

VIA Rail Canada – Procedure Crisis Management Plan / Pandemic – 12
**Procedure for Employee Exposure or Transmission during
Pandemic**

Procedure owner: Bruno Riendeau **Effective date:** September 14, 2020
Safety & Environment

1 OBJECTIVE

Provide instructions to employees, supervisors and managers in how to deal with suspected exposure or infection to employees of a virus (e.g. COVID-19) or other contagious agents and to limit the spread at the workplace.

2 SCOPE

This procedure applies:

- During a pandemic with an infectious agent as declared by the World Health Organization; or a state of sanitary emergency as declared by a federal, provincial or municipal Public Health Authority.
- To all permanent and contractual employees of VIA Rail Canada Inc.

3 DEFINITIONS

- Direct Contact**
- Having come into direct physical contact with someone; or
 - Having come into direct contact with secretions of a person (e.g. being coughed/sneezed on, touching used paper tissues with a bare hand).
- Close Contact**
- Having breached the 2-metre physical distancing requirement for 15 minutes or more (continuous or cumulative); or
 - A person living in the same household as someone; or
 - Sharing of items (tools or devices) without proper protection (i.e. gloves) or that have not been sanitized in the last 72 hours; or
 - Sharing a workspace without proper protection (i.e. gloves) that has not been sanitized within the last 72 hours.
- Indirect Contact**
- Passing someone in the hallway;
 - Passing someone in a train;
 - Passing someone on the street;
 - Contact within 2 metres for less than 15 minutes.
- Confirmed Case of COVID-19**
- Confirmed contamination to coronavirus (COVID-19 positive).
- Employee**
- All employees, including full-time, part-time, contracted employees, consultants and students / interns that work from time to time for VIA Rail.
- Exposed Employee, Passenger, Third Party**
- An Employee, a passenger or a third-party employee (such as hotels, shuttle services, owners of potentially infected facilities) who was in close contact with a person with a confirmed or probable case of COVID-19.



- Infected Employee** • An Employee that was diagnosed with contamination to coronavirus (i.e. COVID-19 positive) as a result of a public health agency sanctioned COVID-19 test.
- Infected Person** • Having been diagnosed with contamination to a virus or other infectious agent (e.g. COVID-19).
- Self-Isolation** • Staying at home for a defined period in line with Public Health Agency guidance (if not defined, minimum 14 days)
- Self-Monitoring** • Monitor yourself for symptoms of contamination to an infectious agent (e.g. COVID-19)

Note: The symptoms to infectious agents are those determined by the Public Health Agency of Canada

- Suspected to have COVID-19** • Someone who has a **fever and a cough or fever and difficulty breathing.**

*Based on Public Health Agency of Canada definitions: <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/self-monitoring-self-isolation-isolation-for-covid-19.html>

4 ROLES AND RESPONSIBILITIES

- Corporate Communications Team** Draft communications to **Exposed Employees, all Employees, Exposed Passengers, Exposed Third Parties**, the media and the public in general and deploy communications, when falling under its purview and when required to do so.
- Corporate Security Team** Support the Immediate Supervisor of an **Infected Employee** in his / her investigation as per section 5.6 of the procedure hereto.
- Customer Relations Team** Communicate with passengers when required to do so.
- Employee Experience Business Partners** Support the Immediate Supervisors of **Infected Employees** and Immediate Supervisors of **Exposed Employees** to apply the procedure hereto
- Employees**
 - Contact your supervisor immediately if you experience symptoms associated with an infectious agent (e.g., COVID-19);
 - Contact your supervisor immediately if you do not have symptoms associated with an infectious agent, but meet one of the criteria developed in the procedure:
 - Have a history of possible exposure to an infectious agent (e.g. COVID-19) within the last 14 days.
 - Have a history of possible exposure to an infectious agent (e.g., COVID-19) as a result of travel outside of Canada.
 - Have been in **Direct** or **Close Contact** with an **Infected Person**; or
 - Are an **Infected Person**.



- Immediately advise his / her supervisor if he/she is awaiting test results or has tested positive for COVID-19;
- Follow the recommendations, procedures and guidelines of Public Health Agencies (PHA) and the employer to ensure their health and safety and that of others.
- Communicate any results of testing or directives issued by Public Health Agencies (PHA) to their immediate supervisor.

Enterprise Risk Management Team

- Follow up on emerging epidemic threats
- When an epidemic threat is susceptible to affect VIA Rail, works in collaboration with the Operational Risk Management team and the Employee Experience team to revise this procedure to ensure its pertinence.

Facility Management Team

Ensure disinfection of affected facilities and communicate with **Exposed Third Parties** (i.e. facility owners) when required to do so.

Immediate Supervisor

Apply the procedure when informed by an employee according to the criteria;

Mechanical & Maintenance Team

Ensure disinfection of rolling stock when required to do so.

Procurement Team

Communicate with **Exposed Third Parties** (all third parties except facility owners) when required to do so.

Safety & Environment Team

Support Immediate Supervisor of an **Infected Employee** in his / her investigation as per section 5.6 of the procedure hereto.

5 PROCEDURE

5.1 Self-Monitoring

1. The employee must follow the recommendations, procedures and guidelines of the public health authorities and the employer to ensure their health and safety and the health and safety of others.
2. The employee must be alert to the signs and symptoms of personal contamination with an infectious agent by conducting self-monitoring.

For signs and symptoms of infection with an infectious agent, refer to the Public Health Agency of Canada website: <https://www.canada.ca/en/public-health/services/diseases.html>

Example for coronavirus disease (COVID-19): <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/symptoms.html>

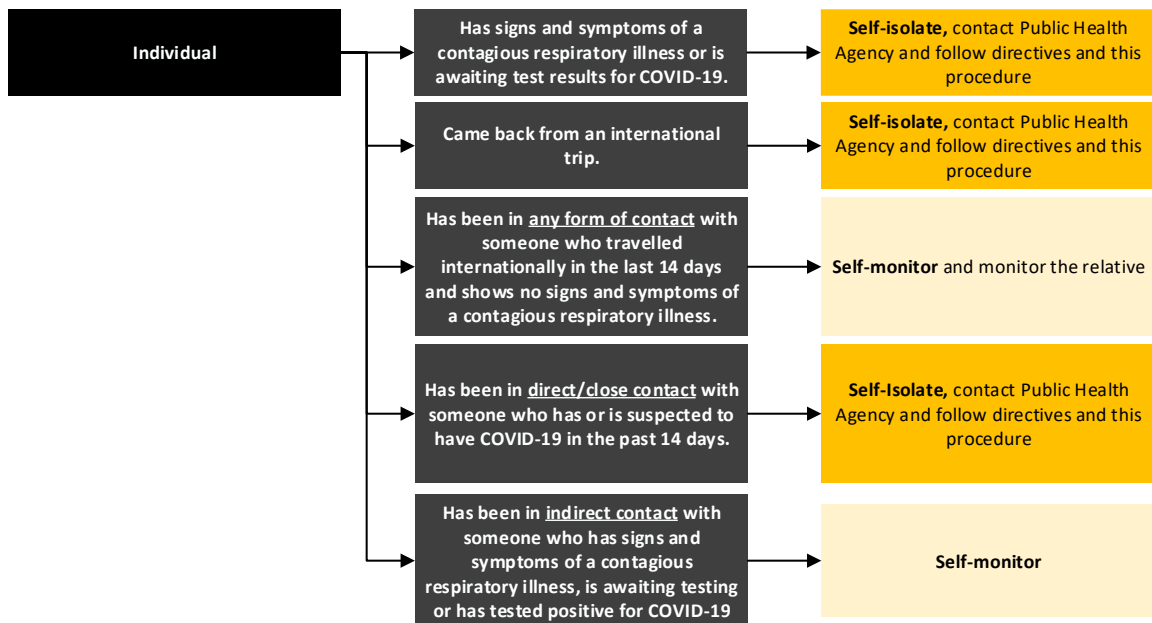
5.2 Communication with your supervisor



1. The employee must immediately contact his/her supervisor if he/she meets one of the following criteria:
 - a. Presents signs and symptoms associated with an infectious agent (e.g. COVID-19) such as;
 - i. Fever **and** cough
 - ii. Fever **and** difficulty breathing
 - b. Has been in **close-contact** with anyone infected with COVID-19 in the past 14 days;
 - c. Has traveled outside of Canada in the last 14 days (including the United States);
 - d. Is subject to a provincial or local public health order preventing them from leaving their home;
2. The employee must immediately implement and follow the instructions issued by the supervisor in accordance with this procedure.

5.3 Supervisor's assessment of the actions to be taken

1. When notified by an employee as per section 5.2, the supervisor must use the following decision tree to identify the type of action to be taken by the employee:



2. The supervisor must communicate to the employee verbally and subsequently in writing the action that the employee must take to ensure the health and safety of himself or herself and others.
3. The supervisor must maintain contact with the employee to offer support.



5.4 Recording and updating the employee's status in the COVIDTracker system

1. The supervisor must document and maintain the employee's status in the [COVIDTracker](#) system by assigning one of the following 4 statuses (please refer to "[Job Aid](#)" on the COVIDTracker in Appendix A):
 - a. Employee in **self-isolation** but without signs and symptoms
 - i. The employee has been in close contact with a person showing signs and symptoms of a contagious respiratory disease
 - ii. The employee has returned from a trip outside Canada since March 13, 2020
 - b. Employee in **self-isolation** with symptom
 - i. The employee has signs and symptoms of a contagious respiratory disease
 - c. Employee with confirmed COVID-19 infection
 - d. Employee is cured of COVID-19 infection
 - i. The employee no longer shows signs or symptoms of a contagious respiratory illness


5.5 Employee diagnosed COVID-19 positive or awaiting the lab test results for COVID-19

1. The **Employee** must immediately contact his / her immediate supervisor to inform he / she is infected with or awaiting test results for COVID-19.
2. The **Employee** must remain in self-isolation and follow the guidelines of the Public Health Authorities.
3. If confirmed, the Infected Employee must report to the *Disability Management Team* (contact their representative or disability@viarail.ca) and follow their guidance.

5.6 Identification of Exposed Employees, Passengers, Third Parties as well as Locations Visited and Items Handled

The Immediate Supervisor, with the support of the Employee Experience Team and the Safety & Environment Team, must:

1. Backtrack the Infected Employee's workplace interactions, for the previous working cycle or shifts. Example:
 - For an OTS/Transportation employee, the entire tour-of-duty since they last booked rest;
 - For a Station/Facility/Maintenance employee, the entire shifts since their last day(s) off;
 - For an office worker, the last work week prior to the day they learned they were an Infected Employee (the day they became off work).



NOTE: The examples above must cover 5 days from the date of the positive test results for COVID-19 or from the date of the appearance of signs and symptoms (whichever came first).


2. The **Immediate Supervisor** of an **Infected Employee** make a list of all **Employees**, passengers and third party employees who have come into **close contact** with the **Infected Employee** during the time frame determined above (see interview questionnaire and grid in the annex) asking if the Infected Employee has been in close contact with:
 - Employees in regular contact with the public (specifically station and onboard employees);
 - VIA Rail Police constables or security guards;
 - Other members of police, security, or enforcement agencies;
 - Medical personnel; and / or
 - Individuals known to work in medical facilities.
3. The **Immediate Supervisor** of an **Infected Employee** must make a list of all the locations visited and any surfaces, items, tools and / or devices that have been interacted with (i.e. touched) by the Infected Employee in the last 72 hours. Do not hesitate to use tools such as:
 - Work Scheduling Systems (SCAT, CMO, etc.);
 - Calendar Systems;
 - CCTV and Card Access Systems (through Corporate Security Team with approvals)

NOTE: If the Infected Employee has been away from the workplace for more than 72 hours, there is no need to conduct this step.

5.7 Communications to Key Stakeholders

General Privacy Principles:

1. When communicating with Exposed Employees, Passengers and/or Third Parties and with all employees, the unions, and the general public through the media, the identity of the Infected Employee must remain confidential in order to comply with the applicable privacy legislation.
2. The Immediate Supervisor may nevertheless seek the consent of the Infected Employee to disclose his / her infection status to Exposed Employees, to Exposed Third Parties and / or to the Infected Employee's Regional Union Representative, if any. The Infected Employee must be made aware of to whom the information could be disclosed, for what purpose, and how the information would be used for the consent to be considered valid.
3. While providing his / her consent, if any, the Infected Employee must clearly define the scope of the authorized disclosure (e.g. to Exposed Employees, Exposed Third Parties and / or to the Infected Employee's Regional Union Representative). The consent obtained will allow the Immediate Supervisor to communicate to authorized individuals only the following information:
 - a. the identity of the Infected Employee;
 - b. the date of his/her screening test;
 - c. the date of the positive test results; and
 - d. the date of the appearance of signs and symptoms, if any.

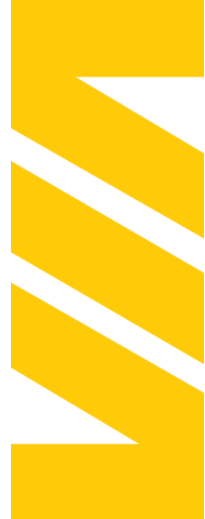


NOTE: The information contained under b), c) and d) may be used as part of various communications to be elaborated under section 5.3 without the prior consent of the Infected Employee, but cannot be used, under any circumstances, in association with his / her identity.

4. The Infected Employee's consent must be documented and communicated via email by the Immediate Supervisor of the Infected Employee, along with all related communications made to authorized individuals covered by the consent obtained, to the *Access to Information and Privacy Coordinator* at the following email address: atip@viarail.ca.
5. Should consent not be obtained from the Infected Employee, it may be appropriate for the Immediate Supervisor of the Infected Employee to advise him / her that even if he or she does not provide consent, the *President & Chief Executive Officer* and / or the *Access to Information and Privacy Coordinator* may nevertheless decide to disclose his / her infection status if either are of the opinion that there is a public interest that outweighs the invasion of privacy resulting from the disclosure, the whole in compliance with the applicable privacy legislation.
6. The decision to disclose the identity of an Infected Employee without his / her prior consent can only be made by the *President & Chief Executive Officer* and / or the *Access to Information and Privacy Coordinator*.
7. Disclosure of personal information without the consent of the Infected Employee will only be contemplated after other possible options have been carefully considered.
8. When personal information about an Infected Employee is disclosed, it must only be done to a limited number of individuals having a need to know requirement.
9. The individuals receiving the personal information about an Infected Employee must be reminded to maintain the confidentiality of the information.

Exposed Employees:

1. Working with the Corporate Communications Team and the Employee Experience Business Partner, the Immediate Supervisor of the Infected Employee must communicate with all the Exposed Employees, if any, to inform them of the situation and ask them to be placed by their Immediate Supervisor(s) in self-isolation for 14 days as per the requirements of the *Self-Isolation Procedure* (see References).
2. If the list of Exposed Employees contains Employees from different business units, the Immediate Supervisor of the Infected Employee must also contact the Immediate Supervisor(s) of the Exposed Employees to advise them of the situation. The Immediate Supervisor(s) of the Exposed Employees in the different business units must coordinate with the Supervisor of the Infected Employee in order to deliver the required communication to the Exposed Employee(s).
3. If the Exposed Employee is a contracted employee or a consultant, the Procurement Team must notify the contracting firm, if applicable. The contracted employee or consultant must not be permitted back in the workplace until he / she has been placed in self-isolation and does not show any signs or symptoms nor has tested positive for COVID-19 within the last 14 days.
4. Should a valid consent be obtained from the Infected Employee and subject to complying with the requirement of section 5.3.9, the Immediate Supervisor of the Infected Employee



may be authorized to disclose the identity of the Infected Employee to the Exposed Employees only; not to the Immediate Supervisors of the Exposed Employees, except if expressly consented to.

All Employees / Unions:

1. Once Exposed Employees have been communicated with, the Corporate Communications Team must inform all Employees, including the unions, of the situation and measures undertaken by the Corporation to limit the spread of COVID-19 within its workforce, generally and in this specific situation.
2. Should valid consent be obtained from the Infected Employee and subject to complying with the requirement of section 5.3.9, a designated person of the Employee Experience Team may be authorized to disclose the identity of the Infected Employee to the Infected Employee's Regional Union Representative. The designated person of the Employee Experience Team must however make sure that the appropriate consent has been obtained from the Infected Employee by his / her Immediate Supervisor by asking the *Access to Information Coordinator*.

Exposed Passengers:

1. Once Exposed Employees and all Employees have been communicated, the Customer Relation Team, with Working with the Corporate Communications Team, must communicate with all the Exposed Passengers, if any, to inform them of the situation, and measures undertaken by the Corporation to limit the spread of COVID-19 within its workforce, generally and in this specific situation.
2. The Enterprise Risk Management Team must then contact the Public Health Agency of Canada in order to inform them of the train number, the date of the event as well as the origin and destination of the train.

Exposed Third Parties:

1. Once Exposed Employees and all Employees have been communicated with, the Procurement Team and / or the Facility Management Team, working with the Corporate Communications Team, must communicate with all the Exposed Third Parties, if any, to inform them of the situation, and measures undertaken by the Corporation to limit the spread of COVID-19 within its workforce, generally and in this specific situation.
2. If specifically requested by an Exposed Third Party, should a valid consent have been obtained from the Infected Employee and subject to complying with the requirement of section 5.3.9, a designated person of the Procurement Team may be authorized to disclose the identity of the Infected Employee to the Exposed Third Party making the request should such designated person of the Procurement Team be of the view that it may facilitate the Exposed Third Party's internal investigation regarding potential exposure of its personnel. The designated person of the Procurement Team must however make sure that the appropriate consent was obtained from the Infected Employee by his / her Immediate Supervisor by asking the *Access to Information Coordinator*.

Public/Media:

1. Once Exposed Employees, all Employees, unions, Exposed Passengers and Exposed Third Parties have been communicated with, the Corporate Communications Team must then inform the general public and the media of the situation and measures undertaken by the Corporation to limit the spread of COVID-19 within its workforce, generally and in this specific situation.



5.8 Disinfection of Potentially Contaminated Work Locations / Items

The Immediate Supervisor of the Infected Employee must communicate immediately with the appropriate departments to:

1. Confirm that the locations, items, tools, etc. have been disinfected as part of ongoing disinfection protocols;
2. If not cleaned within the last 72 hours, each department must isolate the identified areas until such time as they can launch their respective disinfection procedures as follows:
 - If the employee was working in or in contact with rolling stock (Locomotives or Coaches), the Maintenance & Mechanical Team must be informed of the situation and deploy their disinfection process (Procedure T070);
 - If the employee was working in or visited a Facility (Maintenance Centre and / or Station and / or Office), the Facility Management Team shall be informed of the situation and deploy their disinfection process.

NOTE: Do not overlook corporate vehicles and any motorized equipment (forklifts, E-Z-Go, etc.).

5.9 Actions to be taken by Exposed Employees once advised of exposure to Infected Employee

1. Put yourself in self-isolation (refer to *Self-Isolation Procedure*).
2. Contact the Public Health Agency of your province to report the situation and obtain further instructions relative to your health:
 - British Columbia: 811
 - Alberta: 811
 - Saskatchewan: 811
 - Manitoba: 204-788-8200 or 1-888-315-9257
 - Ontario: 1-866-797-0000
 - Quebec: 1-877-644-4545
 - New Brunswick: 811
 - Nova Scotia: 811
3. Follow the recommendations, procedures and guidelines of Public Health Agencies (PHA) to ensure your health and safety and that of others.
4. Communicate the results of his / her test to his / her immediate supervisor as soon as available, including any recommendations or other guidance provided by the PHA.



5.10 Resumption of Normal Operations

1. Normal operations can resume once the affected work locations have been:
 1. Disinfected as per section 5.4;
 2. Exposed Employees have been informed and are following the process in section 5.5; and
 3. All communications were made as per section 5.3.

5.11 Employee Return to Work from Self-Isolation

1. The employee must communicate with his/her supervisor to advise of the completion of the self-isolation period.
2. The supervisor must use the COVIDTracker to confirm that the employee completed the self-isolation period.
3. When any of the following conditions have been met, the employee can return to the workplace:
 - a. The **infected employee** has spent the required 14 days in isolation from the time he / she informed his immediate supervisor/manager and is now clear of any symptoms for a minimum of 48 hours;
 - b. The **exposed employee** has spent the required 14 days in isolation and has not developed any symptoms;
 - c. Following consultation with a Public Health Agency, the employee has **tested negative** and received a PHA document that **does not indicate any other restrictions** (i.e. x number of days of isolation required).

NOTE: The above are minimum requirements. The immediate supervisor or manager, in collaboration with the employee and in consultation with the HRBP and/or the Safety & Environment team, can decide to maintain or prolong self-isolation to ensure the health & safety of the workplace.

6 SUPPORTING DOCUMENTS

6.1 Appendices

The procedure is accompanied by the following appendices:

- Appendix A:** Job Aid COVIDtracker
Appendix B: Sample Interview Questionnaire
Appendix C: Sample Interview Grid
Appendix D: Consent to Disclosure of Infection Status of an Infected Employee

6.2 Associated procedures and guidelines

- a. Applicable Remuneration Rules (Knowledge Centre)
- b. [Questions & Answers \(Knowledge Centre\)](#)
- c. [VIA Rail Illness Control Plan - Train](#)
- d. [VIA Rail Illness Control Plan - Facility](#)
- e. [Facility Management Cleaning and Disinfection procedures](#)
- f. Mechanical & Maintenance Disinfection Procedure T070 (see Lotus Notes Maintenance Program)



7 REFERENCES

- a. [Government of Canada Isolation Guideline](#)

8 REQUESTS FOR INFORMATION

Questions regarding the interpretation of this procedure should be referred to the Safety & Environment service, at the attention of:

Nicolas Panetta
Senior Advisor, Safety Governance and Compliance
514 241-3859
nicolas_panetta@viarail.ca

9 APPROVAL AND AMENDMENT HIS

The person responsible for the instrument must review it once a year.

9.1 Approval

Procedure version 1.0 has been approved by the Safety & Environment service and is effective as of the following date:

Bruno Riendeau, Safety & Environment

Approving Authority

September 14, 2020

Date

9.2 Change History

Version	Description of the main changes	Effective Date
1.0	<i>New procedure (amalgamation of Procedure 1 – Self-Isolation & Procedure 3 – Worker Confirmed Probable Case)</i>	September 14, 2020
1.1	<i>Updated flow chart square # 4 and added definition of “suspected case”</i>	October 8, 2020
1.2	<i>Update to “suspected case” definition</i>	October 9, 2020
1.3	<i>Updated first square in flow chart to include those awaiting testing</i>	October 23, 2020
1.4	<i>Update to Person Infected definition</i>	November 9, 2020