.
- We encourage employees to use their best judgement and best available information to make informed decisions that make sense for you and your family.
- In line with the recommendations of the Public Health Agency of Canada, **we require any employee (including hourly field workers) returning from any international travel to refrain from coming to work for 14 days from the day they arrived back in Canada.** This includes anyone who has already returned to work.



ILLNESS

I MAY have come in contact with the virus (e.g. on public transit), however I have no Covid-19 symptoms. Do I have to self-isolate?

- We are working with these individuals on a case-by-case basis.
- Please email details to covidinfo@plan-groupbcp.com or call our hotline at: 1-855-255-3603

I HAVE come in contact with someone with the virus, but I have no Covid-19 symptoms. Do I self-isolate?

- In general if you have come in direct contact with an individual with positive test results then you are to self-isolate.
- For pending test results, you are to remain at home until results have been determined.
- These cases are being evaluated individually, and as a matter of priority.
- Please email details to covidinfo@plan-groupbcp.com or call our hotline at: 1-855-255-3603

What do I do if I display Covid-19 symptoms while at work?

- Inform your supervisor immediately and go home.
- Contact your medical practitioner or Public Health office for further assessment.
- Contact covidinfo@plan-groupbcp.com

I am an hourly/field worker and I am uncomfortable working on site. What should I do?

- Every worker has the right to refuse work when they feel unsafe.
- In these cases, your supervisor will notify a member of the Health & Safety Team, and the OHS work stoppage procedure will be activated.
- In these situations Plan Group is required to make a note on your Record of Employment (ROE), and provide additional comments relative to Covid-19.
- Claims will be evaluated on a case-by-case basis by Service Canada.

For any additional questions contact: covidinfo@plan-groupbcp.com or the hotline: 1-855-255-3603.