

Lynden Park Mall COVID-19 Procedure

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1.0 PURPOSE

The purpose of this procedure is to communicate the steps that **must** be taken to protect employee and public health during the current COVID-19 pandemic outbreak.

Additionally, it is Lynden Park Mall Tenant's goal to protect workers from contracting COVID-19 while at work.

2.0 SCOPE

- a. This procedure applies to all Lynden Park Mall Tenant employees. Tenants, Contractors, and Visitors.
- b. This procedure describes Lynden Park Mall Tenant's objectives and policies regarding work operations during the COVID-19 Pandemic
- c. This procedure was developed based on best practice Guidelines

3.0 DEFINITIONS

Term	Definition
Coronavirus	A large family of zoonotic viruses that cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV).

COVID-19	Novel corona virus that has not previously been identified in humans.
COVID-19 Symptoms	Can include: fever, cough, difficulty breathing, pneumonia. In severe cases, infection can lead to death. In many cases, only mild symptoms are noted.
Self-Isolation	Persons who travel outside Canada must self-isolate at home for a 14 day period.
Zoonotic Disease	Diseases that are transmitted between humans and animals.

4.0 RESPONSIBILITIES

- a. Employees, Contractors, Visitors:
 - i. Be familiar with this procedure and the responsibilities outlined within
 - ii. Remain up to date with this procedure as it is updated and changed
 - iii. Follow the requirements outlined within this procedure

5.0 POLICIES

5.1 All Operations

5.1.1 Employee Concerns

Employees who have concerns regarding work operations and their safety should bring this to the attention of their supervisor to discuss alternatives to the work and control measures that can be employed to protect the worker.

5.1.2 Sick Employees

- a. Employees must inform their employer immediately if they are displaying any symptoms associated with COVID-19
- b. Employees displaying symptoms associated with COVID-19 must remain home from work until symptomless (see d. below)

- c. Employees who develop symptoms upon arrival to work must be separated from other employees and sent home immediately. All employees having contact with this employee will be notified and monitored
- d. Employees must stay home from work until:
 - i. They have no fever for 72-hours (3 days) without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants);
 - ii. Other symptoms have improved (e.g. cough or shortness of breath improved without symptom altering medication); and
 - iii. At least 7 days have passed since symptoms first appeared
- e. Workers are not required to provide a healthcare provider's note if they are sick with acute respiratory illness

5.1.3 Sick Family Members

- a. Employees who are well but have a sick family member at home with suspected or confirmed COVID-19 should notify their supervisor immediately and may be advised to stay home from work to prevent the spread of disease

5.1.4 Travel Outside Canada

At this point in time, all Canadian citizens are being told to avoid any non-essential travel outside of Canada until further notice. Any worker who travels outside of Canada for non-essential travel must abide by the following procedure:

- a. Employees must stay home from work for a 2-week (14 day) period beginning when they return to Canada
- b. As workers voluntarily chose to travel outside Canadian borders, this 2-week period of time off will be done at the expense of the employee's sick shifts and vacation time. If the employee does not have enough sick/vacation time to cover the 2-week isolation, they must take unpaid time off

5.1.5 Hygiene

During this COVID-19 Pandemic, it is integral that good hygiene practices are followed. It is the responsibility of all employees present at a worksite to maintain good cleanliness and hygiene practices. **All visitors over the age of 2 are required to wear face covering**

- a. High touch points must be sanitized daily
 - i. Ladders, lifts etc.
 - ii. Brooms, mops, radios, floor scrubbers, etc.
 - iii. Tools/equipment, screw guns, drills, hammers, screw drivers etc.
- b. Employees are not to share water sources (e.g. no large water dispensers used to fill individual bottles)
 - i. Individually packaged water bottles should be used to ensure workers remain hydrated
- c. All employees will be provided with hand sanitizing a solution. If soap and water are not available to the employees on site, hand sanitizer with an alcohol content of at least 60% will be provided
- d. Employees are encouraged to wash their hands regularly throughout the day with soap and water for a minimum of 20 seconds
 - i. When arriving to work
 - ii. Prior to eating
 - iii. Immediately after eating
 - iv. After using the bathroom
 - v. After sneezing/coughing/blowing your nose

- e. When coughing or sneezing employees must do so into a tissue or the bend in your arm
 - i. Dispose of any tissue used immediately and wash face and hands immediately afterwards
- f. Employees are encouraged to avoid touching their eyes, nose, or mouth with unwashed hands

6.0 TRADES/REPAIRS/SERVICE PERSONS

- a. All trades must check in and out with security upon arrival, subsequent access arrangements will be determined following review of requirements by security
- b. Hand sanitization station at check points will be available and must be used prior to admittance to the building
- c. Common areas of the mall (e.g. foodcourt tables, seating areas, public washrooms) are restricted, and use must be authorized by mall management
- d. “Free Roaming” in the common area is not permitted without mall management authorization
- e. **All trades/service persons are required to wear face covering**

7.0 MALL OPERATING HOURS

- a. Mall stores will be open as follows:
 - Monday to Friday 10:00 a.m. to 6:00 p.m.
 - Saturday 10:00 a.m. to 4:00 p.m.
 - Sunday 12:00 p.m. to 5:00 p.m.

8.0 MALL COMMON AREA PROTOCOL

- a. All five Common Area Entrances will have designated doors “ENTER” and EXIT”
- b. Mall announcements will be made periodically to remind visitors about social distancing

- c. Mobility/Handicap restrictions will be assessed on a cases by case basis
- d. Each Common Area entrance will have a security checkpoint with a table, clear plexiglass barrier, and hand sanitizer station set up in close proximity to the entrance to receive visitors
 - i. Security will explain the social distancing protocols to each visitor:
 - **All visitors over the age of 2 are required to wear face covering**
 - Follow 2 meter rule
 - One way travel in the common area
 - Point out queuing lines for each store designated in centre of common area
 - Inquire which store each person is visiting, and provide instruction on how to navigate the common area
 - All visitors will be required to sanitize their hands prior to entering the building
- e. The Mall Common area will be separated into sections, and access to each section will be limited to a designated entrance, maps and signs will be posted outside each entrance
- f. Security will offer to take temperature of each visitor
 - ii. If a fever is present, the visitor will be allowed to retest after 10 min cool-down
 - iii. If a fever is still present after the second test, the visitor will not be allowed access to the mall, and will be encouraged to visit a covid19 testing facility
- g. Security will maintain a count of persons entering and exiting each mall entrance ensuring that occupancy does not exceed 1 person per 5 square meters. of GLA. (predetermined for each mall area GLA)
- h. One-way travel routes within each common area section will be designated by arrows on the floor

- i. Queuing lines will be set up for each tenant in the centre portion of the common area adjacent to the storefront, and delineated by circle stickers and sign card holders

9.0 FOOD COURT OPERATIONS

- a. Foodcourt stores will provide for takeout only
- b. Foodcourt furniture will be removed, and queuing lines will be laid out in the former seating area adjacent to the associated store

10.0 TENANT ACCESS AND STORE OCCUPANCY

- a. All tenant staff will enter and Exit the mall through the checkpoint located at the Service Corridor next to Charm Jewelers on the East side of the mall
- b. Security will be posted at the Staff Service Entrance Corridor **two hours prior to mall operating hours.**
- c. An Afterhours Access Permit must be submitted to security for early entry, IE: two hours before mall operating, or one hour after the mall closes.
- d. All staff will be signed in at the checkpoint
- e. Daily, each employee will be issued a color coded pass ticket with store name and date in order to allow access through the common area barriers. This access ticket will be turned in to security upon exiting the mall at the end of their shift.
- f. All staff will have temperature check at the checkpoint
 - i. If a fever is present, the employee will be allowed to retest after 10 min cool-down
 - ii. If a fever is still present after the second test, the employee will not be allowed access to the mall, and will be encouraged to visit a covid19 testing facility
- g. Each tenant will be required to control queuing lines and access to their store, respecting Covid19 protocol

11.0 DELIVERIES

- a. Deliveries will not be allowed through the common areas during mall operating hours
- b. All retail deliveries will be received through the “promo” corridor
- c. The “promo” corridor will be divided to facilitate “In” and “Out” travel, and will be delineated by affixing arrows to the floor
- d. All foodcourt deliveries will be received through the adjacent “foodcourt” service corridor

12.0 PUBLIC WASHROOMS

- a. Face covering must be worn in the public washrooms
- b. One-way travel routes within the washroom access corridor will be designated by arrows on the floor
- c. There will be a male and female washroom attendant stationed at the public washrooms during open hours
- d. Attendants will track the number of persons in each washroom, and sanitize regularly

13.0 SIGNAGE

- a. Each entrance will have large “ENTER and EXIT” signs installed outside to clearly advertise the queuing for the public
- b. A directory sign will be placed outside each entrance so customers can identify the correct access point to shop the destination store
- c. Arrows will be affixed to the floor to facilitate directional travel in the common areas
- d. Circle stickers affixed to the floor in the centre portion of the common area will designate the queuing for each store
- e. Tenant sign card holders (tenant supplied) will be placed to designate the start of each queuing line

- f. Hand washing signage will be installed in the public washrooms
- g. Social Distancing reminders will be applied to the mall entrance doors
- h. New mall
- i. operating hours signs will be applied to the mall entrance doors

ADULT FOOTWEAR

- B6 BOATHOUSE
- D12 CALL IT SPRING
- C3 LE CHÂTEAU
- B6 SOFTMOC
- A7 WINNERS

ELECTRONICS, MUSIC & VIDEO

- C10 EB GAMES
- G7 SUNRISE RECORDS
- B3 THE SOURCE
- D7 WIRELESS FX

BANKS & FINANCIAL SERVICES

- A2 CIBC

FASHION ACCESSORIES

- B4 BENTLEY
- D3 BLUENOTES
- B6 BOATHOUSE
- D12 CALL IT SPRING
- G6 CLEO
- E1 ECLIPSE
- D11 GARAGE
- C3 LE CHÂTEAU
- G8 MAURICES
- G8 NORTHERN REFLECTIONS
- G3 RICK'S
- D11 SITCHES
- D11 TIP TOP | TAILORS SINCE 1909
- G6 WEST 49
- A7 WINNERS

BEAUTY & COSMETICS

- F3 BATH & BODY WORKS
- B10 BODY SHOP (THE)
- E2 MERLE NORMAN
- E3 NAILS FOR YOU
- E6 RESVERALIFE
- F1 SHOPPERS DRUG MART
- F9 TOTAL BEAUTY ESSENTIALS
- A7 WINNERS

BOOKS, CARDS & STATIONARY

- B3 COLES
- G6 HALLMARK
- F1 SHOPPERS DRUG MART

FITNESS

- E10 WORLD GYM

CELLPHONES

- D6 BELL
- K8 CELL ZONE
- E3 FIDO
- K9 FREEDOM MOBILE
- K8 KODOMO MOBILE
- C4 ROGERS PLUS
- E5 TBOOTH WIRELESS
- K5 TELUS MOBILITY
- K5 VIRGIN MOBILE
- D7 WIRELESS FX
- K3 WIRELESSWAVE
- K10 WOW MOBILE BOUTIQUE

FOOD COURT

- F3 A&W
- F3 FRESHLY SQUEEZED
- F3 JIMMY THE GREEK
- F3 KFC/TACO BELL
- F3 NEW YORK FRIES
- F3 SUBWAY
- F3 T.M. HORTONS

FOOTWEAR

- B6 BOATHOUSE
- D12 CALL IT SPRING
- D12 FOOT LOCKER
- C3 LE CHÂTEAU
- A5 MARKS
- B6 SOFTMOC
- A7 WINNERS

HAIR STYLIST

- C2 SALON MIRAGE
- F3 TOTAL BEAUTY ESSENTIALS

MEN'S FASHION

- D3 BLUENOTES
- B6 BOATHOUSE
- D12 CALL IT SPRING
- G10 H&M
- C3 LE CHÂTEAU
- D13 LIDS
- A5 MARK'S
- D3 TIP TOP | TAILORS SINCE 1909
- A7 WINNERS

RESTAURANTS

- G12 KEELSEYS
- A1 MONTANA'S COOKHOUSE SALOON
- A2 SWISS CHALET

SPORTING GOODS

- D15 FOOT LOCKER
- G11 SPORT CHEK

CHILDREN'S FASHION

- A8 CARTER'S | OSHKOSH
- F2 JUSTICE
- B7 THE CHILDREN'S PLACE
- A7 WINNERS

HEALTH & DRUGS

- B10 BODY SHOP (THE)
- F4 GNC
- F5 LYNDEN PARK DENTAL OFFICE
- E6 RESVERALIFE
- F1 SHOPPERS DRUG MART

SERVICES

- A1 LYNDEN PARK MALL MANAGEMENT OFFICE
- D5 BELL
- A5 CIBC
- K4 GUEST SERVICES - GATEWAY NEWSTANDS

WOMENS FASHION

- B8 ALIA N'TAN JAY
- D5 BLUENOTES
- B6 BOATHOUSE
- D12 CALL IT SPRING
- G6 CLEO
- E1 ECLIPSE
- D11 H&M
- D1 LA VIE EN ROSE
- C3 LE CHÂTEAU
- D13 LIDS
- A5 MARK'S
- D9 MAURICES
- G8 NORTHERN REFLECTIONS
- C9 NYGARD PLUS
- G3 RICK'S
- A7 WINNERS

DECORATING & HOME FURNISHINGS

- B11 QE HOME | QUILTS ETC.
- E6 RESVERALIFE
- A7 WINNERS

GIFT & NOVELTY ITEMS

- B1 ARDENE
- B4 BENTLEY
- G6 HALLMARK
- D13 LIDS
- E6 RESVERALIFE
- B9 SHOWCASE
- A7 WINNERS

JEWELLERY

- B1 ARDENE
- C7 CHARM DIAMOND CENTRES
- E1 ECLIPSE
- D4 GLITTERS FINE JEWELLERY
- C3 LE CHÂTEAU
- C3 MICHAEL HILL
- B9 PEOPLES JEWELLERS
- A7 WINNERS

OPTICAL

- C3 VOGUE OPTICAL

LUGGAGE & PURSES

- B4 BENTLEY
- A7 WINNERS

SPECIALTY FOOD & BEVERAGE

- D10 LAURA SECORDS
- A3 LCBO
- F1 T.M. HORTONS