



# COVID19 Standard Operating Procedures

## As at: June 5, 2020

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### General Procedures

The purpose of these procedures is to minimize the health risk of COVID19 to customers, employees, tenants, and visitors of Canlan facilities by reducing exposure to the virus through operating protocols and physical barriers. These procedures have been developed based on information from local public health authorities as well as requirements/policies issued by governments at all levels.

### Canlan Employees

1. Upon hire or return to work from layoff, Canlan employees will be required to sign-off the Protocol and Commitment to Safety declaration.
2. Daily prior to commencing work, each Canlan employee will be required to complete the Fit to Work Questionnaire.
3. Canlan employees are required to wear face masks while working inside a facility including offices, rink spaces, restaurants, and maintenance areas when physical distancing is not 100% achievable at all times.
4. Canlan employees must follow physical distancing protocols at all times (inclusive of coffee and lunch breaks) by staying at least 6' (2 meters) apart from other employees, customers, and visitors.
5. Canlan employees must wash hands every 30 minutes and apply hand sanitizer. Supervisors will allow adequate time in work assignments and schedules to allow employees adequate time to carry-out this requirement.
6. Canlan employees who are required to administer First-Aid as part of their regular duties must wear disposable gloves, face shield, and a face mask at all times. Additionally, the patient receiving First-Aid, must always wear a face mask as well. The Occupational First Aid Attendants (OFFA) guide for pandemics will be followed at all times:  
<https://www.worksafebc.com/en/resources/health-safety/information-sheets/ofaa-protocols-covid-19-pandemic?lang=en>
7. Upon entering a facility, employees should proceed to the nearest public washroom and thoroughly wash hands and apply hand sanitizer. In the event an employee leaves a facility, even for a short period of time, the employee must follow this procedure upon reentering the facility.
8. All salaried employees must sign-in to a logbook at the commencement of their shift. The clock-in/out procedure for hourly employees meets this requirement. This is to assist public health officials with contact tracing in the event of an outbreak.
9. In the event an employee feels sick, displays the symptoms of COVID19, or identifies vulnerabilities to COVID19 through the self-screening and declaration questionnaires, the employee must stay home and call their supervisor with an update.
10. Employees are required to report to their supervisor any suspected occurrences of illness within the workplace.

11. No employee will be disciplined for missing work due to COVID19 or preventing the spread by not coming to work when sick.
12. No employee will be disciplined for refusing to carryout assigned work due to fear of becoming infected from COVID19.
13. In the event an employee is uncomfortable of carrying-out a work assignment due to fear of becoming infected from COVID19, the employee should notify their immediate supervisor, General Manager, or the chair of the facility's Joint Health and Safety Committee.

#### Customers & Athletes

1. Athletes who are participating in hockey games may be required to wear a full-face shield depending on the Protection Condition Level established by Canlan's Enterprise Risks Management Committee.
2. Athletes who are not participating in a hockey game but are partaking in on-ice activities are not required to wear COVID19 personal protective equipment while skating and/or practicing on the ice.
3. Customers are to follow physical distancing protocols at all times by staying at least 6' (2 meters) apart from Canlan employees and other customers and visitors.
4. Customers are to apply hand sanitizer and ideally wash hands immediately upon entering a facility.
5. The total occupancy within a Canlan facility may be restricted by public health policy which means that some customers or spectators may not be permitted to enter a facility.
6. Customers and athletes who are deemed as "vulnerable persons" to COVID19, as defined by Health Canada or the Centers for Disease Control CDC, should not enter a Canlan facility.
  - a. [Health Canada](#)
  - b. [CDC \(USA\)](#)
7. Customers who are not following these safety protocols will be given the opportunity to comply if they are able to do so. In the event a customer chooses not to comply or is unable to do so, the customer will be asked to leave the premise.
8. All Canlan facilities are restricted to customers and athletes with a birth year of 2010 or older.

#### Contractors & Visitors

1. All Contractors hired to work inside a Canlan facility, and all visitors are required to formally sign-in at the front office. This is to assist public health officials with contact tracing in the event of an outbreak.
2. All Contractors and visitors entering a Canlan facility are required to complete the "Visitor Questionnaire" that is used for screening employees.
3. Upon entering a facility, contractors and visitors should proceed to the nearest public washrooms and thoroughly wash hands and apply hand sanitizer. In the event a contractor or visitor leaves a

facility, even for a short period of time, the individual must follow this procedure upon reentering the facility.

4. The total occupancy within a Canlan facility may be restricted by public health policy which means that some contractors or visitors may not be able to enter a facility. Therefore, contractors and visitors should make appointments before coming to the facility.
5. Contractors or visitors that are not following these safety protocols will be given the opportunity to comply. In the event a contractor or visitor chooses not to comply, they will be asked to leave the premise.

### Tenants

Tenants are required to follow Canlan's COVID19 safety protocols even if their rented space is segregated from the rest of the facility and has a separate entrance. Stopping the spread of the virus is the responsibility of all occupants of the building. Tenants are required to follow the guidelines, policies, and regulations established by Federal, regional, and local government authorities, Public Health Agencies, and agencies overseeing worker protection. Tenants must provide Canlan with a copy of their COVID19 exposure control plans and demonstrate how they will follow their own documented controls, regulations and guidelines established by officials and agencies in the region they operate.

The following procedures should be implemented by the management of Canlan's tenants:

1. Employees are to follow physical distancing protocols at all times (including lunch and coffee breaks) by staying at least 6' (2 meters) apart from other employees, customers, and visitors.
2. Employees should proceed to the nearest public washrooms and thoroughly wash hands and apply hand sanitizer. In the event an employee leaves a facility, even for a short period of time, the employee must follow this procedure upon reentering the facility.
3. Employees must sign-in to a logbook to assist public health officials with contact tracing in the event of an outbreak.
4. Where possible, tenants should maintain a logbook of customer and visitor attendance.
5. In the event an employee feels sick or displays the symptoms of COVID19, the employee must stay home and call supervisor with an update. The tenant must immediately notify the General Manager of the facility.